Folsom Police Department

COMMUNICATIONS

TRAINING MANUAL

December 2019

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This manual has been developed with the understanding of the need to provide uniform training for all Public Safety Dispatchers within our department. The goals of this Manual are to:

* Provide standardized training for all dispatchers.

* Provide guidelines for personnel selected as Training Officers.

* Establish and define the role and responsibilities of the trainee.

* Establish a job-related evaluation process to objectively measure the progress of probationary dispatchers, to keep the probationary dispatcher apprised of personal progress and to reinforce expected standards of performance.

Abbreviations:

CHP= California Highway Patrol
CTE= Communications Training Evaluator
CTO- Communications Training Officer
CTP= Communications Training Program
DMV= Department of Motor Vehicles
EOD= Explosive Ordinance Detail (Sacramento County Sheriff's Department)
FPD= Folsom Police Department
SRFECC= Sacramento Regional Fire Emergency Communications Center
SSD= Sacramento County Sheriff's Department
SVS= Stolen Vehicle System
VIN= Vehicle Identification Number

ORIENTATION TO DISPATCH

This document is designed to assist the entry-level and lateral dispatcher with basic philosophies and understandings of the workings of a dispatch center. No set of policies, procedures or manuals, no matter how complete, can address every situation you may encounter. These resources, coupled with your professional training should serve as a guideline and be used with sound reason, judgement and discretion to handle any situation you may encounter. Not everything is covered in this document. The Folsom Police Policy Manual and Dispatch Communications Manual, in their entirety, should be utilized throughout training to provide policies/procedures for Folsom Police Department Communications Bureau.

Welcome to the Folsom Police Department's Communications Team and the world of Public Safety Dispatching. The term Emergency Services Dispatcher is synonymous with "Public Safety Dispatcher" and perhaps more appropriately describes today's professional whose skills combine those of a radio dispatcher, telephone call-taker and computer operator. The goal is improved public safety by improving communication accuracy and decreasing response time. That goal very much involves YOU!

The terms Call-taker, 911 Dispatcher, Complaints Dispatcher and Communications Dispatcher are sometimes interchangeable. They are used to refer to you, the individual who receives the call from the reporting party (citizen) and obtains enough information to enter the appropriate call for service in order to properly dispatch police units. The "dispatcher", by use of the police radio, assigns departmental resources predicated on the information received from the Call Taker. These tasks are to be achieved in an accurate, quick, professional and efficient manner.

The City of Folsom Communications Center is the nerve center of the Police Department. Most of the initial information received by the Department passes through the Communications Center. Your role as a Communications Dispatcher is a vital link between the public, other agencies and police personnel. It takes a special kind of person to be able to perform the jobs of call-taking and dispatching accurately and responsibly…since seconds count.

Your job requires a positive out-look which allows you to consistently perform well under pressure. Dexterity is needed to operate the various computers located at the communications console. The ability to make quick decisions and take the necessary actions to follow through an incident is critical. A prime requirement is the ability to quickly comprehend what is read or heard, process that information, make quick and accurate decisions, input information into the computer aided dispatch (CAD) system and/or verbally relay that information, over the Police radio frequencies, in a clear, concise and expeditious manner.

The telephone is the most available and therefore the most important, means of access the citizen has of obtaining the services of the Police Department. It is the primary link between

them and the help they need. When you answer an incoming call on the telephone, you are about to meet someone – you will be engaged in a conversation that is as important as a face-to-face visit. Dispatchers sit behind the telephonic front counter of the law enforcement agency as far as the public is concerned: the link between someone who needs help and the police officers who can supply the assistance needed. The impression you make on each caller can impact, positively or negatively, the overall effectiveness of the Police Department.

As a member of the public safety communications community, you are part of a safety services team. We provide vital support functions while working toward the larger goals and objectives of our law enforcement agency, which include providing efficient law enforcement services to the citizens of Folsom. As a member of the Communications Center, you will need to be able to work well with others. This includes your co-workers, trainers, staff members, and police personnel. Professionalism is expected. Upon accepting the responsibilities and challenges of the position, you will experience a level of personal satisfaction and professional achievement seldom encountered in a routine work environment. You will have earned the right to take pride in a job well done.

Let us begin now and take your first steps in learning your new and exciting career.

YOUR TRAINING PROGRAM

This training manual was developed with the entry-level dispatcher in mind. Lateral dispatchers (those with previous experience) may not need all the information within this manual.

Your trainer is your direct supervisor and the first person you should contact for questions and direction. They have been specially chosen for their knowledge and experience. Although your trainer has the responsibility to teach you, the ultimate responsibility to learn will be yours. To be successful, you must make a commitment to learning that may seem uncommonly intense for the first year. Individuals learn at varying rates depending upon several factors, such as past experience and time spent studying materials.

The training program has been designed to provide you with the information and tools necessary to learn the job of Dispatcher. As an entry level dispatcher, you will undergo an eight (8) week administrative in-house academy. Lateral dispatchers will participate in a condensed two (2) week academy. After the completion of the academy phase, you will begin training on a one-on-one basis with an experienced Training Officer(s) at a dispatch console in the communications center. The essentials of dispatching are best learned through hands-on experience.

It is expected that an entry level employee in training should complete both phone and radio training in no more than nine (9) months. For a lateral dispatcher, this timeline is no more than six (6) months. At the beginning of training, you will be coached through processes and procedures and may encounter situations where you will observe your trainer through the process. As you progress through the training, you will begin to perform more of the actual work, while the trainer assumes more of a coaching role. Part of your training may consist of one or more ride-a-longs with police officers, listening to training tapes, listening to recordings of your own calls and geography tours.

As the information in the training manual and the Folsom Police Policy Manual (FPPM) is reviewed, the trainer and the employee in training will sign off the corresponding section(s) of the certification manual which will be kept in your personnel file.

You will receive weekly evaluations of your performance. Only after completion of the certification manual, and earning a competent rating on your evaluations, will you be considered competent in that specific topic. At the end of the training period, your performance will be reviewed, and a determination will be made as to whether you spend more time in training. Spending more time in training is only allowed if there is a steady and gradual demonstration of measurable progress.

YOUR TRAINING PROGRAM

Remember: You hold the key to your success – be alert and assertive and actively participate in the process. Ask questions! As an employee in training, it is your responsibility to solicit further clarification from the trainer on any materials or procedures contained in this manual, or given verbally during the training process, which you may not fully understand.

It is your responsibility as an employee in training to have and maintain this training manual at all times. Your check off lists and exercises will be kept in a central place for you and your trainers to access as needed.

The purpose of this training program is to guide you through the learning process. To accomplish this goal, you will need to acquire the following basic body of knowledge:

•   Knowledge of Incident Types.
•   Knowledge of good customer service practices.
•   Knowledge of telephone interview and information gathering techniques, in order to ensure the rapid and accurate collection and dissemination of required information.
•   Knowledge of the capabilities and efficient operation of the CAD equipment used, the "911" Emergency Call System, and other related information systems and equipment.
•   Knowledge of the local geography of the City of Folsom, including boundaries, surrounding jurisdiction, and primary highways and roadways.
•   Knowledge of current operational procedures, policies, resource and reference materials that are directly related to the communications dispatcher role.
•   Knowledge of the most commonly used sections of the California Penal Code, Motor Vehicle Code, City of Folsom Municipal Code, and other related statutes.
•   Knowledge of the basic organizational structure of the local government, with primary emphasis on those departments which provide direct services to the public, i.e., Water Department, Public Services, Animal Services, and the Fire Department.
•   Knowledge of other law enforcement agencies available by radio, as well as the capabilities of the local jurisdictions.
•   Knowledge of the location, capabilities, and limitations of privately-owned companies and personnel who provide regular support functions to the agency, i.e., towing companies, computer maintenance and radio equipment service personnel.
•   The ability to read, interpret and enter information into all pertinent systems.

Previous experience has demonstrated that after the training process, you should be comfortably able to assume a shift with minimal supervision. After a year; you should be relatively comfortable in any situation.

Once trained you will be part of an elite team that is a vital link between the Folsom Police Department and the public.

The Communications Training Program (CTP) contains the following five phases. These phases are guidelines. If an employee is progressing at a measurable level but not quite ready to move to the next phase, they will spend more time in the current phase to solidify their skills and knowledge.

Training Evaluations are completed at the end of each week of training. Assessments are made of the employee's responses to selected calls for service pertaining to the current training phase.

Academy Phase 1 – Academy/Orientation (2-8 weeks)

- Training in agency-specific skills or information. The academy/orientation phase is intended to provide the new employee with necessary training and information before he or she enters the communications center for training at the console.
- Weekly Training Evaluations

Phone Phase 2 – Introduction to phones, non-emergency and emergency incidents, CAD, dispatch console, and general communications center operations (12-14 weeks)

- Phase 2 is the initial training and learning experience for the new employee; it emphasizes non-emergency and emergency incidents handled by phone. CAD, dispatch console and general communications center activity. If after 12 weeks, the trainee needs additional time to solidify their call taking skills, this will be brought to the training supervisor.
- Weekly Training Evaluations

Shadow Phone Phase 3 – Shadow/Solo phone period (2 weeks) and radio introduction (2 weeks)

- The trainee will work in a solo capacity for 2 weeks while being evaluated by the trainer. If the trainee successfully completes the solo phone period of 2 weeks, the introduction to radio will occur. If the trainee needs additional time to solidify their call taking skills, this will be brought to the training supervisor.

Radio Phase 4 – Non-Emergency and Emergency Radio communications (12-14 weeks)

- This phase of training and learning emphasizes critical and emergency incident radio operations. The last two (2) weeks of the phase, the trainee will answer phones and handle radio traffic simultaneously. If after 12 weeks, the trainee needs additional time to solidify their radio skills, this will be brought to the training supervisor.

Shadow Solo Phase 5 – Evaluation on all phases of training (2 weeks)

- The trainee will work in a solo capacity and will be required to work independently with the evaluator acting as a "shadow" - only monitoring the employee's performance, not assisting.
- Training Evaluations are completed at the end of each week.
- The evaluator forwards all training materials to the Communications Supervisor, who conducts a review of the employee's training performance before making a written recommendation to the Technical Services Division Lieutenant concerning the appropriate outcome. The Communications Supervisor or Lieutenant may also provide recommendations for improvements. If the trainee experiences difficulties or does not successfully complete the final phase evaluation, they may be given two weeks to solidify their dispatching and/or call taking skills. If a trainee does not respond to training, in any phase, they may be released from probation.

Each phase timeline is a guideline. If the trainee is making measurable progress, they will spend more time in a phase to solidify their skills and knowledge before they are moved on to the next phase.

PERFORMANCE STANDARDS

Performance standards are an important aspect of the training process. Your overall evaluation as a Communications Dispatcher will contain areas concerned with standards of performance. These standards are vital to effective and efficient operations within the Police Department. You will be evaluated on 15 specific areas of job performance. These are referred to as the Core Competencies. Core Competencies represent the activities that call-takers or dispatchers commonly engage in during the daily performance of their duties.

15 CORE COMPETENCIES

1. Computer Operations

2. Conflict Resolution

3. Telephone Operations

4. Procedures, Policies, Laws and Organizational Philosophies

5. Call or Event Structure

6. Leadership

7. Problem Solving/Decision Making/Critical Thinking

8. Geography

9. Cultural Diversity and Special Needs

10. Multi-tasking and Prioritization

11. Split Ear

12. Responder and Citizen Safety

13. Communication Skills

14. Ethics

15. Life-style Stressors, Self-Awareness, Self-Regulation

CORE COMPETENCIES - THE LEARNING MATRIX

The training phases and Core Competencies are brought together to form a Learning Matrix. There may be some tendency to view the matrix as a chart for checking off training accomplishments, but this is not the intention of the matrix. Instead, it serves as a guideline for trainees and trainers during the training process. The matrix helps determine what new employees have learned, what they need to learn and what process the CTO will use to evaluate the employee in training.

CORE COMPETENCIES	PERFORMANCE OUTCOMES	PERFORMANCE OUTCOMES
COMPUTER OPERATIONS General working knowledge of CAD and other computer systems at his or her workstation; enters or manages calls for service, retrieves data, understands procedure for computer failure and troubleshooting, analyzes data and operates systems in a timely, accurate manner.	The employee in training will identify, describe, and explain the following: 1. Knowledge and functionality of all pertinent computer programs. 2. Each program and its function. 3. Log on and off procedure and understanding of its importance.	The employee will demonstrate the following skills: 1. Knowledge and functionality of all pertinent computer programs. 2. Each program and its function. 3. Log on and off procedure and understanding of its importance.
CONFLICT RESOLUTION Uses verbal skills to resolve conflict, defuse situations, aid in crisis intervention, facilitate collaboration, develops interpersonal relationships, deals appropriate with others, uses dialog to resolve situations.	The employee in training will identify, describe, and explain the following: 1. Ability to name at least two techniques to resolve conflict in a non-emergency incident. 2. The use of various techniques to resolve conflict in a non-emergency incident.	The employee will demonstrate the following skills: 1. Ability to name at least two techniques to resolve conflict during a critical incident. 2. The use of various techniques to resolve conflict during a critical incident
TELEPHONE OPERATIONS Properly uses the Center's telephone system, properly differentiates between 911 and administrative lines, identifies and responds to incoming calls in a timely fashion, identifies the various ring styles, interprets data from the 911 screen accurately, transfers calls, appropriately places callers on hold, makes phone calls as requested by officers.	The employee in training will identify, describe, and explain the following: 1. Non-emergency transfers 2. Proper greeting 3. Phone system functions 4. Repair procedure Employee answers calls within three rings, when practical.	The employee will demonstrate the following skills: 1. Non-emergency transfers 2. Proper greeting 3. Phone system functions 4. Repair procedure including 911 failure protocol 5. 911 transfers 6. An understanding of hibernated phone use 7. Interpret E-911 and ANI/ALI information

CORE COMPETENCIES - THE LEARNING MATRIX

CORE COMPETENCIES	PERFORMANCE OUTCOMES	PERFORMANCE OUTCOMES
PROCEDURES, POLICIES, LAWS & ORGANIZATIONAL PHILOSOPHIES Possesses knowledge of and proper application of federal state and local laws, of policies, procedures, rules and philosophies of the Communications Bureau and of the Folsom Police Department.	The employee in training will identify, describe, and provide general explanation of the following: 1. California Penal Code 2. California Vehicle Code 3. FPD Radio Procedure 4. FPD Policy Manual 5. CLETS User Agreement	The employee will demonstrate the ability to understand and perform within the standards of the following: 1. FPD Policy Manual 2. FPD Radio Procedure 3. California Penal Code 4. California Vehicle Code 5. CLETS User Agreement
CALL OR EVENT STRUCTURE Enters calls for service (creates and manages events) with the correct call type, with accurate and complete information, in logical, grammatically correct order with a brief summary of what has occurred, followed by information on involved persons, vehicles, or other pertinent information. Has a working knowledge of abbreviations and function keys.	The employee in training will identify, describe, and explain the following: 1. All call types 2. How to prioritize calls for service and officer-initiated requests. 3. Accurately enters a call for service, completing all appropriate fields. 4. Asks appropriate questions and enters accurate and timely information. 5. Utilizes abbreviations and describes the function keys.	The employee will demonstrate the following skills: 1. Accurately entering a call for service with correct call type, completing all appropriate fields. 2. Correctly prioritizes calls for service and officer-initiated requests. 3. Asking appropriate questions while entering accurate information in a timely manner. 4. Utilizes common abbreviations and uses function keys.
LEADERSHIP Influences people to solve their own problems, engages in peer assistance, leads or promotes teamwork, creates partnerships, serves as a role model, mentors others.	The employee in training will identify, describe, and explain the following: 1. Definition of Leadership. 2. At least two areas the employee serves as a leader, mentor, or role model. 3. Displays leadership initiative during routine and critical incidents.	The employee will: 1. Demonstrate the ability to work as a team member, supporting and encouraging peers. 2. Can describe the importance of teamwork and identifies areas he or she can help others. 3. Displays leadership initiative during routine and critical incidents.

CORE COMPETENCIES - THE LEARNING MATRIX

CORE COMPETENCIES	PERFORMANCE OUTCOMES	PERFORMANCE OUTCOMES
PROBLEM SOLVING/DECISION MAKING/CRITICAL THINKING Identifies problems, uses resources, creates partnerships, seeks solutions.	The employee in training will identify, describe, and explain the following: 1. FPD conflict resolution procedure 2. Resources used when resolving conflict with a caller.	The employee will demonstrate the ability to independently resolve issues with citizens, officers, and peers inside and outside of the communications center.
GEOGRAPHY Reads maps, follows map directions, relays map information to concerned parties and has a working knowledge of geographic areas.	The employee in training will identify, describe, and explain the following: 1. Locate and utilize the various geographical resources available. 2. Knowledge and ability to determine jurisdiction and general locations of incidents. 3. Employee will list bordering agencies, major intersections, main thoroughfares, bridges, hospitals, fire stations, high schools, and parks.	The employee will demonstrate the following skills: 1. Ability to quickly determine jurisdiction and locations of critical and emergency incidents. 2. Using a map or mapping system can locate various landmarks, neighborhoods, common areas, major intersections, main thoroughfares, prominent businesses within our city and surrounding areas.
CULTURAL DIVERSITY & SPECIAL NEEDS Recognizes and responds to social, economic, cultural and linguistic differences, deals appropriately with mentally ill citizens, responds properly to special needs groups.	The employee in training will identify, describe, and explain the following: 1. Cultural awareness and how it can be applied during his or her duties. 2. Methods of dealing with different cultures or mentally ill citizens. 3. Ability to use the Language Line Employee will identify and describe at least one cultural or socially diverse incident and support his or her methods of dealing with different cultures or callers that require special attention.	The employee will demonstrate the following skills: 1. Routine cultural awareness and application of the appropriate techniques in handling critical incidents. 2. Comparison of two cultural or special needs groups, providing explanation of how their calls for service might be handled. 3. Appropriate use of the Language Line. Maintains appropriate cultural awareness in all interactions, demonstrating the ability to handle critical incidents requiring special attention with professionalism.

CORE COMPETENCIES - THE LEARNING MATRIX

CORE COMPETENCIES	PERFORMANCE OUTCOMES	PERFORMANCE OUTCOMES
MULTI-TASKING & PRIORITIZATION Identifies, prioritizes and performs several functions at once.	The employee in training will identify, describe, and explain the following: 1. Communications center awareness 2. Call priority in both call-taking and dispatching. 3. Employee will demonstrate the ability to answer and place callers on hold with appropriate discretion. 4. Employee can listen to communications on the phone or radio while typing accurate information into the CAD system. 5. Employee recognizes the requests from the radio that can be handled by the call-taker (tow requests, 29's, taxicabs, etc).	The employee will demonstrate the following skills: 1. Ability to listen to a citizen on the phone while simultaneously delivering updates to the officers on the radio. 2. Identify additional resources available during a critical incident. 3. Understanding of priority calls and broadcasting the information to outside agencies on the Hotline or CommLink (if activated). 4. Employee makes sound independent decisions regarding the appropriate prioritization of incidents and maintains timely response to additional responsibilities during emergency or critical incidents.
SPLIT EAR Receives and processes simultaneous audio stimulation from more than one source. Appropriately prioritizes information received, monitors multiple radio communications while handling traffic on the main channel, has the ability to remain aware of verbal communications throughout the center.	The employee in training will identify, describe, and explain the following: 1. The need for split ear in the Communications Center. 2. The ability to monitor multiple outside agency radio communications while handling non-emergency traffic on the main channel. The employee maintains awareness of routine communications throughout the center while also processing information received from the caller or officer on the radio.	The employee will demonstrate the following skills: 1. Identifies the need for split ear in all communications, routine and critical incidents. 2. Ability to monitor multiple communications from various resources while handling critical traffic on the main radio channel. 3. The employee is aware of all communications throughout the center and pays special attention during critical incidents.

CORE COMPETENCIES - THE LEARNING MATRIX

CORE COMPETENCIES	PERFORMANCE OUTCOMES	PERFORMANCE OUTCOMES
RESPONDER AND CITIZEN SAFETY Possesses an awareness of factors present that would adversely impact the safety of a responder or citizen on a call or event.	The employee in training will identify, describe, perform and explain the following: 1. Importance of clear and concise transmissions 2. The location and meaning of officer safety flags, person and premise history, and warrant/supervised release returns. 3. Policy regarding broadcast of confidential or officer safety information. 4. Employee receives pertinent information by asking appropriate questions keeping officer safety as first priority. 5. Employee updates the incident information in an accurate and timely manner without using the recorder playback system. 6. Employee sends cover units without hesitation.	The employee will demonstrate the following skills: 1. Checks location, plate, person history, and hazard flags on all incidents including critical situations. 2. Employee recognizes situations which require the emergency beeper. 3. The ability to react expeditiously and appropriately within policy to a request for code 3 cover, an emergency radio activation, or any situation of critical nature, always without hesitation being aware of officer and citizen safety. 4. Employee identifies situations that may put an officer or citizen's safety at risk and takes the appropriate actions to relay that information to others in the communications center and in the field, including notification to the watch commander.
COMMUNICATION SKILLS Communicates professionally and appropriately with the public and co-workers, effectively controls voice and command, shares information within the organization, writes and takes notes effectively, uses active listening techniques.	The employee in training will identify, describe, and explain the following: 1. Professional and effective communications with citizens and coworkers. 2. Appropriate questioning method and ability to control the call, obtaining all pertinent information. 3. Knowledge of appropriate codes and verbiage.	The employee will demonstrate the following skills: 1. Employee broadcasts information in a consistently clear and concise manner, at a volume level which is appropriate for radio communications. 2. Ability to communicate with co-workers and citizens in a professional and customer service-oriented demeanor. 3. The employee evaluates the effectiveness of their own communications and modifies them accordingly.

CORE COMPETENCIES - THE LEARNING MATRIX

CORE COMPETENCIES	PERFORMANCE OUTCOMES	PERFORMANCE OUTCOMES
ETHICS Possesses knowledge of the scope and authority of dispatcher discretion; possesses an awareness of how his or her personal biases impact job performance, interactions, emotions, choices, the agency and the profession.	The employee in training will identify, describe, perform and explain the following: 1. Definition of ethics and how his or her choices affect the public safety profession and FPD. 2. The employee will relate two situations that could create an ethical dilemma for a dispatcher. 3. Employee will critique and explain the impact of his or her biases on the job. 4. Employee uses good judgment in decision making, remaining aware that they are a reflection of the department.	The employee will demonstrate the following skills: 1. Ethical decision making during routine and critical incidents. 2. The ability to identify ethical situations that arise during on the job responsibilities. 3. Employee takes the initiative to use good judgment in all interactions and decisions without hesitation.
LIFE-STYLE STRESSORS, SELF-AWARENESS, SELF-REGULATION Possesses an awareness of situations that cause personal stress, ability to remain calm and make rational decisions, ability to identify areas in need of improvement, assesses mental alertness and self-confidence, awareness of public image, awareness of personal biases, realizes the impact of dispatch activities on the community, balances workload, self-motivation.	The employee in training will identify, describe, and explain the following: 1. Strategies for dealing with the fear associated with the dispatch profession. 2. Assessment of his or her self-awareness and self-regulation in dealing with stress and relation of the learning gained from that assessment. 3. Seek methods to deal with stress and emotions related to dispatching. 4. Employee maintains a confident disposition and a lifestyle that encourages mental alertness and rational decision making.	The employee will demonstrate the following skills: 1. Ability to maintain a positive and confident attitude while immersed in a stressful environment. 2. Remains aware of the areas needing improvement and independently seeks out methods for improvement. 3. Recognizes stressful circumstances and events and applies appropriate coping strategies to deal with them. 4. Employee maintains a lifestyle that encourages mental alertness, self-confidence, rational decision making and promotion of a balanced life and workload.

