Lassen County Sheriff's Office
Trainer's Manual

COMMUNICATIONS
TRAINING
OFFICER

Program Guidelines
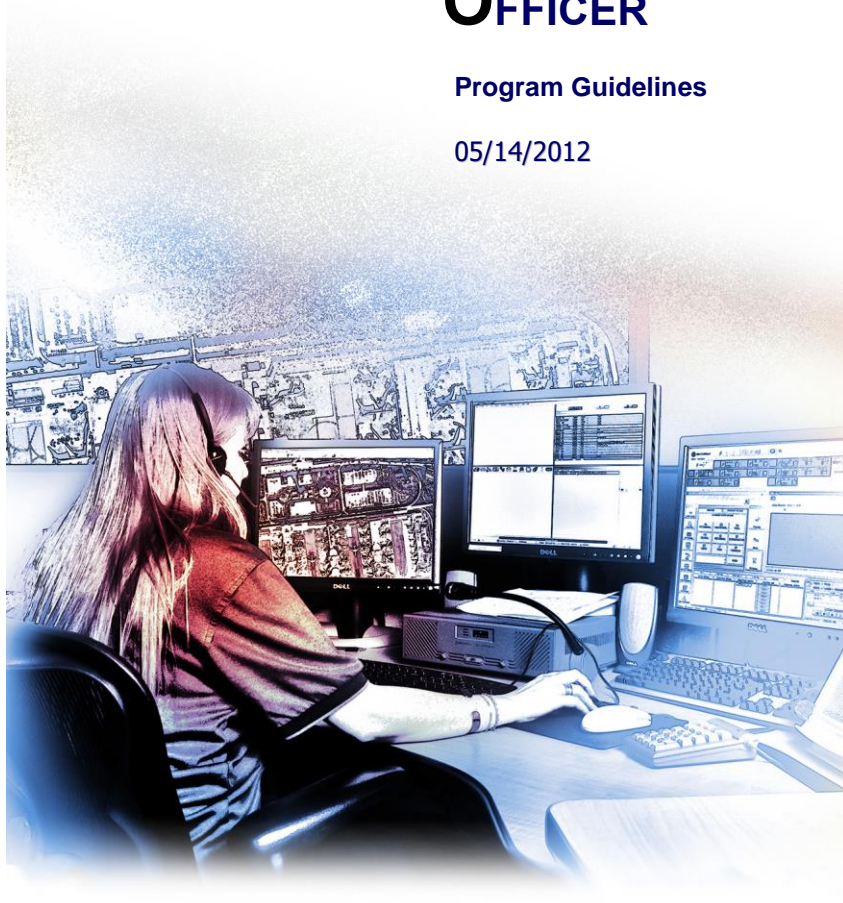
03/21/2012

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05/14/2012

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Foreword

Public safety dispatchers have been an integral part of law enforcement for many decades and are often the first crucial contact for a citizen in need. POST has worked to develop training and selection standards to enhance the professionalism of public safety dispatchers for more than 25-years—since it established the 80-hour Public Safety Dispatcher Course in 1985. POST will continue to look to public safety dispatcher professionals in the field to identify needs and I want to reiterate POST's commitment to meeting those needs and *raising the bar*.

I am pleased to release these Communications Training Officer Program Guidelines and the accompanying Competency Verification Forms to the field. I believe these documents represent excellent work by the Advisory Group and POST staff and will substantially further POST's work with public safety dispatch. Field training is the key to ensuring that lessons have been learned and skills have been developed. This manual will facilitate a baseline standard throughout the state and act as a model for the nation. The forms will provide important and detailed documentation of competency.

This is a noteworthy achievement for POST and public safety dispatchers in California. Still, more work remains to be done. With the support of the Public Safety Dispatchers Advisory Council and working professionals throughout the state, I look forward to the next goal.

Paul A. Cappitelli
Executive Director

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Chapter 1
Introduction & Overview

MEETING THE TRAINING CHALLENGE

Dispatching is one of the most critical functions within law enforcement. Public safety dispatchers play a vital role in the public safety community. Public safety dispatchers are the first point of public contact in receiving calls regarding crimes, traffic incidents, medical emergencies, safety hazards, and miscellaneous requests for service. They are responsible for facilitating an appropriate and timely field unit response, monitoring field activity, and providing information that is often critical to both citizens and field officers.

Public safety dispatchers realize the importance of their role in the agency's infrastructure, respond well to challenges, and take great pride in a job well done. Along with this pride they understand how vital teamwork is to their job performance. Every public safety dispatcher wants to work within a fully trained and qualified team. However, to achieve that efficient team, trainees must receive comprehensive training. An important aspect of this training includes the on-the-job training provided to trainees by Communications Training Officers (CTOs).

Communications Training Officers are selected for their knowledge, experience, and training abilities. CTOs are in a position of great responsibility and are trusted to follow the agency's designated training program. They possess the skills needed to meet agency standards and to train new personnel properly.

Being a CTO is a continual learning process that can be very rewarding. Every time the CTO has a new trainee, they inherently learn new information. This can place the CTO in the position of being an informal leader within the dispatch center. They may be sought out by their co-workers as a source of information and guidance and be recognized for their expertise and knowledge. However, making the transition from a "doer" to "teacher" is not always easy and can be stressful. Public safety dispatchers are usually quite comfortable doing their job. Many have done the job for years and it is second nature for them. However they are not trained teachers and usually have to master the role of being a CTO through trial and error. Patience and hard work will assist the new trainer in overcoming obstacles encountered while learning the art of teaching.

In summary, a CTO's dedication and enthusiasm is crucial to a successful training experience. Meeting the challenge of training a trainee and contributing to the continuing successful mission of the organization is an accomplishment of which the CTO can be extremely proud.

ADULT LEARNING CONCEPTS

People learn at different rates and in different ways. In general, the adult learner retains more when they understand the reasons behind the training. By discussing a policy background, lessons learned, or sharing a veteran public safety dispatcher's critical thinking processes, the trainee will begin to develop their own problem solving ability. Problem solving opportunities will enhance the retention of knowledge and prepare the trainee to handle real world situations throughout their career. The trainer should also allow the trainee as much hands-on experience as possible, since most people learn best by doing. By involving as many senses as possible in the learning process, the trainer increases the trainee's ability to retain the information.

Optimally, the trainer should teach from the simple to the complex and from the known to the unknown. Although training programs are organized using general sequencing guidelines, the trainer is afforded some necessary discretion to be flexible. Since the training officer is typically working in a one-on-one mode with the trainee, the training officer should adapt to the trainee's learning style to provide every opportunity for them to succeed in the program within the agency's standards. Small successes build motivation and contribute to a better learning experience.

Effective training provides the trainee with the opportunity to fail forward by learning from mistakes made in a safe instructional environment. As the trainee becomes increasingly confident, they develop the ability to perform at increasingly higher and more accountable levels. Instead of simply prompting the trainee to recall information, the CTO should encourage a trainee to assess the relevance, context, potential implications, and overall importance of information gathered.

Ultimately, the trainer must adapt their teaching strategy to the trainee's needs and individual progress. The trainer should avoid comparing one trainee's performance with another's. Rather, the trainer should only evaluate their trainee's performance against the performance standards set by the agency.

Some trainees can assimilate new information more quickly than others. This does not mean that a trainer should accept poor or substandard work. Expect a trainee to meet the performance standards of the training program and hold them appropriately accountable. Likewise, each success will motivate the trainee to repeat the desirable behavior and encourage them to continue with the training program.

The things I hear, I forget

The things I see, I remember

The things I do, I understand

The things I teach, I learn

— Confucius

TRAINING TIPS

The key to ensuring optimal performance of all dispatch personnel is intensive, consistent, and well-designed training. By following a formalized training program, the agency is providing the trainee with structured instruction, aimed at creating a competent dispatcher while also mitigating potential personal and organizational liability. The CTO is responsible for establishing and maintaining an environment that is conducive to learning and for representing their agency in a professional and competent manner. The CTO must also prepare the trainee to learn, just as the trainee must be prepared to learn.

Some suggestions to foster and maintain a positive training environment include, but are not limited to:

- Showing interest in the trainee's learning

- Paying attention to the trainee

- Being proactive in training

- Planning and organizing lessons, including study guides and quizzes

- Knowing training materials (i.e. training manual, study guides and quizzes) and use down time to review them

- Recognizing that all circumstances/situations can lead to teachable training opportunities

- Keeping personal business away from the training area

- Keeping time off to a minimum. If time off must be taken, addressing the following:

    - Selecting a replacement trainer

    - Communicating a trainer and schedule change (if applicable) with trainee

    - Providing the replacement trainer with the training plan and associated instructional materials

- Discussing the trainee's progress only with those authorized to receive the information

- Presenting material in a positive and impartial manner

- Resolving policy conflicts or questions in advance with management

EXPLANATION OF TRAINING TERMS

Action Plan	Used to outline the specific steps, goals, and time frames of the remediation plan. It may also be referred to as a performance improvement plan or strategy.
Critical Tasks	Activities deemed essential to the performance of a public safety dispatcher's job duties.
Daily Evaluation	A form of written documentation for tracking the daily performance of a trainee in specific categorized areas. The actual hours trained are also noted. A daily evaluation is designed to provide the trainee with consistent and timely feedback and to provide the agency with a means of accurately memorializing the trainee's performance.
Final Evaluation	The final evaluation serves as a summative assessment of the trainee's overall performance in the CTO program. The final evaluation is intended to document the trainee's readiness to progress out of a directly supervised or shadowed CTO program experience and into the realm of solo job performance as a probationary public safety dispatcher. As with other evaluations, the document may serve to highlight particular areas of trainee strength as well as areas identified as appropriate for continued growth and development. The final evaluation also verifies the trainee's ability to perform all applicable job elements at the minimum level of competence required by the employing agency.
Performance Category	Each area in which a trainee is to be evaluated. Each area is rated according to an established performance standard. For example, a trainee may be rated as Competent (C), Exceeding Training Expectations (E), Progressing Satisfactorily (P), Needs Improvement (NI), Not Observed (NO), or Not Responding To Training (NRT). *(Individual agencies may use different terms but in each case the ratings are intended to identify the trainee's level of performance.)*
Remediation	A specific process or action taken by the CTO or agency to improve and/or correct a chronic or substantive performance deficiency. The intent of remediation is to provide additional instruction in the specific areas of deficiency.
Summary Evaluations	A synopsis of the daily evaluations of the trainee's progress over a designated period of time (i.e., weekly, bi-weekly or monthly). The evaluation may also be used to set goals, communicate performance expectations, or otherwise describe the degree to which a trainee is currently meeting (or failing to meet) performance standards.

THE TRAINING PROGRAM

The Training Program is a structured training process specific to the job competencies required by a public safety dispatcher. These competencies are directly linked to the knowledge, skills, abilities, and tasks performed by public safety dispatchers within a communications center.

The first week of employment should provide the trainee with an orientation and overview of the agency's operations. During the orientation the trainee will learn how the program is structured, the purpose of evaluations, and the prevailing chain of command.

The trainee will receive a variety of training resources and job aids, including the communications training manual. The training manual contains a history of the jurisdiction(s) served, basic governmental structures, localized resource information, and other job specific materials the trainee will need to perform their job. It may also contain a communications system overview, reference charts, lists of codes, and abbreviations the trainee will need to learn. Additional training tools such as videos, audiotapes, flashcards, and POST workbooks may be provided.

The Communications Training Competency Sign-Off Manual (CTC) is a series of job component checklists documenting performance-related milestones over the course of the training program. The completed sign-off manual will be retained in the trainee's file.

Serving as a CTO is an intense and demanding commitment. To the extent possible, the CTO should avoid involvement with other ancillary duties which might interfere with the training process. The CTO needs to balance the needs of the trainee with officer and citizen safety, organizational priorities, and operational demands.

The final phase of training assesses the trainee's performance as compared to the standardized guidelines noted in this manual. The trainee must be rated as competent in all aspects of the standards during this phase. The CTC Sign-Off Manual (and all associated performance objectives) should have been completed prior to the trainee's entry into this phase.

To ensure the trainee performs effectively on their own, the CTO should observe the actions of the trainee from a "sit-along" position. The CTO does not take any action except in instances where intervention is necessary. A CTO intervention would typically occur under the following types of circumstances:

1. **Officer Safety Issue**

   If the actions or inactions of the trainee constitute a hazard or potentially dangerous situation to field units or citizens, the CTO must take whatever action is necessary to reduce the hazard and ensure proper safety practices are followed.

2. **Illegal and Unethical Activity**

   The CTO must ensure that the trainee's actions are legal and ethical at all times. Neither of these conditions shall be sacrificed for training purposes.

3. **Embarrassment to a Citizen, the Agency, or the CTO**

   The CTO must not allow an incident to get to the point where the trainee embarrasses or brings discredit to a citizen, the agency, the CTO, or trainee at any time.

EVALUATIONS

Documentation

One of the most challenging and vital responsibilities of the CTO is writing comprehensive evaluations that document and communicate information in an objective and precise manner. While CTOs may recognize traits in their trainee that can be either beneficial or detrimental to the agency, it is important to document only information that can be substantiated. CTOs should keep in mind that seemingly unimportant individual actions may reveal patterns which may be relevant to the trainee's overall performance. Evaluations must contain specific statements related to actual job performance and demonstrated job knowledge.

Documentation should include a detailed description of conduct exhibited by the trainee in the performance of specific tasks. Evaluative judgments may be supported with copies of printouts, recordings or other documents. If the trainee's performance or degree of progress is substandard, the evaluation must be written in such a manner as to clearly identify and describe the deficiency as well as the desired conduct and steps that will be taken to facilitate improvement. If the trainee meets or exceeds the guidelines set by the training program, it is important to identify the actions that prompted the specific rating. Likewise the narrative should support a substandard rating.

Trainees need to be regularly informed of their progress through timely evaluations. Feedback, whether positive or negative, is most effective when it immediately follows the observed conduct.

Daily Evaluations

Daily evaluations aid the CTO in assessing the daily progress of the trainee. They are used to keep a consistent, accurate and chronological record of the trainee's progress, and can be used as a vehicle to recognize satisfactory or exemplary performance as well as surfacing areas needing improvement or additional training.

When writing daily evaluations the following factors should be considered:

- Performance
- Interpersonal skills
- Knowledge
- Job readiness

SUMMARY EVALUATIONS

Summary evaluations are based on daily observations and provide a synopsis of the trainee's performance over a specific period of time. The content should reflect the trainee's overall progress, including strengths and weaknesses. Specific action plans should be developed that cite areas for improvement and determine whether goals have been achieved. These evaluations are more formal than daily evaluations and should be forwarded through the appropriate chain of command.

The daily evaluation documents how the trainee performed a specific task. The actual task taught is listed in the Communications Training Competency Signoff Manual.

COMPETENCY SIGN-OFF

After marking the appropriate rating categories it is necessary to write a brief narrative for each rating section. Unless the task performed is not listed in the Communications Training Competency Sign-off Manual (CTCSM), it is not necessary to list exactly which task was completed. The sign off in the CTCSM will serve that purpose. This narrative should explain how the trainee reacted to the task.

The training officer should not hesitate to mark a "needs improvement" category in any area of a trainee's evaluation. The trainer is not doing anyone a favor by overlooking a deficiency. If the trainee has a problem area, it is important to document the problem area along with steps necessary to correct the deficiency. The trainee should also understand that this is a daily evaluation, and there will be some normal fluctuation in the markings. The trainee should be more concerned with their overall performance as opposed to a single critical mark on any given day.

PRESENTING THE EVALUATION

After writing the evaluation, the CTO needs to meet with the trainee to actually present the evaluation. Trainee confidentiality needs to be maintained by meeting in a private setting free of distractions and which offers an appropriate degree of privacy to encourage a more candid and relaxed exchange of information.

Meetings should be structured. Reviewing the evaluation section by section offers a consistent format to follow. The CTO should not only cover the general section, but should also expand on each individual topic on the evaluation form and provide any supporting materials. Once the CTO has finished presenting the evaluation there should be a consistent opportunity for trainee input. Successful training interactions should validate the trainee's worth, address any relevant concerns, and allow the trainee to become actively involved in their own training experience.

Trainee success is dependent on open, honest, and direct communication. Meetings should provide an honest assessment of their current training level, permit the setting of specific goals, and continue the planning process for successful completion of the program.

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Lassen County Sheriff's Department
TRAINEE EVALUATION

Trainee's Name *(Last, First)*	CTO's Name *(Last, First)*	Date

RATINGS: **NI** = Needs Improvement **PS** = Progressing Satisfactorily **E** = Exceeds Training Expectations **C** = Competent
NO = Not Observed **NRT** = Not Responding to Training

INSTRUCTIONS: Rate trainee's performance in the following categories:

A. Performance	NI	PS	E	C	NO	NRT
1. Written Skills	☐	☐	☐	☐	☐	☐
2. Verbal Skills	☐	☐	☐	☐	☐	☐
3. Listening Skills	☐	☐	☐	☐	☐	☐
4. Accuracy/Thoroughness	☐	☐	☐	☐	☐	☐
5. CAD Skills	☐	☐	☐	☐	☐	☐
6. Stress Control	☐	☐	☐	☐	☐	☐
7. Decision Making/Critical Thinking	☐	☐	☐	☐	☐	☐
8. Initiative	☐	☐	☐	☐	☐	☐
9. Call Taker and/or Radio Dispatcher	☐	☐	☐	☐	☐	☐
10. Versatility/Adaptability	☐	☐	☐	☐	☐	☐
11. Retention of Information	☐	☐	☐	☐	☐	☐
12. Officer and Citizen Safety	☐	☐	☐	☐	☐	☐
B. Interpersonal Skills	**NI**	**PS**	**E**	**C**	**NO**	**NRT**
1. Conduct toward Citizens	☐	☐	☐	☐	☐	☐
2. Conduct Toward Co-Workers	☐	☐	☐	☐	☐	☐
3. Conduct Towards Supervision	☐	☐	☐	☐	☐	☐
4. Acceptance of Criticism	☐	☐	☐	☐	☐	☐
5. Self Image and Confidence	☐	☐	☐	☐	☐	☐
C. Knowledge	**NI**	**PS**	**E**	**C**	**NO**	**NRT**
1. Laws, Policies, Procedures	☐	☐	☐	☐	☐	☐
2. General Resources	☐	☐	☐	☐	☐	☐
3. CAD Manual	☐	☐	☐	☐	☐	☐
4. Training Manual	☐	☐	☐	☐	☐	☐
5. Communication Equipment	☐	☐	☐	☐	☐	☐
6. Call Types	☐	☐	☐	☐	☐	☐
7. Geography	☐	☐	☐	☐	☐	☐
D. Job Readiness	**NI**	**PS**	**E**	**C**	**NO**	**NRT**
1. General Appearance	☐	☐	☐	☐	☐	☐
2. Punctuality/Dependability	☐	☐	☐	☐	☐	☐
3. Mental Alertness	☐	☐	☐	☐	☐	☐
E. Miscellaneous Skills and Traits	**NI**	**PS**	**E**	**C**	**NO**	**NRT**
1. Keyboarding/Typing	☐	☐	☐	☐	☐	☐
2. Ergonomic Awareness	☐	☐	☐	☐	☐	☐

TRAINING HOURS

Call taker	Secondary	Primary	Study		Total training hours

▶
_____
Trainee Signature

▶
_____
CTO Signature

▶
_____
CTO Supervisor

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ACTION PLAN

An Action Plan is used to identify and communicate problem areas to the trainee, the training officer, and supervisors. After the problem area(s) have been identified, the training officer develops specific training assignments which assist the trainee in overcoming the deficiency noted. Assignments are documented on the Action Plan.

The training deficiencies noted must be specific tasks clearly defined in the "Training Assignment" section of the Action Plan. The CTO is responsible for ensuring that the trainee has completed each specific task and that they have evaluated the trainee in that specific area. If the Action Plan task has not been completed to the satisfaction of the training officer, the trainee may be assigned a revised Action Plan. The Action Plan, including the results and relevant supporting materials, should be included in the written evaluations.

Of importance when using the Action plan is the need to provide the trainee with clearly defined goals and realistic time frames for goals to be achieved. Identified time frames must be achievable during the trainee's work hours. Most agencies specify that homework cannot be assigned without appropriate compensation being provided.

The following page contains a sample Action Plan form

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Lassen County Sheriff's Department
TRAINING ACTION PLAN

Trainee's Name *(Last, First)*	CTO's Name *(Last, First)*	Date / /

Your training officer has identified one or more areas of performance difficulties that need your immediate attention for improvement.

You will be expected to fully complete the training assignment by: /   /

A. Performance Deficiencies

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

_____

_____

_____

_____

B. Training Assignment

Describe the specific assignments given to the trainee to correct the above problem.

_____

_____

_____

_____

C. Assignment Completion	**Yes**	**No**
1. Has the trainee satisfactorily completed the training plan? If *No*, but improvement is noted, go to 3	☐	☐
2. Is the trainee now performing at a competent level?	☐	☐
3. Has an additional assignment been given?	☐	☐

D. Comments

_____

_____

_____

_____

_____

_____

▶ _____   ▶ _____   ▶ _____
      Trainee Signature   CTO Signature   CTO Supervisor

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Chapter 2
Training Evaluation Forms:
Standardized Evaluation Guidelines (SEGs)

The following are standardized guidelines for the various evaluation categories. This is not an all inclusive list. To ensure consistency, CTOs must keep these competencies in mind when evaluating trainees.

COMPETENCY: PERFORMANCE

1. Written Skills	**Competent**
	1. The written communication produced by the trainee is generally concise and organized.
	2. The trainee's CAD incidents generally:
	a. Contain specific facts to support the incident type.
	b. Use correct verbiage.
	c. Contain suspect descriptions that are complete, accurately documented, and properly formatted (including suspects when descriptions have been provided).
	d. Contain vehicle descriptions that are complete, accurately documented, and properly formatted (when descriptions have been provided).
	e. Contain complete weapon information when available and appropriate.
	f. Contain drug or alcohol information when available and appropriate.
	g. Includes all necessary information for officer safety, citizen safety and the apprehension of the suspect.
	h. Avoids personal opinions or editorial comments.
	i. Reflects the comments and needs of field units accurately.
	3. The trainee produces accurate written documentation in a timely manner.
	4. Written communication resembles that of an experienced dispatcher with standard writing skills.
	5. The trainee understands and can follow written directions.
	6. The trainee's written work product is commensurate with that of an experienced public safety dispatcher.

COMPETENCY: PERFORMANCE (CONT)

1. Written Skills (CONT)	**Exceeds Expectations**

Exceeds Expectations

1. The written communication produced by the trainee is routinely well written, concise and organized.

2. The trainee's CAD incidents consistently:

   a. Contain specific facts supporting the incident type.

   b. Use appropriate verbiage.

   c. Contain suspect descriptions that are accurately documented and properly formatted (when the descriptions have been provided).

   d. Contain vehicle descriptions that are complete, accurately documented, and properly formatted (when descriptions have been provided).

   e. Contain complete weapon information when available and appropriate.

   f. Contain drug or alcohol information when available and appropriate.

   g. Include all necessary information for officer safety, citizen safety and the apprehension of the suspect.

   h. Avoid personal opinions or editorial comments.

   i. Reflect the comments and needs of field units accurately.

3. The trainee produces written documentation quickly while maintaining accuracy.

4. The trainee understands and can follow written directions.

Progressing Satisfactorily

1. The trainee is generally able to produce understandable written communications using appropriate public safety language.

2. The documentation in the trainee's CAD incidents is continuing to improve in detail, verbiage, and formatting.

3. The trainee's written communication is equivalent to work products created by trainees with similar level of experience and training.

4. The trainee is not experiencing any reoccurring difficulties in this area.

COMPETENCY: PERFORMANCE (CONT)

1. Written Skills
 (CONT)
	Needs Improvement
	
	 1. The written communication produced by the trainee is deficient in one or more of the following areas:
	
	    a. Accuracy
	
	    b. Disorganized
	
	    c. Inappropriate verbiage
	
	    d. Concise
	
	    e. Understandable
	
	    f. Grammar
	
	    g. Spelling
	
	 2. The CAD incidents created by the trainee contain one or more of the following:
	
	    a. Omissions or misstatements of facts provided by sources.
	
	    b. Elements of crime missing.
	
	    c. Spelling errors.
	
	    d. Confusing or misleading narrative.
	
	    e. Provided suspect or vehicle information is missing, incomplete, or inaccurate.
	
	 3. The trainee spends an excessive amount of time formatting and reformatting information for their training and experience.
	
	 4. The trainee's written communication is lacking and not equivalent to work products created by trainees with similar level of experience and training.
	
	 5. The trainee is experiencing reoccurring difficulties in this area.
	
	 Not Observed
	
	 This specific skill was not observed during the rating period.
	
	 Not Responding to Training
	
	 This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee's performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: PERFORMANCE (CONT)

2. Verbal Skills	**Competent**

Competent

1. The trainee:

   a. Accurately relays necessary information.

   b. Can convey thoughts in a clear, understandable manner.

   d. Is able to speak at the level the listener can understand.

   e. Uses proper voice inflection and enunciation.

   f. Is able to explain policy and procedures.

   g. Does not let personal opinions influence professional communications or conversations.

2. When conducting an interview, the trainee:

   a. Uses the proper salutation when answering the various telephone lines.

   b. Is able to quickly establish a rapport with the caller.

   c. Uses the caller's name if provided.

   d. Uses appropriate calming techniques when needed.

   e. Asks appropriate questions in a logical sequence to determine the scope and nature of the incident being reported.

   f. Is able to redirect questioning when necessary as information is provided.

   g. Able to direct the conversation tactfully.

   h. Keeps the caller focused.

3. The trainee is able to communicate confidently, commensurate with an experienced public safety dispatcher.

Exceeds Training Expectation

1. The trainee has exceptional verbal skills. The trainee is:

   a. Extremely articulate.

   b. Conversant in public safety terms.

   c. Consistently able to use the proper cadence for the listener.

   d. Able to use the most appropriate verbiage for the listener.

   e. Succinct in their conversations and interviews.

COMPETENCY: PERFORMANCE (CONT)

2. Verbal Skills (CONT)

    f.   Able to accurately relay information without altering content or meaning.

    g.   Able to enunciate without sounding condescending.

    h.   Easily understood.

    i.   Able to demonstrate a personal understanding of information received and clarifies missing or confusing content.

2. The trainee's voice is comfortable to listen to and loud enough to be heard but does not disrupt the workplace.

3. The trainee sounds confident and controlled while allowing an appropriate amount of voice inflection.

Progressing Satisfactorily

1. The trainee is generally able to communicate at the appropriate level of the listener.

2. The trainee sounds more confident as success is achieved.

3. The trainee is managing appropriate voice inflections.

4. The trainee's verbal communication is becoming more succinct.

5. The trainee is replacing terms with more appropriate public safety verbiage.

6. The trainee's verbal communication is equivalent to a peer with similar experience and training.

7. The trainee is not experiencing any reoccurring difficulties in this area.

Needs Improvement

1. The trainee has poor conversational skills, which may be demonstrated by:

    a.   Inappropriate voice inflection.

    b.   Body language inconsistent with verbiage.

    c.   Using slang or jargon inappropriately.

    d.   Using the wrong verbiage.

    e.   Mispronouncing words routinely.

    f.   Rambling when trying to explain.

    g.   Inability to relay information correctly, may misinterpret, embellish, or leave out key information.

COMPETENCY: PERFORMANCE (CONT)

2. Verbal Skills (CONT)	h. Speaking too softly to be heard.

h. Speaking too softly to be heard.

i. Speaking too loudly and disrupting the workplace.

2. When conducting an interview, the trainee:

a. Uses confusing or misleading language.

b. Fails to clarify confusing or ambiguous statements.

c. Fails to use the caller's name if provided.

d. Uses slang or police jargon with non-law enforcement personnel.

e. Does not attempt to calm excited callers.

f. Causes the speaker to repeat unnecessarily (see Listening Skills, below).

g. Fails to respond or react to the speaker.

h. Verbal expression inconsistent and inappropriate to the situation.

i. Allows inappropriate silence.

Not Observed

This specific skill was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

3. Listening Skills

Competent

a. The trainee

b. Accurately hears, comprehends, and documents information relayed verbally.

c. Reacts and responds appropriately to information received.

d. Infrequently for information to be repeated.

e. Uses active listening techniques.

f. Responds appropriately to verbal communications within the center.

g. Follows verbal instructions.

h. Refrains from distractions that may impact listening.

COMPETENCY: PERFORMANCE (CONT)

3. Listening Skills (CONT)

2. While conducting an interview the trainee:

   a. Actively listens to the caller.

   b. Responds appropriately to what is said.

   c. Rarely has information repeated.

   d. Listens for background sounds on the radio and telephone.

   e. Recognizes and identifies pertinent facts.

   f. Clarifies confusing information.

3. The trainee exhibits listening skills commensurate with those of an experienced public safety dispatcher.

Exceeds Training Expectation

1. The trainee:

   a. Demonstrates the ability to actively listen, comprehend, and document information received verbally.

   b. Consistently reacts and responds appropriately to information received.

   c. Rarely needs information to be repeated.

2. The trainee pays attention to the totality of the calls for service, including:

   a. The choice of verbiage of the caller.

   b. The voice inflection of the caller.

   c. Background sounds.

Progressing Satisfactorily

1. The trainee's understanding and comprehension of information received verbally are continuing to improve.

2. The trainee is demonstrating listening and comprehension at a level similar to trainees with the same level of training and experience.

COMPETENCY: PERFORMANCE (CONT)

3. Listening Skills (CONT)	**Needs Improvement**
	
	1. The trainee
	
	    a. Frequently demonstrates an inability to accurately hear and comprehend information received verbally.
	
	    b. Misses important information.
	
	    c. Does not respond appropriately to verbal communications within the center.
	
	    d. Frequently needs information repeated.
	
	    e. Is distracted by unrelated activity, not focused on the conversation at hand.
	
	    f. Distorts, misstates, or misinterprets the message the client expressed.
	
	    g. Fails to clarify confusing or unclear statements.
	
	Not Observed
	
	This skill was not observed during the rating period.
	
	Not Responding to Training
	
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

4. Accuracy/ Thoroughness	**Competent**
	
	1. The trainee is able to follow through on dispatch tasks and accurately obtain, relay and provide information.
	
	2. When processing CAD incidents, the trainee:
	
	    a. Ensures the content is complete based on the information provided by the caller or field unit.
	
	    b. Clarifies missing or confusing content.
	
	    c. Explains what information is unclear and why.
	
	    d. Paraphrases without changing the content.
	
	    e. Does not change, delete or embellish facts.
	
	    f. Follows through with reporting parties, other agencies, supervisors and/or field units.
	
	3. The trainee completes tasks before or on time.
	
	4. The trainee's work product is commensurate with that of an experienced public safety dispatcher.

COMPETENCY: PERFORMANCE (CONT)

4. Accuracy/ Thoroughness (CONT)	**Exceeds Training Expectation**
	
	1. The trainee is consistently:
	
	   a. Thorough and accurate when completing tasks.
	
	   b. Follows through on even the most minor assigned tasks.
	
	   c. Strives for 100 percent accuracy in all areas.
	
	2. The trainee completes tasks before the due date.
	
	Progressing Satisfactorily
	
	1. The trainee's work product is completed quicker as the task is repeated.
	
	2. The trainee requires less CTO intervention as training progresses.
	
	3. The trainee's ability to follow through with reporting parties, other agencies, supervisors, and/or field units is improving.
	
	4. The trainee's performance and work products are similar to trainees with similar levels of experience.
	
	Needs Improvement
	
	1. The trainee demonstrates an inability to follow through on tasks.
	
	2. The trainee:
	
	   a. Does not accurately document information provided by callers or field units.
	
	   b. Embellishes, changes, or deletes information provided by callers or field units.
	
	   c. Does not clarify missing or confusing incident content.
	
	   d. Is unable to paraphrase without changing the meaning of the message.
	
	   e. Fails to follow through with reporting parties, other agencies, supervisors, and/or field units.
	
	   f. Fails to complete assigned tasks.
	
	Not Observed
	
	The specific skills, knowledge, ability, or behavior was not observed during the rating period..
	