Public Safety is a top priority for the City of Folsom. The City's Police Department traces its roots to 1950, shortly after the city incorporated. Today the department has a staff of 108.5, including officers and support staff. Together they are responsible for the protection and safety of Folsom's estimated population of 79,022 (2019) residents and many visitors. Department staff work in partnership with the community to protect lives, property and quality of life within Folsom's many neighborhoods. Their success is measured by Folsom's extremely low crime rate and by results of a recent public opinion poll showing a 95 percent satisfaction approval rating from the community.

Folsom is famous across the country thanks to a country song about a prison recorded by Johnny Cash in 1955. The city's rich history began more than a century earlier with California's great Gold Rush and arrival of the railroad. Gold was first discovered along the south bank of the American River in the area known as Negro Bar. The discovery led to massive gold mining operations, as well as a need for rail service.

The community of Negro Bar was called "under the hill" after Folsom replaced the old mining camp along the river. Today it is under the water of Lake Natoma. Only the name remains on the opposite side of the river from where African American miners first started mining gold in 1849-1850. Negro Bar State Park is a reminder that a mining camp once bore a similar name.

April 30, 1827 Jedediah Smith and his small band of men traveled east across the Sacramento Valley toward the Sierra foothills looking for a place to cross the Sierra Nevada Mountains. This marks the beginning of the history of Folsom. He and his men were the first recorded white people to come here. The spot Smith had chosen for a campsite was later to become part of the City of Folsom. Smith was one of the most exciting and

picturesque "mountain men" of the old west. He was known for his endurance, integrity, and leadership. His search for a pass over the Sierra Nevada Mountains opened the land to trappers and traders drawing the attention of John Sutter and William A. Leidesdorff.

In 1847, William Leidesdorff, a successful trader who owned a prosperous shipping business, traveled to Sacramento by steamboat to see the 35,000 acres he had purchased years earlier. His land holdings extended from today's Bradshaw Road along the south side of the American River to the present city of Folsom. That same year, U.S. Army Captain Joseph Folsom's regiment arrived in California. At the conclusion of the Mexican American War, Folsom remained in the state and became interested in purchasing the land that Leidesdorff had left to his heirs following his death in 1848.

After a long fight to obtain the land, Folsom hired fellow railroad pioneer Theodore Judah to help establish a town site near the Negro Bar mining spot on the American River. Their early plans included shops along Sutter Street and a railroad depot. Folsom named the new town "Granite City." Judah and Folsom planned the town as a railroad terminus before there were railroads in California. Though Folsom didn't live to see it, his dream came true on Feb. 22, 1856 when the first train on the first railroad in the West arrived in Folsom from Sacramento.

Following Folsom's death at the age of 38, his successors renamed the town in his memory. By January 1856, every lot had been sold, and three new hotels were open in the town known as Folsom.

In 1870, Horatio Livermore began an industrious project to dam the American River that would provide power for Folsom's growing industry. His plan required a cheap labor source, which was provided by convict labor from Folsom Prison. The city's historic Truss Bridge was completed in 1893 to transport people, cattle and small vehicles across the American River. By this time, generators were producing electricity, and in 1895, the Folsom Powerhouse began the first long-distance transmission of electric current, lighting the streets of Sacramento, 22 miles away. The Powerhouse helped usher in the age of electricity with this notable accomplishment. In 1917, the Rainbow Bridge opened to accommodate automobiles. It was the only option for crossing the river until the Lake Natoma Crossing opened in 1999.

Railroads played an important part in keeping Folsom prosperous during the 1920's and 1930's. Orangevale and the surrounding area had grown to be a major agricultural center. In the late 1940's, work began on Folsom Dam, providing essential electrical energy and flood control, allowing for the massive growth of the Sacramento Valley. The dam was completed in 1956 and Folsom Lake has quickly become one of the State's most popular year-round recreational facilities.

Following a campaign spearheaded by the Chamber of Commerce in 1946, Folsom became a city. The final vote was 285 in favor of incorporation and 168 opposed. Members of the first City Council were Leland Miller, Harry Patton, Wendell Van Winkle and Norbert Relvas. Hazel McFarland was elected city clerk and Wilma Hoxie was the first treasurer. Council members elected Eugene Kerr as the city's first mayor.

These are just some of the events that shaped Folsom--a living memorial to the human sage of glory and tragedy that built California.

In 1918, when Rainbow Bridge was going up amid granite outcroppings, the Folsom Telegraph described the structure as rising apparently out of solid rocks. Standing strong 100 years later, this iconic Folsom bridge has served as a symbol of strength for the City of Folsom.

Sacramento County had big plans for Rainbow Bridge when it opened in 1919. The graceful structure with its distinctive concrete arch was to be the final link in a "40-mile loop through some of the richest agricultural lands in the state." County officials predicted the pastoral drive between Sacramento and Folsom "was destined to become famous" as a tourist attraction. The route followed Greenback Lane on the north and Folsom Boulevard on the south. Those roads no longer lure sightseers, but Rainbow Bridge is still one of the most photographed spots on the American River.

When it was built, the concrete arch of Rainbow Bridge was the fourth-largest concrete arch span in the world. The open-spandrel arch, with cutouts between the arch and the roadway, was a popular design in the early 1900s made possible by strengthening concrete with reinforcing steel.

In 1927, the Rainbow Bridge became part of the Lincoln Highway when the highway was realigned to cross the bridge at Greenback Lane. The Lincoln Highway was the first coast-to-coast route in the United States. It divided in Nevada to circle Lake Tahoe- roughly following today's Highway 50 and Interstate 80 to rejoin at Sacramento. At the end of 1927 the federal government numbered all the highways, replacing the name Lincoln Highway.

When it opened in 1919, Rainbow Bridge was officially known as the American River Bridge at Folsom and informally called "the bridge". In the early 1950's, a Folsom resident suggested to a Sutter Street shopkeeper that the more descriptive designation be used on postcards. The name immediately took hold, and the picturesque crossing, with its rainbow-shaped arches, has been the Rainbow Bridge ever since.

To learn more about Folsom's history, you are encouraged to visit the Folsom History Museum online or at 823 Sutter Street.

http://www.folsomhistorymuseum.org/history.htm

MISCELLANEOUS INFORMATION

The following pages are information you will need to function as a valued member of this team. It includes the many codes, geography, beat plans and information that will make you feel more comfortable in the law enforcement environment. This chapter is intended to be a resource for you in your on-going training and not a chapter of information to be memorized verbatim.

POLICE DEPARTMENT ORGANIZATION

Sworn members of the Police Department are empowered as peace officers and answerable to the public they serve for their rightful exercise of that power. Civilian personnel, while not having the same level of authority as sworn officers, are nonetheless, trusted public employees and shall always conduct themselves in an exemplary manner.

Chief of Police is the administrative head of the department. The Chief plans, directs, and reviews the work of the department, formulates departmental policies, and maintains discipline among the employees of the department. He/She maintains and promotes good public relations with the citizens and with all other law enforcement agencies.

Commander is second in command of the department and assumes the responsibilities and duties of the Chief in his/her absence. He/She is responsible for the daily overall operation of the department. All Commanders are administratively responsible for the work of the department within their respective areas.

Lieutenant is administratively responsible for the Communications Center, Records and CAPS Volunteers.

Lieutenants are under the direction of Patrol and Support Service Commanders. They administer and supervise their respective division staff. Lieutenants are the Watch Commander when on duty.

Sergeants/Corporals are responsible for the enforcement of the rules of the Folsom Police Department and supervision of personnel assigned to their respective divisions. The Sergeant or Corporal may also be referred to as the **Watch Commander** if the Lieutenant is off duty.

Detectives direct and conduct complex investigations of criminal cases. They coordinate and direct the activities at major crime scenes to preserve and collect needed information and evidence.

Patrol Officers are assigned to duties and responsibilities in connection with patrol of beats or areas, preliminary investigation of crimes and apprehension of law violators as well as other functions of the police department that may be assigned by the shift supervisor.

Civilian personnel are deployed throughout the department to perform a variety of functions as directed by the Chief.

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                              Chief of Police

    Professional Standards                        Admin. Assistant
           PIO

      Administrative
         Officer

  Commander            Administrative         Technical            Commander
  Patrol Operations    Commander              Services Manager     Investigations

Patrol Lieutenant  Traffic        Budget     Administrative   Dispatch       Comm. Services    General Inv.    Special Inv.
                                              Sgt.            Supervisors    Coordinator       Sgt.           Sgt.

Boy Watch          School Resource  Grants    Administrative   Records        Payroll / Alarm   Prop./Evid.    Special
Sgts.              Officers                   Investigations   Supervisor     Permit Clerk      Clerks         Investigation Unit
                                                               Clerks

Community          SWAT           Accounts Payable/  Training   Live Scan     Payroll                          Juvenile
Service Officers                  Receiveable                                                                  Diversion
                                                                                                               Detective

David Watch        Mounted Unit   Crime Analysis  Reserve Officer              Peer Support     Chaplains      HIDTA
Sgts                                             Program                                                       Detective

Edward Watch       K9             Fleet         Explorer Scouts
Sgts

                   Crime Scene    Facilities
                   Investigation

                   MCCU           Personnel
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FOLSOM POLICE DEPARTMENT SECURITY

Access to the offices, dispatch and records area of this facility is restricted. Only employees (in uniform or ID showing) are allowed access. All main doors require a pass-point access card; one will be issued to you.

Guest badges are required for individuals who enter the building through a secure door. These badges are issued by Records or by a sergeant. You can find the full procedure in our standard operating procedure (SOP) folder.

CAMERAS/ALARMS

Dispatch is responsible for monitoring the police department surveillance cameras. This is accessed through ICU Technology Inc and your Training Officer will provide you with instructions on how to log on to this system.

The Folsom Police Department has an internal fire alarm system. The fire alarm panel is located on the back wall of the Communications Center. Refer to the procedure located in the Communications network folder under SOP and Fire Alarm Panel. In the event of an actual building fire, call the fire department on the ring down line and dispatch them to headquarters. Notify the watch commander. Take a portable radio and hibernated phones from the console and follow the Department Evacuation Plan, if necessary.

Shift configurations are subject to change based on statistical data of calls for service and manpower availability. Below are the current shifts for dispatch and patrol.

DISPATCH

Day Shift	7am – 7pm (0700 - 1900) / 7am – 3pm (0700- 1500)
Day Shift	9am – 7pm (0900-1900 & 1300-2300)
Cover Shift	3pm – 3am (1500 - 0300) / 3pm – 11pm (1500 – 2300)
Night Shift	7pm – 7am (1900 - 0700) / 11pm – 7am (2300 – 0700)
	7pm – 3am (1900 – 0300)

PATROL
Numerous officers work alternate shifts. The below is for general information only.

Weekdays (Mon-Thurs)		**Weekends (Fri-Sun)**	
Days (Boy Watch)	0630 - 1630	Days (Boy Watch)	0600 - 1830
Swings (David Watch)	1500 - 0100	Swings (David Watch)	1430 - 0300
Nights (Edward Watch)	2100 - 0700	Nights (Edward Watch)	1800 - 0630

ANIMAL CONTROL
Animal Control is responsible for enforcing all laws pertaining to the health and welfare of domestic animals in the City of Folsom. The Animal Control office is located here at the police department. Animal Control Officers (ACO) can be reached on the Folsom Main channel or by cell/office phone during business hours. Your Training Officer will provide more information about the after-hour services and duties of this unit.

All other personnel work Monday through Friday 0800 hours to 1700 hours, unless otherwise notified.

Radio call signs are established for identifying field units based on their shift, beat and unit number assignment within the department. Except for Motors, Traffic and CSO's, Field units are assigned to specific beats within the city. Supervisors, Detectives and Administration are assigned call designators based on their assignments. Radio call identifiers are not assigned exclusively by seniority.

DISPATCH

Dispatch shall be known on the primary channel as Folsom Main.

Radio designators for individual dispatch personnel are:

Alpha-**N**umber (i.e. D3027 = Dispatch Thirty-Twenty-Seven)

The Alpha designates Dispatch. The number designates the dispatcher's ID number.

PATROL DIVISION

Patrol radio designators are divided into 3 specific sections:
Shift + Beat + Unit Number
Shift
  Patrol shifts are designated as follows:

Boy (B)	Day Watch
David (D)	Evening Watch
Edward (E)	Graveyard Watch

Beat
  Patrol beats are designated as follows:

Beat 1	Beat 4
Beat 2	Beat 5
Beat 3	

Unit Number
  Patrol unit numbers are designated as follows:
        1, 2, 3, 4, 5 or 6

Patrol Radio Designator Examples:
        Alpha-**N**umber-**N**umber (i.e. B21 = Boy Twenty-One)

 "Boy 21" would designate a patrol field unit working, Day watch, Beat 2 and the primary unit (1) for that beat.

"Boy 22" would designate a patrol field unit working, Day watch, Beat 2 and the secondary unit (2) for that beat.

Additional Divisions Within Patrol

- **Motor Officers** – Selected members of the patrol division that work mainly with traffic enforcement.
  Alpha-**N**umber (i.e. M4 = Motor Four)

- **School Resource Officers** - Selected members of the patrol division that work mainly with the schools
  Alpha-**N**umber (i.e. F1 = Frank One)

- **Community Crime Suppression Unit** – Selected members of patrol that abate homeless camps (temporarily on hold).
  Alpha-**N**umber (i.e. F3 = Frank Three)

- **K-9 Officers** – Selected members of patrol that have specially trained dogs.
  Alpha/**N**umber-**N**umber (i.e. K93 = Canine Three)

- **Mounted Officers** – Selected members of patrol that patrol special events on horseback.
  Alpha/**A**lpha-**N**umber (i.e. MT1 = Mounted One)

COMMUNITY SERVICE/ANIMAL CONTROL/CODE ENFORCEMENT/CADETS
Alpha-**N**umber (i.e. W71 = William Seventy-one)

PATROL SERGEANTS
Alpha-**N**umber (i.e. S5 = Sam five)

Patrol Sergeants have been assigned number designators from 1 upwards for their radio call signs preceded by the letter "S" to indicate a Sergeants unit.

The Alpha designates a sergeant. The number designates the seniority of the sergeant.

CORPORALS
Alpha/**A**lpha -**N**umber (i.e. CP3 = Charles three)

Corporal Officers have been assigned number designators from 1 upwards for their radio call signs preceded by the letters "CP". Corporal Officers maintain the role of supervisor in the absence of a patrol Sergeant.

ADMINISTRATIVE/COMMAND STAFF
        Alpha-**N**umber (i.e. A2 = Adam two)

Administrative Staff includes personnel who are assigned to a position where most of their work is done at the station. This title encompasses many positions including the Command Staff - The Chief, Commanders, and Lieutenants.

Administrative Staff personnel have been assigned number designators from 1 upwards for their radio call signs preceded by the letter "A" to indicate an Administrative unit.

The Alpha designates Administration.

LIEUTENANT
        Alpha-**N**umber (i.e. L1 = Lincoln one)

The Alpha designates Lieutenant. The number designates the seniority of the Lieutenant.

DETECTIVES
        Alpha/**A**lpha-**N**umber (i.e. IV6 = Ivy six)

The Alpha designates Investigation. The number designates the seniority of the Detective.

HIDTA (High Intensity Drug Trafficking Areas)
        Alpha-**N**umber (i.e. N41 = Nora forty-one)
HIDTA Officers use the call sign of NORA followed by a two-digit number.

The Alpha designates Narcotics.

RESERVES
        Alpha-**N**umber (i.e. R09 = Robert nine)
The Alpha designates Reserve. The number designates the last 2 numbers of their badge number.

CITIZEN VOLUNTEERS (Citizens Assisting Public Safety-CAPS)
        Alpha-**N**umber (i.e. V4 = Victor four)

The Citizen Volunteers have various miscellaneous duties, primarily handling crime prevention and special events for the City of Folsom. They are supervised by the Community Services Coordinator.
The Alpha designates Volunteer.

RADIO CALL SIGNS-OVERVIEW

Folsom Main	Dispatch
A1	Chief
A2-A5	Commanders
A11	Administrative Training Coordinator
A12	Community Services Coordinator
A13	Administrative Assistant
CP1-CP5	Corporals
F1-5	School Resource Officers
IV1-IV9	Detectives
K91-4	Police K9 units
L1- L5	Lieutenants
M1-M6	Motor Units (motorcycle)
MT1-MT2	Mounted Unit (horses)
N41	HIDTA
R1-R99	Reserve Officers
S1-S13	Sergeants
V1-V99	Volunteers
W70	Community Service Officer
W72 & W75	Code Enforcement Officers
W78	Animal Control Officer
W80-89	Cadets

CODES

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

PHONETIC ALPHABET

The phonetic alphabet listed below is standard for the Folsom Police Department. This alphabet should be memorized and practiced daily until you are able to think in this alphabet without having to translate. A good method of practice is to say, phonetically, every license plate you see while driving, spell the name of everyone in your family, etc.

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

The following is a list of the radio codes we use at the Folsom Police Department. The plain language equivalents have been listed for you as we apply them here. The below codes are primarily used for radio traffic, but you may find some of these codes used in the Call Types section.

10-0

10-1

10-2

10-4

10-6

10-8

10-9

10-10

10-11

10-11M

10-11F

10-15

10-19

10-21

10-22

10-23

10-27

10-28

10-29

10-49

10-87

10-97

10-98

11-48

11-85

11-96

11-99

CODE 3

CODE 4

CODE 5

CODE 7

CODE 10

CODE CD
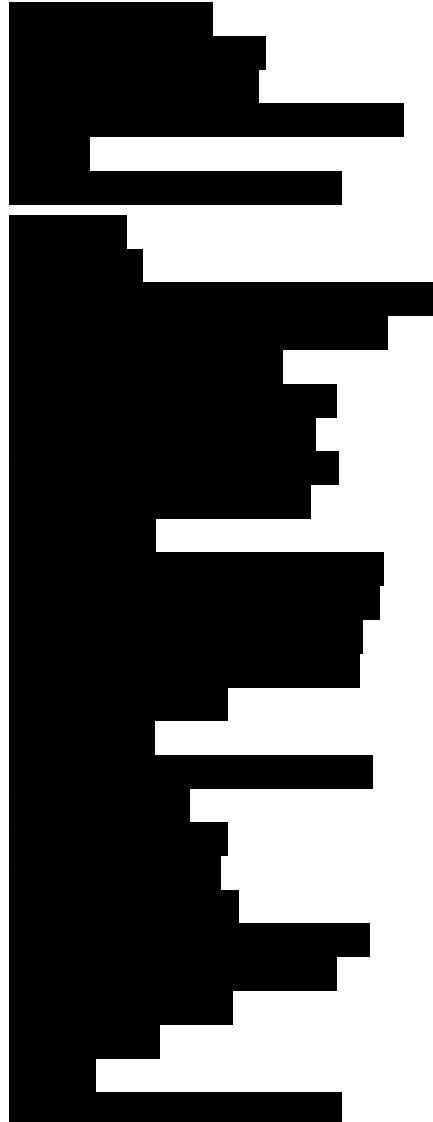
COLOR CODES

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

Beige	BGE
Blue	BLU
Dark blue	DBL
Light blue	LBL
Black	BLK
Bronze	BRZ
Brown	BRO
	BRN (not in SVS, but common)
Cream	CRM
Gold	GLD
Green	GRN
Dark Green	DGR
Light Green	LGR
Gray	GRY
Maroon	MAR
Multi-colored	MUL/COL
Orange	ONG
Pink	PNK
Purple	PLE
	PUR (not in SVS, but common)
Red	RED
Silver	SIL
Tan	TAN
Turquoise	TRQ
White	WHI
Yellow	YEL
2-Tone	TOP/BTM (i.e. "blk/whi" Used for 2 color vehicles, convertibles, vinyl/paint styles)

RIMS Colors
Dark Green = Green, Dark

STATE CODES AND COUNTY CODES

STATE CODES

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

COUNTY CODES

Alameda County	01	Marin County	21	San Mateo County	41
Alpine County	02	Mariposa County	22	Santa Barbara County	42
Amador County	03	Mendocino County	23	Santa Clara County	43
Butte County	04	Merced County	24	Santa Cruz County	44
Calaveras County	05	Modoc County	25	Shasta County	45
Colusa County	06	Mono County	26	Sierra County	46
Contra Costa County	07	Monterey County	27	Siskiyou County	47
Del Norte County	08	Napa County	28	Solano County	48
El Dorado County	09	Nevada County	29	Sonoma County	49
Fresno County	10	Orange County	30	Stanislaus County	50
Glenn County	11	Placer County	31	Sutter County	51
Humboldt County	12	Plumas County	32	Tehama County	52
Imperial County	13	Riverside County	33	Trinity County	53
Inyo County	14	Sacramento County	34	Tulare County	54
Kern County	15	San Benito County	35	Tuolumne County	55
Kings County	16	San Bernardino County	36	Ventura County	56
Lake County	17	San Diego County	37	Yolo County	57
Lassen County	18	San Francisco County	38	Yuba County	58
Los Angeles County	19	San Joaquin County	39		
Madera County	20	San Luis Obispo County	40		

DAYS OF THE WEEK/ MILITARY TIME/ DIRECTIONS

DAYS OF THE WEEK

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

MILITARY TIME

The Folsom Police Department utilizes military time in <u>almost all circumstances</u>, and this time is translated below:

1:00 am - 0100 Hours	1:00 pm - 1300 Hours
2:00 am - 0200 Hours	2:00 pm - 1400 Hours
3:00 am - 0300 Hours	3:00 pm - 1500 Hours
4:00 am - 0400 Hours	4:00 pm - 1600 Hours
5:00 am - 0500 Hours	5:00 pm - 1700 Hours
6:00 am - 0600 Hours	6:00 pm - 1800 Hours
7:00 am - 0700 Hours	7:00 pm - 1900 Hours
8:00 am - 0800 Hours	8:00 pm - 2000 Hours
9:00 am - 0900 Hours	9:00 pm - 2100 Hours
10:00 am - 1000 Hours	10:00 pm - 2200 Hours
11:00 am - 1100 Hours	11:00 pm - 2300 Hours
12:00 pm - 1200 Hours	12:00 am - 0000 Hours
(Noon)	(Midnight)