	Not Responding to Training
	
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation

COMPETENCY: PERFORMANCE (CONT)

5. CAD Skills	**Competent**

Competent

1. The trainee is able to:

    a. Utilize CAD to its fullest capabilities.

    b. Use the appropriate CAD commands accurately and in timely manner.

    c. Access all databases in CAD.

    d. Populate the various data fields quickly.

    e. Able to reboot the CAD work station after a lockup.

2. The trainee exhibits CAD skills and knowledge commensurate with an experienced public safety dispatcher.

Exceeds Training Expectation

1. The trainee has mastered all aspects of CAD.

2. The trainee:

    a. Is able to quickly and accurately populate the CAD fields.

    b. Does not need to refer to notes to manipulate the CAD system.

    c. Is proficient in CAD maintenance areas.

Progressing Satisfactorily

1. The trainee continues to expand their knowledge of:

    a. CAD commands as they learn more of the public safety dispatcher functions.

    b. CAD inquiries and responses.

    c. CAD protocols.

2. The trainee's skills continue to increase in accuracy and speed while:

    a. Entering calls for service.

    b. Documenting field-initiated activities

3. The trainee's performance is similar to trainees with similar experience and training.

COMPETENCY: PERFORMANCE (CONT)

5. CAD Skills (CONT)	**Needs Improvement**

Needs Improvement

1. The trainee is unable to retain frequently used CAD commands or inquiries.

2. The trainee has difficulty:

   a. Determining correct commands.

   b. Locating information in CAD.

   c. Entering information in proper format or location.

   d. Restarting the CAD workstation after a lockup.

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

6. Stress Control

Competent

1. The trainee exhibits calm self-control when confronted with a frustrating situation or personality.

2. During critical incidents or emergency situations, the trainee:

   a. Sounds confident, controlling voice inflections and volume.

   b. Follows procedures.

   c. Manages radio traffic or the interview with the caller while providing timely updates to the field units.

   d. Controls temper.

   e. Remains visibly calm.

   f. Understands and accepts limitations of control.

   g. Is able to act, making conscious decisions based on the shifting nature of the incident.

3. The trainee is able to explain their decisions.

4. When confronted with potentially stressful situations, the trainee responds professionally and appropriately.

COMPETENCY: PERFORMANCE (CONT)

6. Stress Control (CONT)	**Exceeds Training Expectation**
	
	1. The trainee demonstrates professionalism, courtesy and composure regardless of the situation.
	
	2. The trainee maintains self-control during all interactions.
	
	Progressing Satisfactorily
	
	1. The trainee exhibits a controlled attitude and is able to maintain order in most instances with each continued success.
	
	2. New incidents that have not been experienced before may cause some issues with maintaining composure.
	
	3. Performance is similar to trainees with a similar level of training and experience.
	
	4. The trainee has not experienced serious or reoccurring problems.
	
	Needs Improvement
	
	1. The trainee is outwardly emotional and unable to maintain composure, which may be demonstrated by:
	    a. Losing their temper, or
	    b. Verbally responding inappropriately,
	    c. Crying,
	    d. Becoming physically aggressive,
	    e. Yelling or cursing.
	
	2. During potentially stressful situations, the trainee:
	    a. Panics,
	    b. Freezes,
	    c. Leaves the assigned position,
	    d. Fails to respond to directions, or
	    e. Becomes visibly nervous and agitated and it is apparent on the audio recording.
	
	3. With several opportunities for success, the trainee continues to have difficulty managing interviews or radio traffic.

COMPETENCY: PERFORMANCE (CONT)

6. Stress Control (CONT)	**Not Observed** The ability to manage stress was not observed during the rating period. **Not Responding to Training** This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.
7. Decision-Making/Critical Thinking	**Competent** 1. The trainee makes independent, sound decisions based on policy or procedures and the dynamics of a fluid situation. 2. The trainee: a. Is able to explain their decisions. b Anticipates potential problems and prepares solutions. c. Consistently arrives at the most logical approach to a situation quickly and follows through. d. Is able to prioritize and handle multiple calls/requests accurately. 3. The trainee is: a. Analytical, b. Perceptive, c. Able to acknowledge errors and self corrects. d. Continually reevaluating the situation, possible options and potential consequences as facts are revealed 4. The trainee exhibits decision-making skills commensurate with those of an experienced public safety dispatcher. **Exceeds Training Expectation** 1. The trainee generally demonstrates ability to make independent, ethical decisions and solve problems by: a. Reasoning out the situation. b. Considering options, alternatives, and consequences. c. Soliciting other opinions/views when appropriate. d. Being flexible.

COMPETENCY: PERFORMANCE (CONT)

7. Decision-Making/Critical Thinking (CONT)	2. The trainee demonstrates an increasing ability to prioritize multiple calls or requests based on sound critical thinking.

Progressing Satisfactorily

1. The trainee's ability to make independent, logical, ethical decisions and solve problems continues to improve.

2. The trainee has demonstrated the ability to:

    a. Retain each experience and apply that knowledge to similar experiences.

    b. Ask questions to achieve an understanding of situations.

    c. Solicit feedback.

3. Performance is similar to trainees with a similar level of experience and training.

4. The trainee has not demonstrated any serious or reoccurring problems in this area.

Needs Improvement

1. The trainee is generally unable or unwilling to make independent decisions or solve problems.

2. The trainee:

    a. Does not reason out problems.

    b. Fails to consider options/alternatives.

    c. Fails to solicit other opinions/views.

    d. Relies on the CTO to provide solutions to situations that the trainee has handled on prior occasions.

3. The trainee makes decisions but is unable to explain their thought process.

4. The trainee cannot prioritize and/or handle multiple calls/requests.

5. The trainee fails to reevaluate a fluid situation with each piece of information provided.

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: PERFORMANCE (CONT)

8. Initiative	**Competent**

Competent

1. The trainee shows ongoing interest in increasing efficiency and job knowledge.

2. The trainee:

   a. Documents and reviews key information in a well-organized notebook.

   b. Examines resources.

   c. Researches information and answers.

   d. Utilizes free time to study or review information.

3. The trainee shows an interest in continued learning and improving performance.

Exceeds Training Expectation

1. Generally uses all free time to learn and perfect their craft:

   a. Does extra to increase job knowledge, efficiency and job performance.

   b. Offers suggestions that may improve performance of Communications Center.

   c. Follows through and completes projects without the prompting of the CTO.

   d. Continuously reviews material.

   e. Researches independently before seeking assistance or confirmation.

Progressing Satisfactorily

1. The trainee requires less and less prompting by the CTO to increase efficiency and job knowledge.

2. The trainee generally fills down time with job-related material.

3. The trainee may make suggestions to assist in their learning.

4. The trainee arrives prepared and ready for the next lesson.

5. Performance is similar to trainees with a similar level of training and experience.

6. The trainee has not experienced any serious or reoccurring problems

Needs Improvement

1. The trainee is either unable or unwilling to initiate activities that would increase their knowledge or efficiency, which may be demonstrated by:

   a. Asking for answers instead of researching as time allows.

   b. Failing to use computer/resources efficiently.

   c. Expecting the CTO to provide everything.

COMPETENCY: PERFORMANCE (CONT)

8. Initiative (CONT)	d. Attempting to conduct personal business while on duty.
	e. Becoming more interested in peers' personal business than job requirements.
	f. Remaining idle during free time, wasting time.
	2. The trainee overall is:
	a. Doing less than the minimum acceptable standard for required tasks and may or may not routinely offer excuses.
	b. Failing to complete assignments on time.
	c. Demonstrating poor time management on the job.
	d. Failing to follow through on suggestions for improvement.
	e. Continuing to seek direction from the CTO after having several opportunities to process the same or very similar incidents.
	Not Observed
	The specific skills, knowledge, ability, or behavior was not observed during the rating period.
	Not Responding to Training
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.
9. Call Taker and/or Radio Public Safety Dispatcher	**Competent**
	1. The trainee is able to process all but very unique incidents without assistance.
	2. The trainee is able to recognize and respond to calls for service and/or radio traffic appropriately.
	3. The trainee, when conducting an interview:
	a. Accurately copies and verifies addresses.
	b. Asks questions in a logical sequence.
	c. Asks appropriate questions in a manner to elicit a response.
	d. Documents all key information.
	e. Handles calls in a timely manner.
	f. Gathers proper information for officer safety and probable cause.

COMPETENCY: PERFORMANCE (CONT)

9. Call Taker and/or Radio Public Safety Dispatcher (CONT)	g. Properly codes and prioritizes calls for service. h. Explains what action will be taken i.e., an officer will be sent out, etc. h. Recognizes and correctly processes duplicate calls for service. i. Hears, acknowledges and responds to other dispatchers and/or supervisors in the Communications Center.

4. The trainee, while working the radio:

   a. Is understandable and concise.

   b. Rarely misses radio transmissions.

   c. Comprehends radio transmissions.

   d. Retains information received.

   e. Sounds confident.

   f. Properly uses radio codes and police terminology.

   g. Does not cut off their transmissions.

   h. Is able to keep pace with radio traffic.

   i. Uses proper unit identifiers.

   j. Prioritizes radio traffic and dispatches calls correctly.

   k. Makes timely broadcasts of critical information.

   l. Hears, acknowledges and responds to other dispatchers and/or supervisors in the Communications Center.

   m. Recognizes and correctly processes duplicate calls for service

5. The performance and work product is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

1. The trainee's performance and work product is superior to the performance and work product of most trainees with similar training and experience.

2. The trainee is able to process unique calls or calls they have not been exposed to with little CTO intervention.

3. The trainee makes appropriate decisions and processes calls for service without waiting for cues or prompts from the CTO.

COMPETENCY: PERFORMANCE (CONT)

9. Call Taker and/or Radio Public Safety Dispatcher (CONT)

Progressing Satisfactorily

1. The trainee continues to improve while requiring less CTO intervention as experience and knowledge increases.

2. The trainee's understanding and application of radio codes and priorities are increasing with experience.

3. Performance is similar to trainees with a similar level of training and experience.

4. The trainee has not experienced any serious or reoccurring problems.

Needs Improvement

1. The trainee displays a general inability to accurately recognize and respond to calls for service and/or radio traffic.

2. While conducting an interview, the trainee frequently:

    a. Fails to ask all appropriate questions.

    b. Fails to recognize or document important information.

    c. Has the caller repeat information.

    d. Uses an inappropriate priority or radio code.

    e. Mistakes facts.

    f. Uses confusing or misleading language.

    f. Does not accurately relay facts or details.

    g. Fails to clarify confusing or ambiguous statements.

    h. Rambles when trying to explain.

    i. Uses codes and phonetic alphabet with callers.

3. While working as a radio dispatcher, the trainee frequently:

    a. Has transmissions that are confusing or lengthy.

    b. Misses radio transmissions.

    c. Does not comprehend radio transmissions.

    d. Does not retain information received.

    e. Uses poor voice inflections.

    f. Does not properly use radio codes and police terminology.

COMPETENCY: PERFORMANCE (CONT)

9. Call Taker and/or Radio Public Safety Dispatcher (CONT)	g. Does not use unit identifiers or uses them inappropriately. h. Has units standby unnecessarily. i. Does not differentiate between high and low priority calls. j. Fails to rebroadcast key information or directions. k. Fails to relay officers' / citizens' information. l. Fails to hear, acknowledge or respond to other dispatchers and/or supervisors in the Communications Center. **Not Observed** The specific skills, knowledge, ability, or behavior was not observed during the rating period. **Not Responding to Training** This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

10. Versatility or Adaptability	**Competent**
	
	1. The trainee is able to:
	    a. Fluidly move from one situation to another.
	    b. Work efficiently during both slow and busy periods.
	    c. Consistently apply knowledge and experience to new situations.
	    d. Readily adjust to new duties and challenges.
	
	2. The trainee consistently exhibits a level of flexibility and adaptability commensurate with that of an experienced public safety dispatcher.
	
	Exceeds Training Expectation
	
	1. The trainee is able to:
	    a. Adapt to changing incidents and information with little difficulty.
	    b. Properly apply acquired knowledge to similar or new situations.
	    c. Accept change without criticism or complaint.
	    d. Apply the most current laws, policies or procedures to the situation at hand.

COMPETENCY: PERFORMANCE (CONT)

10. Versatility or Adaptability (CONT)	**Progressing Satisfactorily**
	
	1. The trainee is generally able to:
	   a. Understand the differences and similarities in situations which cause different outcomes.
	   b. Adapt to change and new experiences.
	   c. Apply knowledge in a variety of situations and is able to do so in an increasing number of instances.
	
	2. Performance is similar to trainees with a similar level of training and experience.
	3. No serious problems have been detected.
	
	Needs Improvement
	
	1. The trainee is unable to adjust decisions to changing information.
	2. The trainee is generally unable adequately resolve incidents by applying their knowledge and experience to new but similar situations.
	3. The trainee complains and criticizes change.
	
	Not Observed
	
	The specific skills, knowledge, ability, or behavior was not observed during the rating period.
	
	Not Responding to Training
	
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

11. Retention of Information	**Competent**
	
	1. The trainee is able to retain information such as descriptions and incidents from prior workdays.
	2 The trainee can recall transmissions or conversations from prior workdays.
	3. The trainee recalls and applies:
	   a. Prior experience and instruction.
	   b. New or acquired knowledge appropriately.
	   c. Current policies and procedures.
	4. The trainee's ability to retain and recall information is commensurate with that of an experienced public safety dispatcher.

COMPETENCY: PERFORMANCE (CONT)

11. Retention of Information (CONT)	**Exceeds Training Expectation**
	
	1. The trainee is able to accurately recall and apply information regarding prior incidents.
	
	2. The trainee retains descriptions, details, and incidents for an extended amount of time and uses that information when needed.
	
	3. The trainee continually increases their ability to accurately recall policies and procedures.
	
	Progressing Satisfactorily
	
	1. The trainee is able to retain information such as policies and procedures with continued application.
	
	2. The trainee is able to recall training information and apply it to similar incidents.
	
	3. The trainee's performance is similar to trainees with similar level of experience and training.
	
	4. The trainee has not demonstrated any serious or reoccurring adaptability issues.
	
	Needs Improvement
	
	1. General inability to retain information received:
	
	    a. Does not retain information recently received.
	
	    b. Does not recall recent calls for service.
	
	    c. Cannot recall prior repeated instruction.
	
	    d. Cannot recall or apply policies or procedures after several applications.
	
	Not Observed
	
	The specific skills, knowledge, ability, or behavior was not observed during the rating period.
	
	Not Responding to Training
	
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: PERFORMANCE (CONT)

12. Officer and Citizen Safety	**Competent**

Competent

1. As a call taker the trainee consistently:

   a. Asks for complete locations and descriptions.

   b. Gathers proper information for officer safety and probable cause.

   c. Actively listens in a fully engaged manner.

   d. Processes calls quickly without neglecting information.

   e. Asks the caller to remain on the telephone when it is advantageous to the public safety response and will not jeopardize the caller's safety.

2. As a radio dispatcher, the trainee consistently:

   a. Keeps status monitor updated.

   b. Understands and properly prioritizes radio traffic.

   c. Understands the need for specific information on incidents.

   d. Sends appropriate number of officers on calls.

   e. Responds in a timely manner.

   f. Makes timely broadcast of critical information.

   i. Actively listens in a fully engaged manner.

   j. Is prepared for the next transmission.

   k. Is concise in their communications.

3. The trainee's conduct and work product is commensurate with that of an experienced public safety dispatcher.

Exceeds Expectation

1. The trainee continues to improve their ability to:

   a. Recognize potential officer and citizen safety risks and takes necessary precautions.

   b. Quickly and accurately relays officer safety information.

   c. Asks all of the appropriate questions pertaining to officer and citizen safety for the situation.

COMPETENCY: PERFORMANCE (CONT)

12. Officer and Citizen Safety (CONT)	2. The trainee initiates and participates in discussions of various scenarios involving officer and citizen safety and various actions and consequences that could occur.
	
	3. The trainee understands the need to be concise on the radio and the consequences of monopolizing the air waves.
	
	Progressing Satisfactorily
	
	1. The trainee is increasing their ability to:
	
	    a. Recognize situations or issues which may compromise officer and citizen safety, and
	
	    b. Offer alternatives that mitigate and enhance the safety of all principals.
	
	2. The trainee continues to improve their understanding of the consequences their actions may have on officer and citizen safety.
	
	3. The trainee's knowledge and performance is similar to most trainees with similar training and experience.
	
	4. The trainee has not demonstrated any serious or continuing performance problems related to officer or citizen safety.
	
	Needs Improvement
	
	1. The trainee is unable to recognize and respond effectively to officer safety issues after repeated exposure to similar incidents.
	
	2. During interviews, the trainee may demonstrate one or more of the following issues:
	
	    a. Does not ask all the appropriate questions pertaining to officer safety (weapons, drugs, alcohol, number and location of suspects, etc).
	
	    b. Fails to document or relay officer safety information.
	
	    c. Does not understand the need for specific information on incidents.
	
	3. While on the radio, the trainee may demonstrate one or more of the following issues:
	
	    a. Fails to maintain accurate unit status.
	
	    b. Fails to prioritize radio traffic.
	
	    c. Does not understand the need for specific information on incidents.
	
	    d. Is slow to react and/or does not send appropriate number of officers on calls.
	
	    e. Does not ask all the appropriate questions pertaining to officer safety (weapons, drugs, alcohol, number and location of suspects, etc).

COMPETENCY: PERFORMANCE (CONT)

12. Officer and Citizen Safety (CONT)	f. Monopolizes the radio.
	g. Fails to rebroadcast key information or direction.
	h. Fails to document or relay officer safety information.
	Not Observed
	The specific skills, knowledge, ability, or behavior was not observed during the rating period.
	Not Responding to Training
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: INTERPERSONAL SKILLS

1. Conduct Toward Citizens	**Competent**
	1. The trainee establishes competent, courteous interpersonal contacts.
	2. The trainee is always:
	a. Empathetic
	b. Non-discriminatory
	c. Objective
	d. Professional
	e. Patient
	3. The trainee exhibits interpersonal skills commensurate with those of an experienced public safety dispatcher.
	Exceeds Training Expectation
	1. The trainee is professional and courteous.
	2. The trainee attempts to understand the emotions and reactions of the callers.
	3. The trainee utilizes defusing techniques when confronted with an emotional caller, i.e., offering to help or apologizing when appropriate.

COMPETENCY: INTERPERSONAL SKILLS (CONT)

1. Conduct Toward Citizens (CONT)

Progressing Satisfactorily

1. The trainee understands the range of emotions victims may feel and display and is continuing to learn how to best defuse the emotions.

2. The trainee's ability to build rapport with callers is improving.

Needs Improvement

1. The trainee's poor interpersonal skill hampers their ability to conduct effective interviews. They frequently sound:

    a. Abrupt and/or belligerent

    b. Overbearing

    c. Discriminatory

    d. Patronizing

    e. Impatient

    f. Aggressive

    g. Rude

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

2. Conduct Towards Co-Workers

Competent

1. The trainee respects and supports the duties, roles and responsibilities of other agency personnel.

2. The trainee is:

    a. Considerate of the workload of others.

    b. Sincere.

    c. A team player.

    d. Aware of, and follows, the chain of command.

    e. An active participant in handling the workload and volunteers to assists others.

COMPETENCY: INTERPERSONAL SKILLS (CONT)

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2. **Conduct Towards Co-Workers**
(CONT)

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3. The trainee does not criticize peers in an inappropriate forum

4. The trainee takes constructive criticism in the spirit in which it is offered.

5. The trainee may have created or participated in activities or projects that promoted or improved co-workers' morale.

6. The trainee puts the team ahead of personal feelings or needs

Exceeds Training Expectation

1. The trainee is:

    a. Tactful and diplomatic in challenging situations.

    b. Approachable.

    c. Supportive.

    d. Sincere.

2. The trainee works in a cooperative and positive manner with all agency members.

3. The trainee has received peer compliments based on cooperative interactions.

Progressing Satisfactorily

1. The trainee interacts with co-workers in a polite, helpful manner consistent with expected conduct in a professional workplace.

2. The trainee takes responsibility for their role in negative interactions and attempts to improve in further interactions.

Needs Improvement

1. The trainee belittles and rejects the duties, roles and responsibilities of other agency personnel.

2. The trainee:

    a. Is inconsiderate, belligerent, uncooperative, sarcastic, rude, or abrupt.

    b. Does not work within the team.

    c. Listens to gossip or perpetuates gossip.

    d. Does not get along with and/or is disrespectful of other agency personnel.

    e. Blames others for the trainee's shortcomings.

    f. Is critical or belittles others.

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COMPETENCY: INTERPERSONAL SKILLS (CONT)

2. Conduct Towards Co-Workers (CONT)	**Not Observed** The specific skills, knowledge, ability, or behavior was not observed during the rating period. **Not Responding to Training** This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.
3. Conduct Towards Supervisors	**Competent** 1. The trainee consistently adheres to the chain of command and is respectful of authority. 2. The trainee respects and supports the duties, roles and responsibilities of the training officer and supervision. 3. The trainee does not criticize or ridicule supervisors in an inappropriate forum but, instead, addresses the issues first with the supervisor. 4. The trainee addresses superiors by rank or other acceptable title. 5. The trainee does not participate in gossip or undermining supervisors or superior officers. 6. The trainee follows direct orders without argument. **Exceeds Training Expectation** 1. The trainee addresses any issues that occur with the appropriate supervisor while maintaining a respectful and professional demeanor. 2. The trainee routinely seeks feedback and attempts to implement the suggestions for improved job performance. 3. The trainee understands the overall responsibility of the supervisor. **Progressing Satisfactorily** 1. The trainee actively participates in discussions with supervisors for improved job performance. 2. The trainee attempts to incorporate suggestions for improvement. 3. The trainee participates openly in discussions to resolve conflicts.

COMPETENCY: INTERPERSONAL SKILLS (CONT)

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3. Conduct Towards Supervision (CONT)

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Needs Improvement

1. The trainee does not display respect or support for the duties, roles and responsibilities of the training officer or other supervisors.

2. The trainee fails to follow the chain of command.

3. The trainee discusses and solicits information from others outside of their chain of command in an effort to support the trainee's position, belief, or conduct.

4. The trainee is critical, disrespectful, or insubordinate to CTO's, other supervisors, or superior officers.

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

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4. Acceptance of Criticism

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Competent

1. The trainee actively seeks constructive criticism for improved job performance.

2. The trainee immediately implements suggestions for improved job performance.

3. The trainee accepts responsibility for their conduct and job performance.

4. The trainee explains actions and behavior without excessive rationalization or defensiveness.

Exceeds Training Expectation

1. The trainee actively solicits constructive feedback and uses it to improve performance.

2. The trainee seeks to understand the consequences and options on various incidents as they progress through the training program.

3. The trainee assumes responsibility for actions and learns from the action.

4. The trainee requires less input and direction as experience and training progresses.

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COMPETENCY: INTERPERSONAL SKILLS (CONT)

4. Acceptance of Criticism (CONT)	**Progressing Satisfactorily**
	
	1. The trainee generally accepts responsibility for their conduct and actions with minimal defensiveness.
	
	2. The trainee accepts responsibility for their learning.
	
	3. The trainee shares concerns in an appropriate forum with the intent to meet training needs.
	
	Needs Improvement
	
	1. The trainee is unable to accept criticism in a constructive manner.
	
	2. The trainee:
	
	   a. Does not apply input to future efforts.
	
	   b. Is defensive or argumentative.
	
	   c. Makes unreasonable rationalizations.
	
	   d. Blames others for the action or outcome.
	
	   e. Is hostile.
	
	   f. Complains to inappropriate people.
	
	   g. Uses inappropriate body language (i.e., rolling of the eyes, failing to look at the other person, sighing, etc.)
	
	Not Observed
	
	The specific skills, knowledge, ability, or behavior was not observed during the rating period.
	
	Not Responding to Training
	
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: INTERPERSONAL SKILLS (CONT)

5. Self-Image and Confidence	**Competent**

1. The trainee's conduct indicates positive self-image by:

    a. Accepting criticism as a means to improve the work product.

    b. Acknowledging successes or errors in balance.

    c. Acknowledging errors as a learning opportunity.

    d. Not being hyper self-critical

2. The trainee does not let mistakes become an obstacle from which they are unable to progress.

3. The trainee verbalizes positive self-talk.

4. The trainee demonstrates appropriate self-confidence by:

    a. Providing solutions when asking for assistance with difficult or complex situations beyond their experience and training.

    b. Working through new situations which should be within their scope of training and experience.

5. The trainee is decisive, willing to make decisions or express their opinions.

Exceeds Training Expectation

1. The trainee is introspective in an effort to enhance success as a public safety dispatcher.

2. The trainee's confidence is increasing in most situations.

3. The trainee acknowledges and corrects errors then quickly moves on to the next task until there is a proper time to analyze the error.

Progressing Satisfactorily

1. The trainee generally demonstrates a positive self-image.

2. The trainee displays growing confidence and trust in their own decisions and abilities. |

COMPETENCY: INTERPERSONAL SKILLS (CONT)

5. Self-Image and Confidence (CONT)

Needs Improvement

1. The trainee demonstrates a negative self-image through comments or action. For example, the trainee:

   a. Focuses excessively on, or distorts, criticism.

   b. Ignores successes or compliments.

   c. Distorts the importance of their successes or errors.

   d. Is hyper self-critical.

   e. Is unable to move forward from mistakes or errors in judgment.

   f. Verbalizes negative self-talk.

   g. Assumes they are the center of attention in the Communications Center.

2. The trainee demonstrates a lack confidence through comments or actions. For example, the trainee:

   a. Will not offer solutions but waits for specific direction from the CTO before taking action.

   b. Seeks approval from the CTO for every decision or action.

   c. Is indecisive.

   d. Avoids interacting with others.

   e. Is overly aggressive.

   f. Is timid.

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: KNOWLEDGE

1. Laws, Policies and Procedures	

Competent

1. The trainee has the knowledge to discuss and properly apply:

    a. Policies

    b. Procedures

    c. Criminal laws

    d. Incident codes

    e. Priority codes

    f. Response codes (Code 3, Code 2, and Code 1)

2. The trainee is able to research less frequent, non-critical information.

3. The trainee is able to describe and apply incident codes and priorities.

4. The trainee knows and can demonstrate the techniques for effective interviewing.

5. The trainee knows and can demonstrate the procedure for effective deployment of field units.

6. The trainee demonstrates knowledge commensurate with an experienced public safety dispatcher

Exceeds Training Expectation

1. The trainee:

    a. Researches information as time allows.

    b. Initiates discussions in anticipation of incidents that might occur.

    c. Retains and applies new knowledge quickly and appropriately.

2. The trainee is able to defend their decision based on law, policies, or procedures.

Progressing Satisfactorily

1. The trainee:

    a. Asks relevant questions to clarify written policies and procedures.

    b. Asks clarifying questions when confronted with similar situations that have different processing outlines, i.e., different priority or incident codes.

    c. Generally understands and attempts to apply policies and procedures.

    d. Knows how to locate low frequency, low critical information in the various manuals.

COMPETENCY: KNOWLEDGE (CONT)

1. Laws, Policies and Procedures (CONT)	2. The trainee is able to retain new knowledge after a few applications.

2. The trainee is able to retain new knowledge after a few applications.

3. The trainee continues to improve their understanding of:

    a. Commonly used incident codes.

    b. Priority codes.

    c. Commonly used policies and procedures.

    d. Common violations of the law.

4. Performance is similar to trainees with a similar level of experience and training.

5. The trainee has not demonstrated any serious or reoccurring problems in this area.

Needs Improvement

1. The trainee is unable to retain or apply learned information after repeated opportunity.

2. The trainee:

    a. Does not demonstrate understanding of policy/procedures.

    b. Does not apply policy/procedures effectively.

    c. Does not access policy/procedure manuals or files effectively.

    d. Is unable to tailor interviews to determine appropriate crimes.

    e. Is unable to determine the appropriate crime code based on information provided by the caller.

    f. Does not properly prioritize incidents.

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: KNOWLEDGE (CONT)

2. General Resources	**Competent**

Competent

1. The trainee:

    a. Demonstrates understanding and utilizes available resources efficiently.

    b. Demonstrates an understanding of how to utilize reference materials.

    c. Reviews resources periodically.

    d. Accesses databases in compliance with law and policy.

    e. Knows what information is accessible and how to access the information.

    f. Reviews daily logs.

    g. Reviews prior shift's activities.

2. The trainee's knowledge of available resources is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

1. The trainee actively explores the resources available in the Communications Center during slower periods.

2. The trainee expands knowledge by searching out or soliciting others for additional resources that may not be common knowledge.

3. The trainee proficiently accesses and uses available resources as they are introduced to the trainee.

Progressing Satisfactorily

1. The trainee is requiring less prompting to access resources.

2. The trainee:

    a. Has general knowledge that information is available but may need assistance locating the information.

    b. Reviews and researches resources to increase knowledge as it is needed or required by the training program.

3. Performance is similar to trainees with a similar level of experience and training.

4. The trainee has not demonstrated any serious or reoccurring problems in this area.

COMPETENCY: KNOWLEDGE (CONT)

2. General Resources (CONT)	**Needs Improvement**
	
	1. The trainee:
	
	    a. Does not demonstrate understanding available resources.
	
	    b. Does not utilize available resources.
	
	    c. Does not understand how to utilize resources after several opportunities.
	
	    d. Relies on others for answers rather that utilizing resources
	
	Not Observed
	
	The specific skills, knowledge, ability, or behavior was not observed during the rating period.
	
	Not Responding to Training
	
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

3. Computer Aided Dispatch (CAD) Manual	**Competent**
	
	1. The trainee:
	
	    a. Successfully utilizes the CAD manual.
	
	    b. Reviews manual periodically.
	
	2. The trainee's knowledge of the CAD Manual is commensurate with that of an experienced public safety dispatcher.
	
	Exceeds Training Expectation
	
	The trainee independently reviews the CAD manual as needed to gain a complete understanding of all areas of CAD.
	
	Progressing Satisfactorily
	
	1. The trainee:
	
	    a. May need assistance initially with locating and understanding the manual content but less assistance is required as training progresses.
	
	    b. Generally retains information as their experiences progresses.
	
	    c. Requires less assistance or prompting to effective utilize the CAD manual as training continues.
	
	2. Performance is similar to trainees with a similar level of experience and training.
	
	3. The trainee has not demonstrated any serious or reoccurring problems in this area.

COMPETENCY: KNOWLEDGE (CONT)

3. **Computer Aided Dispatch (CAD) Manual** (**CONT**)	**Needs Improvement**
	
	1. The trainee:
	
	    a. Seldom reviews the CAD manual, or
	
	    b. Continues to have difficulty understanding and/or utilizing the CAD manual with repeated exposure.
	
	Not Observed
	
	The specific skills, knowledge, ability, or behavior was not observed during the rating period.
	
	Not Responding to Training
	
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

4. **Training Manual**	**Competent**
	
	1. The trainee:
	
	    a. Understands and utilizes the training manual as a resource guide.
	
	    b. Has created a well-organized personalized version of their manual for easy reference.
	
	2. The trainee's knowledge of the training manual is commensurate with that of an experienced public safety dispatcher.
	
	Exceeds Training Expectation
	
	The trainee always has their training manual available.
	
	Progressing Satisfactorily
	
	1. The trainee:
	
	    a. Regularly has their training manual in their possession.
	
	    b. May need prompting to locate some information in the manual.
	
	    c. May be organizing and creating a personal version of the manual or personalizing the training manual.
	
	4. Performance is similar to trainees with a similar level of experience and training.
	
	5. The trainee has not demonstrated any serious or reoccurring problems in this area.

COMPETENCY: KNOWLEDGE (CONT)

4. Training Manual (CONT)	**Needs Improvement** Does not understand/and or utilize the training manual as a resource **Not Observed** The specific skills, knowledge, ability, or behavior was not observed during the rating period. **Not Responding to Training** This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

5. Communications Equipment	**Competent**
	
	1. The trainee has a good working knowledge of the types of equipment utilized in the communications center.
	
	2. The trainee:
	
	   a. Utilizes telephone equipment properly, including the TDD/TTY device.
	
	   b. Responds to "silent calls" appropriately.
	
	   c. Utilizes the records management system appropriately.
	
	   d. Properly logs into and out of all communications equipment.
	
	   e. Understands and utilizes the radio equipment.
	
	   f. Properly handles equipment and is careful not to damage the property.
	
	   g. Recognizes and reports equipment malfunctions, following the proper procedures for trouble-shooting and notifications.
	
	3. The trainee's knowledge of communications equipment is commensurate with that of an experienced public safety dispatcher.
	
	Exceeds Training Expectation
	
	1. The trainee is becoming comfortable with the various pieces of communications equipment.
	
	2. The trainee:
	
	   a. Recognizes and describes the malfunction when reporting communications equipment failures.
	
	   b. Reviews the procedures which are implemented when various communications equipment fails.

COMPETENCY: KNOWLEDGE (CONT)

5. Communications Equipment (CONT)	**Progressing Satisfactorily**

Progressing Satisfactorily

1. The trainee is becoming more proficient using the various communications equipment with continued practice.

2. The trainee needs assistance with:

    a. New equipment,

    b. Complex equipment, or

    c. Infrequently used equipment

3. Performance is similar to trainees with a similar level of experience and training.

4. The trainee has not demonstrated any serious or reoccurring problems in this area.

Needs Improvement

1. The trainee:

    a. Does not have a functional knowledge of the equipment utilized in the communications center after several opportunities to utilize the equipment.

    b. Is unable to perform basic tasks on the equipment, such as transferring calls on the telephone equipment.

    c. Is unable to accurately utilize computer commands and/or create computer incidents without assistance after several opportunities.

    d. Fails to routinely log in and out of communications equipment

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: KNOWLEDGE (CONT)

6. Call Types	**Competent**

Competent

1. The trainee consistently applies the call types to appropriate scenarios.

2. The trainee's knowledge and work product is commensurate with that of an experienced public safety dispatcher.

Exceeds Training Expectation

1. The trainee:

   a. Consistently achieves a score of 100% on all verbal and written tests.

   b. Understands the meaning of each call type and is able to provide scenarios to illustrate their understanding.

   c. Is able to assign the most appropriate call type to each incident with little, or no error.

Progressing Satisfactorily

1. The trainee is becoming:

   a. More comfortable determining call types with time and training.

   b. More accurate in assigning call types on incidents.

   c. Increasingly independent in assigning call types.

2. Performance is similar to trainees with a similar level of experience and training.

3. The trainee has not demonstrated any serious or reoccurring problems in this area.

Needs Improvement

1. The trainee is unable to:

   a. Accurately assign basic call types to routine calls after several opportunities.

   b. Articulate the similarities or differences between various call types.

   c. Create a scenario to demonstrate the meaning of a call type.

   d. Achieve a passing score on written or verbal tests.

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: KNOWLEDGE (CONT)

7. Geography	**Competent**
	
	1. The trainee consistently achieves a score of 100% on all verbal and written tests.
	
	2. The trainee:
	
	    a. Has memorized and can recall addresses for common locations and landmarks.
	
	    b. Is able to provide accurate directions to streets and addresses.
	
	    c. Knows the majority of all street names, locations in the city limits and their directions.
	
	    d. Understands the layout of the jurisdiction, street directions and number assignments.
	
	    e. Is proficient at utilizing the mapping tools available to them.
	
	3. The trainee is able to deploy field resources based on geographic locations.
	
	4. The trainee exhibits geographical knowledge that is commensurate with an experienced public safety dispatcher.
	
	Exceeds Training Expectation
	
	1. The trainee has memorized major landmarks within the jurisdiction prior to the training program deadline.
	
	2. The trainee:
	
	    a. Utilizes the various map books and can provide driving directions when needed.
	
	    b. Can explain the general layout of the jurisdiction, i.e, street name groupings, address numbering.
	
	    c. Understands the numbering and directional system used in the jurisdiction
	
	3. The trainee can identify and provide the geographical law enforcement boundaries for:
	    a. Major shopping centers,
	
	    b. Major landmarks, and
	
	    c. High crime areas.
	
	4. The trainee applies geographical police boundaries when dispatching

COMPETENCY: KNOWLEDGE (CONT)

7. Geography (CONT)	**Progressing Satisfactorily**

7. **Geography**
   (CONT)

Progressing Satisfactorily

1. The trainee is able to memorize and recall major landmarks within the jurisdiction as required by the training program.

2. The trainee is becoming proficient at utilizing the various mapping tools and continues to improve with exposure.

3. Performance is similar to trainees with a similar level of experience and training.

4. The trainee has not demonstrated any serious or reoccurring problems in this area.

Needs Improvement

1. The trainee in unable to recall major landmarks within the jurisdiction as required by the training program.

2. After repeated training the trainee is unable to:

   a. Utilize maps or mapping resources effectively.

   b. Access computerized street listing or directions effectively.

   c. Identify major shopping centers.

   d. Identify major landmarks.

   e. Identify major thoroughfares..

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: JOB READINESS

1. General Appearance	**Competent**

Competent

1. The trainee's appearance indicates a sense of pride and professionalism.

2. The trainee adheres to all grooming and dress code policies, including:

   a. Neat, clean and complete uniform or proper business attire,

   b. Well-groomed hair,

   c. Good personal hygiene.

Exceeds Training Expectation

The trainee's appearance consistently indicates strong professional pride.

Progressing Satisfactorily

1. The trainee arrives for work with:

   a. Neat, clean and complete uniform or proper business attire.

   b. Well-groomed hair.

   c. Good personal hygiene.

Needs Improvement

1. The trainee has arrived for work on more than one occasion not in compliance with the agency's standards, such as:

   a. Uniform dirty, wrinkled, in disrepair or incomplete; shoes and belt unpolished.

   b. Unkempt hair.

   c. Poor personal hygiene.

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: JOB READINESS (CONT)

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2. Punctuality and Dependability

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Competent

1. The trainee arrives for work prior to the start of the shift in order to promptly relieve off-going personnel.

2. The trainee arrives mentally and physically prepared for the next lesson.

3. The trainee is:

    a. Always punctual for shift, plugged in and ready to start at the appointed time.

    b. Prompt, returning from lunch and breaks on time.

4. The trainee has not used sick leave.

5. The trainee completes all tasks on time or early.

Exceeds Training Expectation

1. The trainee arrives for work prior to the start of the shift in order to promptly relieve off-going personnel.

2. The trainee is punctual, returning from lunch and breaks on time.

3. The trainee has not used sick leave.

4. The trainee completes all tasks on time.

Progressing Satisfactorily

1. The trainee is at their assigned position and ready to start at the beginning of their shift.

2. The trainee generally arrives mentally and physically prepared for the next lesson.

3. The trainee is:

    a. Always punctual for shift, plugged in and ready to start at the appointed time.

    b. Prompt, returning from lunch and breaks on time.

4. The trainee may have:

    a. Used sick leave in accordance with agency standards and policy.

    b. Made the appropriate sick leave notification as dictated by policy.

5. The trainee generally completes all tasks on time.

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COMPETENCY: JOB READINESS (CONT)

2. **Punctuality and Dependability** (CONT)	**Needs Improvement**

Needs Improvement

1. On more than one occasion the trainee:

   a. Reported late for work.

   b. Returned late from a lunch or break.

2. The trainee has used excessive sick leave.

3. The trainee failed:

   a. To make the appropriate sick leave in accordance with policy.

   b. Does not take responsibility for their assigned position.

   c. Does not complete assignments on time.

Not Observed

The specific skills, knowledge, ability, or behavior was not observed during the rating period.

Not Responding to Training

This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

3. Mental Alertness

Competent

1. The trainee is:

   a. Well rested

   b. Alert

2. The trainee:

   a. Demonstrates willingness to learn.

   b. Is prepared for instruction.

   c. Participates in instruction by asking questions and providing feedback.

   d. Takes notes.

   e. Brings proper material to the training session.

3. The trainee stays focused on job responsibilities.

COMPETENCY: JOB READINESS (CONT)

3. Mental Alertness (CONT)	**Exceeds Training Expectation**

Exceeds Training Expectation

1. The trainee is:
    a. Rested
    b. Alert

2. The trainee:
    a. Demonstrates willingness to learn.
    b. Is prepared for instruction.
    c. Participates in instruction by asking questions and providing feedback.
    d. Takes notes.
    e. Brings proper material to the training session.

3. The trainee stays focused on learning and practicing job responsibilities.

Progressing Satisfactorily

1. The trainee is generally able to stay focused on the tasks or learning at hand.

2. The trainee is prepared and actively participates in the learning process.

3. The trainee generally stays focused on job responsibilities.

Needs Improvement

1. The trainee is unable to focus on the learning process, possibility due to:
    a. Tiredness.
    b. Preoccupation.
    c. Inability to unable to concentrate

2. The trainee does not actively participate in the learning process. The trainee:
    a. Fails to seek clarification when confused, or
    b. Seeks clarification from inappropriate people or resources.
    e. Fails to take notes.
    f. Focuses on personal conversations and activities instead of on the job responsibilities.

COMPETENCY: JOB READINESS (CONT)

3. **Mental Alertness (CONT)**	**Not Observed** The specific skills, knowledge, ability, or behavior was not observed during the rating period. **Not Responding to Training** This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

COMPETENCY: MISCELLANEOUS SKILLS AND TRAITS

I. **Keyboarding/ Typing**	**Competent**
	
	1. The trainee is able to accurately document information in CAD as it is being provided on the radio or telephone.
	
	2. The trainee is:
	   a. Able to touch type.
	   b. Able to utilize all keyboard functions without searching.
	
	3. The trainee's work product is commensurate with that of an experienced public safety dispatcher.
	
	Exceeds Training Expectation
	
	The trainee is able to document key information in CAD using shortcuts and approved abbreviations with very few errors.
	
	Progressing Satisfactorily
	
	1. The trainee is making consistent improvement in the ability to keep pace with radio traffic.
	
	2. The trainee's work product may contain minor typing errors not effecting substance, codes, priority or safety.
	
	3. The trainee may need to look at the keyboard when using special function keys.
	
	Needs Improvement
	
	1. The trainee's inability to touch type impacts their work product.
	
	2. The trainee:
	   a. Concentrates on the keystrokes, which negatively impacts the interview process.
	   b. Is unable to document information in CAD as it is provided.

COMPETENCY: MISCELLANEOUS SKILLS AND TRAITS (CONT)

1. Keyboarding/ Typing (CONT)	c. Fails to use appropriate approved abbreviations.
	d. Makes excessive misspellings or typing errors, which require correcting prior to completing the documentation.
	e. Makes excessive typing errors which impact content, priority, code, or safety.
	f. Fails to use free time to practice keyboarding.
	g. Is unfamiliar with the standard keyboard.
	Not Observed
	The specific skills, knowledge, ability, or behavior was not observed during the rating period.
	Not Responding to Training
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.
2. Ergonomic Awareness	**Competent**
	1. The trainee has developed proper ergonomic habits, which include:
	a. Regularly adjusting the console equipment and chairs throughout the shift.
	b. Regularly changing positions or stretching as needed.
	c. Sitting deep in the chair.
	2. The trainee relieves eyestrain by periodically focusing on items at different distances from the work station.
	3. The trainee recognizes poor habits that could lead to injury and takes personal responsibility to mediate risk.
	4. The trainee's conduct is commensurate with an experienced public safety dispatcher.

COMPETENCY: MISCELLANEOUS SKILLS AND TRAITS (CONT)

2. **Ergonomic Awareness (CONT)**	**Exceeds Training Expectation**
	
	1. The trainee is developing proper ergonomic habits.
	
	2. With minimal intervention from the CTO, the trainee:
	
	    a. Adjusts the console equipment and chairs throughout the shift.
	
	    b. Changes positions or stretches as needed.
	
	    c. Sits deep in the chair.
	
	2. The trainee relieves eyestrain by periodically focusing on items at different distances from work station.
	
	3. The trainee understands the need to take personal responsibility to mediate risk of injury due to ergonomic issues.
	
	Progressing Satisfactorily
	
	1. The trainee is becoming more conscientious about adjusting equipment and chairs during the shift.
	
	2. The trainee is taking responsibility to adjust console equipment to minimize risk of injury.
	
	Need Improvements
	
	1. The trainee does not adjust the chair or console equipment.
	
	2. The trainee does not:
	
	    a. Stretch or change positions.
	
	    b. Does not sit properly in the chair.
	
	Not Observed
	
	The specific skills, knowledge, ability, or behavior was not observed during the rating period.
	
	Not Responding to Training
	
	This rating is only utilized after a specific period of training has elapsed or a directed remediation period has occurred and trainee performance has not improved. The reasons justifying an NRT rating must be articulated in a narrative which is incorporated into the evaluation.

POSITION COMPETENCY

Call-Taking Position	The competencies required of this position typically form a foundation for future training. Along with training on the fundamentals of handling the various phone lines with professionalism and proficiency, the trainer will be demonstrating the effective use of a multitude of resources available to the trainee. A trainee must learn how to provide information to the citizens and agency personnel in a timely and accurate manner. They must be taught to project a demeanor of helpfulness and service at all times. The trainer will be teaching the trainee many of the communications systems available as well as how to utilize them to their maximum potential.

It will be the trainer's responsibility to guide the trainee toward proficiency in each performance area. The trainee must demonstrate their ability to perform each job element before the CTO can sign-off that the trainee is competent.

Each section of the Communications Training Competency Sign-Off Manual pertaining to call-taking must be signed and dated by the CTO. Once all of the tasks in the Competency Sign-off Manual have been completed, and both the trainer and trainee are confident that the trainee can perform on their own as a call-taker, the trainee will move into the final "evaluation phase" of call-taking training. |
| **Radio Position** | Many trainees are intimidated by the challenges and responsibilities associated with working a radio position. They may be placed in the position of dispatching emergency and/or life threatening calls at any moment. They must also make decisions while processing information from the field officers and call-takers.

The CTO must guide and teach the trainee, but not do the work for them. This is probably the most difficult task for a training officer. The experienced training officer can dispatch effortlessly, and the frustration of holding back and remaining a teacher and guide can be challenging. However, the reward of contributing to developing a competent dispatcher helps to overcome that frustration.

While learning this position, the trainee will be taught many CAD commands and policies relating to the radio. It will be the trainer's responsibility to make sure a the trainee is proficient in each assigned area. The trainee must demonstrate each task prior to signoff in the Competency Sign-off Manual. Each section of the Communications Training Competency Sign-Off Manual pertaining to radio operation must be signed and dated by the CTO. Once all of the tasks in the Competency Sign-off Manual have been signed off, and both the trainer and trainee are confident that the trainee can perform on their own as a radio dispatcher, the trainee will move into the final "evaluation phase" of training. |

FINAL EVALUATION PHASE

Prior to signing the trainee off as competent to independently work either a call-taking or radio position, there is a final evaluation phase of training to substantiate their overall competency. The final evaluation phase is one of the most critical in the training process.

During the final evaluation phase, the CTO must evaluate the trainee's ability to work as an independent public safety dispatcher within the communications center. The training officer serves in the role of an observer/evaluator. During this time the training officer will not step in unless there is a substantive liability issue or an officer safety situation which demands intervention.

The CTO is available to answer questions and to appropriately continue the training process, but not to do the work for the trainee. The training officer must assess how effectively, safely, and thoroughly the trainee performs their duties. They must determine if the trainee has retained the information provided to them during their training, and note any weak areas in their performance.

The training officer may utilize Action Plans with specific tasks to overcome any areas of deficiency noted. If a trainee cannot perform at a competent level, a decision must be made whether to remediate the trainee or to begin action to terminate their employment.

While in the final evaluation phase the trainee will continue to receive daily and summary evaluations. It is imperative to document any areas of weakness, along with the trainee's overall performance, on these evaluations. The training officer must take an objective look at the trainee to determine if they can operate as a viable public safety dispatcher for the agency. It is crucial to provide accurate and detailed documentation of the trainee's progress before releasing them from the training program.

Chapter 3

Law Enforcement Database Systems

Quick Resources   The following pages have been compiled from the California Law Enforcement Website (http://CLEW.DOJ.CA.GOV) as a handy resource for the Communications Training Officers.

CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (CLETS)

Overview   Pursuant to Government Code Section 15151, the California Law Enforcement Telecommunications System (CLETS) is an efficient law enforcement communications network available to all public agencies of law enforcement within the state. The CLETS will provide all law enforcement and criminal justice user agencies with the capability of obtaining information directly from federal and state computerized information files.

Security   **Demonstration or display of records**

Actual ("live") records are not to be used for training or demonstration purposes. Most of the systems in CJIS offer a Test Message Program. This program allows you to perform all of the functions of a system without jeopardizing "live" records. For information on how to use the Test Message Program, refer to the section on TEST MESSAGES FOR ON-LINE TRAINING where examples of test message formats are shown for each of the different systems.

Confidentiality of Information from the CLETS

Only authorized law enforcement, criminal justice personnel or their lawfully authorized designees may use a CLETS terminal. Any information from the CLETS is confidential and for official use only.

    a.   Information from the CLETS is on a "right-to-know" and "need-to-know" basis.

    b.   Authorized personnel shall not inquire into their own record or have someone inquire for them.

    c.   Accessing and/or releasing information from the CLETS for non-law enforcement purposes is prohibited, unless otherwise mandated, and is subject to administrative action and/or criminal prosecution.

    d.   The CLETS terminals and information from the CLETS must remain secure from unauthorized access.

    e.   Information from the CLETS may be faxed from one secure location to another secure location. Both the agency faxing the information and the agency receiving the information are responsible for its security.

    f.   All information from the CLETS must be stored in a secure and confidential file.

CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (CLETS) (CONT)

Security (CONT)

Confidentiality of Information from the CLETS (CONT)

g. When an agency determines information from the CLETS is no longer needed, the data and/or systems records shall be securely disposed of to prevent access by unauthorized personnel. Such disposal shall include a method sufficient to preclude recognition or reconstruction of data and verification that the procedures were successfully completed. Disposal methods must meet the requirements stated in PPP (Policies, Practices and Procedures) Section 1.9.11.

h. Information received from a CLETS terminal must be maintained separately from non-law enforcement information.

i. Terminals must be away from public view with a log on/log off, password process in place.

j. A unique password must be assigned to each CLETS user and must meet the requirements stated in PPP section 1.9.8

k. Secondary dissemination and remote access to information from the CLETS using communications media (including the Internet) is allowed when a minimum set of administrative and technical requirements that include encryption and firewall requirements as specified in PPP sections 1.9.6 and 1.9.9 is met.

Note Access is defined as the ability to hear or view any information provided through the CLETS.

Once information from the CLETS is in the law enforcement or criminal justice agency's network, the agency is directly responsible for maintaining the security and integrity of the data. Any secondary dissemination of the data must be secure and available only to those who are authorized to receive the data. The law enforcement or criminal justice agency must comply with the policies and regulations associated with the release of that data.

CRIMINAL JUSTICE INFORMATION SYSTEMS (CJIS)

Overview

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

Inquiry

CJIS includes the following eleven (11) systems:

1. Stolen Vehicle System (SVS)

2. Automated Boat System (ABS)

3. Wanted Persons System (WPS)

4. Automated Firearms System (AFS)

5. Automated Property System (APS)

6. Domestic Violence Restraining Order System (DVROS)

CRIMINAL JUSTICE INFORMATION SYSTEMS (CJIS) (CONT)

Inquiry

7.   Missing Persons System (MPS)*

8.   Unidentified Persons System (UPS)*

9.   Sex and Arson Registration File (SAR)

10.   Supervised Release File (SRF)

11.   Criminal History System (CHS)**

Notes: *Systems 7 (MPS) and 8 (UPS) above are sometimes combined and are also known as "MUPS" for Missing/Unidentified Persons System.

** System 11 above (CHS) is a part of CJIS, but because the manual and automated records contain confidential criminal history record information, access is restricted to only Inquiry Transactions.

CLETS provides inquiry and update access to the CJIS systems 24-hours-a-day, seven days-a-week. CJIS also has a back-up computer to ensure that the systems are operational at all times.

STOLEN VEHICLE SYSTEM (SVS)

Overview

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

California Vehicle Code Section 10500 and California Penal Code Section 11108 require that all serial numbered vehicles, which are reported to peace officers as taken, stolen, lost, or recovered and license plates which are stolen or lost, are to be entered in SVS. In addition, stolen, lost or recovered vehicle parts (with serial numbers), must be entered in SVS or the Automated Property System (APS). Remember, vehicles must be entered as a stolen vehicle record into the system even if the vehicle is recovered before the stolen entry is made. The entry of a stolen vehicle, vehicle license plate or part, is automatically forwarded to NCIC.

Vehicles entered into SVS have an automatic retention period. They are as follows:

Vehicle/License Plate	Maximum APS Retention
Stolen Vehicle	Balance of the year entered plus 4 years
Stolen Vehicle Part	Balance of the year entered plus 4 years
Stolen/Lost License Plate	One year past the year of registration
Felony Vehicle	90 days
Felony License Plate	90 days
Found/Evidence Veh Part	6 months
Missing Person Vehicle	30 days

STOLEN VEHICLES (CONT)

**Overview
(CONT)**

Vehicle/License Plate	Maximum APS Retention
Stored Vehicle	30 days
Impounded Vehicle	60 days
Lost Vehicle	30 days
Located Vehicle	30 days
Cleared Vehicle	30 days, unless another agency record of the same vehicle needs to be entered

NCIC allows fewer record types than SVS and has a different retention period. The types and retention's are as follows:

Vehicle/License Plate	Maximum APS Retention
Stolen Vehicle	Balance of the year entered plus 4 years (records w/o VIN's are purged in 90 days and license plate data purged 1 year past the year of registration
Stolen Vehicle Part	Balance of the year entered plus 4 years
Stolen/Lost License Plate	One year past the year of registration
Felony Vehicle	90 days
Felony License Plate	90 days

Upon receiving a computer match that a vehicle, vehicle license plate, or part is wanted by another agency, the same confirmation guidelines that are used on a wanted person as set forth in the CJIS Manual 2.3.3 through 2.3.6 must be followed. Caution codes may be used when vehicles are entered into SVS:

- Armed and Dangerous

- Armed and Dangerous/Stake and Notify ORI

- Carjacking

- Detain All Occupants/Notify ORI

- Armed and Dangerous/Hold for Latent Prints

- Hostage and Kidnapping Involved

- Dup Plate Issued This Vehicle

- Stolen Vehicle – Cargo Involved

- Other Plate Still On Vehicle

- Mentally Disturbed

- Stake and Notify ORI Immediately

- Hold for Latent Prints

- Hold for Major

STOLEN VEHICLES (CONT)

Overview (CONT)

- Suicidal Tendencies
- Dealer Plate – See Misc Field
- Possible VIN Switch/Stolen
- Weapons In Vehicle
- Hazardous Materials

When a stolen or felony vehicle entry is accepted by SVS, a "DOJ STOP", "DOJ RESTRAINT", or "DOJ STOP REFERRAL" is placed on the vehicle's record in DMV. This is intended to prevent registration of stolen or felony vehicles, but also serves as an indication to us that the vehicle is on record if the SVS system is non-operational. Explanations of the cautions are as follows:

A. DOJ stop

1. When a vehicle is entered with a VIN and a California license and the license and VIN correctly match the DMV files.

B. DOJ restraint

1. When a vehicle is entered by VIN and an out-of-state license.

2. When a vehicle is entered by VIN only.

3. When a vehicle is entered by VIN and California license, but the VIN is not valid.

4. When a vehicle is entered with a good VIN and a California license, but DMV has a bad VIN.

5. When a new vehicle is entered into SVS and the vehicle has not been registered at DMV

C. DOJ stop referral

1. When a vehicle is entered as a stolen vehicle with caution code of "armed and dangerous".

2. When a vehicle is entered as a felony vehicle and the license and VIN match DMV files.

3. When a vehicle is entered as a felony vehicle by VIN only.

4. When a vehicle is entered as a felony vehicle by VIN and out-of-state license plates.

A File Control Number (FCN) is issued when any person or piece of property is entered into the system. The FCN is a thirteen digit number constructed in such a way as to indicate the identifying number of the entering agency, Julian date of the entry, and sequential number of the entry (sequential number of entries made by the entering agency).

STOLEN VEHICLES (CONT)

Overview **(CONT)**	For example: FCN/XXX1017801043

XXX	=	River City Police Agency Identifier
10	=	Year of the entry
178	=	Julian date for June 26 - 178th day of the year
01234	=	Sequential number of entries made by River City Police Agency for the year

When a stolen vehicle from another agency is located, a "LOCATE" is sent to the original agency to notify them of the recovery. This is not used when the stolen vehicle that is stolen and recovered in this jurisdiction. California Vehicle Code Section 10500 states that the locating agency must immediately notify the original reporting police agency of the location and condition of the recovered vehicle. California Vehicle Code Section 22852 states that, if the vehicle is stored, they must notify the registered and legal owner of the vehicle's location and condition within 48 hours, excluding week-ends and holidays.

Always confirm with the original agency that the vehicle, part, or license plate of record is still outstanding.

Inquiry	Inquiries into the SVS system can be made on California vehicle license numbers, Vehicle Identification Numbers (VIN) or by the File Control Number (FCN) assigned when the vehicle was entered into the SVS.

Test Records	LIC: 123ABC VIN: 1G1AD69PXEJ100001 FCN: 186982220142

AUTOMATED BOAT SYSTEM (ABS)

Overview	The California Vehicle Code Section 10551 requires every peace officer to immediately report to the Department of Justice, Automated Boat System any reliable report the peace officer receives regarding stolen or recovered vessels.

CVC Section 10551 - Every peace officer upon receiving a report based on reliable information that any undocumented vessel numbered under this code has been stolen shall immediately after receiving such information report the theft to the Department of Justice, Automated Boat System, and such peace officer upon receiving information of the recovery of any such vessel which he has previously reported as stolen, shall immediately report the fact of the recovery to the Department of Justice, Automated Boat System.

Entry of a stolen boat record into ABS is required even if the vessel is recovered before the entry is made. In such a case, enter the stolen boat record and immediately clear (recover) it.

ABS also offers other record types for stored and repossessed vessels. These types of records should be entered to avoid the later entry of erroneous stolen vessel records.

AUTOMATED BOAT SYSTEM (ABS) (CONT)

Overview (CONT)	Embezzled vessels may be entered as stolen, only if an arrest warrant has been issued for the suspected embezzler (CVC 10553).

There are six types of boat records entered in ABS. Different types of records have different retention periods. When trying to enter a record with a Date of Theft (DOT) which is older than the purge date of the ABS record type, the entry will be rejected. |

Boat Disposition	Maximum APS Retention
Stolen Boat	Balance of the year entered plus 4 years
Stolen Boat Part	Balance of the year entered plus 4 years
Lost Boat	30 days
Pawn Boat	6 months Repossessed
Boat	30 days
Stored/Impounded Boat	30 days
Located Boat	30 days
Cleared Boat	30 days

Note **Cleared (Recovered) and Located boat records are not Entry Transactions**

DMV-DOJ Stops and Restraints	When a stolen boat entry is accepted by ABS, a stop is placed on the corresponding vessel record in DMV. This DOJ Stop or Restraint is intended to prevent registration of stolen vessels.

DOJ Stop	A DOJ STOP is placed when a stolen vessel is entered with a BHN, California registration number and BHN that match the DMV files.

DOJ Restraint	1. When a vessel is entered by BHN and an out-of-state license plate.

2. When a vessel is entered by BHN only.

3. When a vessel is entered by BHN and California registration number, but the BHN is not valid.

4. When a vessel is entered with a good BHN and California registration number, but DMV has a bad BHN.

5. When a new vessel is entered that has not been registered at DMV.

6. When a vessel part is entered on a BHN. |

AUTOMATED BOAT SYSTEM (ABS) (CONT)

DOJ Restraint **(CONT)**	When you encounter a DOJ STOP or DOJ RESTRAINT in the response to a DMV inquiry, check ABS to determine if the vessel is still an outstanding stolen. ABS may have more timely information concerning the vehicle's status than DMV. If you encounter a DOJ STOP or DOJ RESTRAINT on a vessel which you know to be recovered, or a "no-hit" response is received from ABS, contact the Stolen Vehicle Unit at (916) 227-3686.
Inquiry	All inquiries must include a key data field as a search criterion. The key data fields are:

REG	Registration Number
BHN	Boat Hull Number
OAN	Owner Applied Number
SER	Serial Number
FCN	File Control Number

WANTED PERSONS SYSTEM (WPS)

Overview	There are two sources of wanted persons available through CLETS. The Department of Justice (DOJ) maintains the Wanted Persons System (WPS) and the FBI maintains the National Crime Information Center (NCIC), Automated Warrants System (AWS). The Wanted Persons System (WPS) is a statewide pointer system that contains the records of persons with outstanding warrants for felonies or serious misdemeanors from local, state and federal agencies. Wanted Persons may also contain warrants entered into NCIC by other states.

If the subject of a WPS record is apprehended anywhere in California, the entering agency must transport the subject to their jurisdiction. An agency cannot place any limitations on the distance the agency is willing to transport from within the state. **Limitations** stated in the Miscellaneous (MIS) field (e.g., TRANSPORT BAY AREA ONLY) are **not allowed**. If it is found that an agency has refused to transport a wanted person, the pertinent WPS record will be cancelled by DOJ. If transportation restrictions are found in a record's MIS field, the WPS record will be cancelled.

The only exception to this transportation rule will occur when a felony warrant is entered into WPS as an Entry Level 3 (ENT/3) record, or a misdemeanor warrant is entered as an Entry Level 4 (ENT/4) record. This "Verify Transportation Prior to Arrest" entry will indicate that a subject, located on a felony or misdemeanor warrant, may be arrested for transportation back to the jurisdiction of the wanting agency after confirmation of transportation is obtained. Before the subject is arrested, the agency locating the subject is required to confirm with the entering agency the felony or misdemeanor warrant is still active and determine if the entering agency is willing to transport the subject.

WANTED PERSONS (CONT)

Overview (CONT)

Each record contributed to WPS must be based on a master case record maintained by the entering agency, whether it be electronic or hard copy (paper). The master case record must be available at all times in order for hits on the WPS record to be confirmed. If any changes are made to the master case record, you must change the WPS record to agree with it.

When entering a wanted person record into WPS, you may enter the record into the NCIC Wanted Person File at the same time. For NCIC entry, place a "2" in the Entry Level Code field (e.g., ENT/2). In order to qualify for NCIC entry, the entering agency must attempt to determine if extradition will be authorized when the individual is located in another state. Use the appropriate EXL date field code to explain extradition limitations or no limitations. Additional details regarding intrastate limitations may also be placed in the MIS Field.

Records are retained as follows:

Temporary Want	48-72 hours
Misdemeanor Warrant	3 years (can be renewed)
Felony Warrant	5 years (can be renewed)

A temporary want is utilized in cases in which a warrant is in process, however there is an immediate need to enter the person in the system (i.e., an escapee). It will automatically be removed from the system within 48-72 hours if it has not been modified to a permanent want. Public safety dispatchers are primarily concerned with the inquiry, confirmation, and locate features of this system. It is not uncommon to see the same warrant in multiple systems.

When an inquiry results in a positive match (hit), and it appears that the person is the same as the person listed in the warrant, contact must be made to the originating agency to obtain confirmation of the validity of the warrant. A computer hit, by itself, is not cause for arrest. This information must be confirmed, because some records listed in WPS are ambiguous or may have been served and not deleted from the file.

If an agency requests a hit confirmation (YQ) and does not receive a substantive response within the designated time (Priority U=Urgent, 10 minutes; Priority R=Routine, one hour), send a second request and add terminal mnemonic "DOJ" as a destination mnemonic (i.e., MNE3) in addition to the record owner mnemonic (MNE1) and the inquiring agency's own terminal mnemonic (MNE2) as shown in the YQ format. If the second request fails to receive a substantive response within the designated time, then send a third YQ request and again add terminal mnemonic "DOJ" as a destination mnemonic (i.e., MNE3) in addition to the record owner mnemonic (MNE1) and the inquiring agency's own terminal mnemonic (MNE2) as shown in the YQ format. DOJ, as the state control terminal agency for California, will institute appropriate action to ensure proper response and compliance with system standards and procedures.