DIRECTIONS

WB	WESTBOUND
EB	EASTBOUND
SB	SOUTHBOUND
NB	NORTHBOUND

ABBREVIATIONS AND ACRONYMS

ABC	Alcoholic Beverage Control (California)
ABS	Automated Boat System (CJIS)
ACO	Animal Control Officer
ADD	Address
ADV	Advise
AFFIRM	Affirmative
AFS	Automated Firearms System (CJIS)
AKA	Also known as
ALCO	Alarm company
ALI	Automatic location identification (911 system)
ANI	Automatic number identification (911 system)
ANS	Answer
AOA	Area of Activation
APPROX	Approximately
APS	Automated Property System (CJIS)
APT	Apartment
ASAP	As soon as possible
ATF	Alcohol, Tobacco, Firearms (Federal Bureau of)
ATC	Attempt to Contact
ATCB	Attempt to Call Back
ATL	Attempt to Locate
AUD	Audible
AVAIL	Available
BC	Business Check or Broadcast
BF	Boyfriend
BFA	Black Female Adult
BFJ	Black Female Juvenile
BLDG	Building
BLK	Black
BLN	Blonde
BLU	Blue
BMA	Black Male Adult
BMJ	Black Male Juvenile
B&P	Business and Professions Code
BOLO	Be On the Look Out
BRO	Brown
BURG	Burglary
BUS or BUSN	Business
C/L	Collar Length
CAD	Computer Aided Dispatch
CAL-OSHA	California Occupational Safety & Health Agency
CCW	Concealed Weapon Permit

ABBREVIATIONS AND ACRONYMS

CB	Call Back
CDL	California Driver's License
CHEV	Chevrolet
CHK or CK	Check
CHP	California Highway Patrol
CHRY	Chrysler
CII	Criminal Identification and Information (Bureau of DOJ)
CIRC	Circumstances
CIT	Citation
CJIS	Criminal Justice Information System
CLETS	CA Law Enforcement Telecommunications System
CNCL or CANC	Cancel
CONF	Confirm
CONT	Contact
CPS	Child Protective Services
CP	Cellphone
CSO	Community Service Officer
CUST	Customer
CVC	California Vehicle Code
CYA	California Youth Authority
DA	District Attorney
DAUGH	Daughter
DEA	Drug Enforcement Agency (Federal)
DEPT	Department
DESC	Description
DET	Detective
DETOX	Detoxification
DISPO	Disposition
DIST	Disturbance
DL	Driver's license (used for out-of state)
DMV	Department of Motor Vehicles (California)
DOA	Dead on arrival
DOB	Date of birth
DOJ	Department of Justice (California)
DOT	Direction of travel
DROS	Dealer record of sale (gun history)
DUI	Driving under influence
E/B	East Bound
EMER	Emergency

ABBREVIATIONS AND ACRONYMS

EMP or EMPL	Employee
ETA	Estimated time of arrival
FAA	Federal Aviation Administration
FAM	Family
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FEL	Felony
FI	Field Interview
FPPM	Folsom Police Policy Manual
FRNT	Front
FRWY	Freeway
FST	Field sobriety test
FTA	Failure to appear
FTP	Failure to pay
FTY	Failure to yield
FUP	Follow Up
FWY	Freeway
GAR	Garage
GEN	General
GF	Girlfriend
GOA	Gone on arrival
GRN	Green
GRY	Gray
H&S	Health and Safety
HBD	Has been drinking
HF	Hispanic Female
HFA	Hispanic Female Adult
HFJ	Hispanic Female Juvenile
HAZMAT	Hazardous Materials
HG	Handgun
HMA	Hispanic Male Adult
HMJ	Hispanic Male Juvenile
HOSP	Hospital
HQ	Headquarters
HWY	Highway
IA	Internal Affairs
I/B	Inbound
ID	Identification
IC	In custody
IFO or I/F	In front of
INFO	Information
INJ	Injury

ABBREVIATIONS AND ACRONYMS

INQ	Inquiry
INS	Immigration & Naturalization Service (Federal)
IP	In progress
IRR	Instant Recall Recorder (phone)
JH	Juvenile Hall
JKT	Jacket
JUV	Juvenile
K9	Canine
LEDS	Law Enforcement Data System (Oregon)
LIC	License
LKA	Last known address
LKL	Last known location
LOC	Location
LS	Last seen
LSH	Last seen heading
LSW	Last seen wearing
LT	Lieutenant/light color
MAR	Maroon
MC	Motorcycle
MERC	Mercury
MERZ	Mercedez Benz
MISC	Miscellaneous
MISD	Misdemeanor
MGR or MNGR	Manager
MJ	Male Juvenile
MPH	Miles per hour
MUNI	Municipal Code
MUST	Mustang
LINC	Lincoln
N/B	Northbound
NCIC	National Crime Information Center (Federal)
NEG	Negative
NF	No further
NFD	No further description/details
NFI	No further information
NLETS	National Law Enforcement Telecommunications System
N/W	Northwest
O/B	Outbound
OD	Overdose
OFFCR or OFCR	Officer
OLDS	Oldsmobile

ABBREVIATIONS AND ACRONYMS

PC	Probable Cause
PD	Police Department
PLOT	Parking Lot
PED	Pedestrian
PEND	Pending
PLYM	Plymouth
POA	Point of activation
POE	Point of entry
POI	Point of impact
POSS	Possible
POST	Peace Officers Standards and Training
PROB	Probable/Probation
PROP	Property
P/U	Pick up (to transport or a truck description)
PW	Public Works
RE	Reference/ refer/regarding
REF	Reference
REPO	Repossession (of a vehicle)
REQ	Request
RESD	Resident/Residence
RESP	Responsible
REV	Revoked
R/O	Registered owner/Restraining Order
ROS	Restraining Order System (CJIS)
RP	Reporting party
RPT	Report
S/B	Southbound or Standing By
SGT	Sergeant
SIL	Silver
S/L	Shoulder Length
SOW	Sent on way
ST	Street
SUBJ	Subject
SUSP	Suspect
SER or SN	Serial number
SRF	Supervised Release File (CJIS)
SUPP	Supplemental report or supplemental information
SVS	Stolen Vehicle System (CJIS)
S/W	Spoke with
SWAT	Special Weapons and Tactics Team or Unit

ABBREVIATIONS AND ACRONYMS

TC	Traffic collision
TELE or TEL	Telephone
TK	Truck
TL	Time lapse or Trailer
TRO	Temporary Restraining Order
TT	Teletype
TWD	Toward
UNK	Unknown
UTL	Unable to locate
VC	Vehicle Code
VEH	Vehicle
VIC/VICT	Victim
VIOL	Violation
VIN	Vehicle Identification Number
W/	With
W/B	Westbound
WARR	Warrant
WFA	White Female Adult
WFJ	White Female Juvenile
WHI	White
WITN	Witness
WMA	White Male Adult
WMJ	White Male Juvenile
W&I	Welfare and Institutions Code
W/O	Without
WPS	Wanted Persons System (CJIS)
X / XRAY	Female
YEL	Yellow
YR	Year
180	CHP 180 form (for stolen/stored/recovered vehicles)

OUTSIDE LAW ENFORCEMENT AGENCIES/JURISDICTION

SACRAMENTO COUNTY SHERIFF'S DEPARTMENT

Sacramento County Sheriff's Department is responsible for all crime related matters that occur inside the county jurisdiction boundaries, excluding the incorporated city areas. Folsom is one of the few incorporated cities located within these boundaries. This means we have our own city government elects who have the power to pass ordinances and/or local laws if they don't conflict with state or federal laws. Sacramento County Sheriff's deputies can receive and transmit over Folsom Main as well as their own channel. The Sacramento County Sheriff's Department is responsible for patrolling the actual Folsom Dam and a portion of Folsom Lake. Sacramento County borders the City of Folsom on the North West side of our jurisdiction west of the intersection of Madison Avenue and Greenback Lane, North at Santa Juanita and Oak Avenue, and South on Folsom Boulevard past Aerojet Road. These patrol units often monitor our main channel. To contact the Sacramento Sheriff's Department Dispatch, the Hotline channel or the direct "ringdown" phone line may be used.

CALIFORNIA HIGHWAY PATROL

California Highway Patrol is responsible for all freeways, on-ramps, off-ramps, and any accidents or traffic related matters on county highways. The CHP handles traffic accidents involving occupied school buses, regardless of location. Any criminal activity on the freeway will be handled by the Folsom Police Department. The City of Folsom has three intersections with US 50; East Bidwell Street, Prairie City Road, and Folsom Boulevard. In addition to their main channel, California Highway Patrol units also have CLEMARS, a statewide inter-city, inter-county channel. To contact the Sacramento CHP Dispatch, the Hotline Channel may be used.

SACRAMENTO COUNTY REGIONAL FIRE EMERGENCY COMMUNICATIONS CENTER

Sacramento Regional Fire handles the dispatch of all medical and fire related calls within the Sacramento region. Although the City of Folsom has their own fire department, calls of fire or medical nature are transferred from police dispatch to Sacramento County Regional Fire. To contact the SRFECC, the Hotline channel or the direct "ringdown" phone line may be used.

FISH AND GAME

The primary responsibility of Fish and Game is the enforcement of laws governing the protection of wildlife. In our area, their jurisdiction includes all recreation trails and areas surrounding the American River and Folsom Lake. To contact Fish and Game Officers, you will need to call their dispatch in Sacramento. Fish and Game dispatchers and California State Parks dispatchers are in the same building in Sacramento. Oftentimes after hours both agencies are monitored by one sole dispatcher in this building.

OUTSIDE LAW ENFORCEMENT AGENCIES/JURISDICTION

CALIFORNIA STATE PARKS

California State Park Rangers are fully sworn Peace Officers who manage, patrol, and take reports of crime that occurs within the state parks of California. Their jurisdiction mirrors the jurisdiction of the department of Fish and Game, meaning all recreation trails and areas surrounding the American River and Folsom Lake. California State Parks rangers handle situations dealing with the actual recreation areas and the citizens who utilize the resources within this area. Fish and Game handles situations involving crimes against, and the protection of, the wildlife in this same area. If State Parks Officers are working in our area, they can monitor Folsom Main but shall not be dispatched to routine calls by Folsom Police Dispatchers. To contact State Parks, you will need to call their dispatch center directly, which is in Sacramento County jurisdiction.

SACRAMENTO COUNTY REGIONAL TRANSIT

Sacramento County Regional Transit maintains the operation of the Light Rail system which is a train style form of transportation running between downtown Sacramento and the City of Folsom. There are several Light Rail stations between these two points. Three stations are located within the boundaries of the Folsom city limits. Although the train only operates during the daytime, Sacramento County Regional Transit has a 24-hour dispatch station and officers that patrol the train while it is in operation. Folsom Police respond to any crime that takes place outside of the train, at the light rail station. Adversely, any crime that is committed on the train is the jurisdiction of the Regional Transit Police. Sacramento County Regional Transit may be contacted directly by phone.

RANCHO CORDOVA POLICE DEPARTMENT

The City of Rancho Cordova borders the City of Folsom on the south end of Folsom Boulevard south of Aerojet, past the Auto Mall. Rancho Cordova Police Officers are currently dispatched by the Sacramento County Sheriff's Department. Rancho Cordova Police officers can receive and transmit over Folsom Main. Rancho Cordova Police Department may be contacted either by phone or on the Hotline channel.

LOS RIOS POLICE DEPARTMENT

Los Rios Police Department is responsible for any property owned or controlled by the Los Rios Community College District. The Los Rios Police Department is staffed with sworn and armed police officers, college safety officers, campus security officers, dispatchers, clerks, and student assistants. Officers use foot, bike and vehicle patrols to serve the campus population and maintain high visibility on the campus. The Los Rios Police Department provides protection and security to all four main campuses as well as their outreach centers. The main campuses are American River College, Cosumnes River College, Folsom Lake College, and Sacramento City College. The patrol units assigned to Folsom Lake College often monitor our main channel. To contact the Los Rios Police Dispatch, the Hotline channel or the direct phone line may be used.

OUTSIDE LAW ENFORCEMENT AGENCIES/JURISDICTION

EL DORADO COUNTY
El Dorado County borders the City of Folsom on the east side of our jurisdiction. The common routes to Folsom from El Dorado County include US Hwy 50, Sophia Parkway, and Green Valley Road. El Dorado County Sheriff's Department is responsible for all crime related matters that occur inside the county jurisdiction boundaries. Traffic related incidents in El Dorado County, such as traffic collisions, persons driving under the influence, or reckless driving; are handled by the California Highway Patrol. El Dorado County Sheriff's Department may be contacted on the CLERS channel or directly by phone.

PLACER COUNTY

Placer County borders the City of Folsom on the north side of our jurisdiction, near San Juan Water District, which is in Placer County. The common route to Folsom from Placer County is Folsom Auburn Road. Placer County Sheriff's Department is responsible for all crime related matters that occur inside the county jurisdiction boundaries. Traffic related incidents in Placer County, such as traffic collisions, persons driving under the influence, or reckless driving; are handled by the California Highway Patrol. Placer County Sheriff's Department may be contacted on the CLERS channel or directly by phone.

OTHER OUTSIDE AGENCIES WITHIN THE SACRAMENTO AREA REGION:
We work very closely with several law enforcement agencies near our city limits and bordering our county jurisdiction. Below is a list of agencies that you will be expected to know. Jurisdictional lines will be discussed in detail during the geography portion of your training program.

> **SACRAMENTO POLICE DEPARTMENT**
> **CITRUS HEIGHTS POLICE DEPARTMENT**
> **ELK GROVE POLICE DEPARTMENT**
> **WEST SACRAMENTO POLICE DEPARTMENT**
> **UC DAVIS POLICE DEPARTMENT**
> **ROSEVILLE POLICE DEPARTMENT**
> **ROCKLIN POLICE DEPARTMENT**
> **TWIN RIVERS UNIFIED SCHOOL DISTRICT POLICE DEPARTMENT**
> **GALT POLICE DEPARTMENT**
> **LOS RIOS UNIFIED SCHOOL DISTRICT POLICE DEPARTMENT**

RECORDS DEPARTMENT

The keeping of records is an integral part of the police department. The Records department has one supervisor and is staffed by three full time clerks and two part time clerks. They perform several functions that are vital to the service we provide. The following sections will discuss the various tasks and responsibilities of this department. The Records department is not staffed 24-7 like the Communications Center. Some of the services Records provide require a fee. Any exchange of money after hours must be handled by a watch commander. Become familiar with the schedule of fees posted on the bulletin board or on the City of Folsom website.

RECORDS RESPONSIBILITIES
Include but are not limited to:
- Maintain crime report files
- Process parking and traffic citations
- Process criminal and collision reports
- Vehicle releases
- Manage arrest warrants
- Release police records
- Liaison with the District Attorney's Office

RECORDS HOURS OF OPERATION
The records counter is typically open to the public on Monday through Friday from 7am to 4pm. Hours may vary. After business hours when the lobby doors are closed, you will be speaking to citizens who are using the service telephone located just outside the lobby doors. If a customer requests a vehicle release after hours, let them know they must have cash (exact change) for the release to be processed.

REGISTRANTS
Individuals that need to register per 290PC, 11590 H&S must present themselves to the police or sheriff who has jurisdiction over the registrant's place of residence. The Detective unit handles all registrations. The offender will need to set up an appointment with the appropriate detective during regular business hours, when the lobby is open.

SUBPOENA TRACKER
The records department maintains all court subpoenas for Folsom Police Department employees through the subpoena tracker system. You are responsible for maintaining your calendar in subpoena tracker. An SOP has been created.

VACATION HOUSE CHECK

If a Folsom city resident is going out of town on vacation, they may request a vacation house check. This is a service provided by the CAPS volunteer unit. Citizens interested in this program should either come into headquarters during operational business hours or utilize the online service to fill out a request form. CAPS volunteers will specifically patrol these listed addresses throughout the duration of the resident's vacation. Dispatchers are not required to accept vacation checks after hours. The vacation check will be placed in the volunteer office. Refer to SOP Vacation Checks.

ONLINE ACCIDENT REPORTS

Citizens can obtain copies of their accident reports online through the web site https://ecrash.lexisnexis.com. Tell the citizen to click on "Register for an Involved Party Account" and follow the prompts. For customer assistance with this program, the citizen can call the LexisNexis support line at 866-215-2771.

FINGERPRINTS/LIVESCAN SERVICES

We no longer provide this service to the general public. We still Livescan city employees, taxicab drivers, police department contractors and tow company drivers that are contracted with the City of Folsom. There are a couple of businesses in and around Folsom that does provide Livescan services, fee incurred. Refer to the list located in the RIMS "Ready Reference" list under "LIV" for a full list of locations that provide this service.

HOME PAGES/USEFUL SITES

Official City of Folsom Page: http://www.folsom.ca.us/
City of Folsom Intranet Page: ███████████████████████X
Folsom Police Facebook Page: http://facebook.com/folsompolice
Sacramento County Jail: http://www.sacsheriff.com/inmate_information
Sacramento County Sheriff: http://www.sacsheriff.com
CHP Traffic Incident Page: http://cad.chp.ca.gov/

**VESTA WORKSTATION**

This telephone equipment is a simple program you will use in order to aid you in the performance of your job. There are several components to the Vesta workstation monitor which are briefly discussed in the following sections. However, your trainer will review these in detail along with the VESTA user manual.

VESTA LOGIN WINDOW

Your trainer will show you how to log into the phone system. Enter the user ID in the "Username" field and press the "Rel" key to tab to the "Password" field. Enter your password and press the "Enter" key. Once you log in, you will see the window below.
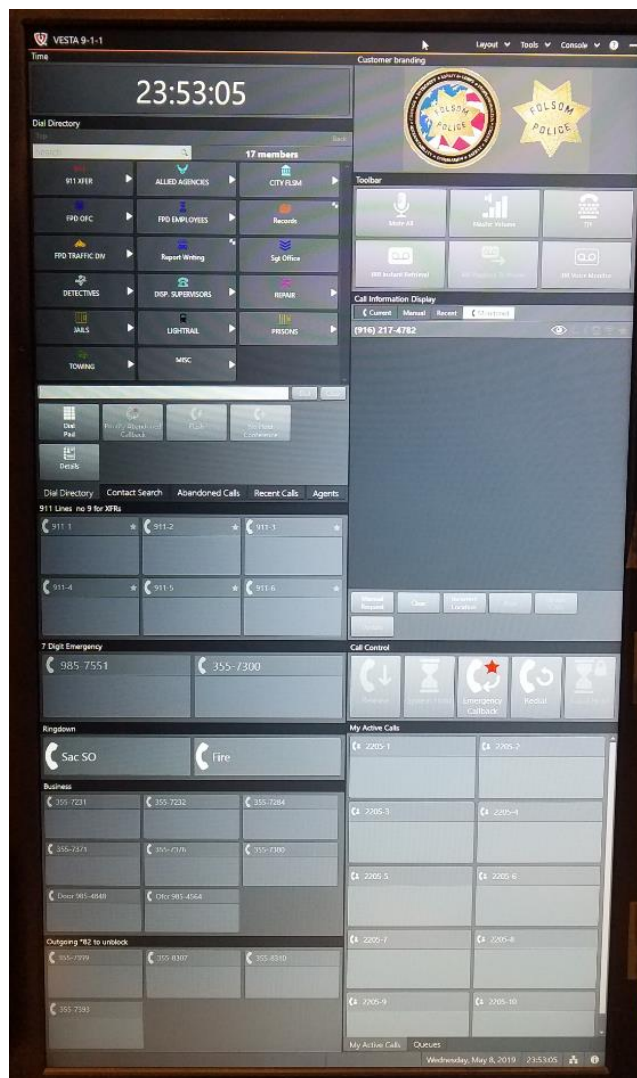
VESTA DIAL DIRECTORY
With the Dial Directory, you can dial a phone number, transfer call information, or both by clicking a button rather than by typing the phone number.   Other functions include the ability to call back the highest priority call in the abandoned call queue, perform a manual transfer using the Flash button or display a contact details. There are several other functions available in the different tabs. For example, you can display the Abandoned Calls window, Contact Details window, Dial Pad, Contact Search window, Recent Calls window, and Agents window.

TOOLBAR
This window provides access to six functions. The Master Volume control, Instant Recall Recorder (IRR) which allows you to playback recent Radio or Telephone audio, the TTY system, which is the link of communication with the hearing/speech impaired community. Your trainer will review all its components in detail.

CALL INFORMATION DISPLAY
This window contains features that let you perform functions such as Manually Request location information based on a phone number, Request updated location information, Clear location information that is displayed in the window, Print displayed location information in the form of a report and create an Incorrect Location information report.

LINE WINDOWS
These windows contain a list of all the telephone lines you will be responsible for answering. From top to bottom, there are (6) 911 trunks lines, (2) 7-digit emergency lines, (8) Business lines including a ringdown to the telephone located outside the lobby doors and a line for employees to call in on, (2) Ringdown lines labeled accordingly and (4) Outdial lines.

CALL CONTROL
This window contains the following functions: Release (disconnect a call), System Hold (to place a call on hold for any other call taker to retrieve), Emergency Callback (call back the most recent disconnected 911 call), Redial (to call back the last dialed number) and Local Hold (place a call on hold that only you can retrieve).

AT&T is our phone service provider and is responsible for all Vesta phone system equipment and technical support.

MY ACTIVE CALLS
This window displays up to ten telephone lines that you as the call taker can simultaneously process.

DISPLAYING CONNECTIVITY STATUS
The connectivity status of a console and its subsystems can be displayed in the Connectivity window and the Connectivity panel. The Connectivity information is available by displaying either of the buttons below which are located on the lower right corner of the Vesta 911 console.

   No subsystems are down (Info icon)

   At least one subsystem is down (Error icon)

   Displays a warning and no errors

Major system malfunctions must be reported to AT&T immediately.

AUDIO RECORDING

HIGHER GROUND 24 HOUR RECORDER- AUDIO LOGGER
All telephone and radio lines in communications are recorded on a central recorder separate from the phone system. This recorder is in the equipment room. However, it is also available for playback at each workstation. This system has screen capture on every call you answer. There is a Quality Assurance program that allows the communications supervisors to review and grade telephone calls and radio broadcasts by the dispatchers.

SECTION I SELF-TEST

1. Where is the Animal Control office located?

2. El Dorado County is west of Folsom. True or False?

3. Who is the Technical Services Lieutenant?

4. Using the phone system, show your Training Officer where you would find the location of a 911 caller.

5. List the Light Rail stations in The City of Folsom.

6. Which agency is responsible for handling a traffic accident involving an occupied school bus?

7. How would you abbreviate the following statement?

   "The kid left the police station about five minutes ago. He was wearing a purple jacket and blue jeans. I think he got into a green Pontiac, but I'm not sure."