WANTED PERSONS (CONT)

Code Transaction	1. California
	2. California and NCIC
	3. California felony
	4. California misdemeanor

Inquiry — All inquiries must include key data fields. Key data fields for a WPS inquiry include file control number (FCN), name (NAM) and sex (SEX), Criminal Identification Index number (CII), Federal Bureau of Investigations number (FBI), Social Security number (SOC), operator license number (OLN), originating agency case number (OCA), and warrant number (WNO). A NCIC inquiry may be made by NAM and one or more (or all) of the following: DOB, FBI, MNU, SOC, OLN, LIC, LIS and/or VIN and VMA. In addition, a NCIC inquiry can be made by NAM and OCA only or by NIC only.

Test Records

WPS	NCIC	SAR/CARPOS / MPS/SRF
Test, Record 050555	Test, Order 050555	Record, California 050555
X-ray, Test 011954	Test, Record 050555	Record, California 091256
Record, California 050555	Record, California 050555	Record, California 041050

AUTOMATED FIREARMS SYSTEM (AFS)

Overview — California Penal Code Section 11108 requires that all property reported as stolen, lost, found, recovered, or under observation be entered into the appropriate automated database. Also, in order to assist in the investigation of crime, the arrest and prosecution of criminals, and the recovery of lost, stolen, or found property, the Attorney General is directed by CPC 11106 to keep and properly file a complete record of the copies of applications for licenses to carry concealed weapons and dealers' record of sales (DROS) of revolvers or pistols, and reports of stolen, lost, found, pledged, or pawned property in any city or county of California. By virtue of the entry code, guns entered into the Automated Firearms System (AFS) can be directed to the NCIC's Gun File by direction of the entry code. An entry code of 1 (ENT/1) will place the record in AFS only, while an entry code of 2 (ENT/2) will place the records in both AFS and the NCIC Gun File.

The AFS is a pointer file and a positive hit is not necessarily a positive identification of a firearm. The inquiring agency must contact the entering agency to ensure that the firearm is the same and that the record is correct before taking any action. If it is determined the firearm is the same, you must follow the hit confirmation guidelines as set forth in the CJIS manual 2.3.4 through 2.3.6.

Retention of records into this system is varied. The following records are kept on line for 3 years:

AUTOMATED FIREARMS SYSTEM (AFS) (CONT)

Overview
(CONT)

- Buy or Trade
- Consignment
- CCW License
- Evidence
- Pawn
- Sold at Auction
- Under Observation

The following records are kept on line indefinitely or until canceled by the entering agency:

- Dealer Record of Sale (DROS)
- Destroyed
- Found
- Institutional Registration
- Lost
- Retained for Official Use
- Serial Number Assigned
- Serial Number Restored
- Stolen
- Voluntary Registration

NCIC's Gun File has a different retention period. Recovered (found) guns are retained for the remainder of the year of entry plus two years. All other records are retained indefinitely or until canceled by the entering agency.

The caliber and serial number are the only two fields that are mandatory for entry. You can specify inquiry into one of 4 categories. Each will query a particular series of gun entries. They are:

Law Enforcement	Will query guns that are stolen, evidence, found, institutional registration, lost, under observation, retained for official use, or destroyed.
Historical	Will query guns that are listed as bought, on consignment, DROS, serial number assigned, serial number restored, licensed for CCW, pawned, voluntary registration, or sold at auction.
Both	Will query both law enforcement and historical.
Mail Response	Used to generate a mail response when you have received a "more than 12 records response" to a previous inquiry or when a mail response is wanted. This will check both the law enforcement and historical segments of the system.

AUTOMATED FIREARMS SYSTEM (AFS) (CONT)

Overview (CONT)	NCIC's Gun File has a different retention period. Recovered (found) guns are retained for the remainder of the year of entry plus two years. All other records are retained indefinitely or until canceled by the entering agency.
	The caliber and serial number are the only two fields that are mandatory for entry. You can specify inquiry into one of 4 categories. Each will query a particular series of gun entries. They are:

Law Enforcement	Will query guns that are stolen, evidence, found, institutional registration, lost, under observation, retained for official use, or destroyed.
Historical	Will query guns that are listed as bought, on consignment, DROS, serial number assigned, serial number restored, licensed for CCW, pawned, voluntary registration, or sold at auction.
Both	Will query both law enforcement and historical.
Mail Response	Used to generate a mail response when you have received a "more than 12 records response" to a previous inquiry or when a mail response is wanted. This will check both the law enforcement and historical segments of the system.

Inquiry	AFS inquiries can be made using the Serial Number (SER), File Control Number (FCN), Name (NAM), or Originating Agency Case Number (OCA).

Test Records	Record, California 050555
	Serial No: TEST123456

AUTOMATED PROPERTY SYSTEM (APS)

Overview	There are two sources of stolen property information available. The Department of Justice (DOJ) maintains the Automated Property System (APS) and the National Crime Information Center (NCIC) maintains the Stolen Article File. Both contain records of serialized property reported lost, found, under observation, pawned, bought or held as evidence (a requirement of CPC 11108). When inquiring into the property system, the category must be specified. These category codes are listed in the CJIS manual. Property category codes are as follows:

A	Non-Serialized Jewelry (APS, for Pawn and Buy entries only)
B	Bicycles
C	Camera and Photography
D	Data Processing Equipment
E	Equipment not otherwise categorized (includes measuring devices and tools)

AUTOMATED PROPERTY SYSTEM (APS) (CONT)

Overview **(CONT)**	F	Furniture and Furnishings
	G	Games and Gambling Apparatus
	H	Household equipment/Appliances and Housewares
	I	Identification items
	J	Special documents, food stamps, etc
	K	Keepsakes and Collectibles
	L	Livestock
	M	Musical Instruments
	N	Non-serialized property (APS, for pawn and buy entries only, other than jewelry and must have valid article code)
	O	Office Equipment
	P	Personal Accessories
	R	Radio, Television and Sound entertainment devices
	S	Sports, Exercise, and Recreational equipment
	T	Toxic Chemicals
	V	Viewing Equipment
	W	Well Drilling Equipment
	Y	OTHER (DOJ use only if an article cannot be categorized in any of the above codes contact DOJ – Automated Property System)
	Z	Credit cards or checks/gift certificates (Stolen entries only)

By itself, a positive response is not enough for confiscation. APS is a pointer system, and the hit must be confirmed. Likewise a negative response on property does not mean it is not stolen, only that it is not in the system.

Inquiry	Inquiries must contain a Serial Number (SER) or Owner Applied Number (OAN) plus the Type (TYP) and or Brand (BRA) in any combination. For the inquiry to search NCIC, the inquiry must include a SER or OAN, and the TYP data fields.

Test Records	SER/TEST123456
	FCN/1869324401151
	SER/TEST123456
	FCN/1869324401136

CALIFORNIA AUTOMATED RESTRAINING AND PROTECTIVE ORDER SYSTEM (CARPOS)

Overview

There are two sources of restraining/protective order information available through the CLETS terminal. The California Department of Justice (DOJ) maintains the California Restraining and Protective Order System (CARPOS) and the FBI's National Crime Information Center (NCIC) maintains the Protection Order File (POF).

California Family Code Section 6380 requires the entry of certain types of restraining/protective orders into the CARPOS by law enforcement personnel, or court personnel, or another appropriate agency capable of maintaining and preserving the integrity of both the CLETS and CARPOS. Restraining/protective orders can be entered into CARPOS whether served or un-served. CARPOS is a POINTER system which contains restraining/protective orders entered into the state's automated system on individuals who are the subject of a restraining/protective order. The information in CARPOS is accessible to all law enforcement agencies in California through CLETS and may be used to assist in learning the terms and conditions of an order and/or serving an order. Information entered into CARPOS is also used by the DOJ Dealer Record of Sale (DROS) Unit for firearm clearance purposes.

Inquiry

When entering a restraining/protective order record into CARPOS, the record will automatically be entered into the NCIC Protection Order File (POF) with the following exceptions:

1. The restraining/protective order type (TYP) field is OCP (Other Criminal Protective/Restraining Order), ODV (Other Domestic Violence Restraining/Protective Order), OPO (Other Protective Order/Injunction), OOS (Out-of-State Domestic Violence Restraining/Protective Order), JUV (Juvenile Order), TEF (Temporary Elder or Dependent Adult Abuse Order-Financial only), or EAF (Elder or Dependent Adult Abuse Order After Hearing-Financial Only).

2. The restraining/protective order is un-served.

3. The restrained person's sex is entered as X (unknown).

4. The restrained person's exact date of birth is unknown and entered into CARPOS with the approximate year (example: DOB/19710000).

When an entry is sent to the NCIC POF from CARPOS, NCIC will return a unique number for the record called a NIC number. The NIC number will become a part of the corresponding CARPOS record. NCIC POF records are available to law enforcement agencies throughout the country to assist in learning the terms and conditions of a restraining/protective order and to use the information for firearm clearance purposes. Information in the NCIC POF cannot be updated directly. Changes made in CARPOS will automatically be forwarded to NCIC.

CALIFORNIA AUTOMATED RESTRAINING AND PROTECTIVE ORDER SYSTEM (CARPOS) (CONT)

Test Records	WPS	NCIC	SAR/CARPOS / MPS/SRF
	Test, Record 050555	Test, Order 050555	Record, California 050555
	X-ray, Test 011954	Test, Record 050555	Record, California 091256
	Record, California 050555	Record, California 050555	Record, California 041050

Sample Responses

ISSUE DATE/20080104 EXPIRATION DATE/20110104
CONTACT PROTECTED PERSON/NO - THE RESTRAINED PERSON MUST
NOT CONTACT, MOLEST, ATTACK, STRIKE, THREATEN, SEXUALLY
ASSAULT, BATTER, TELEPHONE, SEND ANY MESSAGES TO, FOLLOW, OR
DISTURB THE PEACE OF THE PROTECTED PERSON(S)
FIREARM PROVISIONS/CANNOT PURCHASE OR RECEIVE AND MUST
SURRENDER ALL FIREARMS
STAY AWAY FROM/RESIDENCE, PROTECTED PERSON, WORK PLACE,
CHILDS SCHOOL-DAY CARE, PROTECTED PERSONS VEHICLE
STAY AWAY/0100 YARDS
CUSTODY/PROTECTED PERSON
VISITATION/NO
OTHER ORDERS/MUST STAY 100 YARDS AWAY FROM CHURCH

LOCATED AT 1234 MAIN ST, SACRAMENTO
IMMEDIATELY CONFIRM WITH CA0349458 DOJ WANTED PERSONS UNIT
DOJ0
TELEPHONE 916 227-3689
********** VIOLATION MESSAGE **********
NUMBER OF PRIOR VIOLATION MSG/000

 ********** END OF CARPOS MESSAGE **********

4ABCX000201.IB 8AYX.CA0349458
RE: QRR.CA0349458.NAM/RESTRAINED,PERSON.SEX/M
MATCH MADE ON
NAM/RESTRAINED, PERSON
NAME FIELD SEARCH REVEALS
CARPOS HIT # 001
HIT MADE ON
NAM/RESTRAINED,PERSON
FCN/1860800500050
ORI/CA0349458
OCA/DOJ-1234
** *

* THIS DOMESTIC VIOLENCE ORDER HAS NOT BEEN SERVED**
** *

CAUTION: VIOLENT TENDENCIES *
DO NOT ARREST OR DETAIN BASED SOLELY ON THIS RESPONSE*
THIS RESTRAINING ORDER RESPONSE MAY BE THE SAME AS:
 * * * * * RESTRAINED PERSON INFORMATION * * * * *
NAM/RESTRAINED,PERSON DOB/19550505
SEX/M RAC/W HGT/601 WGT/195 EYE/GRN HAI/BLN
AKA/SMITH,JIMMIE DEAN

CALIFORNIA AUTOMATED RESTRAINING AND PROTECTIVE ORDER SYSTEM (CARPOS) (CONT)

Sample Responses (CONT)	SCRS/MKS/TT/TAT UL ARM POB/TN SKIN/FAIR OLN/N0112233.CA.2007 SOC/111223333 ADR/4949 BROADWAY CTY/SACRAMENTO STT/CA ZIP/95820 MIS/HAS BEEN VIOLENT TOWARDS LAW ENFORCEMENT OFFICERS * * * * * PROTECTED PERSON INFORMATION * * * * * PROTECTED PERSON NAME/PROTECTED,PERSON PROTECTED PERSON SEX/F PROTECTED PERSON RACE/V PROTECTED PERSON DOB/19650202 ADDTL PROTECTED PERSON 1/PROTECTED,VICTIM.M..19990315 ADDTL PROTECTED PERSON 2/PROTECTED,VICTIM.X.J * * * * * COURT INFORMATION * * * * * RESTRAINED PERSON PRESENT IN COURT/NO COURT NAME/SACRAMENTO COUNTY SUPERIOR COURT PHONE NUMBER/(916) 874-5476 COURT CASE NUMBER/DV-5678

MISSING PERSONS SYSTEM (MPS) AND UNIDENTIFIED PERSONS SYSTEM (UPS)

Overview	The Department of Justice (DOJ) maintains computerized records of missing and unidentified persons in two separate database within their Criminal Justice Information System (CJIS). These databases are the Missing Persons System (MPS) and the Unidentified Persons System (UPS). Both were mandated by Senate Bill 2282 (Chapter 1456 – California Penal Code Section 14201) and are a product of the updated missing persons-related legislation implemented in 1988.

The statutory mandates include:

1. Definitions of a variety of specific terms, including "at risk", "child", and "dependent adult", etc.;

2. Procedures for law enforcement acceptance of missing person reports and the transmission of those reports to DOJ, NCIC, and other law enforcement jurisdictions;

3. Specific procedures for handling reports of missing juveniles, and;

4. Information regarding DOJ services offered to law enforcement agencies

California Penal Code Sections 14205 and 14206 state that "law enforcement agencies shall accept any report and California Highway Patrol may accept reports, (including telephonic) of a missing person (including runaways) without delay". Simply stated, a law enforcement agency (other than CHP) cannot refuse to accept a missing person report.

MPS and UPS will automatically forward copies of all missing and unidentified persons reports to NCIC.

**Overview
(CONT)**

Copies of selected reports of "at risk" missing persons (as defined in CPC Section 14213(b)) and all unidentified persons will also automatically be forwarded to the DOJ Violent Crime Information Network (VCIN). These reports will be compared against homicide cases and records of registered sex offenders in an effort to generate investigative information which may assist local law enforcement agencies in solving violent crimes.

Inquiry

The eight formats that can be used with the QM message key are:

1. Name Inquiry,

2. Physical Descriptor Inquiry,

3. File Control Number (FCN) Inquiry,

4. Originating Agency Case Number (OCA) Inquiry,

5. Operator License Number (OLN) Inquiry,

6. Vehicle License Number Inquiry,

7. Vehicle Description Inquiry and

8. Dental Inquiry.

When a Name Inquiry is initiated, possible matches of both missing person and suspects will be returned. The mandatory data fields for Name Inquiry are NAM and SEX. NAM and SEX will be entered positionally without their data field codes. DOB or AGE, RAC, HGT, WGT, EYE, HAI and DLC are optional data fields and can be used to narrow the search results. Up to 12 possible matches may be returned on a Name Inquiry.

The MPS system provides a Soundex search for the last name and a diminutive search for the first name. NCIC is automatically searched if NAM, SEX, and DOB are provided and MPS possible matches are less than 12 hits. Inquiry search selection criteria for the other searchable data fields in MPS are as follows:

- SEX   Exact or unknown

- AGE   + 3 Years

- DOB   + 1 Year

- HGT   + 3 Inches

- WGT   + 25 Pounds

- EYE   Exact

- HAI   Exact

- RAC   Exact

    DLC Minus 90 days

MISSING PERSONS SYSTEM (MPS) AND UNIDENTIFIED PERSONS SYSTEM (UPS) (CONT)

Test Records	WPS	NCIC	SAR/CARPOS / MPS/SRF
	Test, Record 050555	Test, Order 050555	Record, California 050555
	X-ray, Test 011954	Test, Record 050555	Record, California 091256
	Record, California 050555	Record, California 050555	Record, California 041050

Sample Response

```
012197 1510
CLKH 1441
IM CLKH
MPS INQUIRY
MISSING PERSON
DATE:01-21-1997 TIME:15:09:33
RE:TQM.CA0349454.FCN/1869702100248
********THIS IS THE TEST RECORD********
MISSING PERSON INFORMATION
TYP/A-MISSING-ADULT
CAT/R-AT-RISK NAM/RECORD,CALIFORNIA TEST SEX/F RAC/W HGT/605
WGT/140
HAI/BRO EYE/BRO DOB/04101950
DLC/12251990
DXR/N
AKA/RECORD, TEST.RECORD,SEE TEST
S01/TAT UR ARM - HEART WITH ARROW
S02/SC L KNEE - 5" SCAR
GLA/G VRX/OD-25DOW-D25X90 OS2DOOE-D25X95 SKN/LBR POB/CA
HRL/02-SHORT TO COLLAR LENGTH
04-TRENDY
FHR/99-UNKNOWN
TTH/03-BROKEN OR CHIPPED
04-CROOKED
06-NOTICEABLE GAPS
CLO/LEVI JEANS, LONG-SLEEVED BLUE SHIRT, WHITE NIKE TE
NNIS SHOE
JWT/MC.RI.WA
ADR/123 STOCKTON BLVD - SACRAMENTO –CA
LKL/01-VICTIM'S RESIDENCE
DST/BARSTOW
KNA/BAD BOY
LFS/10-NORMAL/AVERAGE
WEA/01-NONE
FGA/N FPA/N BXR/P BLT/APOS
SOC/111111111.222222222
OL1/X0022222 -CA-96
MIS/THIS IS A PERMANENT TEST RECORD FOR AGENCY TESTING ONLY,
DO NOT RE
```

MISSING PERSONS SYSTEM (MPS) AND UNIDENTIFIED PERSONS SYSTEM (UPS) (CONT)

Sample Response (CONT)	MOVE, IF YOU HAVE ANY QUESTION, CONTACT THE MISSING PERSON UNIT AT 916 227-3290 ADMINISTRATION INFORMATION ORI/CA0349454 OCA/DOJTEST ORA/CADJSACRAMENTO INM/INV ONE HAWKEYE APN/ (916) 111-2345 FCN/1869702100248 IMMEDIATELY CONFIRM WITH CA0349454 MISSING PERSON UNIT MNE/MPSTELEPHONE 916 227-3290 SUSPECT INFORMATION SUSPECT #1 OF 1 NAM/BADBOY, VERY SEX/M RAC/A HGT/701-702 WGT/135-150 HAI/BLK EYE/BLU AGE/055-056 AKA/BADBOY, JUST S01/TAT LF ARM -"MOM" S02/TAT CHEST –EAGLE HRL/03-SHOULDER LENGTH OR LONGER FHR/03-FULL BEARD TTH/01-NONE WEA/01-NONE CII/11111111 BUI/01-SMALL (THIN) SOC/121111111STA/02 IDENTIFIED - NOT IN CUSTODY REL/FRIEND VEHICLE INFORMATION VEHICLE #1 OF 1 VBT/03-STOLEN VMA/TOYT VMO/TK VCO/MAR VST/PK VYR/84 DENTAL INFORMATION MPA/N DRE/2 OCCLUSAL RESTORATIONS ON TTH 15 & 18 DNP/DR WILLIAMS DENTAL CHARACTERISTICS TOOTH STAT RSTRTNS/CARIES APPL OTHER CHAR

SEX AND ARSON REGISTRATION (SAR) CALIFORNIA SEX AND ARSON REGISTRY (CSAR)

Overview	The California Sex and Arson Registry (CSAR) is a relational database which stores registration information on California's sex and arson registrants. Law enforcement agencies (LEAs) are able to enter and update sex and arson registration information directly into CSAR immediately after registration. Registration is a lifetime requirement for convicted sex and arson offenders and each have their own Penal Code (PC) section relative to the requirements of registration. All records contributed into CSAR must be based on a master case record maintained by the registering LEA. The master case record must be available at all times so that matches or questions concerning the record can be addressed. The registering LEA may be called upon to produce the official registration document for court purposes and to testify as to its content. Records that are entered into CSAR are retained indefinitely, unless an individual registrant is deceased or has been found that he/she is no longer required to register per court documentation.

SEX AND ARSON REGISTRATION (SAR) CALIFORNIA SEX AND ARSON REGISTRY (CSAR) (CONT)

Overview (CONT)

Since sex and arson registration is a lifetime requirement and CSAR is a relational database, all LEAs with CLETS capability may contribute information to a registrant's record. The common goal is to have one record in CSAR on a registrant and that the information is entered/updated in a timely and accurate manner.

Contact Messages

LEA can enter a contact message into the system to indicate a contact was made with the registered subject.

The person designated as the agency Contact Person (CNM, CPN, MNE) for the registrant will receive CLETS contact message from LEA's contact message entries when the registrant is actually arrested, interviewed, or even observed in connection with law enforcement activities. In addition to helping supervising agencies to locate persons who are avoiding supervision or registration and to document violations, the contact message improves the agent's understanding of the subject's activities and provides details that he/she would be unlikely to disclose.

Inquiry

The eight formats that can be used with the QSA message key are:

1. Name Inquiry,
2. Criminal Identification and Information (CII) Number,
3. File Control Number (FCN) Inquiry,
4. Department of Corrections (CDC) Number,
5. Operator License Number (OLN) Inquiry,
6. Vehicle License Number Inquiry,
7. California Youth Authority (CYA) number,
8. Social Security (SOC) number.

Test Records

WPS	NCIC	SAR/CARPOS / MPS/SRF
Test, Record 050555	Test, Order 050555	Record, California 050555
X-ray, Test 011954	Test, Record 050555	Record, California 091256
Record, California 050555	Record, California 050555	Record, California 041050

Sample Response

Full response returned by inquiry using the FCN or CII Number.

Example of a Full Response

Inquiry Format

IX QSA.CA0290000.FCN/1234567891011

SEX AND ARSON REGISTRATION (SAR) CALIFORNIA SEX AND ARSON REGISTRY (CSAR) (CONT)

Full Response

IX DFGX CA0290000 RE:QSA.CA0290000.FCN/1234567891011
MATCH MADE ON FCN/1234567891011
FCN FIELD SEARCH REVEALS:
*** SEX REGISTRANT ***
** DOJ FP CARD NOT REQUIRED **
** DO NOT ARREST OR DETAIN BASED SOLELY ON THIS RESPONSE **
ORI/CA0010400 EMERYVILLE PD
NAM/RECORD,CALIFORNIA TEST
SEX/M RAC/W HAI/BRO EYE/BLU HGT/601 WGT/210 DOB/19410817
AKA/RECORD,NEVADA AKA/RECORD,IDAHO
AKA/RECORD,UTAH
MON/FLY FACE
** REGISTERED ADDRESS **
STREET/2245 CUMBERLAND
CITY/EMERYVILLE COUNTY/ALAMEDA STATE/CA ZIP/94612
CONTACT NAM/JONES,JOHN AGENCY/EMERYVILLE PD
PHONE/5104532321 MNE/EEG OCA/66789
REG DATE/20050601 ADDRESS TYPE/REGISTERED ADDRESS
SOURCE/REGISTRATION
CII/12122323 CDC/H32143 SOC/565549332 FBI/123456L9
SMT/TAT L ARM.BIRDS.FLYING EAGLE.BORN TO LOSE
SMT/SC L ARM.GUNSHOT
OFFENSE/288 ANNUAL REG DATE 20050815
PRISON RELEASE DATE/19950125
PHOTO AVAIL/N
OLN/H0195033 OLS/CA OLY/1997
VEHICLE LICENSE/BHG123 STATE/CA TYPE/PC YR/1996
VEHICLE VIN/1FABP10BA112007
VEHICLE MAKE/CHEV MODEL/MOC COLOR/BRO/MAR STYLE/2D YR/1990
OCCUPATION/TRUCK DRIVER
** ADDITIONAL ADDRESSES **
STREET/344 RENZ DR
CITY/SACRAMENTO COUNTY/SACRAMENTO STATE/CA ZIP/95821
DATE ENTERED/19950215 AGENCY/SACRAMENTO PD
ADDRESS TYPE/NEXT OF KIN SOURCE/FIELD INTERVIEW
MAP PAGE/1234 MAP GRID/B13 *

STREET/2521 TIPTOE CT 1001
CITY/SACRAMENTO COUNTY/SACRAMENTO STATE/CA ZIP/95820
DATE ENTERED/19940602 AGENCY/SACRAMENTO SO
ADDRESS TYPE/REGISTERED ADDRESS SOURCE/REGISTRATION
MISC/KNOWN TO CARRY A KNIFE
FCN/1234567891055
******************* END OF SAR MESSAGE *******************

SEX AND ARSON REGISTRATION (SAR) CALIFORNIA SEX AND ARSON REGISTRY (CSAR) (CONT)

Summary Response   Returned by any inquiry other than File Control Number (FCN) or CII Number (CII).

Example of a Summary Response

Inquiry Format

IX QSA.CA0194200.RECORD,CALIFORNIA TEST.M.RAC/W.HAI/BRN.EYE/BLU. HGT/600.WGT/200.AGE/54

CA0194200 RE:QSA.CA0194200.RECORD,CALIFORNIA TEST.M. RAC/W.HAI/BRN.EYE/BLU.HGT/600.WGT/200.AGE/54 MATCH MADE ON NAM/RECORD,CALIFORNIA TEST NAME FIELD SEARCH REVEALS: HIT #1 OF 1 *** SEX REGISTRANT *** ** DOJ FP CARD NOT REQUIRED** **

DO NOT ARREST OR DETAIN BASED SOLELY ON THIS RESPONSE ** ORI/CA0010400 EMERYVILLE PD NAM/RECORD,CALIFORNIA TEST SEX/M RAC/W HAI/GRY EYE/BLU HGT/601 WGT/210 DOB/19410817 AKA/RECORD,NEVADA AKA/RECORD,IDAHO AKA/RECORD, UTAH ** REGISTERED ADDRESS ** STREET/2245 CUMBERLAND CITY/EMERYVILLE COUNTY/ALAMEDA STATE/CA ZIP/94612 CONTACT NAM/JONES,JOHN AGENCY/EMERYVILLE PD PHONE/5104532321 MNE/EEG0 OCA/66789 REG DATE/20050201 TYPE/REGISTERED ADDRESS SOURCE/REG CII/12122323 CDC/H32143 SOC/565549332 FBI/123456L9 ANNUAL REG DATE/20050815 PHOTO AVAIL/NOLN/H0195033 VEHICLE LICENSE/BHG123 STATE/CA TYPE/PC YR/1995 VEHICLE VIN/1FABP10BA112007 VEHICLE MAKE/CHEV MODEL/MOC COLOR/BRO/MAR STYLE/2D YR/1995 MISC/KNOWN TO CARRY A KNIFE FCN/1234567891055 *** END OF SAR MESSAGE *******

SUPERVISED RELEASE FILE (SRF)

Overview   The Department of Justice developed the Supervised Release File (SRF) in 1994 to improve the supervision of convicted persons, enhance officer safety, and assist in investigations. Access to the SRF is via the California Law Enforcement Telecommunications System (CLETS). The SRF is a Criminal Justice Information System (CJIS) data base, with some of its records being created in the Violent Crime Information Network (VCIN) and electronically transferred to the SRF. The SRF is designed as a tactical response, a brief but informative index to the supervising agency's full record. The SRF provides for a two-way communication link which allows law enforcement officers to send information about an encounter with a subject to the agency that entered the record. This link is called the Contact Message.

The SRF contains records of individuals in the following eight record types:

1. Arson Registrants

2. Violent Offender

3. Federal parolees and probationers

4. Career criminals, as defined in Penal Code Section 13853

5. Sex Registrants

SUPERVISED RELEASE FILE (SRF) (CONT)

Overview (CONT)

6. Subjects on probation

7. California Youth Authority (CYA) parolees

8. California Department of Corrections and Rehabilitation (CDCR) parolees

A typical response from a CDCR parole record may show an individual on parole; their physical description; primary offense; registrant status; parole agent's name, phone number and unit; as well as any advisory information the agent wishes to communicate.

In addition to providing law enforcement personnel with pertinent information on subjects, the system is designed for feedback from the officer making subsequent suspect contact. The contact message format designed by DOJ allows the field officer to send information about their encounter with the subject to the agency that entered the record. This exchange of information greatly improves the ability to effectively supervise these subjects and protect public safety.

The contact message identifies the agency, date and time of contact; officer's name and phone number; enforcement action taken; and any other relevant information regarding the contact. The contact message is transmitted through CLETS, connects to the matching SRF record, and is forwarded to the entering agency or agent. For the SRF to be an effective tool, it is imperative that officers utilize the contact message feature to inform the entering agency of the contact. Not probationers are entered into the system; only those that a supervising agent feels may pose a safety threat or are of particular interest to a law enforcement entity. The SRF is a pointer system, designed to impart information that may aid the field officer. An arrest cannot be legally initiated based solely on the information contained in the system. Rather, SRF directs the field officer, or public safety dispatcher, to the appropriate agency to verify the information.

Inquiry

The Supervised Release File has been designed similar to the Wanted Persons System, using many of the same coding procedures, such as Soundex searches and diminutive name matches. For further information see Wanted Persons System.

Test Records

WPS	NCIC	SAR/CARPOS / MPS/SRF
Test, Record 050555	Test, Order 050555	Record, California 050555
X-ray, Test 011954	Test, Record 050555	Record, California 091256
Record, California 050555	Record, California 050555	Record, California 041050

SUPERVISED RELEASE FILE (SRF) (CONT)

Sample Responses

Sample Sex Registration Record Full Record

SAMPLE SEX REGISTRANT RECORD - FULL RESPONSE (MESSAGE KEY: QVC)
NOT A WARRANT SEX REGISTRANT RECORD **NOT A WARRANT** 1
DO NOT ARREST OR DETAIN BASED SOLELY ON THIS RESPONSE
KNOWN TO DOJ VIOLENT CRIME INFORMATION NETWORK 2
** HIGH RISK SEX OFFENDER - INFO SUBJECT TO PUBLIC DISCLOSURE **
3
ENT/1
NAM/RECORD,CALIFORNIA TEST SEX/M DOB/05051955 RAC/W HGT/602
WGT/225 EYE/BRO HAI/BRO OLN/A0025500.CA.1996 SOC/526-32-4963
CII/A99000015 FBI/12345J990 VCIN FCN/1869409400004
RESIDENCE: COUNTY/SACRAMENTO CITY/GALT
******** SEX REGISTRATION INFORMATION ********
** MAY BE REQUIRED TO REGISTER ** 4
** MAY NOT BE IN COMPLIANCE WITH ANNUAL REGISTRATION UPDATE ** 5
PRIMARY OFFENSE/261PC SEXUAL HABITUAL OFFENDER

DATE OF LAST REG EVENT/05051997 6
AKA/RECORD,OREGON TEST RECORD,WASHINGTON TEST
SCRS/MKS/TT/ART R ARM POB/CALIFORNIA SKIN/LIGHT BROWN
VEHICLE LIC/1DUMCON STATE/CA EXP/1997 PLATE TYPE/PC
VIN/1G1AD69PXEJ100001
VEHICLE MAKE/HONDA MODEL/ACC COLOR/BLU STYLE/4D YEAR/1989
AGENCY/SACRAMENTO POLICE DEPT ORI/CA0340100
CONTACT/TRUAX,GREG UNIT/REGISTRATION PHONE/916 227-3262
************CONTACT MESSAGE***********NUMBER OF PRIOR CONTACT
MSGS/ 2
SEND CONTACT MESSAGE IDENTIFYING CLETS MNE/SUPV
RECORD TYPE/SRG AND IDN/1869409400004 , OR ONLY
FCN/1869409400004
******** END OF SUPERVISED RELEASE FILE MESSAGE *********090897 10-26

Notes
1. The individual record type will be stated in this line.

2. Individuals convicted of specific offenses considered violent by DOJ will
have their SRF record noted with this comment. All of the data from this record will then be copied into the Violent Crime Information Center. If the subject's SRF record is no longer active, DOJ will programmatically create a Violent Offender Record so that law enforcement still receives a response from the SRF (See example following).

3. Sex Registrant records will carry one of the following comments:
** HIGH RISK SEX OFFENDER - INFO SUBJECT TO PUBLIC DISCLOSURE**or** SERIOUS SEX OFFENDER - INFO SUBJECT TO PUBLIC DISCLOSURE** or ** SEX OFFENDER - INFO NOT SUBJECT TO PUBLIC DISCLOSURE **

This information will allow law enforcement to determine the category of sex offenders for purposes of public protection information disclosure, in accordance with "Megan's Law". Please refer to DOJ Information Bulletins 96-19-BCIA, Megan's Law Implementation, dated 9/12/96, and 97-03-BCIA, Supervised Release File/Megan's Law, dated 1/15/97, for further information.

SUPERVISED RELEASE FILE (SRF) (CONT)

Sample Responses (CONT)

4. This comment will appear if DOJ received notice that the subject is required to register and his or her fingerprints have not yet been received or verified by DOJ, or the subject has not complied with the requirement to register.

5. This comment will appear if the sex registrant has not complied with PC290(a)(1), which requires an annual update of the registration within five working days of his or her birth date.

6. The subject's discharge date normally appears on this line. Because the registrant is required to register for life, there will not be a discharge date displayed in the Sex or Arson Registrant record**.**

Sample California Department of Corrections Full Response

NOT A WARRANT CDC PAROLE RECORD **NOT A WARRANT**
DO NOT ARREST OR DETAIN BASED SOLELY ON THIS RESPONSE
ENT/1
NAM/RECORD, CALIFORNIA TEST SEX/M DOB/05051955 RAC/W HGT/602
WGT/225 EYE/BRO HAI/BRO OLN/A0025500.CA.1996 SOC/526-32-4963
CII/A99000015 CDC/E11111 FBI/12345J990
RESIDENCE: COUNTY/SACRAMENTO CITY/GALT
********CDC PAROLE INFORMATION********

PRIMARY OFFENSE/261PC REGISTERED SEX OFFENDER
BEGIN PAROLE/12311996 DISCHARGE DATE/12312000 1
AKA/RECORD,OREGON TEST RECORD, WASHINGTON TEST
SCRS/MKS/TT/ART R ARM POB/CALIFORNIA SKIN/LIGHT BROWN
VEHICLE LIC/1DUMCON STATE/CA EXP/1997 PLATE TYPE/PC
************CONTACT MESSAGE***********
NUMBER OF PRIOR CONTACT MSGS/ 0
SEND CONTACT MESSAGE IDENTIFYING CLETS MNE/BBL0
RECORD TYPE/KTV AND IDN/1869409400004 , OR ONLY FCN/1869715000099

Notes

1. Because the violent offender record may be the result of the combination of other inactive SRF records, no single primary offense is displayed.

2. Because the Violent Offender record is maintained by DOJ indefinitely, there will not be a discharge date displayed in this record

CRIMINAL HISTORY SYSTEM (CHS)

Overview

The Criminal History System contains the records of criminal offenders (CORI). This information is provided to agencies on a right-to-know **and** need-to-know basis. California Penal Code Section 11105 defines who may have access to this information. Criminal History is not to be used for licensing, employment, or certification purposes. You can inquire into the system via name, social security number (SOC), FBI number (FBI), California operator license or identification number (OLN), or California Agency of Corrections or Youth Authority Institution number (INN). When making an inquiry it is possible to specify an abbreviated criminal history, complete history via mail, or personal descriptions only.

CRIMINAL HISTORY SYSTEM (CHS) (CONT)

Overview **(CONT)**	There are five types of number groupings used in the CHS. They are as follows:

"A"   Automated Criminal Information Index (CII) records also known as "rap sheets."

"M"   Numbers less than 90000000 indicate a manual record. A criminal history record can be obtained via mail. Only the personal descriptors can be obtained via the "CR-HST" mask.

"M"   Numbers from 90 million to 98999999 indicate applicant records. These will have the abbreviation "APP" in the type field of the return.

"H"   A hybrid criminal record is created when new criminal history information is received on a subject with a manual record.

"DISP"   Non-fingerprint supported records.

Disposition Record Information	Provides non-fingerprint based conviction information obtained from disposition documents

Felony Conviction Strike Information	Provides a method for flagging the record with the number and specific conviction entries that qualify under the felony strike law.

Record Consolidation	Fingerprints received by DOJ and identified with two or more CII number records will result in a consolidation of records.

Live Scan Flag	Identifies records that contain fingerprint images for all ten rolled and flat for all fingers have been received and meet the minimum standards for all fingerprint records.

If a subject shows an Interstate Identification Index number ("III") on their rap, it indicates an arrest record in another state or in the FBI's automated file. The "III" system is maintained by NCIC. A request may be made to the specified state for the automated record. All states except for Maine and Vermont participate in "III".

DOJ has interpreted California Penal Code 11105 that deals with the dissemination of criminal history, to mean that the requestor of criminal history information must have a compelling need to know before being furnished with the information. As public safety dispatchers, this means that we do not give CHS information over the radio or MDC unless the officer has met all of the following criteria:

1. There is a reasonable cause to believe the safety of the officer and/or public is at significant risk,

2. There is an immediate need for summary criminal history information,

3. And information from other databases, such as wanted persons or stolen vehicles, would not be adequate.

CRIMINAL HISTORY SYSTEM (CHS) (CONT)

Live Scan Flag (CONT)

It is the officer's responsibility to determine that the criteria have been met. When running any CHS inquiries, it is imperative to place the officer's name and case number in the inquiry for audit purposes. If a case number is not available a Computer Aided Dispatch number or other trackable number should be placed n the route field for the audit. If there is an occasion when CHS information must be relayed via the radio, it should be abbreviated. Complete dates, offenses, etc. should not be broadcast.

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

Inquiry

Inquiries must contain one of the following groups of search fields:

- NAM, SEX, RAC, and DOB

- NAM, SEX, RAC, DOB, and SOC (Social Security Number)

- NAM, SEX, RAC, DOB, and MNU (Miscellaneous Number)

- NAM and SOC

- NAM and MNU

- SID (State Identification Number), or NAM and SID

- FBI (Federal Bureau of Investigation Number), or NAM and FBI

Test Records

CHS	CIII	SOC	CDL	CDC
Record, User 011954	A99000002-18	987-65-4322	P0626473	X099999
X-ray, Test 011954	--	123-45-6789	--	Y093333
--	--	011-22-3333	--	--

Sample Response

RE: QHY.CA0349415.99008370.BOBBIE   DATE: 19990101
TIME:14:19:42
RESTRICTED-DO NOT USE FOR EMPLOYMENT, LICENSING OR
CERTIFICATION PURPOSES
CII/A99008370
DOB/19500101 SEX/X RAC/UNKNOWN
HGT/602 WGT/220 EYE/BRO HAI/BRO POB/CA
NAM/01 FELONY,CONVICTION COUNTS
INN/CRC-X998370
* * * *
ARR/DET/CITE: NAM:01
      19900301 CAPD SACRAMENTO
CNT:01 #C1234   484(A) PC-THEFT
CNT:02 11550 HS-USE/UNDER INFLUENCE CONTROL SUBST
CNT:03 4150 B&P-OBTAIN HYPO NEEDLE/SYRINGE BY FRAUD

CRIMINAL HISTORY SYSTEM (CHS) (CONT)

Sample Response (CONT)	COURT NAM:01 19900401 CASC SACRAMENTO CNT:01 #D1234 484(A) PC-THEFT DISPO:DISMISSED/FOJ/PLEA TO OTHER CHARGE CNT:02 4150 B&P-OBTAIN HYPO NEEDLE/SYRINGE BY FRAUD *DISPO:CONVICTED CNT:03 11550 HS-USE/UNDER INFLUENCE CONTROL SUBST *DISPO:CONVICTED CONV STATUS:FELONY SEN:3 YEARS PRISON SS "POTENTIAL FELONY STRIKE ENTRY" * * * * CUSTODY:CRC NAM:01 19900410 CASD CORRECTIONS CNT:01 #X998370 3051 WI-NARC ADDICT COMMITMENT:SUPR CRT CONV CONV OF: 4150 B&P-OBTAIN HYPO NEEDLE/SYRINGE BY FRAUD CONV OF: 11550 HS-USE/UNDER INFLUENCE CONTROL SUBST SEN FROM:SACRAMENTO CO CRT #D1234 SEN:3 YEARS * * * * " NOTE: (2) POTENTIAL ENTRIES WITH FELONY CONVICTION DATA WERE FOUND FOR THIS SUBJECT. SEE ENTRIES IN THE RECORD ANNOTATED WITH 'POTENTIAL FELONY STRIKE ENTRY' FOR DETAIL. THIS RECORD MAY ALSO CONTAIN ADDITIONAL DATA RELATED TO 'STRIKE' CONDITIONS.* * * * END OF MESSAGE * *

ARMED AND PROHIBITED PERSONS SYSTEM (APPS)

Overview	The Armed and Prohibited Persons System (APPS) is intended to be a preemptive crime-fighting tool for criminal justice agencies statewide. This system connects the SRF, CARPOS and the AFS systems. It allows DOJ to match up people who are prohibited from possessing weapons with people who have purchased or registered guns. People who are prohibited includes: convicted felons, some misdemeanor convictions, being the restrained person in a restraining order or people who are committed to a mental health facility. The 5150 Welfare and Institutions Code restriction is for 3 years after they are committed (even for a 72 hour hold).
Inquiry	Name, DOB, Sex Gun Serial Number CDL Number
Sample Responses	4DEGM00B552.IY RE: QYN.CA0440040.IDN/X1234567.NAM/RECORD,TEST.PHN/8314711180 RESPONSE TO QYN INQUIRY DATA IN APPS. STATUS-PROHIBITED --- NAM/ RECORD, TEST CHARLIE SEX/ M DOB/ 19430101 CDL/ CDL X1234567

Sample Responses (CONT)

RACE/
HGT/ 6' 0"
WGT/ 180 LBS

SERIAL/ 1212
MAKE/ AUB A. J. AUBREY
MODEL/
CALIBER/ 9
TYPE/ REVOLVER
STATUS/

SERIAL/ A045108
MAKE/ HEC HECKLER & KOCH
MODEL/
CALIBER/ 762
TYPE/ RIFLE
STATUS/

SERIAL/ F02084
Information Systems
Updated 11/10/10 Page 34 of 34
MAKE/ ENI ENFIELD AMERICA
MODEL/
CALIBER/ 45
TYPE/ PISTOL
STATUS/

------------------------ PROHIBITION REASON -----------------------

Misdemeanor
Felony Conviction

-------------------------------DISCLAIMER------------------------------

DO NOT ARREST BASED SOLELY ON THIS RESPONSE
THIS RESPONSE IDENTIFIES ONLY HANDGUNS AND ASSAULT WEAPONS PURCHASED
OR REGISTERED BY TO THE SUBJECT, AND DOES NOT INCLUDE LONG GUNS OR
OTHER FIREARMS POSSIBLY POSSESSED BY SUBJECT
FOR FIREARM OWNERSHIP/REGISTRATION INFORMATION REGARDING NONPROHIBITED
SUBJECTS, INQUIRE TO THE AUTOMATED FIREARM SYSTEM
FOR ADDITIONAL INFORMATION CONTACT THE DEPARTMENT OF JUSTICE
END APPS RESPONSE.

MENTAL HEALTH FIREARMS PROHIBITION SYSTEM (MHFPS)

Overview

The California Department of Justice maintains a database, per the California Welfare and Institutions Code, 8100 and 8108, which describes the circumstances under which mental health clients may lose their right to purchase and possess firearms.

1. Persons Receiving Voluntary In-patient Mental Health Treatment Who Are a Danger to Self or Others:

   If a subject is receiving in-patient mental health treatment on a voluntary basis and their treating mental health professional determines that they are a danger to themselves or others, they may not possess, purchase, or attempt to purchase any firearms while they are in the facility or on a temporary pass or leave from the facility. Once a subject is discharged from the facility, this prohibition no longer applies.

2. Persons Receiving Involuntary In-patient Mental Health Treatment on 72-Hour Holds as a Danger to Self or Others:

   If a subject is placed on a 72-hour involuntary hold under the provisions of Welfare and Institutions Code Section 5150 (commonly referred to as a "5150") as a danger to self or others, and they are admitted to a facility for treatment, they are prohibited from purchasing or possessing firearms while they are in the facility and for five years from the date of admission to the facility.

   When a subject is committed to a facility as a danger to self/others, the facility is required to notify the California Department of Justice (DOJ). DOJ then adds the name to the state Mental Health Firearms Prohibition System database. Before discharge, the facility staff must notify the subject that they cannot possess or purchase firearms for a period of five years.

Inquiry

MHFPS Format:
By Name:
IQ
FQA.CA0120300.NAME.DOB/xxxxxx.RTE/officer name case # initials
By Number:
IQ
FQP.CA0120300.REC/123456789.RTE/officer name case # initials

VIOLENT CRIME INFORMATION NETWORK (VCIN)

Overview

The Violent Crime Information Network has been replaced by the California Sex and Arson Registry (CSAR), effective August 2010.

NATIONAL LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (NLETS)

Overview   NLETS the International Justice and Public Safety Network is made up of representatives of law enforcement agencies from each of the 50 states, the District of Columbia, Puerto Rico, U.S. Virgin Islands, many Federal law enforcement agencies and the National Insurance Crime Bureau (NICB). There is also a connection to the Canadian Police Information Centre (CPIC). NLETS is incorporated under the laws of the State of Delaware and is a non-profit organization whose purpose is to provide interstate communications to law enforcement, criminal justice and other agencies involved in enforcement of laws. Organizationally, NLETS is comprised of eight regions. Each region represents six or seven states and several federal agencies that are grouped together to represent a regional community of interest.

NATIONAL CRIME INFORMATION CENTER 2000 (NCIC)

Overview   NCIC 2000 is a nationwide, computerized information system established as a service to all criminal justice agencies--local, state, and federal. The goal of NCIC 2000 is to help the criminal justice community perform its duties by providing and maintaining a computerized filing system of accurate and timely documented criminal justice information. For NCIC 2000 purposes, criminal justice information is defined as "information collected by criminal justice agencies needed for the performance of their legally authorized, required function. This includes wanted person information; missing person information; unidentified person information; stolen property information; criminal history information; information compiled in the course of investigation of crimes that are known or believed on reasonable grounds to have occurred, including information on identifiable individuals; and information on identifiable individuals compiled in an effort to anticipate, prevent, or monitor possible criminal activity." Criminal justice information can be electronic (paperless) or hard copy (paper). The NCIC 2000 data bank can best be described as a computerized index of documented criminal justice information concerning crimes and criminals of nationwide interest and a locator file for missing and unidentified persons.

An NCIC 2000 hit alone is not probable cause to arrest, but indicates that a stolen property report, missing person report, or warrant, etc. may have been filed. A hit is only one element comprising sufficient legal grounds for probable cause to arrest.

NCIC 2000 procedure requires the agency which placed the record in file be contacted by the inquiring agency to confirm that the data are accurate and up-to-date. In some circumstances, the hit confirmed with the originating agency may be the major or only element necessary to detain or make an arrest. For instance, a confirmation of an outstanding warrant on an individual or a hit confirmed on a stolen vehicle or stolen property in a timeframe very close to the time of an actual theft would likely support an arrest decision.

DEPARTMENT OF MOTOR VEHICLES (DMV)

Overview

The California Department of Motor Vehicles maintains fully automated vehicle registration and driver license files. It is interfaced with the Department of Justice's statewide California Law Enforcement Telecommunications System (CLETS). The information contained within this system is one of the largest persons and property files in the country. Information contained in this system is intended strictly for the purpose of enforcing the law and may not be given out to unauthorized second parties.

Persons

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

Inquiries into the system can be made via names or numbers. Names are run through the Automated Name Index (ANI). The system is designed to cross reference a driver name to his driver's license number and contains over 20 million driver's license, ID card holders, and index number holders. The ANI records are stored in Soundex code. (Soundexing is a method of coding names so that sound alike names are grouped together).

The drivers' license records in the ANI file are designed to hit on a possible match in the following order:

1. Last Name

2. First Name (exact spelling)

3. Middle Initial

4. Suffix (i.e., Jr)

5. Birth date

6. Age

7. City

8. Address (first three numeric)

9. Birth date

10. Driver's license number

If no hit is made on the initial search, the ANI will automatically search the entire Soundex group for the subjects. Searches for a driver's license numbers and information are based upon the criteria you input. For an age, the system will query 5 years in either direction. For a specific date of birth, it will query 3 years (3 years keeping the month and day constant).

Inquiry can be made on a person by means of their unique driver's license number. This will return information associated with a specific assigned number.

DEPARTMENT OF MOTOR VEHICLES (DMV) (CONT)

**Persons
(CONT)**

There are two basic types of driver's license histories. They are as follows:

L1 Basic record, identifying information, license and ID issue data, license status, agency actions, abstracts of convictions, FTA's and accidents.

F2 Basic record, identifying information, license and ID issue data, license status, FTA's, and FTP's.

The response on an ANI inquiry has a unique set of abbreviations to delineate the various fields. They are as follows:

ADDR	Last Registered Address
AUTH	Authority Section
B/D	Date of Birth
COURT	Court Code or State
DL/NO	California Driver's License Number
FTA	Failure To Appear
FTP	Failure To Pay
LEGAL HISTORY	History of Suspensions, etc.
LICENSE STATUS	Current Status of License
PROOF REQ:B/	Proof Required Code or Proof Filed Code (Conviction Codes, i.e. First Conviction, Second Conviction)
SEC/VIOL	Penal, Vehicle Code, etc. Violation Number
SER/ORD	Service Order Information (i.e. A = Mailed, not returned unclaimed)
T/A:	
PROB/SUSP	Probations/Suspended
TERM	Duration of Suspension

An ANI response will contain information regarding any condition that may affect a person's driving privilege. If that is the case, one of the messages listed below will be printed. Otherwise, "VALID", "EXPIRED", or "NONE ISSUED" will be printed in the appropriate section.

SUSPENDED OR REVOKED	A mandatory or discretionary suspension or revocation action is on file.
SUSPENDED BY COURT	
WITHHELD FTA	A court suspension or revocation is on file. A notice of a failure to appear is on file. This will only be listed if the license issuance is withheld by DMV.

DEPARTMENT OF MOTOR VEHICLES (DMV) (CONT)

Persons (CONT)	**WITHHELD FTP**	A notice of a failure to pay a fine is on file. This will only be listed if the license issuance is withheld by DMV.
	SUSPENDED OR SUSPENDED IN COURSE OF EMPLOYMENT	A financial responsibility mandatory suspension is on file with the DMV.
	REISSUE FEE REQUIRED	A fee is required before a license can be issued or returned to the subject.
Reinstatement	**UNDER CONSIDERATION**	Subject's record is being reviewed and reinstatement of his driving privilege may be in process.
	CANCELED	Driver's license was canceled. A license may be issued at a later date.
	REFUSED	Subject was refused a license. A license may be issued at a later date.

On a suspended or revoked license the officer will need the following suspension data:

1. Effective date of suspension

2. Ending date of suspension (if noted)

3. Authority code
4. Reason for suspension (not all officers request this)
5. Service code
   The service code is essential to the officer in determining if the subject is to be cited for a violation of California Vehicle Codes 14601 or 12500a. If the suspension has not been served, the subject will be cited for CVC 12500a and given official notice of the suspension. Service codes are as follows:

   A   Mailed, not returned unclaimed

   B   Served, signed document on file

   D   Personal service document on file

   H   Acknowledged, no signature

   I   Returned unclaimed

   J   Written notice served by officer

   K   Refused

   L   Deceased

   M   Verbal notice document on file

VEHICLE AND VESSEL REGISTRATION

Overview   Records containing vehicle and vessel registration information are stored in the DMV files. The registration record is established by the information contained on the registration application forms. This includes a description of the vehicle or vessel, the names and addresses of the registered owner and legal owner. The response to most vehicle inquiries will consist of information for a single vehicle.

An inquiry may be made on a vehicle via the license plate number, vehicle identification number (VIN), or the registered owner's name. Requests on a vessel may be made by the vessel number, the hull identification number (HIN), or the registered owners name. Names are Soundexed the same as for a Driver's license inquiry. The system is set to "hit" on a Soundex following these criteria:

1. Last known address

2. Last known city

3. File Code (i.e. A = passenger vehicle)

4. Name of registered owner

5. Make of vehicle

6. Driver's license number of owner

7. Year of vehicle

Each vehicle has a specific vehicle type code assigned to it. License plate codes are as follows:

A   Auto, legislative officials, historical vehicles (you must enter "HV" prior to the license plate of an historical vehicle)

B   Vessels (when using the vessel number, delete the "CF" from the vessel number. The input must be six positions; i.e. "CF1234AA" is input as "1234AA")

C   Commercial

E   Exempts

F   Off road vehicles

H   Ham radio operators

I   Apportioned plates

L   Environmental plates

M   Motorcycle

P   Prorated ID commercial and trailers

S   Special vehicles (mopeds w/o motorcycle plates, disabled placards, etc.)

T   Trailers, horseless carriage, press photographer

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

VEHICLE AND VESSEL REGISTRATION (CONT)

Vehicle and Vessel Registration

A response may indicate a pending master file record, release of liability, or lease vehicle information. The abbreviation PNO may be listed above the expiration date of the registration. This will mean that the vehicle has been registered through DMV to be non-operational. The owner will not have to pay registration for the time of non-operation and will not be penalized any late fees when they register the vehicle for use on the streets. However, if they are driving the vehicle on the streets with expired registration during this time, they can be cited for violating California Vehicle Code Section 4000(a).

Explanation of vehicle registration terms:

ADS	Address
BODY	Body type code (e.g. "S" = station wagon)
BTM	Body Type Model
C.C.	County Code
DOJ-STOP	Restraint against the vehicle record from the Agency of Justice (felony or stolen vehicle)
EXP	Expiration date
GOLDENROD	No proof of ownership (vehicle purchased out-of-state)
LIC	License number
LOCD	Legal Owner Code
MAKE	Make of vehicle
OCID	Latest ownership certificate issuance
PENDING MASTER FILE RECORD	Master file format of suspense
RDF	Returned to the customer for additional information or fees.
HOLDOUT	Held in a field office of the DMV.
ERROR/ TRANSACTION	Contains an error condition.
POWER	Motive power code (i.e. "G" = gasoline powered)
RCID	Registration Certificate Issuance
R/O	Registered Owner
SALVAGE	Report of sale of vehicle as salvage as a result of a total loss insurance settlement

VEHICLE AND VESSEL REGISTRATION (CONT)

Vehicle and Vessel Registration (CONT)	**SOLD**	Year vehicle was made / sold
	SUBP	Sub-plated - license number of a new license that has been substituted for the original
	TYPE	Type of license code
	VEH	Type of vehicle
	VIN	Vehicle identification number
	VLT STOP	Restraint against the vehicle record from one of the vehicle licensing and title units at DMV
	YRMD	Year of vehicle

VEHICLE AND VESSEL REGISTRATION (CONT)

Inquiry

Names	DOBS	CDL
Driver, Ida	011267	A0025507
Driver, Annie	070645	X2345678
	011267	A0534306
	010568	X3456789
	051570	A2298961
	072267	A0025506
Driver, Anne	010365	

Names	LIC	REG	VIN
Driver, Ida	SAM123	Xault, Tiffany	VEHICLE IDNUMBER
Driver, Annie	HUG999		
	22222B		
	ALE000		
	BBB123		
	031061		
Driver, Anne			

OREGON LAW ENFORCEMENT DATA SYSTEM (LEDS)

Overview   Law Enforcement Data System (LEDS) is the State of Oregon's telecommunications system. The LEDS maintains a direct interface with California law enforcement agencies, thereby enabling the CLETS users to query Oregon's databases, and vice versa.

Inquiry   Inquiry can be made into LEDS for the following data:

- Vehicle Registration
- Drivers Licenses
- Stolen Vehicle
- Wanted Persons
- Property
- Firearms

IMMIGRATION VIOLATOR FILE (IVF)

Overview   The Deported Felon File was created in 1996 in response to a request from Homeland Security Investigations (HSI). The name was subsequently changed to the Immigration Violator File.

This file provides immediate on-line information regarding criminal aliens who have been deported for drug trafficking, firearms trafficking, or serious violent crimes and who re-enter the United States without permission. They would be in violation of Title 8, U.S.C., Section 1326.

HSI is the only agency authorized to enter and maintain records in the Immigration Violator File. If they believe the subject may be operating a particular vehicle or a vehicle bearing a particular license plate, the vehicles and/or license number may be included in the database record. An Immigration Violator record will stay on file until such time as HSI takes action to remove it.

The Immigration Violator File is searched when inquiring into the NCIC Wanted Persons system. This is a pointer system and an arrest cannot be made without confirmation of any outstanding charges. A positive hit will provide exact directions on the actions to be taken by the inquiring agency. This is considered criminal offender record information and is subject to dissemination restrictions.

Inquiry
Sample Responses

Negative Response:

IL01HEADER
MD1012400

NO NCIC WANT DOB/19510101 NAM/SMITH, JOHN SEX/M RAC/W

Positive Response Deported Felon Category:

1L01HEADER
MD1012400

IMMIGRATION VIOLATOR FILE (IVF) (CONT)

Inquiry
Sample Responses

WARNING REGARDING FOLLOWING RECORD - SUBJECT OF
NIC/N307770847 IS A PREVIOUSLY DEPORTED FELON. CONTACT LESC AT
(877) 999-5372 FOR IMMEDIATE HIT CONFIRMATION AND AVAILABILITY OF
BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT DETAINER.
MKE/IMMIGRATION VIOLATION - DEPORTED FELON

ORI/VTINS1000 NAM/SMITH, JOHN SEX/M RAC/W POB/FN DOB/19510101
HGT/510 WGT/180 EYE/BRO HAI/BRO SKN/DRK
SMT/SC LF ARM
SOC/777010000
OFF/SUBJECT IS A DEPORTED CRIMINAL/AGGRAVATED FELON
OCA/ASD1234-T MIS/KNOWN AS JOHNNY BOY
ORI IS BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT, LAW
ENFORCEMENT SUPPORT CENTER (877) 999-5372
NIC/N307770847 DTE/19980605 0000 EDT
*****THIS RECORD MAY BE USED ONLY BY CRIMINAL JUSTICE AGENCIES
FOR
CRIMINAL JUSTICE PURPOSES.

*****END OF IMMIGRATION VIOLATOR FILE RESPONSE*****

Positive Response Absconder Category:

1L01HEADER
MD1012400

WARNING REGARDING FOLLOWING RECORD - SUBJECT OF
NIC/N307770847 HAS AN OUTSTANDING ADMINISTRATIVE WARRANT OF
REMOVAL FROM THE UNITED STATES. CONTACT LESC AT (877) 999-5372
FOR IMMEDIATE HIT CONFIRMATION AND AVAILABILITY OF BUREAU OF
IMMIGRATION AND CUSTOMS ENFORCEMENT DETAINER.

MKE/IMMIGRATION VIOLATION - FAILURE TO APPEAR FOR REMOVAL
ORI/VTINS1000 NAM/SMITH, JOHN SEX/M RAC/W POB/FN DOB/19510101
HGT/510 WGT/180 EYE/BRO HAI/BRO SKN/DRK
SMT/SC LF ARM
SOC/777010000
OFF/ALIEN UNLAWFULLY PRESENT DUE TO ORDER OF REMOVAL OR
EXCLUSION FROM THE USA
OCA/ASD1234-T MIS/KNOWN AS JOHNNY BOY
ORI IS BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT, LAW
ENFORCEMENT SUPPORT CENTER (877) 999-5372
NIC/N307770847 DTE/19980605 0000 EDT
*****THIS RECORD MAY BE USED ONLY BY CRIMINAL JUSTICE AGENCIES
FOR
CRIMINAL JUSTICE PURPOSES.
*****END OF IMMIGRATION VIOLATOR FILE RESPONSE*****

Positive Response NSEERS Category:

1L01HEADER
MD1012400

IMMIGRATION VIOLATOR FILE (IVF) (CONT)

Inquiry Sample Responses (CONT)	WARNING REGARDING FOLLOWING RECORD - SUBJECT OF NIC/N307770847 HAS AN OUTSTANDING ADMINISTRATIVE WARRANT OF ARREST FOR IMMIGRATION VIOLATIONS FOR FAILURE TO

COMPLY WITH NATIONAL SECURITY REGISTRATION. CONTACT LESC AT (877) 999-5372 FOR IMMEDIATE HIT CONFIRMATION AND AVAILABILITY OF BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT DETAINER.

MKE/IMMIGRATION VIOLATION - NATIONAL SECURITY REGISTRATION
ORI/VTINS1000 NAM/SMITH, JOHN SEX/M RAC/W POB/FN DOB/19510101
HGT/510 WGT/180 EYE/BRO HAI/BRO SKN/DRK
SMT/SC LF ARM
SOC/777010000
OFF/SOUGHT FOR VIOLATION OF NATIONAL SECURITY REGISTRATION
OCA/ASD1234-T MIS/KNOWN AS JOHNNY BOY
ORI IS BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT, LAW ENFORCEMENT SUPPORT CENTER (877) 999-5372
NIC/N307770847 DTE/19980605 0000 EDT
*****THIS RECORD MAY BE USED ONLY BY CRIMINAL JUSTICE AGENCIES FOR CRIMINAL JUSTICE PURPOSES.
*****END OF IMMIGRATION VIOLATOR FILE RESPONSE*****

VIOLENT FELON FILE (VFF)

Overview	The Bureau of Alcohol, Tobacco, Firearms and Explosives (ATFE) Violent Felon File (VFF) became operational in NCIC on March 1, 1992. This file provides documented criminal history information on persons who have three previous convictions for violent felonies or serious drug offenses and, therefore, are barred by federal law from possessing a firearm or ammunition.

Access into the file is via CLETS or by running an out-of-state VIN or license number. The information will be returned on the NCIC response. The response will indicate that this is a pointer system and a subject may not be arrested, detained, or searched solely on the basis of the teletype response.

ATFE is the only agency authorized to enter records in the Violent Felon File. Vehicle and/or license data can be entered as part of the VFF records when ATFE has reasonable grounds to believe that the subject may be operating the vehicle. For entry into the system, the violent felon record must meet all four of the following criteria:

1. Have a minimum of three prior violent felony or serious drug offense convictions as defined in the statue.

2. Have a felony conviction for a violent crime in which a firearm or other weapon was used.

3. Have a conviction for a crime in which the subject has injured or killed the victim.

4. Be either on probation or parole or have been released from supervision (prison, probation, or parole) within the last five years.

VIOLENT FELON FILE (VFF) (CONT)

Overview   If a person falls into this category, and is in possession of a firearm, they are in violation of Title18 U.S.C Chapter 44 Section 924(e)(1). If this is the case, the officer must do the following:

1. Verify that the person is the subject of the violent felon record by comparing his physical description and numeric descriptor with that in the teletype response.

2. Call ATFE to confirm the identity of the person and advise that the subject has been found to be in possession of a firearm.

3. If appropriate, charge the subject with a federal firearms violation and hold the person for federal officers.Title18 U.S.C Chapter 44 Section 924(e)(1) mandates the individual be fined not more than $25,000 and imprisoned for not less than 15 years with no possibility of suspension, parole, or probation.

The violent felon information will remain on file until it is removed by ATFE. You can contact ATFE on a 24 hour basis by calling (800) 659-6242. They are obligated to respond within 10 minutes. ATFE may then file a federal criminal case against the subject, if appropriate.

VIOLENT GANG AND TERRORIST ORGANIZATION FILE (VGTOF)

Overview   The VGTOF provides law enforcement with identifying information about violent criminal gangs and terrorist organizations and the members of such groups. This information may warn law enforcement officers about the potential danger posed by violent individuals, and allow for the exchange of information about these groups and members to aid criminal investigations. The information listed in this file is investigative/intelligence information that has not been subjected to an independent judicial review. Under no circumstances should information from this file be disseminated to non-law enforcement/criminal justice personnel.

CALIFORNIA LAW ENFORCEMENT WEBSITE (CLEW)

Overview   The California Law Enforcement Website (CLEW) is provided by Department of Justice to provide authorized agency personnel access to a variety of resource documents such as the CJIS Manual, CLETS Policy, Practices and Procedures etc.

Most manuals and resources are no longer mailed to the agency. Instead the agency is expected to access CLEW to download whichever resource is needed.