8. What is time is it?
   2000 _____   2300 _____   1600 _____   0230 _____

9. When is the Records Department open?

     a. How can a citizen make a report at headquarters after hours?

10. List the phonetic translations for the following letters:

A _____   B _____

C _____   D _____

E_____   F _____

G _____   H _____

I _____   J _____

K _____   L _____

M _____   N _____

O _____   P _____

Q _____   R _____

S _____   T _____

U _____   V _____

W _____   X _____

Y _____   Z _____

NOTES

The vital and specialized role of the Public Safety Dispatcher dictates the need for highly dedicated and self-motivated persons to be assigned to this key function. As a Public Safety Dispatcher, your primary job goal is to provide professional and effective service to the public. You are a critical communications link between the needs of the community and the resources of the law enforcement agency.

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

BOOK RESOURCES

There are numerous books in the communications center for your reference. Your Training Officer will show you books you will need to become familiar with during this phase. You will be responsible to know where they are, and what type of information is contained in each book. Be sure to familiarize yourself with the contents of each book. You will be required to use them for reference on a continual basis.

CONSOLE REFERENCE BOOKS

Located at each console is a book containing pertinent information related to routine dispatching needs. Resources include but are not limited to: Department phone numbers, Cellular Phone Call matrix, Admin Notification checklist, Commlink Instructions, and Court Date information. This can be a very good tool for new employees. You are strongly encouraged to learn about this book.

THOMAS BROTHERS MAP BOOKS

Most of the mapping we use on a regular basis in dispatch is computerized. There will be circumstances in which you may need to look up an address in the map book. There is a Thomas Brother's map book located in the center next to the printer. If the CAD mapping system is not available, you will need to depend on this book or Google maps to determine police beat and provide cross streets.

DISPATCH TELEPHONE BOOK

This book contains a list of various telephone numbers. The following is a list of some of the contents:

- Current emergency call-out lists for various City of Folsom Departments
- CSI Call-out procedures
- Backup Generator Information
- 911 Trunk Line Numbers
- Court and District Attorney telephone numbers, procedures and schedules
- Folsom Cordova Unified School District F.I.D. Emergency Call-out list
- Folsom City Public School Roster
- DMV Telephone Resource List

MANDATORY OVERTIME CALL OUT BOOK
When a dispatcher calls in sick, the call-in book is utilized to determine who is to be called into work to cover the shift. The very first page is a rotation list which directs you to which person you should call first.

SPECIAL EVENTS
When a special event or alcohol permit is issued, it is often emailed to FPD Dispatch. The permits and events used to be printed and kept in a book- they are now kept online in a file in the Communications Folder under Special Event-Permit. These special events or alcohol permits cover just about everything from alcohol consumption in city parks, live music, parking situations, and road closures due to an event. If a caller complains about a large party at a public location, it is prudent to check the Special Event-Permit folder to determine if the city has given the group permission to have the event.

PROJECT MOO
This book specifically pertains to the land in police beat number 5 which is a partially rural and undeveloped area. Many landowners have cattle that graze in that area south of US 50. In this book, you will likely find a match between cattle and cattle owner, as it contains the contact phone numbers and cattle descriptions.

H.E.L.P. – HELP **E**VERY **L**OST **P**ERSON
This is a voluntary database. The program is designed to give proper attention and identification to special needs citizens who have physical or mental challenges. Completed registration forms are scanned and kept in the Communications Folder under HELP. These forms will provide field units with specific details that can facilitate and/or expedite the search process when the registered person has gone missing. Detailed instructions for the HELP file are found in the RIMS Ready Reference file.

PROJECT LIFESAVER
The goal of Project Lifesaver is to provide a timely response to save lives and reduce potential injury for adults and children who wander due to Alzheimer's, Autism, and other cognitive impairments. Clients wear a radio transmitter on their wrist or ankle like a watch. When the client goes missing, trained law enforcement personnel use the transmitter signal to locate these individuals with a specialized receiver.

AMBER ALERT MANUAL
Depending on the circumstances, an officer or watch commander may ask you to issue an Amber Alert. Refer to this book for step by step instructions and procedures during incidents involving abducted children. This is a very important resource.

SCHOOL PREPAREDNESS BINDER

This binder is provided to assist dispatchers with useful tools in the event of a major emergency on school grounds. Also included in this book are emergency phone numbers for each school. Ideally, it lists a cell phone number for each Principal, Vice Principal, and Head Custodian. This book contains lock down maps and translation for the school's color-coded emergency cards. If the officers respond to a major school emergency, they will rely on you to know this information during a critical situation.

RESTRAINING ORDERS

Officers may ask you to confirm if we have a hard copy of a court issued restraining order. We no longer keep paper copies of restraining orders- they are scanned and uploaded into the Protection Order database in RIMS. Emergency Protection Orders (EPO's) and proof of service on restraining orders are scanned and attached to the case in RIMS.

RADIO PROCEDURE AND COMMLINK PROCEDURE

The radio procedure was established to provide guidance and direction in the use and operation of the departmental communications equipment and provide instruction on radio procedures and etiquette. It is mandatory that you read this document in its entirety. The CommLink procedure is not automated and is in process of being updated.

CLETS BOOKS/CLEW

These reference books list miscellaneous information we frequently use for inquiries and messages sent through CLETS. The manuals for CLETS, DMV, CJIS, NLETS and NCIC are in the bookcase next to DP2. Dispatchers are required to use The California Law Enforcement Web (CLEW) ▮▮▮▮▮▮▮▮▮▮▮▮▮ which provides on-line access to the most current information related to the law enforcement integrated computer system. The commonly used codes and information from this website are in a computerized folder on the desktop of all terminals in dispatch. Initially, you will need to set up a log in for access and CLEW will email you a password.

AUTOMATED PROPERTY SYSTEM (APS)-
ARTICLE / BRAND / CATEGORY (ABC) MANUAL

This book contains a list of the codes needed to inquire, enter, and/or modify property transactions. However, APS is a database which is updated regularly and thus the codes contained within this book may not be entirely current. Always check CLEW for the most current information.

PENAL CODE

Even though many of our call types and radio codes are taken from the penal code, it is for reference and need not be "memorized". The penal code contains the definitions of, and

penalties for, various crimes in the State of California. Codes can be found at: http://leginfo.legislature.ca.gov/faces/codes.xhtml

VEHICLE CODE

Codes can be found at: http://leginfo.legislature.ca.gov/faces/codes.xhtml

FOLSOM FIRE DEPARTMENTS

There are five (5) fire stations that handle medical aid and fire related emergencies in the City of Folsom jurisdiction. Folsom City Fire is dispatched by Sacramento Regional Fire Emergency Communications Center (SRFECC). All calls for the Fire Department, including medical aid calls, are transferred to SRFECC for dispatch.

STATION NUMBERS / FIRE DEPARTMENTS

Station 35	535 Glenn Dr	Beat 4
Station 36	9700 Oak Avenue Pwy	Beat 1
Station 37	70 Clarksville Rd	Beat 3
Station 38	1300 Blue Ravine Rd	Beat 2
Station 39	2139 Ritchie St	Beat 3

A map of agencies that are dispatched by SRFECC is found on the next page.

TOW COMPANIES

When there is a request for a rotational tow, use the RIMS list. If an officer is assisting a citizen or we get a request for assistance from a disabled motorist, it is considered an owner request tow. The rotational list may still be used but let the tow company know that the request is from a citizen and not an officer. We will not call AAA for a citizen's request; they must call for themselves. If an officer asks you to dispatch AAA, advise you can only send a rotational or the officer can call AAA. To locate information regarding a recently towed vehicle, you may look in the RIMS tow log. This is located under the "Other" menu on the top of your main RIMS screen.

CITY DEPARTMENTS/PUBLIC WORKS

City personnel can be called out for problems including, but not limited to, the following situations: Traffic control signs (not signals) down, temporary barricades needed, pavement failures, street flooding, trees down, streetlights, and any other road hazard. First, use the on-call numbers for the specific department you are trying to reach. If you do not receive a response, refer to the Dispatch Telephone book for a list of additional escalation personnel phone numbers.

RELATED AGENCIES/RESOURCES

UTILITY COMPANIES

It is quite common to have to dispatch utility companies to the location of damaged equipment, such as PG&E, SMUD and AT&T. If you are requesting their response to the location immediately ask them to expedite and request their estimated time of arrival (ETA).

HOSPITALS

MERCY HOSPITAL OF FOLSOM

As the sole hospital serving Folsom and the foothill communities, Mercy Hospital of Folsom is the primary healthcare resource located within the city limits. Mercy Folsom Hospital is located at 1650 Creekside Drive in Beat 3.

MERCY SAN JUAN MEDICAL CENTER

Mercy San Juan, a 370-bed hospital located on Coyle Avenue in Carmichael, is the only hospital serving the people of North Sacramento and South Placer counties. Mercy San Juan is a level II Trauma Center and receives more ambulance traffic than any Sacramento area hospital.

SUTTER ROSEVILLE MEDICAL CENTER

Sutter Roseville Medical Center, a 328-bed hospital, is located on Medical Plaza Drive in Roseville, offers a full array of services and programs. Sutter Roseville Medical Center is an acute care medical facility and is a level II Trauma Center.

KAISER PERMANENTE ROSEVILLE MEDICAL CENTER

Kaiser Permanente Medical Center, a 340-bed facility, is a 24-hour emergency and urgent care hospital located on Eureka Road in Roseville.

UC DAVIS MEDICAL CENTER

UC Davis Medical Center, a 619-bed acute-care teaching hospital, is located on Stockton Boulevard in Sacramento. The medical center's emergency room sees more than 150 patients per day on average. UC Davis Medical Center operates the only level I Trauma Center for both adult and pediatric emergencies in inland Northern California. This Medical Center is a leading referral center for the most seriously injured or ill patients, and the most medically complex cases.

SACRAMENTO COUNTY MENTAL HEALTH TREATMENT CENTER (SCMH)

The Sacramento County Mental Health Treatment Center is a locked, adult psychiatric health facility providing acute inpatient services to Sacramento County residents. This facility operates 24 hours, 365 days a year, and is located on Stockton Boulevard in Sacramento. The Treatment Center also provides information regarding resources for individuals with mental crisis.

RELATED AGENCIES/RESOURCES

HERITAGE OAKS HOSPITAL
Heritage Oaks Hospital, located on Auburn Boulevard in Sacramento, is an acute care psychiatric hospital providing a full range of both inpatient and outpatient services for adults and adolescents. Dual diagnosis programs are available for adults and adolescents with a secondary chemical dependency diagnosis.

Heritage Oaks also offers an intensive outpatient program for adult chemical dependency patients who need rehabilitation from alcohol or other substance abuse.

VETERINARY HOSPITALS
SACRAMENTO SPCA
As of July 1, 2015, City of Folsom Animal Sheltering will be done at the Sacramento SPCA. It is located at 6201 Florin Perkins Rd. Sacramento, CA 95828. Agency animal receiving is 7 days a week between 0700-2100 hours. Use gate on the left side of the facility, receiving is just inside the gate to the right. Public animal receiving is Wednesday-Sunday 1100-1800 hours. Citizens calling regarding lost pets or animal adoptions will be referred to Sacramento SPCA.

ATLANTIC STREET VETERINARY HOSPITAL/ EMERGENCY CENTER
Open 24 hours a day, 7 days a week, Atlantic Street Veterinary Hospital Pet Emergency Center is located at 1100 Atlantic Street in Roseville. Citizens may be referred to Atlantic Street Vet Hospital when calling regarding injured domestic animals.

More information regarding animal procedures and the role of these veterinary clinics will be discussed during the Animal Control portion of your training.

SACRAMENTO COUNTY CHILD PROTECTIVE SERVICES
Sacramento County Child Protective Services (CPS) investigates child abuse and neglect situations while providing services to keep children safe while strengthening families. CPS also trains foster parents, acts as an adoption agency, and licenses family daycare homes. Additional information can be found at www.dhhs.saccounty.net/cps

SACRAMENTO COUNTY ADULT PROTECTIVE SERVICES
Sacramento County Adult Protective Services (APS) investigates adult abuse and neglect situations. Elder and dependent adult abuse includes: Physical abuse, neglect (including self-neglect), financial abuse, abandonment, isolation, abduction, and psychological or verbal abuse. APS workers are mandated reporters and MUST report suspected abuse or neglect by phone as soon as possible and follow up with a completed written report within two days. Failure to report abuse of an elder or dependent adult is a misdemeanor.

RELATED AGENCIES/RESOURCES

SACRAMENTO COUNTY OPERATOR
The Sacramento County Operator is the dispatch center that maintains all Sacramento County services. Because the City of Folsom is located within Sacramento County, we rely on the Sacramento County Operator for the following services:

- **To dispatch the County Coroner to an incident after business hours**
When an officer requests the Coroner respond to the scene of an incident, we can call the Coroner's Office directly during business hours. Often the Coroner will ask for a direct phone number to the officer who requested them.

- **To contact an on-call judge or after-hours response from APS or CPS**
If an officer is on scene of a domestic assault, he/she may request the number for an on-call judge to issue an Emergency Protection Order (EPO). Dispatch will give the officer the number to call the Sacramento County Operator directly.
If an officer is on the scene of a violent crime against the elderly or children, they may request the response of an APS or CPS worker. During normal business hours, dispatch may contact these Sacramento County departments directly. After hours, dispatch will call the Sacramento County Operator to have the representative paged out. The representative will call into our dispatch center for the location of response and further incident details.

SACRAMENTO COUNTY REPOSITORY
It is the responsibility of the Sacramento County Repository to maintain the record of any arrest warrant issued by a Sacramento County judge. The computer system we use to access the warrant repository is called CJIS-Mocha but at Folsom Police it is referred to as "The Repository". This computer system not only holds information on arrest warrants but numerous other person and arrest related details. Your Training Officer will explain in further depth the details of the Repository. To contact Sacramento County Repository, you may contact them directly by phone.

SALVATION ARMY VOUCHERS
Folsom Police Department used to issue vouchers to poverty-stricken citizens who needed a place to sleep for one night or needed gas money. We no longer participate in this program.

POWERHOUSE MINISTRIES
Powerhouse Ministries is a part of the Folsom Community Collaborative which seeks to address various needs in the City of Folsom. They work very closely with Twin Lakes Food bank, Mercy Housing; the primary provider of low-income housing, and representatives from various church groups. Powerhouse Ministries has two locations in Folsom, each with

its own purpose. Citizens who inquire about the services provided by Powerhouse Ministries should always be directed to the Drop-in Center first.

- **Drop-in Center**
  Located at 311 Market Street in Beat 2, the Powerhouse Ministries Drop-in Center provides many services to the homeless or disadvantaged citizens. The services include utilities help, free medical care once a month, a weekly food closet, dental care, and rental assistance dependent on funding.
- **Powerhouse Transition Center**
  Located at 705 Wales Drive in Beat 2, The Powerhouse Transition Center is an 18 month - 2-year residential program offering homeless and/or substance-addicted women (and their children) a safe, healing place to live and recover. It is a comprehensive program with case management, licensed therapy, and individualized planning with each woman to address whatever she needs to recover and become healthy and capable of contributing to her children and society. With the capacity to house up to twenty women and/or children, the program is funded through donations and grants; there is no cost to the women. The Powerhouse Transition Center helps these women to find jobs and stable housing during the latter portion of the program. Women who participate in this program are drug screened and have to remain clean in order to stay in the program.

W.E.A.V.E. (WOMEN ESCAPING A VIOLENT ENVIRONMENT)

The WEAVE program has two locations in Sacramento, ███████████████████ ████████████████████████████████. They are the primary provider of crisis intervention services for survivors of domestic violence and sexual assault in Sacramento County. Through its involvement in the Rescue & Restore Coalition, WEAVE also provides outreach and services for international and domestic victims of human trafficking. WEAVE provides an array of services to women, men and children in the greater Sacramento region who have experienced domestic violence or have been sexually assaulted.

B.E.A.R. (BRIDGING EVIDENCE ASSESSMENT AND RESOURCES)

BEAR is the name of the organization that performs sexual assault exams on victims. They are part of a private medical group; Children's Specialists Medical Group of Sacramento. They have a strong affiliation with Sutter Memorial Hospital. Evidentiary examines are done in Sacramento at either Sutter Memorial Hospital (5151 F Street) or the clinic located adjacent to the hospital (5301 F Street). There are a variety of reasons why an exam might be done in one place or the other. To determine which location the officer should take the victim, he/she needs to call the 24-hour evidentiary exam pager. After collecting some details, the examiner who answers the page will advise which facility to use. The examiner will also arrange for a WEAVE advocate to meet with the victim. This information is also located in the RIMS phone book under the Resources category.

RELATED AGENCIES/RESOURCES

A COMMUNITY FOR PEACE (formerly Domestic Violence Intervention Center- DVIC)
Located on Sunrise Vista Drive in Citrus Heights, A Community for Peace is an organization that offers services free of charge to clients. The goal is to help victims of domestic violence and their children become survivors. They strive to educate the community about domestic violence and help stop the cycle of domestic violence. A Community for Peace offers a variety of services for victims of domestic violence including in-person crisis intervention and assistance in obtaining emergency food, clothing, and transportation. Citizens inquiring about these services may call the 24-hour crisis line listed in the RIMS phone book under the Resources category.

V.I.N.E (VICTIM INFORMATION AND NOTIFICATION EVERYDAY)
Victim Information and Notification Everyday (VINE) is a free, anonymous, 24-hour, computer-based telephone service for victims of crimes. The VINE program is designed to provide easy access to offender information and to an offender's custody status changes. VINE informs a caller if an offender is still in custody, the offender's bail amount and the name of the facility where the offender is being held. Callers may also choose to register for automated notification via phone when an offender is arrested, released, transferred, escapes or dies. Citizens inquiring about this service may call the 1-800 phone number listed in the RIMS phone book under the Crisis Hotlines category.

CIVIL/CRIMINAL LAW

The United States legal system operates primarily in two areas; Civil law and Criminal law.

Police agencies deal basically with the criminal aspects of the law, but there are gray areas where the two spheres of jurisdiction overlap. It sometimes takes attorneys and judges to decide the jurisdiction.

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

Criminal law deals with crimes and crimes are defined as illegal acts that are punishable by fine, imprisonment, or removal from public office, or a combination thereof. Criminal law deals with injury to the State or to the people of the State. The criminal court then passes a sentence of imprisonment and/or fines as established by State law. Only the State, acting through the courts, can impose fines or imprison a violator.

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

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

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

It is the responsibility of the law enforcement agency to determine if a crime did occur. However, it is the decision of the District Attorney's office and the courts whether to prosecute a case.

Definition of a Civil Problem
A civil problem is an event that is not the direct result of criminal wrongdoing. For instance, failure to pay a debt, live up to a contract, or if a landlord wants to evict a tenant. The landlord must go through the court system to do so, and the police department will not intervene or assist the landlord in the proceedings. However, if the landlord has served a tenant an eviction notice and the tenant is threatening the landlord or causing a disturbance, the police department will respond to mediate. If you are unsure of whether the problem warrants the dispatching of a unit, consult your supervisor.

Role of the Police Department
The Police Officer's role in such disputes is clearly limited to keeping the peace and to prevent any criminal acts in his/her presence. Such circumstances are often highly emotional and, therefore, potentially dangerous. Due consideration should always be given regarding adequate back-up and advising the officer of all known circumstances. When determining if an officer should be dispatched (rather than referring the reporting party to an attorney or another agency) the call taker should do the following:

1. Find out exactly what is happening.
2. Determine if anyone is injured.
3. What hazards might await the officer.
   a. Weapons (involved or in the immediate area)
   b. Sobriety (or drunkenness)
   c. Emotionalism
   d. Threats made

Common Calls for Service That Require a "Keep the Peace"/Civil Standby

1. Child Custody - The Police Department will keep the peace during child custody disputes, if the reporting party has enough documentation to prove that they have rights to see or visit the child and are being denied access. The officer will take a report or make an arrest if violations of a court order are found.

2. Property - The Police Department will keep the peace when a citizen is picking up personal property under certain circumstances. For example; if a caller wants to pick up her personal belongings from her residence, but due to a prior incident she is afraid to do so alone, the officers will *stand by* to ensure the caller's safety. The caller should be advised, however, that officers will not force entry if the other party is uncooperative or refuses access.

3. Customer Disputes - If there is a dispute between an owner or employee of a business and a customer, the Police Department will respond, only if it appears that the problem might escalate to a real disturbance. Otherwise, the problem should be handled between the business and the customer.

LANDLORD/TENANT DISPUTES

The laws pertaining to landlords and tenants are complex. This section is a brief description of some of the problems that you will probably face, in hopes that it will assist the dispatcher in answering the questions that arise in dealing with these situations. Bottom line: DO NOT GIVE LEGAL ADVICE.

A landlord may not attempt to evict a tenant by removing the doors and windows of the rental property. Removal of the doors or windows, or any destruction to the property, is considered malicious mischief because of the tenant's "real property interest" (violation of Penal Code 594). In other words, the owner of the property cannot commit malicious mischief against property which is in the lawful possession of another. The tenant's possession remains lawful even though he is behind in rent payments and becomes unlawful only after the tenant has been evicted by a court order.

A landlord may not attempt to force the tenant out of a residence by terminating the utility services. A landlord may not attempt to force a tenant out of the premises by terminating utility services to the rental property. Such actions are prohibited under the California Civil Code Section 689.3. It is a violation of this section for the landlord to interrupt or terminate any utility service furnished the tenant, such as water, electricity, gas, or telephone.

Callers can be referred to the Landlord Tenant Info line located in the Phone List. There is also a phone number in the Phone List for the Sacramento County Civil Division.

CRIME CATEGORIES

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

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

FELONY
A crime that is very serious in nature which can be punished by imprisonment in State Prison and fines over $1,000.

MISDEMEANOR
A crime which can be punished by up to, but not exceeding, one year in the County Jail and up to $1,000 in fines.

INFRACTION
An infraction is a minor offense which can be punished by fines.

VIOLATION CODES

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

VEHICLE CODE (VC)

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

HEALTH AND SAFETY CODE (H&S)

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

BUSINESS AND PROFESSIONS CODE (B&P)

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

WELFARE AND INSTITUTIONS CODE (W&I)

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

ADMINISTRATION CODE

This contains miscellaneous sections that include Fish & Game, Harbor and Navigation, and other regulations.

FOLSOM MUNICIPAL CODE

This body of regulations has been enacted by the City Council to regulate the actions of the persons within the City boundary which are not already covered by any other Code. You can find this by going to the City website:
https://www.folsom.ca.us/clerk/city_clerk/municipal_code.asp

DISTRICT ATTORNEY'S OFFICE

This is the legal representative for the entire County and responsible for the presentation of the prosecution information in any criminal case. The actual responsibility in the City of Folsom for all criminal prosecutions' rests with the Sacramento County District Attorney's Office. All matters that Law Enforcement agencies seek to pursue must be filed with the District Attorney's Office for review.

SACRAMENTO COUNTY COURT SYSTEM

This is a Consolidated Court in which specific departments are charged with dispensing justice in all matters of felony, misdemeanors and minor offenses. The Court presides over judgment, juries, and related matters. Any criminal filings made by the District Attorney's office are filed through the Court. Small Claims Court is a division of the Court system. Citizens who call regarding civil issues involving an exchange of money should be referred to the Small Claims division of the Court System.

APPELLATE COURT

The Appellate Court handles appeals referred from the County Court.

STATE SUPREME COURT

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

ADJUNCTS TO THE COURT

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

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

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

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

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

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

PENAL CODES

148 **Resisting Arrest (M)**
    Willfully resisting, delaying or obstructing a peace officer.

148.5 **False Police Report (M)**
    Knowingly reporting a false crime report.

166.4 **Criminal Contempt (M)**
    Disobeying any process or order issued by any court.

187 **Murder (F)**
    Unlawful killing of a human being.

207 **Kidnapping (F)**
    Forcibly stealing, taking or arresting any person in this state into another part of the state or county.

211 **Robbery (F)**
    The taking of personal property in the possession of another from his person or immediate presence against his will by means of force or fear.

215 **Carjacking (F)**
    The felonious taking of a motor vehicle in the possession of another

240 **Assault (M)**
    The unlawful attempt coupled with the present ability to commit a violent injury to another.

241 **Assault on a Peace Officer (M)**
    Unlawful attempt coupled with the present ability to commit a violent injury to a peace officer.

242 **Battery (M)**
    Willfully and unlawfully use of force or violence on the person of another.

243   **Battery on a Peace Officer (M)**
Willfully and unlawfully use of force or violence on the person of a peace officer.

243.4   **Sexual Battery (F)**
Touching an intimate part of another for the purpose of sexual arousal:
a)   While the person is unlawfully restrained
b)   Against the will of the person touched
"Touch" means physical contact with the skin of another person

245(a)   **Assault with a Deadly Weapon or Instrument (F)**
An assault upon the person of another with a deadly weapon or instrument by any means of force likely to produce great bodily injury.

245(b)   **Assault with a Deadly Weapon or Instrument upon a Peace Officer (F)**
An assault upon a peace officer or fireman with a deadly weapon or instrument by any means force likely to produce great bodily harm.

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

261   **Rape (F)**
The act of sexual intercourse against a person's will by means of force, violence or fear of immediate and unlawful bodily injury.

261.5   **Unlawful Sexual Intercourse (F)**
The act of unlawful sexual intercourse with a person not the spouse of the perpetrator when the person is under the age of 18.

273a (a)   **Willful Cruelty toward Child (F)**
Any person, under circumstances or conditions likely to produce great bodily harm or death, willfully causes or permits any child to suffer or inflicts thereon unjustifiable physical pain or mental suffering.

273.5 **Infliction of Injury on Spouse or Cohabitant (F)**

Willfully inflict upon his/her spouse, former spouse, cohabitant, former cohabitant, parent or child a corporal injury resulting in a traumatic condition.

"Traumatic condition" is a condition of the body such as a wound or external/internal injury of a minor or serious nature caused by a physical force.

288(a) **Lewd or Lascivious Acts (F)**

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

288a **Oral Copulation (F)**

Act of copulating by mouth of one person with the sexual organ or anus of another.

290 **Registration of a Sex Offender-Definition**

Any person convicted in this state of any sex crime must register with the local police agency of their residence within 14 days.

314.1 **Indecent Exposure (M)**

Exposes his person or private parts in any public place or in any place where there are present other persons to be offended or annoyed thereby

415(1) **Disturbance (M)**

Unlawfully fight or challenge to fight in a public place.

415(2) **Disturbance (M)**

Maliciously and willfully disturb another by loud and unreasonable noise.

415(3) **Disturbance (M)**

Use of offensive words in a public place which are likely to provoke an immediate violent reaction.

417(a) **Exhibiting a Firearm (M)**

Draw or exhibit any deadly weapon in a rude, angry or threatening manner in the presence of another person.

417(b)   **Exhibiting a firearm In the Presence of a Peace** Officer (**F**)
Draw or exhibit any deadly weapon in a rude, angry or threatening manner in the presence of a peace officer.

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

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

476(a)   **Insufficient Funds (M)**
Willfully makes or draws any check with intent to defraud knowing at the time that non-sufficient funds exist.

484   **Thefts-Defined**
Feloniously steal, take, carry, lead or drive away personal property of another,

487.1   **Grand Theft (F)**
Theft of personal property valued in excess of $400.

488   **Petty Theft (M)**
Theft of personal property valued less than $400.

496(a)   **Receiving or Possessing Stolen Property (F/M)**
Buy or receive any property which has been stolen knowing the property is stolen.

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

537(a)   **Defrauding an Innkeeper (F**/**M**)
Obtaining food, fuel, services or accommodations with the intent not to pay.

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

597(a)   **Cruelty to Animals (F)**
Maliciously and intentionally maims, mutilates, tortures or wounds a living animal which is the property of another or kills an animal which is the property of the person.

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

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

647(f)   **Public Intoxication (M)**
A person in any public place under the influence of intoxicating liquor or drug unable to exercise care for his own safety or the safety of others.

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

664   **Unsuccessful Attempt to Commit a Crime (F/M)**
Attempt to commit any crime but fails.

836   **Arrest with Warrant, Without Warrant, Citizen Arrest**
A Peace Officer may arrest a person in obedience to a warrant or without a warrant when:
1. There is reasonable cause to believe a public offense was committed in the deputy's presence.
2. A felony has been committed, although not in the deputy's presence.
3. There is reasonable cause to believe a felony has been committed.
4. The victim of Domestic Violence has been informed of the right to make a citizen's arrest.
5. There is an alleged violation of a protective order.

849(b)   **Release from Custody**
Release from custody when the person was arrested for intoxication only. No further proceedings.

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

12020(a)   **Manufacture, Sell, Possess Weapons (M or F)**
Manufacture, sell, give, lend, possess a cane gun, wallet gun, any firearm which is not immediately recognizable as a firearm any ammunition which contains or consists of any flechette dart, any bullet containing or carrying an explosive agent, any ballistic knife, any weapon commonly known as a blackjack, slingshot, billy, nunchaku, sand-club, sandbag, sawed-off shotgun or metal knuckles or who carries concealed upon his person any explosive substance or any dirk or dagger.

12025   **Possession of a Concealed Firearm (M)**
To carry concealed within any vehicle or upon the person any firearm capable of being concealed.

12031(a)   **Carrying a Loaded Firearm (M)**
Carry a loaded firearm on his person or in a vehicle in a public place.

BUSINESS AND PROFESSIONS CODES

4149   Possession of a Hypodermic Needle/Syringe (**M**)
Possess needle/syringe without a prescription

25658a   Furnishing, Giving or Sales of Alcohol to A Minor (**M**)
Obtaining alcohol for or furnishing, giving or selling to a minor.

25662   Possession of Alcohol by A Minor (**M**)
Possession of alcohol by persons under the age of 21 in a public place.

HEALTH AND SAFETY CODES

11350   Possession of a Controlled Substance (**F**)
> Possession of following drugs:
>
> | | |
> |---|---|
> | Codeine | Mescaline |
> | Cocaine | Methadone |
> | Demerol | Percodan |
> | Dilaudid | Peyote |
> | Heroin | Quaalude |

11357a   Possession of Concentrated Cannabis (**F**)
> Possession of hashish or hash oil

11377a   Possession of a Controlled Substance (**F**)
> Possession of the following:
>
> | | |
> |---|---|
> | Amphetamines | Phencyclidine (PCP) |
> | Barbiturates | Preludin |
> | LSD | Psilocybin (Mushrooms) |
> | Methamphetamine | Ritalin |

11550a   Under Influence of a Controlled Substance (**M**)
> Influence of the following:
>
> | | |
> |---|---|
> | Heroin | Cocaine |

11550b   Under the Influence of a Specified Controlled Substance (**M**)
> Influence of the following:
> Phencyclidine (PCP)

WELFARE AND INSTITUTIONS CODES

300   Persons Subject to the Jurisdiction of the Juvenile Court
> Any minor who may be adjudged to be a dependent child of the juvenile court.

601   Juvenile Offender
> Any person under the age of 18 years who persistently refuses to obey his/her parent, guardian or custodian or violates a city or county ordinance establishing a curfew or has 4 or more truancies within a school year.

602   Juvenile Offender
> Violation of any state statute by a person under 18 years of age (does not include truancy and curfew violations).

VEHICLE CODES

4000a   **Expired Vehicle Registration (I)**
Drive or park a vehicle upon a public roadway without current registration.

10851   **Grand Theft Auto (F)**
Permanently or temporarily deprive the owner of his vehicle without consent of the owner.

12500a   **Unlicensed Driver (M)**
Drive a vehicle upon a roadway without a current driver's license.

14601.1a   **Drive with Suspended License (M)**
Drive a vehicle after driving privileges have been suspended or revoked.

20001   **Felony Hit and Run (F)**
Failure of a driver of any vehicle involved in an accident resulting in injury or death to any person other than him/herself to immediately stop the vehicle at the scene of the accident and render aid.

20002a   **Misdemeanor Hit and Run (M)**
Failure of a driver of any vehicle involved in an accident resulting in property damage (including vehicles) to immediately stop the vehicle at the scene of the accident and render aid.

22651   **Authority to Tow Vehicles**
Gives law enforcement the authority to remove vehicles
from public property under the following conditions:
a.   Left unattended on a bridge or causeway obstructing traffic
b.   Left unattended on a roadway obstructing traffic
c.   Parked on highway and previously reported stolen or embezzled
d.   Parked blocking entrance to a private driveway
e.   Parked blocking access to a fire hydrant
f.   Parked over 4 hours on a freeway
g.   Parked and driver incapacitated or physically unable to move the vehicle
h.   Driver is arrested
i.   Parked without current registration and has received 5 or more parking violations over 5 or more days
j.   Illegally parked with no plates or evidence of registration displayed
k.   Parked over 72 hours

l. Parked blocking cleaning, repair or construction of the highway (after being posted)

m. Parked blocking street to be used for other than normal flow of traffic

n. Parked in violation of local ordinance when previously posted

o. Parked with registration expired over 1 year and not occupied

p. Driver is cited for being an unlicensed driver or driving on a suspended or revoked license.

23110a **Throwing Objects at a Vehicle (M)**

Throw any substance at a vehicle or occupant on a highway.

23110b **Throwing Objects at a Vehicle Causing Injury (F)**

Throw any substance at a vehicle or occupant with intent to do great bodily injury.

23103 **Reckless Driving (M)**

Drive any vehicle on a highway with willful or wanton disregard for the safety of persons or property.

23152a **Driving Under the Influence (M)**

Driving a vehicle on a public or private property while under the influence of an alcoholic beverage/drug.

23152a **Driving Under the Influence (M)**

Driving a vehicle on a public or private property while under the influence of an alcoholic beverage/drug.

23152b **Driving Under the Influence (M)**

Driving a vehicle on a public or private property while under the influence of an alcoholic beverage or any drug with blood alcohol level of .08 or over.

40508a **Failure to Appear (M)**

Failure to appear in court in violation of a written promise to appear for a violation of a vehicle code.

40508b **Failure to Pay Fine (M)**

Failure to pay a fine for a violation of a vehicle code.

CRIMINAL VIOLATIONS

5.040.050   Business license required

7.04.030   Animal Violations

9.08.010   Interfere with Police Dog

9.36.010   Fireworks prohibited

9.42.010   Urination in public

9.60.030   Disturbing advertising

9.60.120   Public posting of ad

9.76.010   Soliciting without permit

9.80.010   Juvenile curfew 2230hrs

9.88.010   Discharge firearm

9.100.030   Illegal Camping (Unauthorized)

10.28.010   Jump off Rainbow Bridge

TRAFFIC VIOLATIONS

10.12.020   Oversize truck permit required

10.12.030   Truck route violation

10.12.040   Local truck route permit violation

10.21.060   Loading zone maximum 4 hours

10.20.110   No parking, Stop sign, Curb

10.20.120   Using more than one parking space

10.20.210   Sutter street no parking

10.20.240   Vehicle for sale on public property

10.20.250   RV parking 72 hours / Vehicle sleeping 14 hours

10.32.020   Off street vehicle operation

10.36.10   Cruising prohibited where posted

TELEPHONE OPERATIONS

TELEPHONE DEMEANOR

As a Public Safety Dispatcher handling incoming calls for service, it is your responsibility to screen these calls in order of priority and importance. It is also your responsibility to convey a positive image of the department and your position by displaying a courteous and professional demeanor during all telephone contacts. To obtain accurate and complete information, proper questioning and listening techniques must always be utilized.

The objective of your telephone training is:
- A. the ability to speak in a voice that is clear, easily understood, and authoritative;
- B. the ability to be tactful when dealing with the public under **any** circumstances;
- C. the ability to take control and direct the flow of the conversation;
- D. knowledge and understanding of call screening and prioritization;
- E. recognition of the importance of information verification;
- F. knowledge of logical questions to ask, in the proper sequence;
- G. the importance of keeping others in the room, and supervisors, appraised;
- H. knowledge of 911 technologies.

VOICE QUALITY

Hear yourself as others hear you. Have you ever stopped to wonder how you would sound if you could call yourself? You would find that your speech has four important characteristics:

- A. Cheerfulness
- B. Distinctness
- C. Volume
- D. Speed

Every telephone call must be answered with a pleasant voice, never a brusque or gruff voice that might be intended to impress someone or is a left-over from a previous difficult phone call. It is not a sign of weakness to be empathetic or polite. Be attentive to the caller and attempt to determine from the caller's tone of voice the urgency of the call.

Keep the length of all incoming calls short. Be polite, but you must discourage the marathon conversation. They may have a wealth of information to give you, but only a small portion of the information is pertinent to the call.

Speak clearly and *enunciate* your words. If you mumble and must repeat yourself, you will waste valuable time.

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

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

PROFESSIONALISM AND COURTESY

PUBLIC RELATIONS
Do you realize that you are one of the top public relations people in the department? When someone calls Folsom Police Department, you ARE the Folsom Police Department.
It is the policy of the Folsom Police Department that telephone calls received by the communications center shall be answered as expeditiously as possible and in a professional and courteous manner. The telephone is the publics' first interaction with the police department, it can also set the attitude for the entire contact. If you appear cheerful, knowledgeable and interested, their attitude toward the department will generally be a good one.

IDENTIFY YOURSELF
The caller should never have to ask which agency or office they have reached.
In the interests of professionalism and saving time, answer a business line with
      "Folsom Police, this is _____, how may I help you?"

7-digit emergency lines will be answered with the following verbiage:
      "Folsom Police Emergency" or "Folsom Emergency"

When answering a 911 line it is appropriate to use one of the following:
      "911, state your emergency"
      "911 Emergency"
      "911, what is your emergency?"

ANSWER QUICKLY

No one likes to be kept waiting, especially on the phone. Though it is not always possible, make a real effort to answer every call before the second ring. That incoming call that you have kept waiting could well be a life in danger. Every second counts. Remember, an emergency call could come in on any phone line. Due to the inherent possibility of a 911 call being a life-threatening emergency, the answering of these lines shall be the dispatcher's first priority on incoming calls. 911 lines SHALL be answered within 3 rings.

PLACING CALL ON HOLD

If you must put a caller on hold, *always* confirm first that they are not reporting an emergency. You must strive to finish up the current call and return to the hold line as quickly as possible. A person who was kept on hold too long could have had a pleasant attitude to begin with but is now irate and difficult to handle.

LEGAL JARGON

Utilize plain, everyday language (sometimes referred to as *plain text*) with the public. They don't understand legal jargon or radio codes. Remember the last time you attempted to talk to an attorney or mechanic, and you felt alienated or irritated because you had to continually ask them for a lay-man's term translation? Never attempt to educate the public in law enforcement terminology. For example, don't waste time by explaining the legal difference between a robbery and a burglary. They don't care, and you may have alienated a person who only wants to report an incident.

PERSONAL CONDUCT

Remember, you are always on tape. Develop good telephone habits. Utilize please and thank you. You should be dignified without sounding aloof, friendly without becoming familiar, and sincerely interested in the caller. Make personal calls outside of the communications center.

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

COMMUNICATIONS BARRIERS

Be businesslike always but use your sense of humor when it is appropriate. It can help the caller get through a trying time and will certainly leave you feeling better. People respond to a smile in the voice and it will help them feel that you are genuinely interested in their problem. Avoid unprofessional expressions or slang. Never appear flirtatious. Again, remember you are being recorded. Would you be embarrassed to have a call listened to by your supervisor, or how about in court? The crux of this matter is knowledge and sincerity. The public can spot a phony, and your whole rapport with the caller could be gone before you realize it.

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

TALKING TOO FAST

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

HOSTILE

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

ANGRY

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

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

INTOXICATED
Do not assume intoxication; slurred words can be due to a speech impediment or a medical problem. Do not assume that because a caller is intoxicated that you have an excuse for being rude or discourteous. Do not hang up on a drunken caller before evaluating his/her request. This may be the time that service is truly necessary. If, after questioning, it is determined or suspected that the caller is inebriated, be sure to include that information in the call narrative to advise the dispatcher of the caller's condition.

MENTALLY UNSTABLE
Mentally unbalanced callers are the most difficult type of caller. Evaluate these calls carefully. Chronic callers can, and do, make bona fide calls for service. Be sure to include your suspicions in the call.

LIMITED ENGLISH SKILLS
The situation with foreign-born citizens may have to be more thoroughly probed to secure the information necessary for full thought transfer to occur. Specifically, the barrier is the difficulty to say in words what a situation is because of unfamiliarity, or lack of knowledge of words necessary to effectively communicate. Make a concerted effort, if possible, to get a call back number and determine what language the caller speaks. Transfer the caller to the AT&T Language Line for a translator and set up a conference call.

CHILDREN
Treat the calls from children very seriously. Don't assume that the child is simply playing on the phone. Remember, children are very suggestible; for example, if they are describing a car and you ask for a color, they may hesitate to try to remember and find the language to describe it. If you ask, "Was it red?", then suddenly, they may agree it was red just because you are the authority figure. Calls from children may take more time, be patient and get as much information as possible.

ELDERLY PERSON
Treat the disorientated or confused caller with sympathy and respect. Take control of the conversation without seeming impatient or frustrated. Even though they may be calling for a non-police matter, you may consider sending an officer to check on that person's welfare.

EVASIVE CALLERS

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

"I DON'T WANT TO BE INVOLVED"

A Reporting Party may wish to remain anonymous by either refusing all information pertaining to their name, address and phone number, or by giving you that information and requesting that we not contact them, release the information to the offender or include that information in a report. The violator may be a friend and/or neighbor of the reporting party and the reporting party may not want the offender prosecuted. Most often the primary concern is that peace and tranquility be restored without undue and unnecessary legal proceedings which could ultimately create additional hostility and/or future police problems.

In many instances, disclosure of the Reporting Party's identity could lead to further complications and retaliation by the offender. If the Reporting Party requests anonymity and does not wish to be contacted by the officer, that should be noted in the call. You may assure the Reporting Party that the personal information they give the police regarding their name, address and phone number will not be disclosed to the persons who are creating a problem if the reporting party does not wish it disclosed. In most instances this will assist you in obtaining the proper reporting party information.

If a citizen requests a copy of a CAD incident, Records redacts the caller's information.

DECEIVING CALLERS

If you feel the caller is giving you false information, check the call-back number. Check for contradictions in names, numbers and locations. Ask them to repeat certain information later in the call. Listen for unusual noises or conversations in the background. Confirm that they really **see** a weapon.

COMPLAINTS AGAINST OFFICERS/CITY COUNCIL MEMBERS

In the event a communications employee receives a complaint from the public regarding a police officer or city council member, transfer the call to the Watch Commander. If the Watch Commander is unavailable, take a message and make sure he/she receives it. Do not get into the complaint and do not take sides or give an opinion. Do not enter a call for service.

COMPLAINTS AGAINST A DISPATCHER

In this unlikely event, transfer the call to the Communications Supervisor or Patrol Watch Commander if the communications supervisor is not on duty. As with complaints against officers, do not get into the event, take sides or give an opinion. If you feel you are going to have someone complain about you, notify the Communications Supervisor or Watch Commander immediately. It is much easier to have a rational conversation with a person making a complaint when the Supervisor is briefed as to the events. Do not enter a call for service.

REQUESTS FOR HOME PHONE NUMBERS OF POLICE PERSONNEL

You will not give to anyone outside of currently employed Police Department personnel, the home address or home phone number of any sworn officer or civilian employee. **THERE ARE NO EXCEPTIONS.** Make sure you know to whom you are speaking and that they are entitled to the information. If a person who is not a member of this department indicates that an emergency exists, offer to take the name and phone number of the calling party and make the emergency call to the employee yourself.

It is permissible to give the officer or dispatcher's work schedule to anyone inquiring.

CONTROL THE CONVERSATION

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

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

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

Once the Reporting Party has made the decision to call, found a phone, dialed the correct number, he must still explain the situation to you. The caller usually knows what they want to report, but they rarely know how to report it. Particularly in emergency situations, people may be under such stress that they have difficulty communicating quickly and clearly. They may think they explained something or told you something when they haven't. For this reason, the Call-taker must take control of the conversation in a courteous and professional manner (you will get to practice your command presence) and ask these direct questions.

WHERE (did the incident occur)
This is the *first* vital question; we cannot send help if we do not know where the problem is. Remember jurisdictional boundaries. There is no use taking time on a call if it is happening or happened in another jurisdiction. Transfer or refer the caller to the correct agency.

WHAT (type of incident)
You need to know this immediately to properly prioritize incoming calls. Do not get into the details, just get the basics; i.e. a fight or shots fired, etc. You do not need to know what led up to the fight or the problems with the neighbors last week before the shots were heard.

WHEN (did the incident occur)
The time element greatly impacts the priority of the call. Determine quickly if the crime is in progress, just occurred, or has a longer time element. From the above information you should be able to determine if this is a high priority (emergency/hot), a secondary priority (urgent), or a routine (cold) call.

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

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

CALL SCREENING AND PRIORITIZATION

The purpose of screening calls for service is to sort out those calls that require an emergency response (red lights and sirens), an immediate response, a routine response or no response. Because all Call-takers are required to handle multiple incoming telephone lines, a clear understanding of the prioritization of these calls is vital.

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

The SOP covers the following:

A. Ask for the location of the problem.
    It is vital to know where the incident or problem is occurring. It may not be within our jurisdiction to handle. Get the location of the problem and the phone number the Reporting Party is calling from in case it becomes an incomplete call.

    Confirm that where the Reporting Party is calling from is the same as the location where the incident occurred. You may ultimately wind up with three different addresses;
    1.   The location of occurrence;
    2.   The location where the Reporting Party is now;
    3.   The Reporting Party's home address.