Request Access   http://clew.doj.ca.gov/request.asp

ADMINISTRATIVE MESSAGES

Overview   The CLETS network is used to transmit and receive point-to-point administrative messages. Terminal operators can send a message to one to six terminal mnemonics or All Points Bulletin codes simultaneously. Messages transmitted through CLETS have no size limit. However, all messages should be as brief as possible while still conveying the required information.

All Points Bulletins (APB's) are administrative messages that are distributed to all law enforcement agencies in California, including some criminal justice agencies. Any CLETS terminal with administrative message capabilities may send or receive All Points Bulletins. The receiving of these messages is automatic for all law enforcement agencies, and upon request for criminal justice agencies. All Points Bulletins (APB's) may also be distributed outside of California utilizing NLETS.

Because all law enforcement agencies receive All Points Bulletins, the sender must use discretion by directing a message to the APB code(s) associated with the message being sent. CLETS offers highway, geographic, crime specific, sheriffs, police departments, and all counties codes. Each APB code ending with a "00" sends to all law enforcement agencies throughout California, except the geographic codes which send to all terminals throughout the specific geographic region. Most APB codes offer sub-group codes ending with "01," "02," or "03," which translates to all law enforcement in Northern California (01), Central California (02) and Southern California (03).

An APB (broadcast) can also be sent to a specific county or counties with the "3200," All Counties, designation using the 58 county codes, i.e., 3201 through 3258. If a message is sent to 3200, it will be delivered to ALL law enforcement agencies in ALL counties.

All Points Bulletins are sent using the CLETS administrative message format and can be routed from one to six APB codes at a time. All Points Bulletin codes and terminal mnemonics may be used as a destination simultaneously when deemed appropriate by the CLETS terminal operator and depending on county message switching computer requirements and restrictions.

OTHER DATABASE SYSTEMS

Overview   There are many other database systems that agencies access on a regular basis. These systems can include local systems, county systems, city systems, and department systems. Provide information on those systems here or provide references to resources to further explain and describe these systems.

Resources   Publications available through California Law Enforcement Website
http://CLEW.DOJ.Ca.Gov

- Article Brand and Category User Guide
- Criminal Justice Information System Manual
- CLETS Operating Manual
- CLETS Policies, Practices and Procedures
- Criminal History Users Guide

OTHER DATABASE SYSTEMS (CONT)

Resources (CONT)

- Criminal History Inquiry Manual
- DMV Information Search for Law Enforcement
- DMV Law Enforcement Resource Guide
- DMV Manual for CLETS
- NCIC 2000 Code Manual
- NCIC 2000 Data Dictionary
- NCIC 2000 Interstate Identification Index
- NCIC 2000 Operating Manual

NLETS User and Technical Guide

Chapter 4
Criteria for Completing the CTO Competency Checklist

The Communications Training Competency Signoff Manual lists specific tasks which the trainee must effectively demonstrate to successfully complete the training program. The Communications Training Officer shall document the trainee's accomplishment with their signature and date.

The following pages expand on the list of skills, knowledge, or abilities the trainee must demonstrate

☐ ADMINISTRATIVE ORIENTATION P1

1. Facility Tour	Complete a tour of all facilities to which the trainee will have access. If possible, complete this during a time when the most employees are present so the trainee can meet other personnel.
2. Employee Orientation	Provide the employee with an overall orientation of the Communications Center, agency and government agency employment. This may include information regarding benefits, unions and work rules.
3. Organization's Chain of Command	Explain the organizational chain of command. Describe the responsibilities of the positions within the trainee's immediate chain of command.
4. Agency Policies, General Orders	Show the trainee the location of agency policy manuals and general orders. Explain how to access the manuals and provide information on the most relevant policies that pertain to the Communications Center.
5. Training Manual	Provide the trainee with their copy of the training manual. Explain the content and how the manual will be used in their training program. Provide the trainee time to review their manual so they can become familiar with it. A suggested activity would be to have the trainee create tabs for sections of the manual or a worksheet can be developed for the trainee to do a "scavenger hunt" to locate different information in the manual.
6. General Work Rules / Code of Conduct	Explain the work rules for the Communications Center. An example may be when and how to call in on sick leave, the expectation that a public safety dispatcher will be seated and ready for work at the time their shift begins, cell phone policy, expected professional conduct, dress policy, etc.
7. Training Program Overview	Explain the entire training program. Describe the phases of training; expectations and relationships of the trainee, CTO, supervisor and management; scheduled meetings and reviews; how to report an issue of concern; requirement of independent study; etc.

☐ ADMINISTRATIVE ORIENTATION (CONT)

8.	Ergonomics	Demonstrate how to adjust the work area to minimize injury and explain their requirement to do so each time they change work stations.
9.	Work Hazards/ Evacuation Plans	Explain different hazards that should be eliminated in the work place, i.e., stacking items on top of a file cabinet that could fall on someone in an earthquake. Demonstrate how and when to evacuate the Communications Center and building and the designated meeting point. Provide a copy of the plan if available. (See related agency policy)

☐ AGENCY FORMS P3

1.	Time Sheet/Card	Provide a copy and direction on completing the necessary time sheet for compensation. Explain how to document leave, overtime and holiday pay on the time sheet. Provide samples of each entry type.
2.	Leave Forms (Sick Leave, Time Off, Etc.)	Provide a copy and demonstrate how to complete leave form(s). This would include sick leave, vacation, compensation time off, holiday time off etc.
3.	Schedules	Provide a copy and explain the schedule for the Communications Center.
4.	Memo/Internal Correspondence	Explain how to complete a memo and other internal correspondence. Provide the trainee with information on any agency formats that must be used.
5.	Miscellaneous Agency Forms	Explain any miscellaneous forms that apply to the agency.

☐ ALLIED AGENCIES P5

Explain the relationship and potential interaction with River City Public Safety Communications Agency for each of the following allied agencies:

1.	Adult Protective Services (APS)	
2.	Airports	
3.	Alcohol Beverage Control (ABC)	
4.	Animal Control	
5.	Bureau of Alcohol, Tobacco and Firearms (ATF)	
6.	California Highway Patrol (CHP)	
7.	California State Parole	

☐ ALLIED AGENCIES (CONT)

8. Child Welfare Services (**CWS**)	
9. Coroner	
10. County Probation	
11. Department of Motor Vehicles (**DMV**)	
12. Department of Justice (**DOJ**)	
13. District Attorney's Office	
14. Federal Bureau of Investigation (**FBI**)	
15. Fire Agencies	
16. Homeland Security Investigations (formerly Immigration and Customs Enforcement (ICE)	
17. Hospitals	
18. Housing Authority Police	
19. Mental Health Agencies	
20. Railroad	
21. Rape Crisis Center	
22. Shelters	
23. School District Police	

☐ ANIMAL SERVICES P7

1. Animal Control Procedure	Have the trainee read the Animal Control policy and explain the procedure.
2. Calls for Service	Discuss the Communications Center's responsibility for animal control-type calls for service.

☐ ANIMAL SERVICES (CONT)

3. Event Entry	Demonstrate the procedure for entering animal service calls into the CAD system when animal service personnel are on duty and when they are not on duty. Explain the process by which animal services retrieve their calls for service.
4. After-hours Emergency Calls	Explain how policy states various emergency animal calls should be handled, including the owner's responsibility if on scene, and when emergency call-out for animal services would be initiated. Let the trainee know who can authorize the call-out and what constitutes a real emergency. Show them the hours of service for the Animal Shelter, and Animal Control Officers, listed in the CAD.
5. Animal Services Resources	Show the trainee the location of, and information contained in, the animal services resources policy or manual.

☐ BROADCASTING BOLOs AND APBs P9

1. BOLO	Explain what BOLO means (Be On the Look Out) and how they are processed. Explain and discuss the format for dispatching BOLO's. Explain the importance of a timely broadcast.
2. Receiving BOLO's from Outside Agencies	Explain and discuss the format for dispatching BOLO's. Discuss proper documentation when receiving an outside BOLO. Explain the importance of a timely broadcast.
3. Officer Initiated BOLO's	Explain the various forms an officer may advise the public safety dispatcher of a BOLO (crime broadcast, flagged down, officer copied on scanner, etc.). Discuss proper documentation when receiving an officer-initiated BOLO. Explain the importance of a timely broadcast.
4. Notifying Surrounding Agencies	Explain and discuss if, and when, to notify surrounding agencies of BOLO's initiated within the agency's jurisdiction. While the public safety dispatcher may not be required to initiate contact with another agency unless requested, they can be proactive by notifying surrounding cities of certain crimes that may have occurred (discuss the types of crimes that may be applicable and what agencies might be notified per Agency policy.)

☐ COMPUTER AIDED DISPATCH (CAD) SYSTEM P11

1. CAD System Overview	Provide the trainee with an overview of the CAD system. This should include the purpose and function of the system and how the system was set up for the agency.
2. Sign-on, Sign-off and Password	Explain how to sign on to the CAD system and how to change their password. Demonstrate how to log off of the CAD system. The trainee should be instructed on the importance of keeping the password secret.

☐ COMPUTER AIDED DISPATCH (CAD) SYSTEM (CONT)

3.	**Screens**	CAD systems typically have multiple screens. Provide an explanation and description of each screen associated with the CAD system.
4.	**Printer**	Describe where the printer(s) is located and how to print from the CAD system.
5.	**Interface with MDC/MDT**	Explain what the Mobile Data Computer (MDC) user sees on their screen versus what is displayed in the CAD system. Describe when the information is sent to the MDC and any other capabilities MDC users may have. (This may include messaging, CLETS, etc.)
6.	**Interface with Records**	Explain what information from records can be accessed via CAD and how that information is typically used.
7.	**Interface with CLETS**	Explain how CLETS interfaces with information entered into CAD, i.e., automatic query on a traffic stop.
8.	**Interface with 9-1-1**	Typically Automatic Number Identification/ Automatic Location Identification (ANI/ALI) information from 9-1-1 copies over/transfers to the CAD system to assist the public safety dispatcher in emergency call-taking. Explain how and when to use the function.
9.	**Mapping**	Explain the different mapping system windows and how the mapping system displays incident/unit data. Demonstrate mapping research capabilities.
10.	**Keyboard/Mouse**	Explain the purpose and use of the function keys and mouse; shift, alt, ctrl keys; menus; mouse right clicks; and other mouse functions.

☐ CAD SYSTEM: COMMANDS P13

1.	**Types of Call Codes**	Explain the different types of calls codes, how the codes are used, changed and created.
2.	**Status Codes**	Explain the different status codes, how the codes are used, changed and created.
3.	**Command Codes**	Explain the different commands that are utilized in the CAD system.
4.	**Command Line**	Explain the purpose of the command line(s) and what options can be utilized from the command line, if applicable.
5.	**Narrative/Comments**	Explain that the narrative/comments that are included in the CAD incident are documentation that is a public record and could be used in court or disclosed per the California Public Records Act. The information needs to be clear, accurate, understandable, professional and easy to read.

☐ CAD SYSTEM: COMMANDS (CONT)

6. Locations	Explain the different types of locations the CAD system can use, i.e., address, common name, intersection, etc. Discuss CAD verification of locations and overriding the location when necessary.
7. Priority	Depending on the agency, priority may be assigned by the call taker/public safety dispatcher, watch commander or computer. The priority can be upgraded or downgraded depending on agency policy.
8. Flags	Many CAD systems have flags to notify the public safety dispatchers of hazards, special information, directions, etc., related to the location of the call. Discuss the importance of following agency protocol in regards to these flags.
9. Incident Entry Mask	Explain the purpose of the entry mask and each field in the mask to include caller information, persons/suspect descriptions, names, telephone numbers, etc.
10. Canceling an Incident	Explain when a CAD incident can be cancelled and how that is accomplished.
11. Duplicate Incidents	Explain duplicate CAD incidents and how these incidents are cross-referenced and handled.
12. Call Print Out	Explain how to print a CAD incident and how to decipher the information. This should include the incident times for receipt of call, dispatched, unit on scene, etc.
13. Messages	CAD systems typically have the ability to message between public safety dispatcher consoles and between units with a Mobile Data Computer (MDC). All messages are public documents and can be subpoenaed for court or disclosed through the California Public Records Act. Refer to agency-specific policy.
14. Unit	Review the specific unit commands.
15. Event	Review with the trainee the event/incident related numbers, i.e., case numbers, incident numbers, or various numbering protocols related to CAD.
16. Info	Review with the trainee the information-related commands, keys or functions.
17. View	Review with the trainee the viewing commands relating to the map, pending events, and unit/event status windows.
18. Help	Demonstrate to the trainee how to access the help utility. Explain that it will provide additional information on all CAD commands.

☐ **CAD SYSTEM: COMMAND LINE ENTRY P15**

1.	**Access**	Demonstrate command line access.
2.	**Format**	Explain and demonstrate command line formats.
3.	**Functions**	Explain and demonstrate the functions of the CAD command line.
4.	**Interfaces Multiple Command Line Windows**	Explain and demonstrate the interface between the command line and CAD inquires such as CLETS.

☐ **CAD SYSTEM: FILES P17**

1.	**Information and Referral Files**	Review the information and referral files with the trainee and make sure they understand the amount of information available to them.
2.	**Intranet**	Review the information available on the Intranet, along with the links to other government sites. Emphasize that use of the Intranet is for business purposes only.
3.	**On-call (Call-out) Lists**	Review and have the trainee demonstrate their knowledge of where to locate the on-call lists.

☐ **CAD SYSTEM: INCIDENT ENTRY P19**

1.	**Locations/Verification**	Explain to the trainee that locations can be entered by street address, intersections, or commonplace name. CAD will verify if the location falls within the geo-file parameters.
2.	**Database Searches**	Show the trainee the various ways to search the databases.
3.	**Call Types**	Review with the trainee the call or event type list.
4.	**Reporting Party Information**	Explain to the trainee that names should always be entered according to agency procedures, i.e., last name, first name.
5.	**Remarks/Comments**	Explain to the trainee that they can type information into the remarks/comments field. The remarks/comments will be added to the incident and sent to the primary public safety dispatcher. Explain how to add descriptions of subjects and/or vehicles in the standard format, which improves clarity. If using abbreviations, only standardized abbreviations accepted by the agency should be used.
6.	**Agency Override**	Show the trainee how to override the information to allow a location to verify.

☐ CAD SYSTEM: INCIDENT ENTRY (CONT)

7.	Event/Incident Times	Show the trainee where the event times can be located.
8.	Stacked Events	Explain to the trainee that an event that is stacked is kept in a holding area to be completed or reviewed at a later time (if applicable).
9.	Accepting the Event	Explain to the trainee the various ways that the system will accept an event.
10.	Event/Incident Display	Explain to the trainee various ways an event can be displayed.

☐ CAD SYSTEM: INQUIRES P21

1.	Incident/Event Search	Demonstrate how to search for and retrieve an incident record.
2.	Display Incident/Event	Show the trainee how to use the Display Event command. Explain this command can be used to view either an open or closed event, and also allows the addition of information to any event.
3.	Premise Hazard/Special Information	Demonstrate how to look up Premise Hazard/Special Information.
4.	Skill Inquiry	Demonstrate how to look up personnel with special skills. Examples of skills are foreign language, SWAT, etc.
5.	Unit Status	Show the trainee how to use the Unit Status command.
6.	Equipment Inquiry	Demonstrate how to look up personnel with special equipment. Some examples of the Equipment Inquiry feature in CAD include K-9, rifle, etc.
7.	Unit History	Demonstrate how to display Unit History.
8.	CAD Reports	Demonstrate how to query and print various CAD reports that the agency may use.
9.	On Duty/Logged-on Resources	Show the trainee how to use this command to review and/or print a list of personnel currently signed on to CAD workstations or a Mobile Data Computer (MDC).

☐ CAD SYSTEM: MANUAL MODE (SYSTEM DOWN / CRASH) P23

1.	Tracking Method	Explain to the trainee that manual mode is when CAD is inoperable. This can be a planned or unplanned event. Each agency will have a specific method for tracking calls and units when they are in "Manual Mode."
2.	Calls for Service	Explain how calls for service will be documented.

☐ **CAD SYSTEM: MANUAL MODE (SYSTEM DOWN / CRASH) (CONT)**

3.	Officer Initiated	Explain how officer initiated calls will be documented..
4.	Date/Time Method	Explain how the date and time will be captured.
5.	Incident/Case Numbers	Explain how incident/case numbers will be issued.
6.	Back-entering Information/Catch-up Mode	Explain how to back-enter information into CAD. Be sure to explain the order and what information needs to be captured.
7.	Map Books/Beat Maps	Show the trainee how to utilize the map books and beat maps for manual mode. Make sure they understand it is their responsibility to supply map pages and beats on the dispatch cards. Make sure they are aware of the location of the books and extra cards.
8.	CLETS Access	Explain how CLETS will be accessed when CAD is down.
9.	Call Takers Responsibility	Explain to the trainee what a CAD crash is, and the responsibility of the call-taker. Explain the differences between a scheduled and un-scheduled crash and the implications of each.
10.	CAD Crash Drawer	Show the trainee where the CAD crash supplies are located. Make sure the trainee is familiar with these items.
11.	Card System	Teach the trainee the card system as it pertains to the call-taking position. Have them enter calls for service using the cards for a period of time to become somewhat comfortable. This will also allow the trainee to ask clarifying questions using real calls.

☐ **CAD SYSTEM: MESSAGES P25**

1.	Send Message	Show the trainee the various ways to send messages from one workstation to another workstation or mobile data computer. Explain to the trainee that anyone can retrieve theses messages. Messages are not private but a public record that can be subpoenaed for court or disclosed under the California Public Records Act.
2.	Update Message	Explain to the trainee some messages can be scheduled for a specific date and time.
3.	Receive Message	Show the trainee how to acknowledge and receive a message when the prompted.

☐ **CAD SYSTEM: MESSAGES (CONT)**

4.	**Retrieve Message**	Show the trainee how to retrieve a message.
5.	**Officer Safety**	Explain officer safety concerns associated with using an Mobile Data Computer (MDC) to perform dispatch functions.

☐ **CAD SYSTEM: UNIT LOG ON/LOG OFF P27**

1.	**Log-on Units**	Show the trainee how to log on field units
2.	**Log-off Units**	Show the trainee how to log off field units.
3.	**Unit Lineups**	Explain to the trainee that group lineups may be made before actually logging the units onto the screen depending on the CAD capabilities.
4.	**Change Unit Information**	Show the trainee how to change unit information (vehicle/personnel) and explain why accuracy is important.

☐ **CALL-OUT PROCEDURES P29**

1.	**Call-out Documentation and Notification**	Explain the call-out procedure. Make sure the trainee reads and understands the policy relating to on-call investigators and other government personnel. Review their function and how to call them out. Make sure the trainee knows how to obtain the call out list. The discussion should include the importance of accurate documentation, proper approval prior to call-outs, notifications related to each call-out team, and notification of results to the requestor.
2.	**Call-out of Specialized Teams**	Explain the call-out procedure for specialized teams, such as SWAT, negotiators, K-9, bomb, homicide, etc. The explanation should include the type of information to relay to the teams and accurate documentation. Provide a copy of the policy.
3.	**Call-out Lists**	Show the trainee where the call-out lists are stored for ready reference.
4.	**Call-out for Utility Companies**	Explain what information is needed when requesting a utility company to respond to a scene. Provide the trainee with the location of utility company telephone numbers.
5.	**Call-out for Public Works**	Explain the process for requesting response from Public Works. Describe the types of problems that require Public Works employees to respond to a scene.
6.	**Call-out for a Tow Company**	Discuss the process and information needed to request a tow response. Provide instruction on documenting the tow request from the unit and the information provided by the tow company.

☐ **CODES AND ABBREVIATIONS P31**

1.	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 is more appropriate to use plain language.
2.	Type Codes	Explain the importance of knowing the basic CAD type codes.
3.	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.
4.	State Codes and Abbreviations	Explain the use of the state code (abbreviations) when documenting information or updating databases. Show the trainee that state code lists are contained in the Stolen Vehicle System (SVS) manual.
5.	Color Codes/ Abbreviations	Explain the need to use the color codes when documenting information. The complete list is included in the SVS manual.
6.	Directional Abbreviations	Explain the accepted directional abbreviations and how to utilize them when documenting information.
7.	Days of the Week Abbreviations	Explain that it is acceptable to abbreviate the day when referring to the days of the week in writing.
8.	Additional Abbreviations and Acronyms	Explain that using the accepted abbreviations and acronyms allows for faster documentation, proper interpretation and understanding of the document

☐ **COMMUNITY RELATIONS P33**

1.	Community Oriented Policing (COP)	Explain to the trainee the philosophy of COP. Explain this will often mean an increase in phone calls from citizens who have been encouraged to become more involved. Make sure the trainee understands the public safety dispatcher has a key role in COP.
2.	Problem Oriented Policing (POP)	Explain Problem Oriented Policing to the trainee and how that relates to customer service.
3.	Placing Callers on Hold	Make sure the trainee knows how to properly place a caller on hold and how to retrieve the call. It is essential that calls be handled as quickly as possible, but sometimes priorities dictate a caller be placed on hold. Tell the caller they are being placed on hold. Thank them for holding when returning to the call.

☐ COMMUNITY RELATIONS (CONT)

4.	Providing Direction	Part of quality customer service is to provide direction to callers. Ensure that the trainee understands the need to provide this information in a helpful and understandable manner.
5.	Controlling Conversations	Explain to the trainee how callers will often ramble or get off the subject. The trainee must learn how to politely control the conversation.
6.	Difficult Callers (see section on **Difficult Callers**)	Make sure the trainee understands some callers will be difficult to handle. This is the time when they must use some tact and diplomacy. While we may need to be assertive, there is never an excuse to be rude or aggressive.
7.	Tone of Voice	Explain how tone of voice displays the attitude of the trainee. This reflects not only on the employee, but the entire agency.
8.	Empathy/Patience	Explain to the trainee that some callers really only want to vent, or are dealing with a situation that is uncomfortable for them. This is the time to display empathy and patience with them. Treat the caller the way they would want someone to treat them or their family.
9.	Denial of Public Safety Services	Explain how to handle calls for service when the request is not a service provided by River City Public Safety Communications Agency. The explanation should include the possibility of referrals to other organizations or explaining policy in a diplomatic, understanding manner.

☐ DATABASE SYSTEMS P35

1.	Security of Information, Responsibility and Liability	Explain the responsibility and liability of using the various teletype systems. Make sure the trainee is aware of the civil and criminal liability. Have the trainee read California Penal Code Sections 11105, 11142, 11149.3, and 13300, and California Vehicle Code Sections 1808.46 and 1808.47. Explain the security of the system and any information obtained from it. This would be an appropriate time to have the trainee complete the Confidentiality form.
2.	California Law Enforcement Telecommunications System (CLETS)	Explain the type of information contained in CLETS and how it interfaces with other systems. Provide a diagram to better describe CLETS to the trainee.
3.	Criminal Justice Information System (CJIS)	Explain the type of information contained in CJIS. The explanation should include the reference resources and their location. Explain to the trainee there are specific codes to use when entering data into the various systems. Make sure they understand there may be some variances in the codes from one system to another. Explain they can find the correct codes in each specific manual.

☐ DATABASE SYSTEMS (CONT)

4	**California Automated Restraining and Protective Order System (CARPOS)**	Explain the type of information contained in CARPOS. Demonstrate query, response, and entry (if applicable).
5.	**Armed and Prohibited Persons System (APPS)**	Explain the type of information contained in APPS. Demonstrate the query and responses.
6.	**Supervised Release File (SRF)**	Explain the type of information contained in SRF. Demonstrate the query and contact messages. Explain importance of contact messages.
		Demonstrate to the trainee that an inquiry into the SRF is automatically generated when running a name inquiry. Stress that this information is not grounds for arrest, but is vital for officer safety.
		Explain to the trainee how to decipher the information contained in the response. Make sure they understand all sections of the response.
		Explain to the trainee the need for the officers to send a "contact message" whenever a subject is contacted that is listed in the SRF. Make sure they understand it is the only way the supervising agency can keep track of the subject's activities. This information is crucial and can be cause for revocation of parole.
		Let the trainee know that every time a contact message is sent, it generates an automatic notification to the supervising agency. This occurs if the subject is arrested or just contacted in the field.
7.	**Stolen Vehicle System (SVS)**	Explain the type of information contained in SVS. Demonstrate the query, the various potential responses, and entries (if applicable). Explain the importance of confirmation prior to an officer making an arrest or storing a vehicle.
8.	**Automated Boat System (ABS)**	Explain the type of information contained in ABS. Demonstrate the query, various potential responses, and entries (if applicable). Explain the importance of confirmation prior to an officer making an arrest or storing a boat.
9.	**Automated Property System APS)**	Explain the type of information contained in APS. Demonstrate the query, various potential responses, and entry (if applicable). Explain the category codes and property types. Explain the importance of confirmation prior to an officer making an arrest or confiscating property.
10.	**Automated Firearms System (AFS)**	Explain the type of information contained in AFS. Demonstrate the query, various responses, and entries (if applicable). Explain the difference between the Historical and Law Enforcement sections of the system. Explain the importance of confirmation prior to an officer making an arrest or confiscating the firearm.

☐ DATABASE SYSTEMS (CONT)

11. Wanted Persons System (WPS)	Explain the type of information contained in WPS. Demonstrate the query, various potential responses, and entries (if applicable). Explain entry levels. Explain the importance of confirmation prior to an officer making an arrest.
12. Mental Health Firearms Prohibition (MHFP)	Explain the type of information contained in the Mental Health Firearms Prohibition System. Demonstrate the query and potential responses of the system. Explain the right to know, need to know rules.
13. Missing Persons System (MPS)	Explain the type of information contained in the Missing Persons System. Demonstrate the query, potential responses, and entry into the Missing Person System (if applicable). Explain the importance of confirmation prior to an officer taking any action. Explain how the Unidentified Persons System and Missing Person System automatically cross-reference every 24 hours.
14. Unidentified Persons System (UPS)	Explain the type of information contained in the Unidentified Persons System. Explain the importance of confirmation prior to an officer taking any action. Explain how the Unidentified Persons System and Missing Person System automatically cross-reference every 24 hours.
15. Violent Crime Information Network (VCIN)	Explain the type of information contained in VCIN. Demonstrate the query and potential responses.
16. National Crime Information Center (NCIC)	Explain the type of information contained in NCIC. Explain that most NCIC databases are the national level of corresponding CJIS databases. Explain the importance of confirmation prior to an officer making arrest or confiscating property. Show the trainee the location of the NCIC manuals.
17. National Law Enforcement Telecommunications System (NLETS)	Explain the type of information contained in NLETS. Demonstrate query into the various NLETS databases. Explain the importance of confirmation prior to an officer making arrest or confiscating property.
18. Department of Motor Vehicles (DMV)	Explain the type of information contained in DMV. Demonstrate the queries into the Driver License and Vehicle Files and the responses. Explain "DOJ Stop", "DOJ Restraint", and "DOJ Referral". Explain that the exact spelling of a subject's first names is required in order to obtain a query match in the DMV files. Provide and explanation for "Delayed Hit Notification"," RIP", "TIP", "SIP", and "Agency Designator Code".
19. Criminal History Systems	Explain the various criminal history files, including California Criminal History, Triple I and out of state criminal history. Provide the various query formats. Discuss the limitation of each database file. Explain the confidentiality and restrictions for all criminal history systems. Explain "Right to Know, Need to Know" applies to all criminal history files.

☐ **DATABASE SYSTEMS (CONT)**

20. Oregon Law Enforcement Data System (LEDS)	Explain the type of information contained in LEDS and the relationship to California and other state and national files. Demonstrate query into the various LEDS databases. Explain the importance of confirmation prior to an officer making arrest or confiscating property.
21. Immigration Violator File (IVF)	Explain the type of information contained in IVF. Demonstrate the query and potential responses.
22. Known or Appropriately Suspected Terrorist (KST) File	Explain the type of information contained in KST. Demonstrate the query and potential responses.
23. California Law Enforcement Website (CLEW)	Explain the type of information contained in CLEW. Provide the trainee with access information. http://clew.doj.ca.gov/
24. Administrative Messages	Explain the purpose of Administrative Messages and the guidelines for sending messages.
25. Local Systems	Provide explanations of the local county and city database systems that are accessible to Communications staff. The explanation should minimally include the types of information contained in each system, how to access the information and sample of the potential responses. The security requirements should also be explained.
26. Confirmation of Information	Explain the requirement to confirm database information prior to arrest or confiscation of property. Demonstrate the protocol for the confirmation, which should include providing the officer with all identifying information from the database.
27. Database Manuals	Reinforce where and how to use the various reference books introduced to the trainee. Make sure the trainee knows how to use the manuals. Let them know it is their responsibility to search through the books to find the answers to their questions before relying on their co-workers for the answers, if time and situation allows. It is imperative that the trainee knows how to use these references.

☐ DATABASE SYSTEMS: INQUIRY P39

Person Files

1.	Driver License (DL)	Explain how to access Driver License (DL) information and the criteria for making inquiries into this system, such as the first name must be an exact match in order to get a hit.
2.	Wanted Persons System (WPS)	Briefly explain that the Wanted Persons System is a state system. Explain the Soundex system used and how to check through any possible responses. Let them know this is an unconfirmed response and is not probable cause for arrest by itself (pointer system). Refer to Section 2.3.3 in the introduction of the CJIS manual for the hit confirmation guidelines. Run the following record "Record, California Test, DOB: 19560912 MW"
3.	Sex Arson Registration (SAR)	Explain the Sex and Arson Registration (SAR) file and that inclusion in the system does not mean there is a warrant for the individual.
4.	Automated Warrant System (AWS)	Briefly explain your local Automated Warrant System (AWS) and the types of warrant and bail amounts that might be included in this system.
5.	California Restraining Order and Protective System (CARPOS)	Demonstrate to the trainee how to access the California Restraining Order and Protective System (CARPOS) and discuss the type of information contained in this database.
6.	Supervised Release File (SRF)	Explain the Supervised Release File (SRF) and what types of individuals are entered into the system. Let the trainee know how this information can help in deployment of follow up unit(s) for the primary officer.
7.	Missing Persons System (MPS) and Unidentified Persons System (UPS)	Explain the Missing Persons System (MPS) and Unidentified Persons System (UPS). Make sure the trainee is aware a missing persons report has priority over a cold property call. Per Senate Bill 2282 and California Penal Code 14201 (a), law enforcement agencies are mandated to take all reports of missing persons. Explain how to query MPS and UPS. Refer to CPC 14213.
8.	National Crime Information Center (NCIC)	Briefly explain the NCIC system. Again, let the trainee know this is an unconfirmed response and not probable cause for arrest by itself (pointer system). Refer to 3.5 in the introduction of the NCIC manual for the hit confirmation guidelines.

☐ DATABASE SYSTEMS: INQUIRY (CONT)

Person Files (cont)

9. NCIC Sub Files	Advise the trainee of the following sub-files contained in NCIC and the fact that there will not be a return unless there is a hit on the specific file.
	1. Wanted Persons File
	2. Immigration Violators File
	3. Securities File
	4. Identity Theft
	5. Missing Persons
	6. Unidentified Persons File
	7. Protection Order File
	8. Known or Appropriately Suspected Terrorist File
	9. Foreign Fugitive File
	10. Supervised Release File
	11. Gun File
	12. National Sex Offender Registry
	13. United States Secret Service Protective File
	14. Gang File
	15. Article File
	16. Boat File
	17. Interstate Identification Index (III)
	18. License Plate File
	19. ORI
	20. Vehicle File
	21. Vehicle/Boat Part File

State/National Wanted Persons Systems P41

1. Wanted Persons System (WPS)	Explain the information that is contained in the WPS. Have the trainee refer to sections 1.4.5 and 3.1 of the CJIS manual for further explanation of the Wanted Persons System.
2. WPS - Inquiry	Explain to the trainee that a Wanted Persons response is automatic when running a name inquiry.