Do not take personal calls on a recorded line unless it is an emergency.
If a Reporting Party is calling from a business, get the name of that business and include it in the call, including the suite number. If the caller is calling on 911, confirm that the address and phone number displayed are accurate. This will also establish that the problem is in our jurisdiction. Get the correct spelling of the names as an officer may have to check mailboxes, driver's license files, or vehicle license files.

B. Ask the nature of the problem.
C. Ask if there are weapons involved. If yes, **what** are they and **where** are they?
D. Ask if anyone is injured as soon as possible. Keep the party on the line. Update the call that there is an injury involved and start rescue and ambulance to stage if necessary.
E. For Officer safety, it is imperative that you check the call for service for any officer safety information in it and when talking to a caller, obtain the following information as soon as possible, preferably in this order:

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

    2. Vehicle description - CYMBL

        a. color - be specific - light blue, dark blue
        b. year - at the minimum, newer or older model
        c. make/model - Chev/Camero, Ford/T-Bird.
        d. body style - station wagon, convertible. If a truck, a full-size or mini pick-up, a van, stake-bed, etc.
        e. license number

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

    4. Suspect's description (one at a time)

        a. sex
        b. race
        c. age
        d. height
        e. weight or build
        f. hair/eye color
        g. physical oddities, i.e. glasses, mustache, scars/marks/tattoos
        h. clothing descriptions - start at the top and work down the body (i.e. hat, jacket, shirt, pants, shoes, carrying anything)

SECONDARY PRIORITY CALLS

These calls for service do not require an immediate response, but should be dealt with, ideally, in 10 minutes or less, depending on availability of patrol officers and current active incidents. However, a situation such as a combative shoplifter in custody by a merchant could well fall within the Priority 1 classification. All calls of this type must be carefully and accurately evaluated by the Call-taker to ensure that no person is in immediate danger.

ROUTINE CALLS

Most calls received are one of the above categories. They are informational in nature, or the time element dictates that no person or property is in jeopardy. Calls in this category are handled in the order in which they are received.

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

TRANSFERRING A CALL

Only transfer calls when necessary. None of us like the proverbial "run around". When it is necessary to transfer, tell the caller what you are going to do and stay on the line until you have made sure the transfer is connected. If you are transferring a caller to another agency, you must announce, "This is Folsom Police with a transfer". This way the receiving agency will know where the call came from and may use you for a resource if they lose connection with the reporting party. Never give the caller misinformation and never guess.

PUTTING A CALL ON HOLD

Offer patience and tolerance, regardless of how busy you are. Explain why it is necessary to put any caller on hold, such as "Hold on please, I have another line ringing". Remember the information already provided and don't make the caller start over each time you come back on the line. If you see a call on hold and you are available, offer to take over the call and explain to the caller that you will help them as the other Call-taker is in the middle of an urgent call. Don't be afraid to ask for help from others in the room when you either become overburdened with calls or if you have left lines on hold and are in the middle of an involved, potentially lengthy phone conversation. A caller should never be put on hold while you are on a personal call, unless it is to terminate that personal call.

TERMINATING A CALL

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

Since legislation was passed in 1972, the taxpayers have been paying for the mandated 911 system through a telephone billing surcharge. All cities and counties in the state of California have converted to the 911 system. The 911 system is constantly growing and changing to adapt to new technology.

The State of California, like many other states, has adopted the 911 emergency phone system to expedite emergency police, fire and medical assistance to those who most urgently need it. This emergency telephone system enables the Public Safety Answering Point (PSAP) to immediately identify the telephone number and address of the calling party. 911 calls can be answered at all six positions in the Communications Center. Each position is independently supported by Automatic Number Identification (ANI), and Automatic Location Identification (ALI) systems. The Folsom Police Department is the primary answering point for Police, Fire and Emergency Medical Service. Therefore, the proper operation and maintenance of the 911 system is of vital importance to the welfare and safety of the residents of the City of Folsom.

The 9-1-1 phone lines (not nine-eleven) are to be answered within three rings by state law and Folsom Police Department Policy or as expeditiously as possible. The appropriate way to answer 9-1-1 is by saying, "9-1-1 Emergency", "9-1-1 State your emergency" or "9-1-1 what is your emergency?" After you answer, listen to see if the call is an emergency. If the caller says that their call is not an emergency, and you confirm from a short conversation that it is not urgent enough to continue the conversation, it is recommended that you ask the caller to call back on our non-emergency business line of 916-355-7231. If practical, you may also transfer the caller from 911 to the non-emergency line.

When a landline 911 call is answered the Automatic Location Identification (ALI) section will automatically display the caller's area code, telephone number, address and the appropriate police, fire, and emergency medical service agencies. It also indicates if the call is from a business, residence or cellular phone. If the call is from a business, the name of the business will also display most of the time. The screen will also indicate if the call is originating from a pay phone.

Even though the address is displayed on the screen, confirm the location with the caller. It is possible that the subscriber has moved the same telephone to a new address, and the computer information has not been updated. However, the address which was displayed on the screen should be noted in the CAD system. There are also some businesses whose switchboards are physically located in another area of the county. In such cases, the address of the switchboard will be displayed on the screen, rather than the address where assistance is needed. Remember - <u>always confirm the address and phone number displayed.</u> This is especially critical for VOIP calls.

ABANDONED CALL

When an incoming call is abandoned, it means the caller dialed 911 and the call was disconnected before the dispatcher answered the line. Information about the abandoned call can still be captured and the ALI can be displayed. If the telephone number was retrieved by the telephone company, ALI information will display on the monitor so you can redial the number. Always attempt to call back the number to determine the reason for the call.
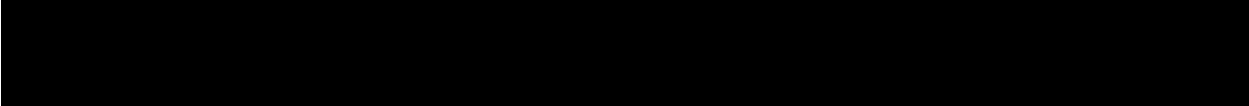
ALI MISROUTE

Other than the Automatic Location Indicator (ALI), one of the most important features of our 911 system is Selective Routing. This takes the "guesswork" out of jurisdictional boundaries, because it is done by computer, however, errors can occur. The dispatcher must be completely familiar with the city's jurisdictional boundaries. The 911 computer can sort these various addresses solely by information supplied by local law enforcement agencies. It involved months of documentation and confirmation and is surprisingly accurate. However, occasional misrouting does occur through programming error, particularly with new listings or re-locations. The only way the computer can make programming changes to correct the misrouting is through information supplied by the call taker. It is extremely important that, when dispatchers become aware of a call being routed to the wrong agency, they fill out the Report of Misroute or Incorrect ALI Information form located in the communications folder. The form shall be routed to the 911 coordinator.

911 TRANSFERS

The 911 system allows us to speed dial to other agencies when you determine the caller has an emergency in another jurisdiction. You must click on the appropriate agency's 911 speed dial. When the call is answered, you have a 3-way conversation. You must say to the dispatcher accepting the transfer "Folsom Police with a transfer", and listen in or disconnect, as common-sense dictates.

ALTERNATE PSAP

If the 911 system at the Folsom Police Department fails or has a minor problem, AT&T will receive an error notification. AT&T Priority Repair will call dispatch to notify us of the alarm. If the 911 lines are confirmed to be disabled, a repair ticket should be created immediately, and AT&T 911 Repair notified. Have the 911 lines diverted to our Alternate PSAP

Test the transfer by a 911 call from a landline office phone or hibernated cell phone to ensure the calls have been correctly rerouted.

LANGUAGE TRANSLATION SERVICE

Another enhancement to the 911 system is a 24-hour translation service. Should you encounter a non-English speaking person, translation is available in several languages. The caller should be asked to wait while you try to reach a translator. When the operator answers, advise which agency you are calling from, our access code and what language you believe your caller is speaking. Then remain on the line and obtain answers to your questions through translation. The 911 translation service is also available for non-emergency lines. The access code for the Language Line 911 calls is ▮▮▮▮▮. The access code for Language Line non-emergency calls is ▮▮▮▮▮. It is imperative that you are familiar with these codes and use them correctly as it is important for billing purposes. These codes are found in the RIMS phone book under language line.

911 TDD

Telecommunications Devices for the Deaf (TDD) is available through 911 in order to assist deaf or voice impaired persons. It has a direct interface to the telephone system. When you receive such a call on 911, you can receive it in one of two ways- a series of tones like Morse Code or complete silence. The citizen's telephone number and address will be displayed on the ALI screen if the tones are used. With the tones, the TDD window will automatically pop-up to allow you to communicate with the caller. When the window pops up, ensure your keyboard is on the correct mode that allows you to type on the telephone screen. The switch is on the black box located on top of each workstation and labeled accordingly. Your trainer will assist you further in the complete operation of this system. If you hear silence, you must initiate the conversation on the TDD.

MISCELLANEOUS 911 INFORMATION

If you receive a 911 call where there is obviously a child playing on the line, you may call the number back and attempt to talk to the child's parents/guardians to advise them of the circumstances. If you cannot speak to an adult and the child is uncooperative, enter a call for service and an officer will be sent to the residence or location of the call.

If you receive a 911 call where there is no one talking, listen for background noise. If you hear nothing or the caller hung up and you are unable to re-establish contact, update the incident accordingly. There may be a person unconscious or in some other dire peril that could only dial. THIS IS A PRIORITY CALL. If possible, stay on the line and listen until the unit arrives.

If you receive a 911 call and hear fighting or arguing in the background, initiate a call, dispatch units, and stay on the line. Update the call, accordingly, entering any information that can be heard.

If a 911 call is answered and the line goes dead, there is a hang up, or the conversation is cut short, the dispatcher shall call back the listed telephone number to check on the status of the caller. If you are unable to contact the caller or verify the status of the caller, update the call and send officers to the location.

LANDLINE MANUAL ANI/ALI QUERY

In addition to 911 lines, the telephone company allows local Public Safety Answering Points (PSAP) to obtain ANI/ALI information on emergency calls received over 7-digit business exchange lines. This procedure is termed by the phone company as: Manual ANI/ALI Query. Due to a 1984 court decision, the telephone companies may only release non-published telephone listing and/or subscriber information to a public safety agency only under the following conditions:

- The caller is requesting emergency aid as specified in Government Code section 53100.
- The caller has verbally provided the dispatcher his/her telephone number.
- The dispatcher has determined that an emergency life or death condition or situation exists.
- The caller is unable or has failed to give the Dispatcher enough information to facilitate a proper emergency response.

Employees shall only use the AT&T Manual ANI/ALI information for the express purpose of responding to an emergency call at the time such call is placed. Employees are prohibited from obtaining the Manual ANI /ALI search information for calls that do not meet the above criteria. Employees are also prohibited from using the Manual ANI/ALI search information for any other purpose than stated above. Deviation from the above guidelines shall not be permitted unless a search warrant has been provided and/or served. Officer or Staff requests for a Manual ANI/ALI search that does not meet the above requirements will not be completed. Disciplinary action can and will result from a misuse of this system. AT&T will be auditing the Folsom Police Department on a monthly basis for any possible misuse of this system. If you are in a situation that meets the above criteria and choose to utilize this service, you must follow the documentation procedures below.

To access this service, click on the "Manual Request" tab located in the Call Information Display window. Click into the ANI box, enter the full phone number with area code and select ok. The ANI/ALI information will appear in the Call Information Display window.

1. An active CAD call will be created for ANI/ALI search if one does not already exist.
2. Complete all appropriate information for the CAD call; place the details/reason for the ANI/ALI search in the narrative of the CAD call.
3. Document in the narrative that an "ANI/ALI Search" was initiated and completed with the search return information entered in the narrative of the CAD call.
4. Document any action that was taken to assist the caller or situation.
5. Print a copy of the Call Information Display with the results of the ANI/ALI search.
6. Record the date, time, employee printed name, signature and badge number on the ANI/ALI print out.
7. Print a copy of the CAD call after the completion of the event
8. Attach the CAD event to the ANI/ALI print out, place all documents in the Supervisors box to be filed.

The Folsom Police Department uses the RIMS computer system supported by Sun Ridge Systems. It is a public safety software program and used throughout the Department. Through this program, dispatch and records can access many different data bases that can provide us with needed information. RIMS is designed to serve as a resource for everyone in the department on all levels of personnel, including call takers, dispatchers, administrative staff, records personnel, detectives, patrol officers, and the Chief.

Each of these user classes has different needs for entering, reviewing, and reporting data. For example, a property clerk must have access to the property files but does not need to use Computer Aided Dispatch (CAD) functions. RIMS allows each user class to have access to the files that they need to get their jobs done, while at the same time ensuring that users do not have access to data for which they are not authorized.

This system provides the Communications division with access to the Computer Aided Dispatch (CAD) menu. Every call for service, self-initiated activity by an officer and any information provided to us, is to be entered into the CAD system. Each entry will generate a call number, which can be recalled at any time for review. The more information that is entered in each call, the easier it will be for a different dispatcher to understand the call later.

Each computer is password protected. Your Training Officer will teach you how to access the system and a password will be provided to you. This password is to remain secret, as it may allow you access into areas that others may not be allowed to access. You will only work under your own password; **do not** utilize a computer signed on by another dispatcher or Police Department employee.

Upon logging in to the CAD system, you will first see a large blue window with several smaller windows located in various places within the screen. Each of these smaller windows have a function that will assist you in specific areas of dispatching and each will be explained to you as you read further in this Training Manual. The main RIMS screen is displayed when you successfully sign on to the system. The screen below is one of many available dispatcher screen configurations.

Later in this section of the Training Manual, you will learn how to enter a call for service. First, you need to know what you are looking at on the main screen. The main RIMS screen is displayed when you first sign on. Many different screen and monitor configurations are available for RIMS. The configuration a user sees is determined as part of the user's profile.
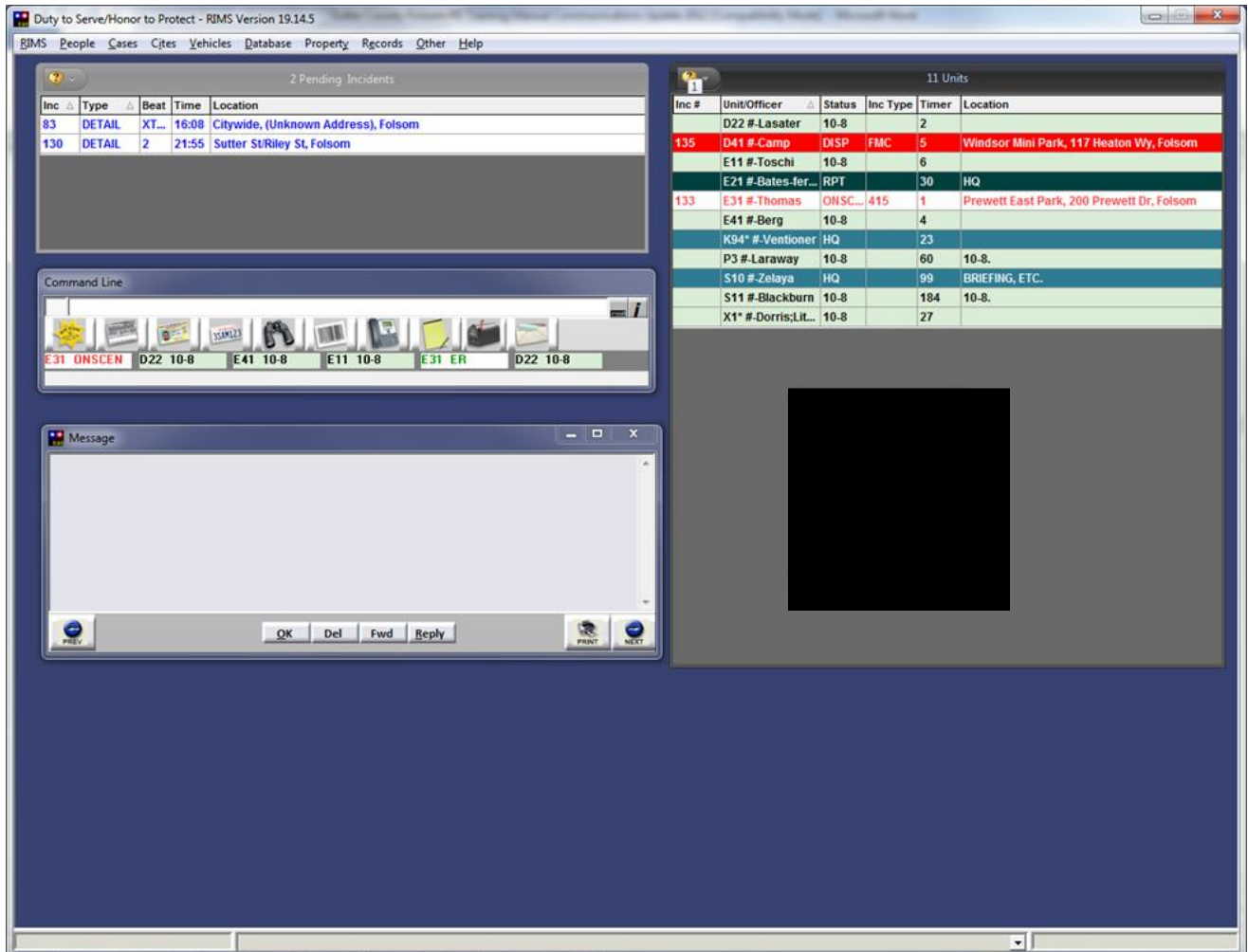
PENDING INCIDENTS SCREEN

The display of pending incidents is for dispatchers and supervisors, it shows all incidents not yet dispatched. The default sort order is by priority and then by time received.

- Priority 1 incidents are red.
- Priority 2 incidents are yellow.
- Priority 3 incidents are blue.
- Incidents being held for a specific unit are dark blue font with the Unit ID at the beginning of the location field.

Like the units, pending incidents are shown in a one column display until the number of incidents requires expansion to two columns. There is a time out timer for pending incidents. When the timer expires for a pending (not yet dispatched) incident, its colors are inversed. For example, a priority 3 incident normally shown as white text on a blue background will be shown as blue on white. Timed out incidents retain the inverse colors until they are dispatched.
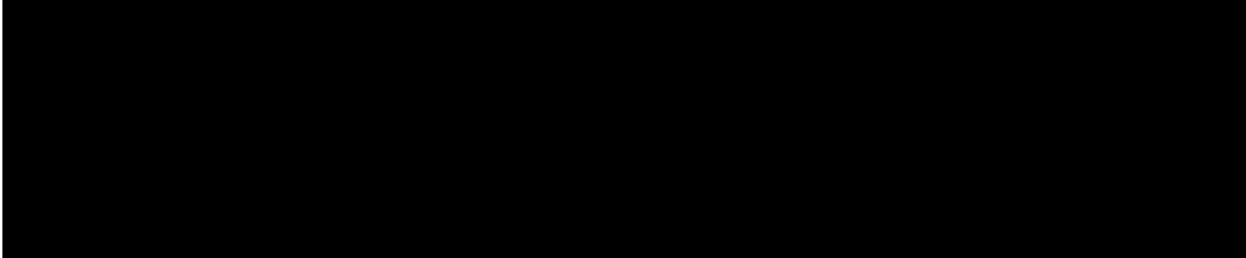
The Pending Incidents Screen has five sections divided into columns. The position of these columns is customizable based on your specific log in. For purpose of example, the following explainations are based on the screenshot above.

1. The first column on the Pending Incidents Screen displays the last three numbers of the incident that the officer is handling. This is called the Incident Number. It is also routinely referred to as the Call Number. In its entirety, the Incident Number is ten (10) numbers long.

    The format of the incident number is as follows:

    Year + month + day + 4-digit serial number for the day = (YYMMDDXXXX)

    For example, the 105th incident for 2/19/2011 would be **1102190105**

2. The second column displays the Priority 1-3.
3. The third notates the Time the call was created.
4. The fourth is the Incident Type. Each call for service or incident is categorized by type of call depending on the nature of the incident. Folsom Police Department utilizes several different incident types. You will learn more about Incident Types later in this section.
5. The fifth column identifies which Beat the incident occurred in. This organizes the incidents so they can be dispersed to patrol with consistency.
6. The sixth column displays the location of the incident. This is where the incident occurred which may be different than the actual location of the reporting party or victim. A screen shot outlined in red shows the location of the incident however the victim is in the lobby of the PD (circled in red).

COMMAND LINE

While all the RIMS functions are available through the menu system or mouse, many dispatchers have historically preferred using the keyboard for CAD functions. RIMS satisfies that need with a command line, displayed via function key F12. F12 moves the cursor to an always present command line shown below.
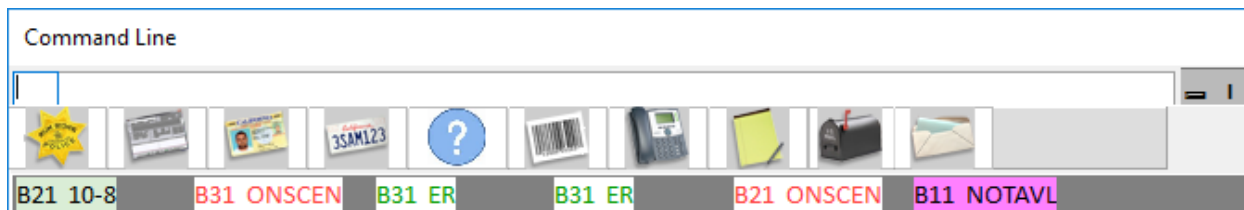
The basic RIMS command line screen consists of two fields. The first field, for the command code, is one character long. The second field, the data field, is where the additional information needed to complete the command is entered. When you type a command code the cursor automatically moves to the second field. As you type, if you near the end of the data field, RIMS anticipates that you need additional typing room and expands the command entry window. Press Enter to execute the command. Help for the command line is available. There is an Info button next to the command line, also available with Alt-I. You will be provided with a list of frequently used commands.

Look at the screenshot above. Under the row of icons, you will see flags advising of unit activity. Any time an officer using RIMS Mobile makes a change to his/her status, you will be alerted on this line and an audible tone will sound.

COMMAND LINE ICONS
Explanation from left to right according to the screen shot on previous page.
- The Icon that looks like a <u>Police badge</u>:
    - Clicking on this icon will bring up the screen to enter an officer-initiated event.
- The icon that looks like a <u>Rolodex card</u>:
    - Clicking on this icon will bring up the screen to enter incident information; the call taking screen. This icon is supposed to look like a very small version of the incident entry screen.
- The icon that looks like a <u>California Drivers License</u>:
    - Clicking on this icon will bring up the screen that allows you to check information on persons through the CLETS system.
- The icon that looks like a <u>California Vehicle License Plate</u>:
    - Clicking on this icon will bring up the screen that allows you to check information on vehicles through the CLETS system.
- The icon that looks like a <u>white question mark in blue circle</u>:
    - Clicking on this icon will take you to the RIMS Help resource
- The icon that looks like <u>tiny Binoculars</u>:
    - Clicking on this icon will expand the lookup section of the Records Management System. This is where you would search local records by using specific information.
- The icon that looks like a <u>Barcode</u>:
    - Clicking on this icon will bring up the screen that allows you to check property information through the CLETS system, by serial number and/or make and model of the product.
- The icon that looks like a <u>Telephone</u>:
    - Clicking on this icon will bring up the Telephone Book. This is where you will find all the pertinent phone numbers for outside agencies and resources.
- The icon the looks like a yellow <u>Notepad</u>:
    - Clicking on this icon will bring up the note line to add an entry to the Police log.
- The icon that looks like a <u>Mailbox</u>:
    - Clicking on this icon will bring up a box allowing you to send a message to units on patrol or other RIMS users throughout the department.
- The icon that looks like an open <u>Envelope</u>:
    - Clicking on this icon will show you a box listing all the messages you have received from patrol or other RIMS users.