☐ DATABASE SYSTEMS: INQUIRY (CONT)

State/National Wanted Persons Systems (CONT)

3. WPS - Confirmation	Make sure the trainee is aware that the WPS is a pointer system. Responses are not automatically confirmed. This system "points" them in the direction of the necessary information or agency with the warrant. To confirm a warrant, the public safety dispatcher must telephone the listed agency and determine if the warrant is still valid and/or if the agency will extradite. (Pointer system) Refer to CJIS Manual, Introduction, section 2.3.3 and Wanted Persons System, section 3.2.
4. WPS - Extradition	Have the trainee read and discuss the restrictions WPS has put on extradition of subjects. Extradition restrictions will normally be noted in the "miscellaneous" section of the return. Refer to CJIS Manual, sections 3.2.2 and 3.2.4.
5. WPS – Warrant Confirmation	Explain to the trainee that after the confirmation call, the officer must be notified of the results.
6. National Crime Information Center (NCIC)	Explain to the trainee what information is contained in this system. Make sure they understand that the Wanted Persons System (WPS) in CJIS is for California, and the Wanted Person File in NCIC is for the United States. Refer to the NCIC Operations Manual for more information.
7. NCIC - Inquiry	Explain to the trainee a response from NCIC is automatic in a name inquiry.
8. NCIC - Confirmation	Make sure the trainee knows that the NCIC is a pointer system. A call must be made to confirm the validity of the warrant. The agency being contacted may also request a teletype as a follow-up to the telephone request for confirmation. Refer to the NCIC Operations Manual for more information.
9. NCIC - Locate	Make sure the trainee is advised that a locate must be sent by records when a subject is arrested on an NCIC warrant. Refer to the NCIC Operations Manual for more information.
10. NCIC - Extradition	Once again, make sure the trainee is aware that NCIC places guidelines on the extradition of subjects. If a warrant is only to be served in a specific area, it must be stated in the teletype response. Extradition restrictions are normally noted in the "miscellaneous" section of the return. Refer to the NCIC Operations Manual for more information.
11. NCIC – Warrant Confirmation	Make sure the trainee understands that when confirming an NCIC warrant it will be handled the same as a WPS warrant.

☐ **DATABASE SYSTEMS: INQUIRY (CONT)**

State/National Criminal History Systems P43

1.	Criminal History System (CHS) Definition	Explain the definition of the Criminal History System.
2.	CHS - Liability	Explain the liability and restrictions of the Criminal History System and CORI. (Refer to California Penal Code 11106) Refer to the CJIS manual introduction for a detailed explanation of the restrictions.
3.	CHS – Relaying Criminal History via Radio or MDC	Explain CHS information cannot be relayed via radio or MDC unless the requesting officer has met the following criteria: • There is reasonable cause to believe the safety of the officer and/or public is at significant risk. • There is an immediate need for summary criminal history information. • Information from other databases, such as persons systems or stolen vehicles systems, would not be adequate. Make sure the trainee understands it is the officer's responsibility to meet the criteria.
4.	NCIC Name	Explain to the trainee the difference between running a name under the "Master Name Index" and "NCIC Name" in criminal history.
5.	Automated CHS	Show the trainee how to fill in the information fields to obtain the full CHS. Explain the need for the officer's name and report number to be in the "Audit Info" section of the mask.
6.	CHS Response Types	Show the trainee the various response types that can be obtained through the CHS. Make sure you explain a hybrid, non-fingerprint supported record and possible duplicate records.
7.	Juvenile Contacts	Explain to the trainee this system is the juvenile version of the CHS and show them how to access the system.
8.	Juvenile Liabilities and Restrictions	Explain the liabilities and restrictions involved. Juvenile information is tightly restricted.
9.	CJI Name Inquiry	Explain the proper format for a name inquiry.
10.	CJI Number Inquiry	Explain the proper format for inquiry using an Agency Case Number to locate a Juvenile.
11.	Release of Information via Radio or MDC	Provide the guidelines for the release of juvenile criminal history information via the radio or MDC.

☐ **DATABASE SYSTEMS: INQUIRY (CONT)**

Property Systems P45

1.	Automated Property System (APS)	Explain to the trainee the need for all stolen, lost, found, recovered or under observation serialized property to be entered into the APS. Make sure they understand their responsibility will be the inquiry and confirmation process only. All other teletype responsibilities belong to Records. Refer to the Automated Property System chapter of the CJIS Manual, sections 5.0 and 5.2.
2.	APS – Inquiry	Show the trainee how to inquire on property. Make sure the trainee knows how to utilize the category codes and the various places to access this list. (Refer to the Article Brand and Category Users Guide, and the CJIS Manual.)
3.	APS – Confirmation	Make sure the trainee knows this is a "pointer system". Upon receiving information that a piece of property may be stolen, a telephone call must be made to verify the information. Refer to the CJIS Manual section 5.3.3.
4.	Automated Firearms Systems (AFS)	Explain to the trainee the need for all stolen, lost, found, recovered and under observation serialized guns to be entered into this system. Make sure they understand that registrations are also entered into the system. Explain Dealer Record of Sale (DROS). Refer to CJIS Manual sections 4.0, 4.2, and 4.3.1.
5.	AFS – Inquiry	Demonstrate how to query the system. Refer to CJIS Manual section 4.10.
6.	AFS – Confirmation	Make sure the trainee is aware this is also a "pointer system", and a telephone call must be made to verify the information. Refer to CJIS Manual section 4.3.3.
7.	AFS – Historical/Law Enforcement	Demonstrate how to read and interpret a response for registration vs a possible stolen gun. Refer to CJIS Manual sections 4.11.4 and 4.11.5.3.
8.	Automated Boat System (ABS)	Review the procedure for inquiring and entering a stolen boat in the Automated Boat System. Refer to CJIS Manual section 2.0.
9.	Automated Boat System – Parts	Explain that some boats and/or parts can also be entered in the Automated Property System. Refer to the CJIS manual for specifics.

☐ **DATABASE SYSTEMS: INQUIRY (CONT)**

Driver License P47

1.	**California Driver License (CDL) Inquiry - Number**	Provide the format to query by California Driver License (CDL) number. Explain the response and level of information returned. Discuss that the format of driver license, index, or identification card numbers consist of one letter and a maximum of 7 numbers. Explain the difference between a valid license, index card, and identification card. Refer to the DMV Manual for examples.
2.	**CDL Inquiry – Name**	Provide the format to query driver license information by the subject's name. Explain the last name may be a Soundex similar to the actual name, but the first name must be an exact match. Review the information received via each of the listed inquiry systems.
3.	**Out-of-State Driver License Inquiry**	Provide the format to obtain out-of-state driver license information via NLETS. Review the computer response. Provide the format to access the out-of-state "help files" which provides information to help decipher the computer driver license records for each state.
4.	**CDL – Suspension Response**	Show the location of the suspension information is located on an "L1" response. Highlight the information the officer will need: the effective date of the suspension, ending date (if noted), authority code, and service code. Demonstrate how this information should be relayed over the radio and explain the importance of talking slowly and clearly.
5.	**CDL – Provisional Licenses**	Explain that drivers between the ages of 16-18 years are issued "provisional licenses."
6.	**CDL – Class of License**	Explain the different classes of licenses and how to locate the information on the computer response.
7.	**CDL – Restrictions and Court Probation**	Provide an explanation for the various restrictions that may be placed on a driver's license, e.g., corrective lenses, restricted driving only while in the course of employment in the employer's vehicle, or court probation for a specific period of time. Discuss the location of restrictions on computer responses. Refer to the DMV manual for examples.
8.	**Soundex Similar**	Explain the terms "Soundex" and "Soundex similar" computer responses. The California driver license file will return Soundex similar to the last name, but the first name must be an exact match, which is unique to DMV files.
9.	**CDL Photos**	Demonstrate to the trainee how to obtain a California driver license photo.

☐ DATABASE SYSTEMS: INQUIRY (CONT)

Vehicles   P49

1.	**Vehicle Status Inquiry**	Demonstrate the procedure to run a license plate or VIN for wants. Explain the responses received when inquiring on applicable systems. Discuss the types of responses that may be returned. Explain how to interpret the information contained on the computer response.
2.	**Vehicle Registration Inquiry**	Demonstrate the procedure to obtain vehicle registration information by name, license and VIN. Explain how a list of possible vehicle registrations may return and the need for the trainee to decipher what information is pertinent to the specific inquiry. Discuss that "DOJ STOP" or "DOJ RESTRAINT" on the vehicle registration indicates the vehicle may be stolen. A "DOJ REFERRAL" on the vehicle registration indicates the vehicle was entered as a Felony Vehicle or a stolen vehicle with an "Armed and Dangerous" caution code. Discuss the security and confidentiality of the data contained in the DMV files. Explain how to interpret the information contained on registration responses.
3.	**Dealer Plate Inquiry**	Demonstrate the procedure to run registration information on dealer plates. Registration information will provide information on the dealer but not on the vehicle. Explain how to read the information contained on the computer response.
4.	**Vehicle Identification Number (VIN) Inquiry**	Demonstrate how to run a VIN inquiry for wants. Explain the types of information that may be returned. Explain how to interpret the information contained on the responses.
5.	**License Plate Type Codes**	Review the license plate type codes and have the trainee show you the various places to access this information. Refer to the SVS chapter of the CJIS Manual, Chapter 1.15.5.
6.	**New Owner Information**	Demonstrate how to check for new owner information, release of liability, pending master file records, and any transactions or fees paid on vehicles. Explain the importance of entering the most current information into the call history.
7.	**Providing Vehicle Information via the Radio**	Demonstrate the proper format and terms used when reading and relaying vehicle information over the radio.
8.	**Routine Returns**	Explain the procedure to provide the information contained in the computer responses. The explanation should include the importance monitoring the radio, understanding the officer's activity, and using discretion when providing information.

☐ DATABASE SYSTEMS: INQUIRY (CONT)

Vehicles (CONT)

9.	**Stolen Vehicles and Officer Safety**	Explain the urgency to alert the officer in the field of a stolen and/or felony vehicle. Discuss the procedure for securing cover (assistance). Advise the trainee that if the SVS system is down, a header of "DOJ STOP" or "DOJ RESTRAINT" on the vehicle registration is an indication the vehicle may be stolen. A "DOJ REFERRAL" on the vehicle registration indicates that the vehicle was entered as a stolen with an "Armed and Dangerous" caution code or as a Felony Vehicle.
10.	**Out-of-State Stolen Vehicles – SVS and NCIC**	Explain that, by entering the State code, the inquiry is automatically forwarded to the NCIC Stolen Vehicle File for a status check. Demonstrate the difference between the SVS and NCIC responses. Discuss the information contained on each return. Refer to CJIS Manual section 1.0.
11.	**Confirmation**	Explain the process to confirm stolen vehicle information from both SVS and NCIC. Refer to CJIS Manual Introduction section 2.3.3.
12.	**Automated Warrant System Inquiry**	Demonstrate how to obtain information from the local system to determine if there is a vehicle associated with a person that has (or has had) a warrant. Show the trainee how to run a name and/or number check computer match to determine the current status/changes of a warrant. Explain the potential responses to the vehicle license plate inquiry which can help develop further information on the subject associated with the vehicle. Discuss how suspect information can be developed from a full or partial license plate.
13.	**Parking Citations**	Explain DMV will return a list of up to 75 parking citations issued to a particular vehicle. Vehicles with a specific amount of unpaid parking citations can be towed from a public roadway. Refer to California Vehicle Code 22651(3).

☐ DATABASE SYSTEMS: ENTRY VEHICLE

Private Property Impound or Vehicle Repossession P51

1.	**Private Property Impound (PPI)**	Explain a "private property impound" and who may authorize a vehicle to be towed. Have the trainee read California Vehicle Code 22653(a) that explains the authority to tow a vehicle from private property.
2.	**PPI - Liability**	Explain negligence and potential liability issues related to impounded vehicles not entered into SVS after the vehicle was removed from the property. Have the trainee read CVC 22658 (a).
3.	**PPI – CAD Call Type**	Demonstrate the procedure for documenting a call for service for a private property tow.

☐ DATABASE SYSTEMS: ENTRY VEHICLE (CONT)

4.	**PPI – SVS Entry**	Demonstrate the proper method and required information necessary to enter the PPI into SVS.
5.	**Repossession – Liability**	Discuss the requirements for a lawful repossession, including the required notification to the local law enforcement agency. Explain the appropriateness of asking a caller if they are delinquent in car payments when reporting their vehicle as stolen.
6.	**Repossession – SVS Entry**	Discuss the requirement for law enforcement agencies to enter the vehicle into the SVS as a repossessed vehicle. Demonstrate the proper method and required information necessary to enter a repossessed vehicle into SVS.
7.	**Repossession – CAD Call Type**	Discuss the call type and information that would be contained in a CAD incident documenting the repossession (if applicable).

Recovered Vehicles P53

1.	**Liability Related to Recovered, Located, Cleared Vehicles**	Discuss the ramifications of stolen vehicles that have been impounded or returned to the owner without the proper SVS update. The discussion should include officer and citizen safety when the vehicle is not removed from SVS before it is returned to the owner or his agent. SVS regulations require that all SVS entries must be reviewed for accuracy by a second party, generally a co-worker. Discuss Section 10500 of the California Vehicle Code, which specifies that a peace officer must notify DOJ immediately upon locating a reported stolen vehicle and this is completed by the SVS entry.
2.	**Recovered Stolen Vehicle in the Reporting Agency's Jurisdiction (CLEAR Procedure)**	Discuss and demonstrate the appropriate procedures when a 10851 is recovered in the same jurisdiction as it was reported stolen. Provide a sample of the SVS format for updating the status of a vehicle and any CAD documentation.
3.	**Recovered Stolen Vehicle Outside of the Reporting Agency's Jurisdiction (LOCATE Procedure)**	Discuss and demonstrate the appropriate procedures to do a "locate" on a 10851 from an outside jurisdiction. Provide a sample of the SVS format for updating the status of a vehicle and any CAD documentation.
4.	**Dissemination of Paperwork on Recovered Stolen Vehicles**	Explain the dissemination of paperwork for stolen vehicles and license plates.
5.	**Notification to Owners of Recovered Stolen Vehicles**	Explain the importance of notifying the owner of the vehicle and the need to document this information into the call history (to aid investigations, to avoid city payment of storage fees, etc.).

☐ DIFFICULT CALLERS P55

1.	**Effective Call-taking**	Discuss that effective call processing requires asking direct (not leading) questions and actively listening to the caller's response. Advise the trainee of the following: • Do not make assumptions but always seek clarification. • Assure the caller that you are there to help. • Guard against complacency. • Deliver the service you that you expect to receive in your community.
2.	**Rude or Angry Callers**	Provide techniques to de-escalate and defuse difficult callers so effective, thorough interviews can be conducted. Discuss the need to refrain from taking rude or angry comments personally. A quick way to defuse an angry caller is to acknowledge the anger or situation and offer to help.
3.	**Callers with Mental or Physical Health Issues**	Discuss the legal restrictions and agency policy when documenting and dealing with calls involving persons with illnesses including mental illness, i.e., HIPPA.
4.	**Hysterical Callers**	Explain techniques which may help calm hysterical callers, such as confirming the caller is safe and offering to help. For instance, advise the trainee to ask for the caller's help so they can provide help quickly to them.
5.	**Limited/non-English Speaking Callers**	Explain that calls will be received from a diverse community and to respect the diversity of the callers. The caller shall determine the language in which they will communicate. Explain the procedure for interpreters and that they are generally not trained in law enforcement interviewing.
6.	**Child Callers**	Explain the challenges and techniques to use when dealing with young callers. The challenge may include very literal descriptions. The trainee should use words and phrases that the caller will understand and avoid complex questions. The trainee must be patient.
7.	**Elderly Callers**	Explain the challenges when dealing with elderly callers. Elderly callers might have a hearing impairment. The trainee should speak clearly, slowly, and enunciate. Elderly callers may thoroughly answer questions. The trainee should pose thoughtful questions to expedite the interview process.
8.	**Callers Who May be Under the Influence**	Explain to the trainee the liability of denying or lowering the priority of a call because of an assumption that caller is under the influence of alcohol or drugs. Discuss other causes which might cause the caller to sound like they had been drinking, such as diabetes, missing dentures, hypoglycemia, not fully awake, mentally challenged, etc. If the caller is under the influence, the situation may escalate quickly and pose a higher level of danger for responding units due to decreased inhibitions.

☐ DIFFICULT CALLERS (CONT)

9. **Suicidal Callers**	Explain the agency's policy for dealing with suicidal callers and the call-taker's role in taking the call for service. Some suicidal callers call for reasons other than being talked out of their decision. Remember the outcome is ultimately up to the caller. These calls also pose a higher risk to responding officers or result in the caller using the officers as the means to commit suicide. Advise the trainee to have patience, and stay on the phone until the officers arrive and assume control of the scene.
10. **Speech/Hearing Impaired Callers**	Explain the challenges involved in dealing with speech/hearing impaired callers and provide techniques to obtain information from these callers. The trainee must be respectful, while speaking slower and enunciating. Explain to the trainee that over modulating (yelling) does not make the communication any clearer.
11. **When Callers May be in Danger**	Explain the importance of conducting an interview while considering field/public safety and evidence/information gathering. Explain to the trainee that, rather than demanding that the caller stay on the telephone, the trainee should ask the caller to stay on the phone as long as they feel safe. It may be appropriate to have the caller lay the phone down if they chose to flee.
12. **Callers with Weapons**	Explain the importance of asking about weapons when dealing with all calls for service, i.e., a prowler call with an armed reporting party. Anyone armed with a weapon, or an item that can be used as a weapon, poses a greater safety risk to responding officers. Weapons can cause incidents to escalate quickly. Advise the trainee that, if a caller is armed, it is appropriate to ask the caller to stay on the phone, with the admonishment that the weapon has to be out of their reach when the officers arrive. The officers must advise Communications when they are close or on scene so the caller can be told to put the weapon out of their reach before the officers approach the scene.
13. **Evasive Callers**	Explain how to extract information from an evasive caller.
14. **Complaints Against Personnel**	Explain the agency policy on how to handle complaints against officers/public safety dispatchers. Discuss the need for confidentiality to protect the employee's rights, which means what you learn on the job stays on the job. Discussing it with peers or the subject of the complaint is not appropriate.
15. **Confidentiality and the Public**	Explain the public relations and confidentiality concerns when dealing with any caller, including high profile callers.
16. **Media**	Explain the media policy to the trainee and how releasing unauthorized information could hamper a criminal investigation.

☐ DIFFICULT CALLERS (CONT)

17. Confidentiality and the Agency	Explain the sensitivity and confidentiality of information received through the course of employment, including incidents involving agency employees. Explain the agency notifications when a call for service involves agency personnel.
18. Interviewing Suspects	Discuss the potential for interviewing a suspect caller. Explain to the trainee that the caller does not have to be read their Miranda rights because the caller may hang up at any time. Advise them that they should be careful not to influence or lead a caller. They must suspend judgment of the caller and attempt to establish a rapport with them. It may also be appropriate to allow the caller to explain without interruption or to ask direct questions as to their motive and method.

☐ EQUIPMENT OR SYSTEM FAILURES P57

1. Power Failure	Explain the procedure to follow if the Communications Center suffers a power outage. Point out which equipment what should be powered by the back-up generator.
2. CLETS System Failure	Refer to agency policy.
3. 9-1-1 Equipment Failure	Refer to agency policy.
4. 9-1-1 System Transfer to/from Alternate PSAP	Refer to agency policy.
5. ANI/ALI Failure or Errors	Refer to agency policy.
6. Headset Maintenance and Failure	Refer to agency policy.
7. CAD Failure	Refer to agency policy.
8. Equipment Malfunction Reporting Procedures	Refer to agency policy.
9. Radio Failure	Refer to agency policy.

☐ EVACUATION OF COMMUNICATION STAFF P59

1.	Evacuation Routes	Walk the trainee through the various evacuation routes. It is imperative that they are familiar with these routes prior to any emergencies.
2.	Notifications	Explain to the trainee the importance of the various notifications. Make sure they understand the need to notify the patrol officers, fire agency, the watch commander, and the neighboring law enforcement agencies of the need to evacuate communications.
3.	Evacuation Kit	Show the trainee the location of the evacuation kit and evacuation directions.
4.	9-1-1 Switch Over to the Alternate PSAP	Explain the purpose and location of the alternate PSAP. Provide the trainee with a copy of the procedures.
5.	Power Shut-off Switches	Show the trainee where the emergency power shut off switches are located. Discuss the purpose of the power switches and the Communications Center's responsibility to know how and when to activate them.
6.	Power Failure	Describe the sequence of events when there is a power failure and the emergency electrical power supply fails.

☐ GEOGRAPHY P61

1.	Map Books	Provide direction on the location and utilization of map books. Explain and demonstrate map reading.
2.	Mapping System	Explain and demonstrate mapping system(s).
3.	Geographical Boundaries/Beats	Explain boundaries, response areas and beats. Provide the trainee with a blank map of the agency's area and have the trainee draw the boundaries, response areas and beats using colored markers.
4.	Landmarks	Explain the importance of knowing the names and locations of various landmarks since citizens will report incidents using location names and may not know the address or intersection. It is not expected that the trainee will memorize all locations however certain areas should be readily recognized. These areas may include open air drug markets or gang hang outs.
5.	Directions	Explain how to give directions to citizens and responding units. Citizens will generally use left and right however, for the responding units, it is important to use directions such as east, west, north, and south for clarity.

☐ GEOGRAPHY (CONT)

6.	Common Place Names	Explain places that are common to your agency's jurisdiction. It is important for the trainee to realize that citizens will call in using a common place as their location when they do not know the exact address and are depending on the police agency to know where they are. Make sure the trainee understands they are not expected to memorize the address of each location, but they do need to know how to use the resources available to find a specific address.

Note: It is imperative that new dispatch trainees become familiar with the geography of the city during the course of their training. Citizens will often refer to a major shopping center or village when relaying the location of a crime or a needed police response. It is extremely beneficial for the trainee to be able to visualize these locations.

The **Competency Sign-off Manual** has a series of ride-along checklists. These lists must be completed by the time the trainee has finished the training process. It is the trainer's responsibility to make sure that the ride-along(s)s and corresponding checklists are completed.

☐ GEO-POLICING P63

1.	Geo-policing	Explain the agency's philosophy on geographic-based policing.
2.	Beat Structure	Explain to the trainee what the beat boundaries are within your jurisdiction. Encourage the trainee to draw the beats on a map. This will provide the trainee with an opportunity to become more familiar with the layout of the jurisdiction, such as street grouping.
3.	Radio Call Signs	Explain the purpose of call signs. The discussion should include an explanation of how call signs are constructed.
4.	Patrol Shifts	Explain the different patrol shift schedules and where they are located.
5.	Unit Types and Responsibilities	Explain the difference between patrol units and those assigned to special units, e.g., investigations, traffic, crime scene investigators, etc.

☐ INCIDENT TYPES P65

A

Abandoned vehicles

Administrative details
   Court, vehicle service, transport, follow-up

Agency assist

Aircraft incidents
   Low flying, on-board, disturbance

Alarms
   Vehicle, bank, burglary, medical, panic, robbery, fire

Alcohol violations
   Consumption, sales, possession, liquor law violations

AMBER alert

Animal incidents
   Abuse, barking, dead, injured, livestock, vicious, dangerous, bites, wildlife, stray

Arson

Assault

Assault with a deadly weapon

Attempt to locate
   BOLO

AWOL
   Fugitive

B

Barricaded suspect

Battery

Boat accident/Distress

Bomb
   Threat, incendiary device

Brandishing

Bribery

Burglary
   Commercial, residential, vehicle

C

Child abuse
   Neglect

Child custody

Child molestation

Civil or criminal

Citizen complaint
About public safety personnel, and/or service

Citizen contact
   Hail, call for service

Citizen detention
   Citizen holding subject

Civil demonstration
   Crowd, mob

Civil rights violation

Civil standby
   Keep the peace

Computer crimes

Concealed weapon

Conspiracy

Contributing to the delinquency of a minor

Coroner case

Counterfeit money

Criminal threats

D

Defrauding an innkeeper

Dispute
   Business, labor/management, landlord/tenant

Disturbing the peace
   Fight, verbal, juvenile, neighbor, noise, party

Domestic violence

Driving under the influence

Drowning

E

Elder abuse

Embezzlement

Environmental crimes
   Air, water pollution, burning violation, dumping violation, littering, off road vehicles

Escape
   In the field, jail, prison, holding facility

Evacuations

Explosives
Found, suspected, unlawful possession or use

Extortion

Extra patrol
Vacation check, patrol check, house check

F

Fight
Physical, verbal

Fire incidents

Fireworks violation

Fish and Game violations

Forgery

Found/lost property

Fraud
Scams, confidence games, credit card misuse, deceptive business practice

G

Gambling

Gang activity

H

Harassment
In person, via the internet, text, phone, etc.

Hate crimes

Hazardous materials
Inquiry, incident, disposal

Hazards
Public, traffic, downed wires, ruptured water line, ruptured gas line, safety

Hijacking
Bus, car, plane

Homicide/attempted homicide

Hostage

I

Identity theft

Insufficient funds

Illegal alien

Internet crimes

Industrial accident

Indecent exposure
Lewd and lascivious

Impersonating an officer/official

Incomplete 9-1-1J

J

Jail incidents

Juvenile crimes
Contributing, curfew, disturbance, incorrigible, truancy

K

Kidnapping
Includes parental abduction

L

Lockout
Vehicle, residence

Loitering

M

Mass casualty incidents
Aircraft, railway, etc.

Medical incidents
Law Enforcement needed and not needed

Megan's Law requests

Mentally ill

Military
Desertion, AWOL

Misconduct by public official

Missing persons/lost/found persons
Adults, juveniles, elderly and runaways

Misuse of 9-1-1
False reporting

Municipal code violations
Business license, etc

Murder/Homicide

Mutual aid
Outside agency assist

N

Narcotics violation
(use, sales or possession)

Natural disasters
Earthquake, landslides, floods, tornado, tsunami, wildfires, etc.

Non-English speaking caller

Notifications
(messages, death, tracking and On-Star)

O

Officer safety
Missing officer, officer needs help, officer requests assistance

Overdose

P

Panhandling

Parking violations
Vehicle blocking

Personal location/tracking devices
GPS

Poisoning
Food/drug tampering

Pollution

Pornography

Prostitution

Prowler
Heard or seen

Public assist
Citizen, elderly, report request

Public intoxication

Public nuisance crimes

Pursuit
Vehicle, foot

R

Rape

Recovered property
Vehicle, aircraft, boat

Repossession

Resisting arrest

Riot

Robbery
Bank, residence, person, commercial

S

Search and rescue incidents

Sexual crimes/sexual assault

Shooting into occupied dwelling
Vehicle and aircraft

Shots fired
Sniper

Shots heard

Stalking

Stolen property
Possessing, receiving

Stolen vehicles
Boat, aircraft, parts, lost/stolen plates

Stranded motorist

Suicide
Including attempted and threatening suicide

Supervised release violation
Parole, probation, sex, arson, narcotic registration

Surveillance

Suspicious circumstances

Suspicious person

Suspicious vehicle

T

Terrorism

Theft
Petty, grand, bicycle, credit card, mail, from person, shoplifting

Threats

Traffic collision
Fatality, injury, non-injury, unknown injury, hit and run

Traffic hazard
Roadway obstruction, signal malfunction

Traffic violations
Speeding, reckless, throwing items to/from vehicle, registration

Train incident
Accident, derailment, crossing arm malfunction

Transient
Homeless

Trespassing

U

Unknown trouble

V

Vandalism

Vehicle stops
Routine, high risk

Vehicle tampering
(equipment tampering)

W

Warrants

Weapons violations

Welfare check

☐ MUTUAL AID P77

1.	**Local (Allied Agencies)**	Discuss protocols when an allied agency requests or is needed for mutual aid.
2.	**County Office of Emergency Services (OES)**	Discuss protocols to request or respond to County OES mutual aid incidents.
3.	**California Emergency Management Agency (Cal EMA)**	Discuss protocols to request or respond to State CAL EMA mutual aid incidents.

☐ NON-DISPATCH INCIDENTS ALTERNATE CALL ROUTING P79

1.	**Referrals**	It may not be appropriate for law enforcement to respond to certain types of calls or non-law enforcement issues. Referrals may be the most effective or appropriate response. Explain to the trainee that they must refer callers when appropriate.
2.	**Documentation Only Requests**	Provide a list and explanation of the types of calls that would warrant documentation only and no law enforcement response.
3.	**Abandoned Vehicles**	Explain the legal requirement and process to remove abandoned vehicles on the public roadway. Explain any delays that might occur.
4.	**Mail, Telephone Reports, and On-line Reporting**	If providing the caller with an alternate reporting process, the trainee should be able to explain what they can expect.

☐ PUBLIC RELATIONS P81

1.	**Confidentiality**	Explain what information is considered confidential and what would be considered public information, which may be released under the California Public Records Act or subpoena. Explain what information can be released to the media, other agencies and citizens that will not jeopardize officer safety, citizen safety, or an ongoing investigation. Explain that, when in doubt whether to release information or not, the trainee should always contact a supervisor.
2.	**No Specific ETA**	Explain that providing a specific ETA to a citizen can give them an expectation that may not be met due to the uncertain nature of call loads and emergencies and could establish a "special relationship" under case law.
3.	**Advice Versus Referrals**	Explain the difference between personal and professional advice. While each public safety dispatcher may have a personal belief on certain topics, they must only provide the advice and instruction that they have been professionally trained to provide. Referrals to other agencies or organizations may be appropriate advice depending on the situation.

☐ PUBLIC RELATIONS (CONT)

4.	**Not a Counselor**	Explain that public safety dispatchers frequently deal with people with a variety of problems. Rather than counseling the subjects on their issue, the public safety dispatcher's role is to gather information for an appropriate response or referral to an appropriate agency.
5.	**Citizen Request for Contact or No Contact From Responding Units**	Explain that each caller should be asked if they would like contact by one of the responding units, if their call requires a law enforcement response. Some callers would prefer not to have personal contact for a variety of reasons, including fear of retaliation. This information should be included in the information provided to the responding unit(s). Do not assume that the caller does or does not want contact.
6.	**Providing Excellent Customer Service**	Discuss the concept of law enforcement customer service and the expectations of the community, agency and communications center. It is not always possible to do what the caller requests, but it is possible to explain why it is not possible, and possibly provide an alternative the caller may pursue. Demonstrate professional service. Explain the importance of quality service in building a partnership with the community.
7.	**Avoid Making Commitments to Callers**	Explain to the trainee that they must not make any commitments that they cannot fulfill and have absolute control over. Unfulfilled commitments could result in a personal liability.
8.	**Directing the Interview**	Explain to the trainee how callers will often ramble or get off the subject. The trainee must learn how to politely direct the interview by asking appropriate questions and redirecting the caller.
9.	**Special Relationships**	Discuss the legal term "special relationship" and its application in law enforcement, specifically in making specific assurances or commitments to a citizen regarding law enforcement response and protection.
10.	**Ending Conversation Positively**	Advise the trainee that they should generally recap the service or action the caller may expect or the options available for the caller. If the caller is a witness, they should be thanked for calling. If at all possible, the trainee should avoid an abrupt termination of the call. Any goodwill established in the call can be destroyed by abruptly terminating the telephone call.
11.	**Emergency Alert System (EAS)**	Provide a basic understanding and purpose of the Emergency Alert System (EAS) or other systems used to notify citizens of urgent situations.
12.	**Emergency Notifications System**	Provide a basic understanding and purpose of the emergency notifications system that applies.

☐ **PUBLIC RELATIONS (CONT)**

13. Community Oriented Policing (COP) and Problem Oriented Policing (POP)	Discuss the philosophy of Community Oriented Policing. Explain the dispatcher's role in COP. Explain Problem Oriented Policing and how it relates to crime suppression.
14. Tone of Voice	Explain how tone of voice displays the attitude of the trainee. A poor or impatient attitude reflects poorly, not only on the employee, but on the entire agency.
15. Empathy	Explain to the trainee that some callers really need to vent, or are dealing with a situation that is difficult for them. This is the time to display empathy and patience with them. Advise the trainee to treat the caller the way they would want someone to treat them or their family.

☐ **RADIO: INTRODUCTION TO RADIO SYSTEMS AND EQUIPMENT P83**

1. Radio System	Explain and demonstrate the various components of the agency's radio system(s). Briefly describe the functionality of the system. For example, if the system is a conventional system, explain the choice of repeaters, if there is more than one, and why the radio user must "key, hesitate, talk." If the system is a trunked system, describe the talk groups. Explain the agency's call sign for dispatch, e.g., "Control", "Radio", "Communications", etc.
2. Federal Communications Commission (FCC) Regulations	Explain that all radio frequencies fall under the jurisdiction of the Federal Communications Commission (FCC). The radio is not a telephone, but a communications method between a base station and mobile stations or mobile to mobile. FCC regulations require the use of correct, impersonal language. FCC regulations require that all public radio systems identify the FCC assigned agency call sign by voice or code every 30 minutes. Many systems do this automatically. Explain to the trainee how the agency meets those criteria.
3. Overview of Radio Equipment	Show the trainee the equipment unique to the dispatch portion of the radio equipment, explain the functionality and general rules of use.
4. Instant Recall Recorder (IRR)	Show the trainee the Instant Recall Recorder (IRR) for radio transmissions. Demonstrate the functionality. Explain the policy on appropriate use of the IRR. Emphasize the officer safety problems that can occur if a dispatcher depends upon the IRR.

☐ RADIO: 800 MHZ EMERGENCIES P85

1.	Radio Identifiers	Let the trainee know that the unique identifier assigned to each mobile radio accompanies each radio transmission. This identifier is crucial in the event of emergency button activation. Show the trainee where the unit identifier displays, and how to page back to display a prior identifier.
2.	Emergency Activations	Explain the emergency activation procedure.
3.	Emergency Button	Explain to the trainee that the mobile data computers (MDC's), and radios are all equipped with an emergency button to notify communications when an emergency exists. Show them how the notifications display on the radio work area and Computer Aided Dispatch (CAD) terminals.
4.	Emergency Reset	Show the trainee the emergency reset button. Demonstrate the reset procedure.
5.	Site Trunking Failure	Explain to the trainee that a site trunking failure occurs when one or more repeater sites in a cell lose the ability to communicate with the controller.
6.	Fail-soft	Explain that fail-soft means the system has failed and cannot perform trunking.
7.	Radio System Failure	Explain that a radio system failure means the system has failed. Explain the procedure to follow when radio failure occurs.

☐ RADIO: CONSOLE P87

1.	Foot Pedal	Explain how the foot pedal is used versus the manual transmit button. Make sure the trainee is aware of the delay between when the foot pedal or transmit button is keyed and when the actual radio transmission occurs.
2.	Headset/Handset	Explain the differences between the handset versus the headset and how to maintain each.
3.	Cell Sites/Repeaters	Briefly explain that a cell site/repeater is a set of transmitters/receivers that will receive a radio transmission and re-transmit the communication simultaneously over a specific geographic area.
4.	Select/Unselect Frequencies	Explain to the trainee how a frequency is selected and that it alone will emit from the select speaker. Explain the un-select feature, and that all un-selected frequencies will emit from a single, different speaker.
5.	Channels/Talk Groups	Explain the various channels and talk groups available to dispatchers and field units and the requirement and responsibilities associated with each. Show the trainee how to select the channels and talk groups.

☐ RADIO: CONSOLE (CONT)

6.	**Outside Agency Channels/Talk Groups**	Explain the outside agency channels and talk groups accessible to dispatch and the requirement and responsibilities associated with each.
7.	**Mutual Aid Channels**	Explain the various mutual aid channels available and the associated requirements and responsibilities.
8.	**Radio Patch**	Explain the purpose of a "patch" is to link two different talk groups or channels, in order to allow communication between them. Explain where the "patch" function is located on the console.

☐ RADIO: DEMEANOR P89

1.	**Hearing Versus Listening**	Explain to the trainee the difference between "hearing" and "listening". Emphasize the importance of listening to the radio at all times. Make sure the trainee understands that it is their responsibility as the primary public safety dispatcher to listen and comprehend the radio traffic.
2.	**Acknowledgement of the Radio Transmission**	Discuss the importance of acknowledging radio transmissions when the transmission is clearly understood, and what action must be taken when transmissions are unclear. Acknowledgment and clarifications must be done in a timely fashion so officers will not be delayed in their next actions, such as contacting a driver, which could hamper their safety
3.	**Transmitting**	Discuss the need to key the mic and pause slightly to avoid "rushing the mic" or cutting off the first part of the transmission. Without a slight delay at the end of the communication prior to un-keying the mike will result in cutting off the end of the transmission.
4.	**Radio Voice**	Explain that it is preferable for a radio dispatcher to speak in a normal tone of voice, avoiding extreme voice inflection and enunciating clearly. The dispatcher's voice should never sound bored, emotional, or reflect personal opinions. The radio dispatcher should also refrain from speaking rapidly.
5.	**Proper and Professional Terminology**	Discuss the FCC regulations regarding proper language on the radio.
6.	**Terminology and Jargon**	Discuss proper radio terminology and jargon and the need to clarify any terms or jargon that is not understood.
7.	**Radio Codes and Clear Text**	Discuss the proper use of the radio codes and when it is appropriate to use clear text.

☐ RADIO: DEMEANOR (CONT)

8.	**ABC's of Dispatching (Accuracy, Brevity, Clarity)**	Discuss why accuracy should never be compromised. Discuss why brevity is important for officer safety. Discuss the importance of clarity, which includes: • Using phonetics to clarify letters of the alphabet. For example, use the phonetic word "Boy" for the letter "B", so "B" is not confused with "D" over the radio. • Reformatting numbers in order to avoid confusion, such as when providing addresses. For example, the address 1516 E. 14 Street would first be broadcast as "Fifteen sixteen East one four Street". The address should then be repeated as "one five, one six East Fourteen Street". This same process should be followed when broadcasting other numbers such as vehicle license plates and driver licenses. • Repeating key information.

☐ RADIO: DISPATCHING CALLS FOR SERVICE P91

1.	**How to Broadcast a Call for Service**	Discuss the need to read and evaluate calls for clarity before broadcast. It may be appropriate to summarize the details while providing all key information.
2.	**Event Priorities**	Explain the call priorities and how they impact the job of the public safety dispatcher. Explain the agency's procedures regarding breaking an officer from a non-priority call to handle a priority call.
3.	**Response Times**	Make sure the trainee is aware that calls need to be dispatched within a specific time frame whenever possible. Tell them how to document that the appropriate supervisor has been advised of a priority call holding if no units are available (if applicable).
4.	**Area Integrity**	Explain the need for, and reasoning behind, area integrity. Make sure the trainee knows that, while every attempt should be made to maintain area integrity, sometimes it is not always possible to do so and that discretion must be used.
5.	**Premise Information**	Explain what premise information is and how the information is entered into the system. Show the trainee how premise information will display on a call for service. Stress the importance of reading the information and, if it is applicable to the call, relaying the information to the responding units.
6.	**Selection of Units**	Make sure the trainee understands that there are many factors involved in each dispatch decision. Explain that CAD may have the capability of selecting an officer for a call. However it is only a suggestion and the final decision is up to the public safety dispatcher. Explain the need for the public safety dispatcher to determine the number of units to assign to a call depending on the circumstances. Explain when a civilian unit (Community Service Officer, etc.) is to be utilized and the routing of the call to the beat officer.

☐ RADIO: DISPATCHING CALLS FOR SERVICE (CONT)

7.	Mobil Data Computer (MDC) Policy	Explain the MDC policy for the agency.
8.	CAD Color Coding	Explain the color coding for CAD, if applicable. Explain any associated symbols affiliated with the status monitor.
9.	Relaying Accurate Information	Emphasize the need to relay accurate information. Make sure the trainee knows that they are never to guess an answer.
10.	Tracker – Unit Locations	Demonstrate to the trainee how the tracker can aid in the dispatch of the closest unit, especially for a priority call (if applicable). Emphasize the need to update the tracker with current unit information.
11.	CAD Dispatch Commands	Show the trainee how to enter the CAD dispatch commands. (Individual agencies may choose to insert each command individually in the Competency Signoff Manual.) Refer to CAD Manual (if applicable).
12.	Disposition Codes	Explain what a disposition code is and how it is utilized. Refer to the Disposition Code List and explain how each code is used (if applicable). Have the trainee learn and memorize the codes at this time.
13.	In-service Versus Clear	Explain the difference between the "in-service" command and the "clear" command, if applicable. Make sure the trainee can do both and understands when each is utilized. Refer to the CAD Manual.
14.	Request to Cancel	Show the trainee how to request a cancellation on an event after it has been assigned to an officer. Refer to the CAD Manual.
15.	Issue/Cancel a Case Number	Show the trainee how to issue a case number. Show the trainee how to cancel a case number when it has been issued and how it will display. Discuss the reasons a case number might be cancelled. Refer to the CAD Manual.
16.	Duplicate Command	Show the trainee how to combine two like calls into one event via the appropriate CAD command. Refer to the CAD Manual.
17.	Change Disposition Code	Demonstrate how to the change the disposition code on an event. Refer to the CAD Manual.

☐ **RADIO: EMERGENCY DISPATCH PROCEDURES P93**

1.	**Emergency/Alert Button**	Make sure the trainee is aware of where the emergency/alert button is located and its function. This button should be used during emergency situations in order to keep radio traffic specific to that incident. Explain the agency's policies and procedures on how and when to use the emergency/alert button.
2.	**Alert Tone**	Make sure the trainee is aware of where the alert tone button is located and its function. This button may be used to get the attention of field units to make them aware of a hot call or get their attention. Explain the agency's policies and procedures on how and when to use the alert tone button.
3.	**Bomb Threats**	Make sure the trainee understands the notification procedures if a bomb squad call out is needed. Explain why an officer on scene of a bomb threat will turn off their radio. Make sure the trainee understands that the officer(s) will advise communications when they are going off the air. Advise the trainee of the policies and procedures on advising supervisors of the response.
4.	**Code 3 Policy**	Explain to the trainee the types of calls that require a Code 3 response per the agency's policies and procedures. Have the trainee explain when they would dispatch a unit Code Three to a call.
5.	**Air Support**	Explain the agency's guidelines on the use of air support, such as a helicopter and its value in specific incidences. Review the procedure to utilize air support, including who can authorize it and how to call for one. Explain the need to document the information in the call history.
6.	**K-9 Officers**	Explain the agency's guidelines on the use of the K-9 officer. The explanation should include who can authorize their response, which calls for service they can respond to, and how to contact them. Discuss the protocol for outside agency assists.
7.	**Mutual Aid**	Explain mutual aid including the difference between emergency mutual aid (Officer Needs Help, etc.) and routine mutual aid (planned and spontaneous assistance of a non-critical nature). Explain how the agency utilizes surrounding agencies, at times, for assistance. Explain how to determine which agencies are generally used for mutual aid.
8.	**Pursuits**	Discuss the agency's pursuit policy and the dispatchers' role. Provide an understanding of the following scenarios: • Units traversing geographical or radio areas • Outside agencies continuing a pursuit into the agency's jurisdiction • Agency units continuing a pursuit into an outside jurisdiction Discuss the difference of "advising" that units are in pursuit in a jurisdiction and requesting assistance (backup or cover) Discuss the required notifications.

☐ **RADIO: EMERCENCY DISPATCH PROCEDURES (CONT)**

9.	"Officer Needs Help" Calls	Explain protocol for "Officer Needs Help" calls. Discuss the actions, and the reasons for those actions, that a dispatcher must take when receiving a call for help from the field or is dispatching an "Officer Needs Help" that was called into the communications center. This discussion should be repeated frequently to reinforce the learning.
10.	Special Weapons and Tactics Team (SWAT)	Describe the purpose and goal of Special Weapons and Tactics Teams. Discuss how the team is utilized. Explain the procedure for calling out SWAT. Make sure the trainee is aware of the importance of accurate documentation. [If your agency does not have its own SWAT Team, make sure the trainee understands which agency handles SWAT call outs for your agency.]

☐ **RADIO: EQUIPMENT P95**

1.	Overview of Radio Equipment and System	Discuss the radio components and system used in the communications center while showing the various components.
2.	Instant Recall Recorder (IRR) at the Radio Position	Show how to use the Instant Recall Recorder (IRR) for missed radio transmission. Demonstrate the procedure to play the recorded transmission in the headset or the speaker. The discussion should include the IRR policy and the consequences of its use. Dispatchers should not be dependent on the IRR and should always be attentive to the radio.
3.	FCC Regulations	Explain that public safety radio broadcasts are subject to Federal Communications Commission oversight. The FCC has the ability to sanction any broadcast agency. FCC regulations require a station identification to be broadcast every 30 minutes either by voice or digitally. The FCC also monitors the use of obscene or offensive language as well as other issues.

☐ **RADIO: OFFICER SAFETY P97**

1.	Documentation	Explain that, for officer and citizen safety, it is necessary to enter the most current information in the call history and on the status monitor.
2.	Updating Officer Status	Explain the need to always maintain accurate unit location and status and the consequences for failing to do so.
3.	Awareness of Officer Safety Issues	Emphasize the public safety dispatcher's role in officer safety. Reinforce that officer safety is of the highest priority and cannot be compromised.
4.	Unit Response	Explain the dispatch guidelines and differences between a one unit and a multiple unit response.

☐ RADIO: OFFICER SAFETY (CONT)

5.	CAD (Timer) Alerts	Discuss the purpose of checking the well-being of officers who are out of service. CAD may assist the dispatcher with this responsibility with a preset time that triggers a status check alert. CAD alerts are also associated with call stack times. Provide the protocol to address both types of alerts.
6.	Assigning Back-up Units	Discuss the policy and procedure for assigning or requesting back-up units. This discussion should include when dispatching calls for service, back-up requests from the field or by callers observing an officer in need.
7.	Response Codes	Describe the various response codes (Code 1, Code 2, and Code 3) and the authority, responsibility and consequences assigning each code.
8.	High-risk Vehicle Stop	Describe a high-risk vehicle stop and explain the procedures the dispatcher takes when notified that an officer is attempting such a stop.

☐ RADIO: PURSUIT MANAGEMENT P99

1.	Pursuits	Explain the protocol to follow when a field unit advises they are in pursuit. This explanation should include instituting a Code 33 (clearing the air), insuring back-up units are en route, and prompting the unit for the want, license, vehicle description, speed and road conditions. If a second dispatcher is available, the primary dispatcher may ask for their assistance to help with managing the incident. The pursuit policy should be reviewed periodically.
2.	Pursuit Documentation	Advise the trainee to document all key information during the pursuit. Accurate, timely documentation will benefit the involved officers by enhancing their safety during the pursuit, as well as later when they are writing their report, or if they are required to testify in criminal or civil court.
3.	Radio Control	Discuss the need for the field unit to have control of the radio. To maximize officer safety and radio control it may not be appropriate for the dispatcher to parrot the field unit. Discuss issues which dictate when a dispatcher should or should not parrot the field units.
4.	Pursuits Exiting the Jurisdiction	Explain the need to notify the jurisdiction into which the units are entering. The notification must include whether the outside agency is being requested for back-up, or if the contact is a courtesy notification only. Discuss the protocol if the units are having radio reception problems.
5.	Pursuits Entering the Jurisdiction	Discuss the protocol when an outside agency continues a pursuit into the agency's jurisdiction. The call for service should include the want, the description, the number of outside agency units in pursuit, and whether they want units to join in the pursuit. Explain how the call is processed, who needs to be notified and who can approve units joining the pursuit.

☐ **RADIO: SPECIALIZED RESPONSES P101**

1.	Hazmat Team	Explain the purpose of hazmat teams and the procedure for their response to a hazmat incident. Review the notification protocol.
2.	Crime Scene Investigators	Discuss the purpose of sworn and civilian crime scene investigators and the protocol for dispatching them.
3.	Traffic Accident Investigators	Review the call out procedures for the traffic accident investigators in the event of a major traffic accident. Have the trainee demonstrate how to obtain the needed information.
4.	Parking Enforcement Officers	Explain the function and response of the Parking Enforcement Officers.
5.	Motorcycle/Traffic Officers	Explain the function of the motorcycle and/or traffic officers and the dispatch protocol. It is important to send a transport vehicle as soon as possible to a motor officer detaining a suspect in custody.
6.	Commercial Enforcement Officers	Explain the function of the Commercial Enforcement Officer.
7.	Community Service Officers	Explain the responsibilities of the Community Service Officers.
8.	Custody Officer	Explain the function of the Custody Officer.
9.	Special Events Dispatcher	Explain the public safety dispatcher's role when assigned to a special event including such tasks as radio management, vehicle entries, notifications, documentation, log entries, etc.
10.	Emergency GPS Tracking System	Discuss the commercial use of a GPS tracking devices used in banks, jewelry stores, etc. and how the devices assist in the apprehension of suspects. Provide the incident code and describe how the tracking occurs on the radio. Emphasize the need for confidentiality about the use of these devices.
11.	Telematics Equipped Vehicles	Discuss the commercial use of telematics (i.e., LoJack, OnStar, etc) used in vehicles and how the devices assist in the apprehension of suspects or citizen safety. Provide the incident code and describe how the tracking occurs on the radio.
12.	Mobile Command Post (MCP)	Explain the purpose and capabilities of a Mobile Command Post and the various types of incidents (e.g., special events, SWAT call-outs, fairs, recruiting, etc.) in which it might be used. Discuss the protocol to call out and set up the CP.

☐ RECORDS MANAGEMENT SYSTEM P103

Explain the Records Management System (RMS) and how to access and understand the information. Review the following files:

1. **Names**	4. **Bicycle Registration**	7. **Arrests**
2. **Locations**	5. **Employees**	8. **Other Modules**
3. **Vehicles**	6. **Alarm Permits**	

☐ REFERENCE MATERIAL P105

1.	**Computer Manuals**	Provide the location and description of all computer manuals. Explain the type of information contained in each manual.
2.	**Equipment Manuals**	Provide the location and description of all equipment manuals. Explain the type of information contained in each manual.
3.	**CLETS/NCIC Manuals**	Provide the location of the CLETS and NCIC Manuals. Describe the general layout of each manual and how and when to use them. Also provide the URL to access the manuals on line through the California Law Enforcement Website (CLEW). http://clew.doj.ca.gov/
4.	**Map Books**	Provide the location of the various map books or map resources.
5.	**Code Book**	Provide the location of the various code books, including the Penal Code, Vehicle Code and any agency specific code books.
6.	**Information Books/Files**	Provide the location of the various information resource books and files. Explain the types of information the books and files contain and when they may be utilized.
7.	**Directories**	Provide the location of the various directories, which may include both manual and computerized files such as telephone book, reverse directories, city, and county directories.
8.	**Internet Resources**	Discuss the various authorized internet resources that may be accessed to assist dispatchers or officers.

☐ SECURITY SYSTEMS — ALARMS AND EMERGENCY GENERATORS P107

1.	Duress Alarms	Explain the purpose and locations of the duress alarms. Provide the policy and discuss the actions to be taken when the duress alarm sounds. List the notifications that must be made for a duress alarm incident.
2.	Fire Alarm	Explain the purpose and location of the fire alarm panel.
3.	Alarm Panels	Explain and demonstrate which alarm panels, alarm boards, and/or alarm panels are the responsibility of the dispatch staff and the response procedure.
4.	Emergency Generators	Discuss the purpose and location of the emergency generators. Explain the procedure to follow during a power outage.

☐ STATION INTERCOMS P109

1.	Access Intercom	Provide and discuss the policy for building security and access. Demonstrate the procedure for allowing entry into the secure site when someone has requested access via the intercom.
2.	Door and Gate	Provide locations of the access entry points.

☐ TELEPHONE: CALL-OUTS P111

1.	Tow Trucks	Explain the protocol for requesting a tow truck including the need to document the call-out in the call history. Discuss the difference between an agency request and a private or citizen's request for a tow truck.
2.	Blood Technician	Discuss the role of a blood technician. Explain the call-out procedure which should include the necessary documentation. Provide the location for the blood technician's phone number.
3.	Taxi	Explain the protocol for requesting a taxi and the need to document the request.
4.	Utility Company	Provide the contact information for the various utility companies. Discuss the information that must be provided to a utility company when their response is needed. Explain the need to accurately document the call-out.
5.	Coroner	Provide the contact information for the coroner. Discuss the information that must be provided to the coroner when requesting their service. Explain the need to accurately document the call-out.

☐ TELEPHONE: CALL OUTS (CONT)

6.	Mutual Aid	Explain the mutual aid protocol including the required notifications and documentation. Provide a copy of the procedures for review.
7.	Other Calls-outs	Explain any special call-out procedures that are not listed above.

☐ TELEPHONE: EQUIPMENT P113

1.	Handset and Headset	Demonstrate the proper use and maintenance of both the handset and headset.
2.	Telephone System	Explain the telephone system. The explanation should include the location of the various lines (9-1-1, emergency, non-emergency and business); answering, holding and conferencing procedures; connecting to the TTY and translation services; volume controls; and numbers available.
3.	Transferring Callers	Demonstrate the procedure for transferring a caller. Discuss the benefits of providing the caller with the name and telephone number where the caller is being transferred.
4.	E-9-1-1	Provide an explanation of the 9-1-1 system. The explanation should include how: a. 9-1-1 callers are routed to the proper Public Safety Answering Point (PSAP), b. Information is obtained and provided via the Automatic Location Identification (ALI) and the Automatic Number Identification (ANI), c. To transfer 9-1-1 calls and the related State regulations pertaining to transfers.
5.	Instant Replay Recorder (IRR)	Demonstrate how to playback the call-taker IRR. Explain that the audio captured by the IRR is recorded over and not a permanent record.
6.	Intercom	Demonstrate the proper way to utilize the in-house intercom or paging system.
7.	Master Logging Recorder (MLR)	Explain the purpose of the Master Logging Recorder and its function. Explain all of the telephone lines are recorded and discoverable for criminal and civil trials and to the public or media under the California Public Records Act.

☐ **TELEPHONE: SKILLS AND TACTICS P115**

1.	**Answering Incoming Calls for Service**	Explain the location, answering priority and proper salutation for each type of incoming line, e.g., 9-1-1, emergency, non-emergency, and business telephone lines.
2.	**Outgoing Telephone Calls**	Demonstrate the process for making outgoing telephone calls. Discuss the need to document outgoing telephone calls and the policy regarding use of government property for personal use.
3.	**Address/Location Confirmation**	Explain the necessity to verbally verify the location information (provided by the telephone equipment) by eliciting information from caller and not "feeding" information to caller. Explain the difference between the location of the crime and the location of the witness and how to document both. Obtain any additional location information (i.e. cross streets, landmarks, communities, common place names, apartment number, etc.) if the caller is unable to provide a street address.
4.	**Effective Interviews**	Effective interviews require the dispatcher to actively listen and ask open-ended questions designed to gather key information. The dispatcher should actively listen to the totality of the call, which includes:

      a.   The verbiage used by the caller (for leakage or provide an insight to better communicate with the caller).

      b.   Background noises (shouting, sounds of struggle, gunshot, etc.) that the call-taker should question.

      c.   Building a rapport by using the caller's name.

      d.   Acknowledging the caller's emotions.

      e.   Offering to help (Use phrases such as "I can assist you", "let me help you", etc.).

      f.   Avoiding condescending comments.

      g.   Avoiding complacency.

      h.   Understanding this should not be personal to the dispatcher but it is to the caller.

☐ TELEPHONE: SKILLS AND TACTICS (CONT)

5.	**Basic Interview Questions**	Explain the importance of obtaining basic information, which generally includes the following questions: a. What (happened) b. Where (is help needed; the location of the principals) c. When (did this happen) d. Who (is involved) e. Weapons (involved or on scene) f. Drugs or alcohol (used by any principals)
6.	**Description Documentation**	Explain the format for documenting descriptions, such as "CYMBALS" for vehicles and suspect description - starting with the physical description and working from head to toe. Advise the trainee to refrain from using terms such as "she", "her", "he, "him", but to use descriptive terms such as the "suspect", "victim," or "witness", for clarity.
7.	**Incident Documentation**	Discuss the importance of documenting all relevant details on the incident and the consequences to officers and citizens for failing to do so. The dispatcher's personal opinion or editorial comments should never be documented on a call for service. Explain that incident documentation is considered a business record and subject to subpoena or the California Public Records Act.
8.	**Call Classification**	Demonstrate the process of assessing information provided by the caller in order to accurately classify the call.
9.	**Call Prioritization**	Explain call prioritization and provide a copy of the policy.
10.	**Timely Routing of Information**	Explain that calls for service should be handled promptly and routed quickly for the appropriate response.
11.	**Advising the Caller**	Emphasize concepts of caller safety, such as the following: a. Do not tell callers to stay on the phone if they feel unsafe. b. Do not direct them into harm's way. c. Do not make any promises about when the field units will arrive or what actions they will take.
12.	**Calls Involving Weapons**	Discuss varieties of weapons, their description, and the connection between officer safety and accurate weapon information. Also, explain a weapon's impact upon call priorities and classifications.
13.	**Transferring Telephone Calls**	Demonstrate the procedure for transferring a caller. Discuss the benefits of providing the caller with the name and telephone number where the caller is being transferred.

☐ TELEPHONE: SKILLS AND TACTICS (CONT)

14. Reasonable Alternatives for Callers	Discuss reasonable alternatives (i.e. referrals, offering extra patrol, internet reporting) that can be provided to the caller.
15. Appropriate Termination of Call	Discuss the necessity of ensuring that all information has been obtained, conveying to caller what action is being taken, providing any directions for follow-up if the situation changes, and ensuring that the caller knows that the telephone call is being terminated.
16. Field Unit Safety Issues	Callers should be queried for potential officer safety information (i.e., dog in yard, weapons at location, locked gate, unlit pools at night).
17. Multiple Calls for Service	Explain the procedures for handling multiple calls for service on the same incident and multiple calls on various incidents during high call volume periods.
18. Translation Services	Explain the protocol for utilizing translation services for emergency and non-emergency situations. Explain the translators do not have any law enforcement background.
19. Voice Inflection	Explain to trainee the importance of voice inflection and how it affects the success of the interview. It is important for the caller to feel the dispatcher is interested and focused on their call, which can be accomplished by tone and inflection.

☐ TELEPHONE SYSTEM: 9-1-1 LINES P117

1. Answering 9-1-1 Lines	Explain the agency verbiage for answering 9-1-1 calls and the appropriate terminology to be used during the call.
2. State Requirements	Explain applicable state law and federal guidelines. Specifically discuss the answering speed requirement and transferring limit.
3. 9-1-1 Equipment	Provide an understanding of the 9-1-1 equipment, and how to retrieve past call information via the 9-1-1 printer, computer or other available methods.
4. ANI/ALI	Explain ANI/ALI databases and information to be obtained from both.
5. Manual Automatic Location Indicator (ALI)	Demonstrate the Manual ALI function. Discuss the restrictions for using this function and provide a copy of the policy.
6. 9-1-1 System Transfers	Demonstrate how to transfer a 9-1-1 call both internally and to an outside agency. Discuss the transfer policy for 9-1-1 calls.
7. Speed Dial Numbers	Demonstrate the speed dial numbers and provide the list of numbers on the speed dial list.

☐ TELEPHONE SYSTEM: 9-1-1 LINES (CONT) P117

8.	9-1-1 System Failure and Alarms	Explain procedures in the event of a 9-1-1 system failure (i.e. identification, reporting, and implementation of back-up procedures).
9.	Primary and Secondary PSAPs	Explain the difference between a primary and secondary PSAP (Public Safety Answering Point). A primary PSAP is the answering location of an incoming 9-1-1 call. Routing of 9-1-1 calls to the appropriate primary PSAP is based on the caller's location. A secondary PSAP is the agency the 9-1-1 call is transferred to if the primary PSAP does not provide the type of service that the caller needs (i.e. Fire, ambulance).
10.	Alternate PSAP	Explain that agencies must have an alternate location that can receive 9-1-1 calls if the primary PSAP is unable to do so. Discuss the location and function of the alternate PSAP. Explain how and when it is used.
11.	9-1-1 Misroutes	Explain the procedures for reporting 9-1-1 misroutes.
12.	Wireless 9-1-1 Calls	Explain wireless call routing and processing. Discuss differences between landline and wireless calls and Phase I and Phase II calls.
13.	Voice over Internet Protocol (VoIP)	Explain identification of VOIP calls and relevant procedures for processing VoIP calls.
14.	Incomplete 9-1-1 Calls	Explain the specific procedures for processing various types of incomplete calls (abandoned, hang-up, silent, open-lines, etc.).
15.	Address/Telephone Number	Discuss the proper method of voice verifying the accurate location and telephone information.
16.	CAD Interface with 9-1-1	Demonstrate CAD interface with 9-1-1 (i.e. CAD dump or ALI/ANI information transfer to CAD)
17.	Instant Recall Recorder (IRR)	Demonstrate functionality and appropriate use of IRR.
18.	Mapping	Explain and demonstrate the use of the agency's mapping system or map book.

☐ TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD) AND TELETYPE WRITER (TTY) P119

1.	Keyboard	Demonstrate the keyboard as it relates to the TTY/TDD operation, including pre-set messages.
2.	Recognizing a TTY/TDD Call	Provide an opportunity to listen to the audible "Twiddle tones" and voice announcements associated with the TTY/TDD. Explain the procedure when a "silent" call, a call without the "twiddle" or announcement, is received from a possible TTY/TDD.

☐ TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD) AND TELETYPE WRITER (TTY) (CONT)

3.	Preset Messages	Explain the reason for, and demonstrate using, the pre-set messages in the telephone phone system.
4.	Silent Calls	Explain the challenge requirement for silent calls, i.e, activate the TTY on all silent calls.
5.	Language/ Terminology	Explain the written communication differences between the hearing and hearing impaired communities. This discussion should include terminology and sentence structure. The trainee should understand that most hearing impaired callers will leave out most adverbs and adjectives. It is important to ask direct and specific questions with the most pertinent information obtained first since only one person can communicate (transmit) at a time.
6.	Print-out/Archive of TTD/TTY Communication	Explain the policy regarding retaining printouts or any alternative archive method for TTY/TDD calls. These records are subject to subpoena and the California Public Records Act.
7.	Relay Services	Explain the purpose and function of relay services and how the call taker interacts with the service. The primary companies which provide relay services are California Relay Service or Video Relay Service.
8.	Hearing Carry Over and Voice Carry Over Calls	Explain the differences between Hearing and Voice Carry Over callers and how to process each type of call.
9.	Testing	Explain testing requirements, procedures, and documentation.
10.	Legal Requirements	Explain that, under the Americans with Disabilities Act (effective January 26, 1992), all state and government agencies are prohibited from discrimination based on disability. This mandate requires agencies to provide telephone access, including access to 9-1-1, to ensure equal and effective communication with deaf and hearing-impaired individuals. The ADA also requires that all agencies must not only provide access for the hearing disabled, but also a means by which the agency can communicate back to the caller. As of July 1, 1997, all California emergency responders must have a TTY in the communications center and maintain equipment in good working order.
11.	Responsibility and Liability	Personnel must maintain TDD/TYY proficiency. Agencies must maintain equipment in good working order.

☐ VEHICLE LOCATOR SYSTEMS P121

1.	**Overview of the Vehicle Locator System**	Explain purpose and function of the various Vehicle Locator Systems. Calls for service involving locator equipped vehicles should be documented on the call.
2.	**Type Code**	Discuss and demonstrate how to process a call for service when a vehicle locator activation is received.
3.	**LoJack Inquiry**	Explain the process to verify and inquire about the various system activations. Demonstrate how to run the specific Lo Jack number in SVS.
4.	**Stolen Vehicle System (SVS) Entry**	Timely entry of stolen vehicles into SVS is necessary for officer safety and quick activation of the locator system.

☐ VIDEO EQUIPMENT P123

1.	**Video Navigation System**	Demonstrate the use of the video navigation system.
2.	**Display of Camera Views**	Discuss and demonstrate the configuration of the cameras on the video wall.
3.	**Cameras and Monitors**	Demonstrate the location and use of the various cameras and intercoms, and their monitoring responsibility. Explain the difference between the monitors and the cameras.

☐ WORKSTATION EQUIPMENT P125

1.	**Printers**	Show the location and format of printers.
2.	**Logging Recorder**	Explain and demonstrate the function of the Logging Recorder.
3.	**Internet**	Explain the Internet policy and usage.
4.	**Speakers**	Demonstrate the volume control for the speakers on the various pieces of workplace equipment.
5.	**Telephone**	Explain and demonstrate the telephone system, including the volume control.
6.	**Radio**	Explain and demonstrate the radio system.
7.	**Headsets/Headset Jacks**	Explain the location of the headsets/handsets and their jacks.