MESSAGE BOX

When you receive a message from a patrol unit using RIMS mobile, this box will pop up on your screen. If the patrol unit using RIMS mobile runs a vehicle that has been reported and entered as stolen, this screen will turn bright red and a very distinct audible tone will sound. Your Training Officer will discuss in further detail the actions that would immediately follow should you receive a stolen vehicle hit on this screen.

REGULAR MESSAGE BOX:
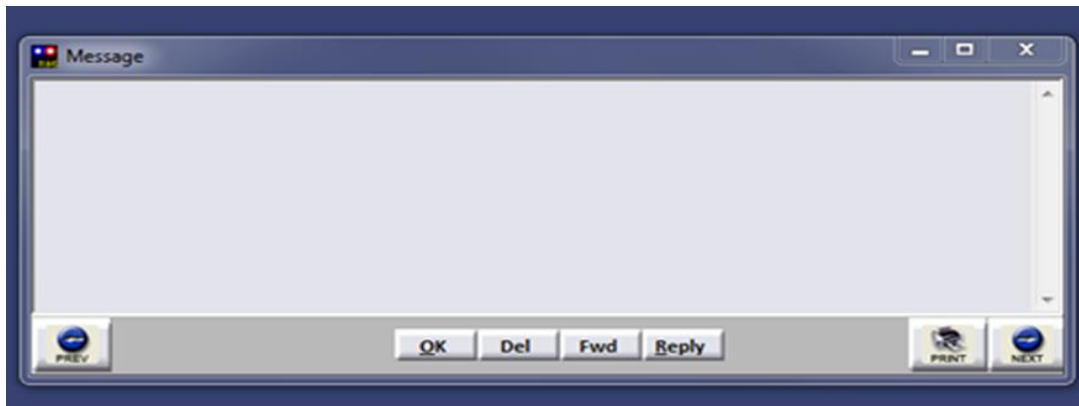
STOLEN VEHICLE HIT IN THE MESSAGE BOX:

YELLOW STICKY NOTE

Dispatchers and others often write themselves notes on scraps of paper that are scattered about the desk or stuck on their monitors. RIMS yellow sticky notes allow you to write these notes in RIMS and then "stick" the notes on your screen. Further, if the note is a reminder to do something at a later date and time you can set an alarm that will bring the note to your attention at the appropriate moment. The note also shows the name of the person who created the note plus the day and time it was written.
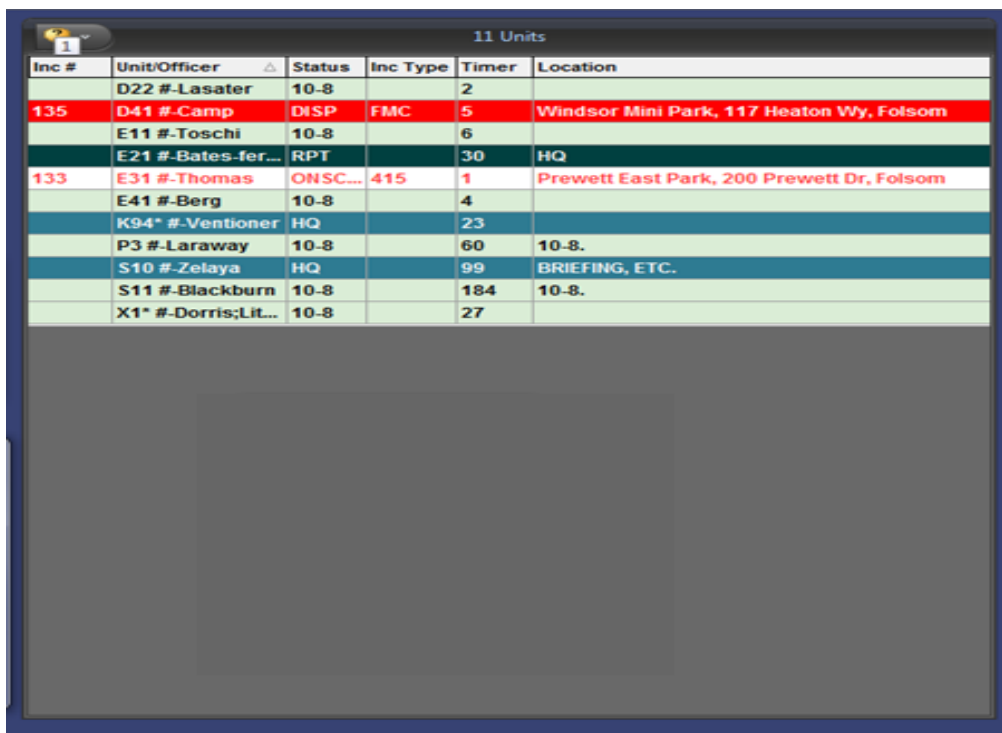
Yellow sticky notes are unique to each workstation, not each person. That is, when a new person signs on to the workstation, the notes on that computer remain unchanged. This makes it easy to pass notes from one shift to the next.

CAD SYSTEM – UNIT STATUS MONITOR

UNIT STATUS MONITOR

At a glance, the dispatcher can determine the status of all available units by checking the status monitor. The status monitor also advises of officer safety checks. Each Incident Type has a preset length of time for an officer safety welfare check. When the time has expired, the entire line displaying this unit turns RED, prompting the radio dispatcher to audibly inquire for an update on the unit's status. The time check may be restarted or stopped depending on the unit's circumstances. It is crucial that the status monitor remains accurate and updated in a timely manner.

Inc #	Unit/Officer	Status	Inc Type	Timer	Location
	D22 #-Lasater	10-8		2	
135	D41 #-Camp	DISP	FMC	5	Windsor Mini Park, 117 Heaton Wy, Folsom
	E11 #-Toschi	10-8		6	
	E21 #-Bates-fer...	RPT		30	HQ
133	E31 #-Thomas	ONSC...	415	1	Prewett East Park, 200 Prewett Dr, Folsom
	E41 #-Berg	10-8		4	
	K94* #-Ventioner	HQ		23	
	P3 #-Laraway	10-8		60	10-8.
	S10 #-Zelaya	HQ		99	BRIEFING, ETC.
	S11 #-Blackburn	10-8		184	10-8.
	X1* #-Dorris;Lit...	10-8		27	

The Unit Status Monitor has six sections divided into columns. The position of these columns is customizable based on your specific log in. For purpose of example, the following explanations are based on the screenshot above.

CAD SYSTEM – UNIT STATUS MONITOR

1. The first column on the Unit Status Monitor displays the last three numbers of the incident that the officer is handling. This is called the Incident Number. It is also routinely referred to as the Call Number.

2. The second column of the Unit Status Monitor informs you of three very important details. **The Unit identifier**, which determines how you will address the unit on the radio, and which beat he/she will be responsible for. Next to the unit identifier is the last name of **the Officer**. If the unit is a team of two officers, you will see two last names on this line associated with one Unit Identifier. Look at the screenshot earlier in this section, notice **the # sign** next to the Unit Identifier; this means that the officer is logged on to a computer in his patrol car (RIMS Mobile).

3. The third column of the Unit Status Monitor tells you the actual Status of the officer. There are twenty different choices of activity to select from a list. Your Training Officer will explain in detail what each specific status means and how to change it.

4. The fourth column of the Unit Status Monitor displays the Incident Type. If an officer is assigned to an incident, this column lets you quickly identify what kind of call he/she is working. You will learn more about Incident Types later in this section of the Training Program.

5. The fifth column of the Unit Status Monitor is a running timer displaying minutes accumulated since the last change of the unit's status.

6. The sixth column of the Unit Status Monitor informs you of the Location of the officer. Any time the officer advises dispatch of an updated location, this portion of the status monitor should be changed. In the event a unit calls for emergency assistance, it is critical the location of the officer is current. Any dispatcher in the room should be able to look at your status monitor and know exactly where each officer is and how long he/she has been there.

INCIDENT ENTRY

An incident is any event that requires the dispatch of a police officer, fire, or emergency medical services unit. Incidents are also sometimes generated to record events that do not require dispatch or that may be referred to another agency. In RIMS there are two ways to enter an incident: 1) using the call for service incident form, 2) using the officer initiated incident form. The below example and explanation refer to the basic call for service incident form.

Display the Incident Entry window by selecting the Call for Service button or pressing the F6 function key.

LOCATION

In RIMS, locations you enter for CAD incidents are "verified", meaning they are checked against geographical data in the RIMS database. Call address information is displayed and can be changed as the call moves from one location to another. All location changes are stored with the CAD record for later retrieval. There are five ways to enter a location:

1. Street address (123 MAIN ST)

2. Hundred block location on a street (.4700 ROCKLIN)

3. Street name without house number (.MAIN ST)

4. Place/premise name (SECURITY BANK)

5. Street intersection (MAIN/CENTRAL)

The location you enter (or receive via E9-1-1) undergoes special processing called **'location verification'**. It allows the system to find the location in its geographical database. First, RIMS automatically determines which of the above five categories any given location falls. If the location consists of a leading number followed by a name, the system considers it a street address (123 MAIN ST, for example). If the number is missing, it is understood to be a place name. However, some place names may start with a number and for them this rule will not work. For example, a business might be called "21 CLUB." For these cases, you must precede the place name with an asterisk (*21 CLUB) to ensure that it is properly processed. To have RIMS perform the location verification:

1) Tab out of the Location field

2) Enter data in the APT field (optional, if applicable), tab

3) Select a CITY (optional, can be defaulted based on system setup), tab

As you tab past the City field RIMS performs the location verification. If the location is not listed in the geographical database, or if multiple matches are found, a pop-up window will appear. If you have made a mistake typing in the location, correct the error here. ALWAYS confirm the accuracy of the location you receive via ANI/ALI.

TYPE

After verifying the location, the next field is the Type (Incident Type). This is a drop-down list. Like all RIMS drop down lists, you can click on the arrow to display the list of valid incident types and then click the appropriate value, or you can start typing the value and with each character RIMS will further narrow down your selection. Using this method, you may not need to type in all of the type code if after a few characters it is unique. For example: typing in the characters IN will display the Type code of "INFO" since it is the only code starting with IN. Click tab to select this value. Call type can be changed by the dispatcher as required during call handling. The original call type will be retained. You will be provided with a list of all Folsom Police Department call types and each will be explained in detail.

CALLER / REPORTING PARTY

Name, address, and phone information should be collected for the caller. Enter the Caller name as: last name, <space>first name. When you tab to the next field RIMS looks up the person in the people database. Just like locations, RIMS is set up to validate names immediately, connecting this current incident to the caller's history. RIMS will take you through the person verification sequence and then fill in the address, apartment, city and phone fields. **You must verify with the caller** that this information is accurate, and you have selected the correct person file to be associated with the current incident. To bypass verification of a name, enter a **/** (forward slash) before the entry. For example, Elizabeth from Bay Alarm calls. Her name would look like: /Elizabeth-Bay Alarm. If the caller's location varies from the incident location, the "RP Loc" box is located below the caller information. Document the callers' current location for contact in that box.

RIMS also fills in the recent history of contacts with the caller. This can be found in the lower left section of the display- Location History- double-clicking on one of these history entries will display the associated record.

DESCRIPTION FIELD

In the Description field you can enter an unlimited amount of text describing the incident situation. This is where you will type a short explanation of the specifics relating to the call type. Your entry in the Description field should be minimal but as informative as possible. This is so the radio dispatcher can start officers to the call in a timely manner,

especially if it is a priority 1 incident. After the call is created additional information should be entered into the Comments field. The Description field is a time stamped area and should not be modified after the initial entry of an incident.

VEHICLE INFORMATION

This area is used to enter vehicle information for any type of vehicle associated with the call. If used properly, it will ensure that all relevant information is captured in a uniform format. Like narrative, this information can be entered prior to entering the call and will be saved with the call. Use the Add Vehicles screen to add additional vehicles relevant to the incident. When you enter a license plate into the vehicle fields, RIMS will run the license through the state system when you click/select OK. The vehicle return will be connected to the incident.

MAPPING INFORMATION/ CALLER CONTACT/ WEAPONS INVOLVED

The middle portion of the screen contains fields that are automatically filled in by RIMS. The Beat, RunCd, Src, Map, Cross (cross street), and Area fields are filled for pre-defined/verified locations.
Src is the source of the incident:
- T for telephone
- 9 for E911
- W for Wireless 911
- O for officer initiated
- C for counter/front desk
- S for scheduled incidents

The Cont field identifies if the caller would like an officer to contact them. This is a required field and must be updated before the call can be dispatched.
- Y for Yes
- N for no
- X for unknown or not applicable

The very last field in this area, under the cross-street information is a box labeled "Weap". **If a weapon is involved in the call you are entering, you must indicate this information here**. For example, GUN – KNIFE – BAT, etc. You get the idea.

RECOMMENDED UNITS

Lastly, you can dispatch from this screen. RIMS lists "Recommended Units" under that heading in this display as soon as you enter a verified location and type. Clicking on the title ("Recommended Units") dispatches all listed units; clicking on one of the units dispatches just that unit. Alternatively, you can also simply type a unit ID under the "Recommended Units" heading and then click/select the unit to dispatch it.

When all the above fields are completed, you may click on the SAVE button to save the incident. The incident will then be displayed in the Pending incidents screen to be dispatched by the radio dispatcher. A complete call for service should look like the image below. The incident has been saved and as you can see circled in the image below, additional information has been generated for this incident. The Incident number as described earlier in the Training Manual, the date and time of entry, and the Employee identifier/Last Name of both the call taker and the radio dispatcher once the call is dispatched.

HISTORY/OFFICER SAFETY FLAGS

During routine call taking and dispatching, on occasion, you will notice certain flags indicating history with a person or location, officer safety information, and various other alert types. Your position has full access to view and modify certain flags. As your training progresses, your Training Officer will explain these in more detail. Below are the most common flags seen on the incident screen. If you see a flag and you don't know what it means, **ASK.**

LOCATION PERSONS

If the entered location matches the address in a RIMS Person record, a flag indicating the 'Location Person' will display (double-clicking on the flag will display the person record.) This does not necessarily indicate an officer safety flag but rather an indication of incident history with someone who lives at the location.

Vehicle		Geo-Based Info	
License/State	Year 0	Beat 4	Run Card	Source T
Make		Map	Area 4	Contact X
Model		Resp Agencies FPD	FFD	AMR
Colors		Cross Streets ASHCAT WY/BALLAST WY	
VIN		Weapon	

Premise Officer Safety | **Two unit response** | **One Location Person**

WEAPON HISTORY AT LOCATION

Location history from previous incidents is recorded in RIMS Records Management System (RMS). While entering a call, the location history will display in the bottom left side of the call taking screen. If there is a record of a weapon used during an incident, the history display for that record will turn red indicating which type of weapon was used.

Location History			Caller History
9/13/14	TC NO	CALL COMPLETE	
2/16/16	1066	INFORMATION ONLY	
3/25/18	LOC CK	INFORMATION ONLY	
8/15/18	417JO	Weapon: GUN	

Street	Premise		Save	Cancel	More to Follow	Transfer	Map

STOLEN VEHICLE – FPD REPORT

When a stolen vehicle is reported to Folsom Police Department, a flag on the vehicle is entered into RIMS Records Management System (RMS). During call taking, if you enter a vehicle license plate into the Lic/St field that has an active stolen vehicle flag, you will see an indication on the middle of the screen below the Recommended Units display.

OFFICER SAFETY PREMISE HISTORY

On the example below you will see that the 'Premise' button on the bottom of the call taking screen is red. This indicates any hazard flag marked at a location in the premise file. Click on that red button to view the information. Additionally, there are flags in two sections of the middle part of the screen. One indicates 'Premise Officer Safety' on the left side and the other indicates '8 Location Persons' on the right side of the screen. It is critical to check these hazards immediately. In the CAD Data Files section, you will learn more about the Premise File. You must check the officer safety premise history and hazard flags and broadcast the information to patrol officers.

At times we need to find more information on a person or location, especially when we have been given limited details. Our CAD system contains reference files that act as an internal information center. You will find everything from needed phone numbers to radio call signs for departmental personnel. Learning how to utilize these files to their fullest potential will afford you access to most of the information you will need to perform your daily duties.

INFORMATION BAR

At the top left corner of your main CAD screen, you will see the Information Bar. This is the gateway to RIMS Records Management System (RMS). Your Training Officer will explain in further detail all the applicable functions available through the Information Bar. The following is a brief overview.

RIMS   People   CAD   Cases   Citations   Vehicles   Database   Property   Records   Offenders   Other   Search   Help

RIMS

Most administrative functions can be accessed by clicking on the RIMS tab. Located under this section are the media and patrol bulletins, the 24 hour incident summary for looking up previous shift calls, the crime log, and other miscellaneous informational resources.

PEOPLE

Clicking on the People tab will bring up the People Look Up and Entry screen. Utilizing this screen you may search local history and people records in RIMS RMS.

CAD

This tab is used to find incident summaries, tow log and premise watch information and prescheduled incidents.

CASES

Clicking on the Cases tab will bring up the Case Log. This is the collection of recorded case numbers. The nineteen most current case numbers are displayed on the Case Log screen. This is a searchable resource. You may find a specific case by entering the actual case number into the search field on the bottom of the Case Log screen.

CITATIONS

Clicking on the Cites tab will bring up the Citation Log. This is the collection of recorded citations. This is a searchable resource. You may find a specific citation by entering the actual citation number into the search field on the bottom of the Citation Log screen.

VEHICLES
Clicking on the Vehicle tab will bring up the Vehicle Look Up screen. This is a search engine for vehicles our department has had contact with. This resource searches local records only. Entering a license plate into the Look Up field will not run the vehicle through the state system. Partial information may be entered if the Vehicle License plate is not available at the time of inquiry.

DATABASE
The Database tab is a drop-down menu of resources that you will utilize on many occasions. These resources include officer badge numbers and names, tow company information, and screen configuration. Also located within this file is the Premise file which is explained in detail later in this section.

PROPERTY
The Property tab is a drop-down menu of resources related to property. This is a searchable area that is not often utilized by the dispatchers.

RECORDS
Most recorded information regarding specialized areas of crime is located within the Records Tab. This is where you can find and search specific information on areas including arrests, agency subpoenas, gangs, civil, missing persons, and stolen vehicles.

OFFENDERS
Clicking on the Offenders tab will bring up all Offenders we have entered in our system ranging from narcotics, parolees, arsonists, gangs, trespassers and PRCS subjects (Post Release Community Supervision).

OTHER
The Other tab encompasses several miscellaneous areas. Very detailed searches throughout all areas of RIMS may be done by utilizing this tab. Also located within this area are the Ready Reference file and the Phone List. Both functions are explained in further detail later in this section.

SEARCH
The Search tab is a drop-down menu of various topics you can search on such as CAD, case/property, people, vehicle, offender and warrant/civil/subpoena searches.

HELP
This tab contains information to help you learn more about the system.

PHONE LIST
The phone list is divided up into two sections. Search on the right side by Person Name and on the left, search by Business name. You may also narrow the search by choosing a specific category from the drop-down list toward the bottom of the Phone List screen. This file is where various agency and resource phone numbers are recorded. You may find the Phone list by clicking on the phone icon on the command line or by using the information bar on the top of your main CAD screen, choose 'Other' and then 'Phone List'.

READY REFERENCE
The Ready Reference file is a collection of important directives, policies, gate codes, instructions, and other miscellaneous resources. It is intended to be a file that is easily accessible in the event of a serious or emergent situation. You may find the Ready Reference file by using the information bar on the top of your main CAD screen; choose 'Other' and then 'Ready Reference'.

PREMISE FILE
The Premise file is intended to be a record of all business locations within the City of Folsom. This file is a resource for miscellaneous information associated with each location. The Premise file contains emergency contact information for business owners or responsible parties. You can update and make entries into this file. There are some residential entries in the Premise file. This residential information was documented based on past alarm permit applications and may be outdated. Details on Officer Safety flags indicated on locations are listed within this file. You may access the Premise file by either clicking on the large 'Premise' button on the bottom of the incident screen or by using the information bar on the top of your main CAD screen, choose 'Database', and then 'Premises'.

RIMS HELP FILE
Access to the RIMS Help Manual is located on the top portion of the main dispatch screen. From the main screen, select the help button, click on 'help contents'; this will open a box with a menu allowing you to search in detail.

RIMS – Sun Ridge Systems, Inc.
Support: 888-791-7467
Sunridgesystems.com

CAD CODES- DISPOSITION CODES

DISPOSITION CODE	CLOSES CALL
51	5150
72	72 HOUR TAG
AD	ADVISED
AL	ALARM
AN	ALARM—NO CHARGE
AR	ARREST
BC	BROADCAST
CC	CALL COMPLETE
CI	CITATION ISSUED
CN	CANCEL
CP	CIVIL PROBLEM/ISSUE
DC	DUPLICATE CALL
FI	FIELD INTERVIEW
GO	GONE ON ARRIVAL
IO	INFORMATION ONLY
QA	QUIET ON ARRIVAL
RT	REPORT TAKEN
SW	SENT ON WAY
TE	TRAFFIC ENFORCEMENT CITE
UL	UNABLE TO LOCATE
UN	UNFOUNDED
WA	WARNING (VERBAL)

UNIT CHANGE STATUS COMMANDS VIA COMMAND LINE

UNIT/CALL STATUS	UNIT/CALL STATUS CODES
8	CLEAR
D	DISPATCHED
ER	ENROUTE
97	ONSCENE
ON	ON DUTY
OFF	OFF DUTY
HQ	HEADQUARTERS
C7	MEAL
RPT	REPORT WRITING
TR	TRANSPORT
NA	NOT AVAILABLE
COURT	COURT
ADMIN	ADMIN
C4	CODE 4
BP	BIKE PATROL
TN	TRAINING
FT / FIT	FIT TIME
IC	IN CUSTODY
C3	CODE 3
TRC	TRANSPORT COMPLETE
CY	CORP YARD
FT	FIT TIME
TW / TEAMED	TEAMED WITH
BR / BRIEF	IN BRIEFING
BU / BUSY	BUSY
HP / HOSP	HOSPITAL
FOOT	FOOT PATROL

CALL FOR SERVICE SCREEN SHORTCUTS

Ctrl | Ctrl key + shortcuts: Use to move within the call taking screen, to the various areas

D — Description field

L — Location field

T — Incident type

N — Caller/RP name

X — License

U — Recommended units

Home — Takes cursor to beginning of field

End — Takes cursor to end of data in field

CTRL+K will take you to the **CONT** field. This is for designating whether a caller wants contact with a police officer or not. Y or N are the only letters accepted in this field.

CALL FOR SERVICE SCREEN SHORTCUTS
Updates are made to RIMS periodically. Some of these shortcuts may not be the same. These are for example only and may not be the actual shortcuts. You will have to make your own cheat sheets on what the shortcuts are.

Alt | Alt key + shortcuts: To identify ability to use Alt shortcuts, look for the letter that is underlined within the word on the action button. Example:

Add Vehicle   = Alt + e = brings up add vehicle screen

U   Pursuit

W   Previous Incident

X   Next Incident

H   History (Location)

L   Caller (display people record)

S   Street

E   Page 2 – Duplicate incident

FUNCTION KEY SHORTCUTS

Key	Function
F3	10-27/ Person Query
F4	10-28/ Vehicle Query
F5	Officer Initiated Activity
F6	Call For Service
F7	Police/Fire units Toggle
F8	State/NCIC Returns
F9	State/NCIC Masks
F11	Briefing Screen
F12	Command Line

CLETS INTERFACE – RIMS FORM MANAGER

Utilizing the function key F9 allows communications access to many different databases in the California Law Enforcement Telecommunications System (CLETS). You may use this function and screen to inquiry people and vehicles, property, firearms, restraining orders, and other various areas. You may also use this function and screen to access the RIMS Form Manager which allows you to make entries into the CLETS database. Your Training Officer will explain in detail the functions of the buttons on the screenshot below and your responsibility for record entry and modification.
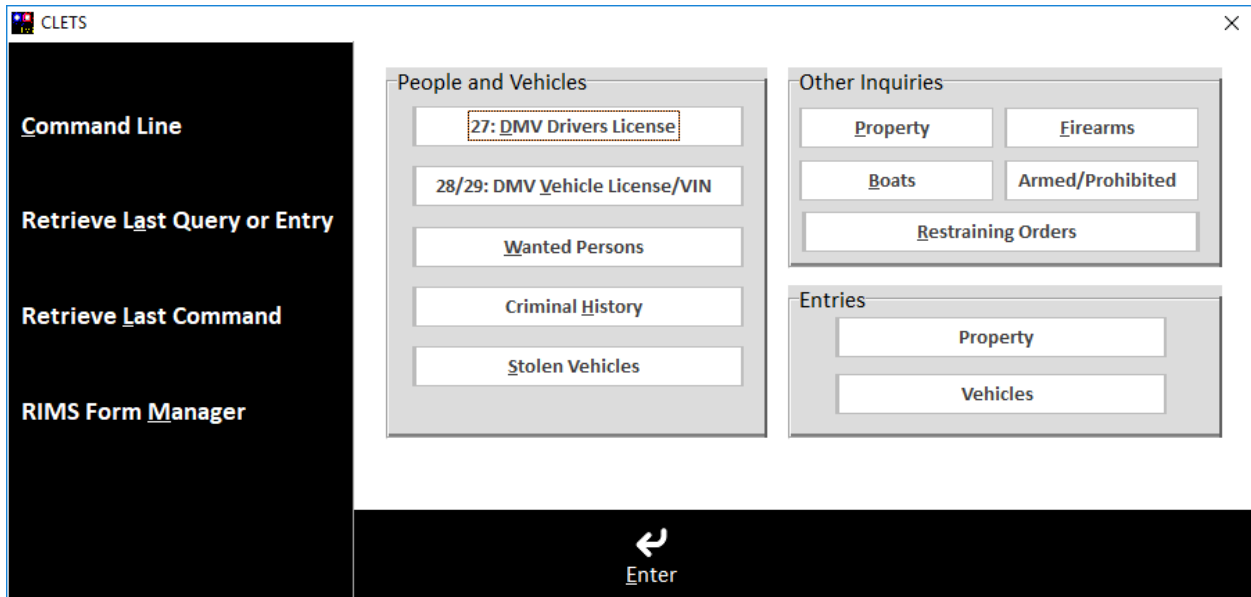
E CLETS Command Line:

State Query Commands	
Vehicle query	E unit or inc#,V,license,state,license type,parameters
Drivers license query	E unit or inc#,D,drivers license,state,parameters
Wanted person query	E unit or inc#,N,last name, first and middle names, DOB,
	sex, parameters, state
	Use AV instead of V to add the vehicle to the incident
	Use AD or AN instead of D,N to add the DL/Person to the inc.
	parameters: DLO-Drivers License Only, DNA - Do Not Attach to Inc
	RP-Run Person, RV-Run Vehicle. Use a space for
	multiple parameters.
Firearm query	E unit or inc#,G,serial #,last name,first name,DOB
Property query	E unit or inc#,P,serial #,article code,last name,first name,DOB

U For any action that pertains to the actual unit

Unit Commands	
Change unit status	U unit, new status, comment
Return to Scene	U unit, RS, comment
Change status of multiple units	U unit1/unit2/unit3, new status, comment
Dispatch a unit	U unit, unit ID of an already assigned unit, comment
All en route	U unit, ERALL
All on scene	U unit, OS, ALL (where OS is your code for on scene or ,OSALL)
All code 4 (OK)	U unit, CODE4ALL
Clear a unit	U unit, clear code, dispo, comment
Clear unit w/special circumstances	U unit, clear code, dispo, special circumstance code 1/2/3,comment
Clear all units w/special circumstances	U unit, ALL, dispo, special circumstance code 1/2/3,comment
Clear all units and close incident	U unit ID of an assigned unit, ALL, dispo
Unit on duty	U unit, ON
Unit off duty	U unit, your code for off duty
Team sign on	U TEAM

I For any action that changes an incident

Incident Commands	
Display an incident	I incident number or assigned unit
Display last displayed incident	I .
Display last created incident	I ;
Display last incident of the day	I ,
Dispatch an incident	I incident #,unit
Add comment to an incident	I incident # or assigned unit, comment
Add comment to a law incident	I incident # or assigned unit,P, comment
Add comment to a fire incident	I incident # or assigned unit,F, comment
Add comment to law&fire incidents	I incident # or assigned unit,B, comment
Add comment as important	I incident # or assigned unit,I, comment (or vertical "|" in cmt)
Cancel an incident	I incident #, disposition,comment
Traffic Stop	T unit,location,license state,color,make model,comment
Officer Initiated Activity	T unit,location,incident type,license state, color, make model, cmt
Assign a case number	C inc# or assigned unit, number of case numbers to assign

T For traffic or self-initiated activity

Traffic Stop	T unit,location,license state,color,make model,comment
Officer Initiated Activity	T unit,location,incident type,license state, color, make model, cmt

C To assign a case number

Assign a case number	C inc# or assigned unit, number of case numbers to assign

The following codes are samples for your reference and discussion with your Training Officer. Your Training Officer will demonstrate the proper usage.

Calls that start as one type may change as the call progresses. You may need to change the type of call or add one of the following modifiers to identify suspect in custody incidents, in progress or calls that have just occurred. The following modifiers can clearly indicate a higher incident priority.

- In Progress (IP) – Calls going on at the time you dispatch a unit, such as a reported domestic disturbance in progress
- Just Occurred (JO) – Calls of crimes that have occurred within 5 minutes of the caller reporting the incident, such as a bank robbery that the suspect has just run out the front door away from the business.
- In Custody (IC) – This modifier indicates that the suspect is in custody at the time of the call. The only call type with this modifier is 484, which is theft.

Our type codes are drawn from a number of sources; some are radio codes; some are penal and vehicle codes and some are just codes we found necessary to make the call clear and more concise. To be a satisfactory Call-taker you must be familiar with these codes, their use, and their impact on priority and manpower allocations. For instance, a call that is entered for dispatch as an "in-progress call" in error will cause several patrol officers, and possibly a field Sergeant to respond when it is not necessary, and their services may be needed elsewhere. If you are not sure of what call type to use, ASK.

CALL TYPES

CALL TYPES	
1055	DEAD BODY
1066	SUSPICIOUS ACTIVITY
10851IP	STOLEN VEHICLE IN PROG
10851JO	STOLEN VEHICLE JUST OCCD
10851R	STOLEN VEHICLE REPORT
1199	OFFICER DOWN
1154	SUSPICIOUS VEHICLE
166.4	VIOLATION OF COURT ORDER
187	HOMICIDE
20001	HIT AND RUN W/INJURY
20002	HIT AND RUN NO INJURY
207IP	KIDNAP IN PROGRESS
207JO	KIDNAP JUST OCCD
207R	KIDNAP REPORT
211AS	ROBBERY ALARM
211IP	ROBBERY IN PROGRESS
211JO	ROBBERY JUST OCCD
211R	ROBBERY REPORT
23110	OBJECT THROWN AT VEH
23152	DRUNK DRIVER
242IP	BATTERY IN PROGRESS
242JO	BATTERY JUST OCCD
242R	BATTERY REPORT
245IP	ASSAULT W/WEAPON IN PROGRESS

245JO	ASSAULT W/WEAPON JUST OCCD
245R	ASSAULT W/WEAPON REPORT
246IP	SHOOT AT DWELLING IN PROGRESS
246JO	SHOOT AT DWELLING JUST OCCD
246R	SHOOT AT DWELLING REPORT
261IP	RAPE IN PROGRESS
261JO	RAPE JUST OCCD
261R	RAPE REPORT
273.5IP	SPOUSE ABUSE IN PROGRESS
273.5JO	SPOUSE ABUSE JUST OCCD
273.5R	SPOUSE ABUSE REPORT
273IP	CHILD ABUSE IN PROGRESS
273JO	CHILD ABUSE JUST OCCD
273R	CHILD ABUSE REPORT
288IP	CHILD MOLESTATION IN PROGRESS
288JO	CHILD MOLESTATION JUST OCCD
288R	CHILD MOLESTATION REPORT
314IP	INDECENT EXPOSURE IN PROGRESS
314JO	INDECENT EXPOSURE JUST OCCD
314R	INDECENT EXPOSURE REPORT

368IP	ELDER ABUSE IN PROGRESS
368JO	ELDER ABUSE JUST OCCD
368R	ELDER ABUSE REPORT
415	DISTURBANCE
415DV	DOMESTIC DISTURBANCE

417IP	BRANDISHING IN PROGRESS
417JO	BRANDISHING JUST OCCD
417R	BRANDISHING REPORT
451IP	ARSON IN PROGRESS
451JO	ARSON JUST OCCD
451R	ARSON REPORT
459AS	ALARM AUDIBLE/SILENT
459IP	BURGLARY IN PROGRESS
459JO	BURGLARY JUST OCCD
459R	BURGLARY REPORT
470IP	FORGERY/FRAUD IN PROGRESS
470JO	FORGERY/FRAUD JUST OCCD
470R	FORGERY/FRAUD REPORT
484IC	THEFT SUSPECT IN CUSTODY
484IP	THEFT IN PROGRESS
484JO	THEFT JUST OCCD
484R	THEFT REPORT
496	STOLEN PROPERTY
5150	MENTAL PERSON
594IP	VANDALISM IN PROGRESS
594JO	VANDALISM JUST OCCD
594R	VANDALISM REPORT
647F	DRUNK IN PUBLIC
653M	ANNOYING PHONE CALLS
911	911 HANG UP/INCOMPLETE
ABANDON	ABANDONED VEHICLE

ANIMAL	ANIMAL COMPLAINT
AOD	ASSIST OUTSIDE AGENCY
BOL	BE ON THE LOOKOUT
C5	SURVEILLANCE
CAMP	ILLEGAL CAMPING
CIVIL	CIVIL PROBLEM
CODE10	███████████████
DETAIL	SPECIAL DETAIL
FLOOD	FLOODING

FMC	FOLSOM MUNICIPAL CODE
FOCUS	FOCUS ENFORCEMENT
FOOT	FOOT PATROL
FOUND	FOUND PROPERTY
FUP	FOLLOW UP
HAZARD	HAZARD
HS	NARCOTICS
INFO	INFORMATION
LOC CK	LOCATION CHECK
LOCMP	LOCATE MISSING PERSON
LOCVEH	LOCATE VEHICLE
LOST	LOST PROPERTY
MED	MEDICAL AID
MP	MISSING PERSON
MP RISK	MISSING PERSON AT RISK
PA	PUBLIC ASSIST
PANIC	PANIC ALARM SILENT OR AUDIBLE
PARKER	PARKING COMPLAINT
PATROL	PATROL REQUEST
PLS	PROJECT LIFE SAVER
PROWLER	PROWLER

PURSUIT	PURSUIT
PW	PUBLIC WORKS
RECKLESS	RECKLESS DRIVER
REPAIR	REPAIR
SCH CON	CONSENT SEARCH
SCH PAR	PAROLE SEARCH
SCH PRCS	PRCS PROBATION SEARCH
SCH PROB	PROBATION SEARCH
SCH WARR	SEARCH WARRANT
SHOTS	SHOTS FIRED
SIGNAL	SIGNAL 1000
SS	SUBJECT STOP
STALKING	STALKING
TC INJS	TRAFFIC COLLISION W/INJURIES
TC NO	TRAFFIC COLLISION PROPERTY DAMAGE ONLY
TC UNK	TRAFFIC COLLISION UNK INJURIES
TEST	TEST CALL
THREATS	THREATS
TOWED	TOWED VEHICLE
TRUANT	TRUANT
TSTOP	TRAFFIC STOP
WARR	WARRANT SERVICE
WELCK	WELFARE CHECK

CAD SYSTEM DOWN/CRASH

It is estimated that the CAD system will have a high percentage of on-line time. However, there will be times when the system will go offline for either routine maintenance, emergencies, or training. In the event that the CAD system goes off line (or in more common terminology, it crashes), you will be in "manual mode" (page 131) and the following procedures should be followed.

COMPUTER SYSTEM ISSUE

For minor technical issues regarding the computer programs and operations at the consoles, contact the City of Folsom Information Systems department. Commonly referred to as I.S., they are on call 24/7 for major emergencies. Be very specific about the nature of the problem and the console(s) it is affecting. You will enter a REPAIR call in CAD, documenting the problem and steps taken to resolution. Refer to SOP: I.S. Call Out

Below is a list of criteria to use to determine whether I.S. employees should be called after hours. If there is a dispatch supervisor on duty, please refer to their direction prior to making a call out after hours. If there is not a communications supervisor on duty, exercise your best judgment and use these guidelines.

- CAD system is down or not functioning properly (very slow or hanging up on every command) at all the positions
- CLETS in CAD is not working and iCLETS is not working at all positions
  - Verify there is no posted outage within CLETS and verify other agencies are functioning prior to calling I.S. after hours
- Mapping system is not working at all positions
- Dispatch printer is not receiving teletypes
  - If the print function through CAD is not working, please report to the next shift so that I.S. can be called out during working hours.
- All MDC's are not working- patrol supervisor to call I.S.

It is impossible to capture every possible scenario in this list, so please use your best judgment when calling out I.S. after hours. If business can still be done without jeopardizing citizen or officer safety, please consider whether a call out should be made. There will be times that it is going to be uncomfortable to do business without a function working. Call I.S. only for critical situations and the non-critical operations should be passed onto the next shift so that during work hours, I.S. can be called to rectify the problem.

MINOR POWER OUTAGE

If the department has a power outage, the back-up generator will kick on until the problem is resolved. You should not have to activate the generator; it will automatically provide power to the dispatch center. On the back wall of the center, next to the fire alarm panel there is a box that controls the generator alarm. If it sounds, flip the switch to "SILENCE" to silence the alarm. Once the system goes back to building power, you will need to flip the switch to "NORMAL" to silence the alarm.

RADIO SYSTEM EMERGENCY

The Motorola MCC 7500 Elite Dispatch computer that allows you to operate the radio system is serviced by Delta Wireless.

In the event of a radio system emergency:
1. Notify the on-duty communications supervisor and Watch Commander immediately.
2. Enter a REPAIR call and document the circumstances.
3. Refer to the SOP Radio Outages and System Issues: ███████████████████████████████████████ C
4. You may need to use the keyboard attached to the radio console at each position to log the computer back on when the problem is resolved.

PHONE SYSTEM CRASH

AT&T is our phone service provider. The phone monitor and computer are separate from the main CAD and radio system. AT&T handles any and all issues related to the phone system. If the phone system stops working for both incoming and outgoing calls, use a hibernated cell phone located in the communications center. Enter a REPAIR call for service and then follow the directions below:
1. Advise the officers on the radio that the phone lines are not functioning properly.
2. Use the hibernated cell phone to call ████████████████████████ and ask them to reroute our 911 lines to them. They can also be reached via the Hotline. This means all incoming 911 calls will be forwarded to their dispatch center until the problem is resolved. Make sure you give the ██████ dispatcher the hibernated phone number you are using.
3. Call AT&T and submit a priority help ticket. Make sure to document the trouble ticket number. The AT&T answering service will contact an AT&T technician, and he/she will reach us by phone or respond if necessary.

███
███████████████████████████████

5. Notify fire dispatch of the number they will need to use to reach us due to the ringdown line being disabled. We can also be reached via the Hotline.
6. When the phone system is up and running again notify fire dispatch and have the ████████████████ ████████████████████ re-route our 911 calls back to FPD.
7. Deactivate Remote Call Forwarding.

CAD SYSTEM CRASH

Occasionally, the CAD system will stop working and/or freeze without notice. This does not happen often but if it should happen while you are on duty. Follow the directions below.

1. Notify the officers on the radio that CAD is down. Their mobile computers may be experiencing problems as well.
2. Turn the computer off completely and re-boot the system. If this does not work, go on to step #3.
3. Call I.S. and let them know of the problem. It could be something minor that can be fixed from the console. In the event it is a major computer failure, the CAD system may be down for several hours while I.S. works on the problem.
4. Try to remember the last case number, tow, and disposition of the patrol officers. Grab a map book.
5. If you are the radio dispatcher, you will log all officer activity on the log sheets that are in the back of the console binders.
6. As a call taker, document calls on the blue call for service cards or incident forms located in the back of the console binders. These are also accessible through the SOP Manual Mode. You will have to write down calls and pass them to the radio dispatcher to handle.
7. When the CAD system is functional again, all calls on the cards/log sheets must be entered into CAD as incidents and cleared with the appropriate disposition.
8. Turn in the cards/logs to the communications supervisor.
9. Advise the officers on the radio when the CAD system is back up.

IMPORTANT EMERGENCY PHONE NUMBERS

- AT&T Technical Support   ███████
- Delta Wireless 24-hour   916-928-1200
- Sacramento County Operator   916-875-6900
- Sacramento County Telecommunications   916-875-6506
- Sacramento County Sheriff's Communications   ███████
- Sacramento Regional Fire Communications   916-228-3000
- California Highway Patrol   916-861-1300
- ON CALL I.S. cell phone
- Watch Commander – Office

TOTAL SYSTEM FAILURE

Dispatching and call taking during this time may feel disorienting and the consoles may be down for several hours. You will need to follow the guidelines 3-5 listed under 'CAD System Crash' to document the incidents. Remember, just because we are having an emergency doesn't mean the city shuts down. This situation has caught us off guard, but we still maintain our professionalism as citizens continue to call with routine issues. During this stressful time do your best to keep everything straight and don't forget to make the most of your resources i.e.: map books, phone books, etc. It is not likely that this type of failure will occur but, in the event, that it does happen:

1. Notify the on-duty communications supervisor and watch commander immediately
   - The watch commander should refer to the Executive Staff Notification Matrix.
   - A command staff notification with details of the incident should be sent from a working computer utilizing Everbridge. If there are no working computers, a phone call will be made to notify the Command Staff.
2. Advise the officers over the radio, if it is functioning. If the radio is working but the dispatch radio console is down, advise the officers using a dispatch portable radio.
3. Use a hibernated phone and call ▇▇▇ to "flip the switch". Remember to give the dispatcher the hibernated phone number you are using. They will contact you on the hibernated phone if there is a call for service. Occasionally, the dispatchers will utilize the Hotline to pass on information, providing our radio is working.
4. Call CHP and fire dispatch to let them know our calls are being taken and dispatched by ▇▇▇▇▇▇▇▇ ▇▇▇▇▇▇▇▇.
5. Call I.S. and advise them of the problem. They may need to respond immediately. If they ask you to do remote call forwarding on the phone system, follow the instructions on the next page.
6. Contact AT&T and create a priority help ticket. They will likely have a representative respond.
7. Notify the communications supervisors by phone if this situation occurs while they are not on duty.

REMOTE CALL FORWARDING – ACTIVATION

1. Call ▮▮▮▮▮ to activate the RAF function

2. Enter the phone number to be call forwarded ▮▮▮▮▮
   include the # (pound) sign at the end of each number entry

3. Enter the PIN or Password ▮▮▮▮ *last four numbers of the line being forwarded*

4. Enter the Feature Code- ▮▮▮ (▮▮ *activates RAF)*

5. Confirm your request- **1#**

6. Enter the number you want it forwarded to-▮▮▮▮▮ *If you need to dial a "9" to get out on the phone you're dialing from place a "9" before the* ▮▮▮▮*.*

REMOTE CALL FORWARDING – *DE*ACTIVATION

1. Call ▮▮▮▮▮ to activate the RAF function

2. Enter the phone number that was call forwarded ▮▮▮▮▮
   include the # (pound) sign at the end of each number entry

3. Enter the PIN or Password=▮▮▮▮ *last four numbers of the line that was forwarded*

4. Enter the Feature Code- ▮▮▮ (▮▮ *deactivates RAF)*

5. Confirm your request- **1#**

CALL TYPES - DEFINED

The following pages are for quick reference when needed. The incident codes that can be used for each type of call are also listed. As you can see each call type can use several different incident type codes. As stated earlier, some are radio codes, some are penal and vehicle codes, and some are codes we found necessary to make the call clear and more concise.

These pages contain general information that will help you when handling most types of calls. With each of these types of calls, don't forget that you still need to fill out the caller information within the incident entry window.

Caller Information:

<div style="padding-left:2em;">

Location   Always confirm the physical location of the reporting party. It is good practice to repeat the address back to the caller to ensure that you have the correct numbers, indicate whether it is an Avenue, Court, Road, etc. Always ask the caller if there is an apartment or space number. If the reporting party location is different than the incident location, document that in the appropriate area on the caller screen as discussed on page 106.

R/P   Name, address and phone information should be collected for the caller. If the caller simply refuses to give you this information, indicate **/ANON** in the name field of RIMS. RIMS is set up to validate names immediately. If you do not use a back slash (/) when entering a callers' name and you do not verify the name in RIMS or get their information, RIMS will create a duplicate record. If the caller's location varies from the incident location, the "RP Loc" box is located below the caller information. Document the callers' current location for contact in that box.

Telephone   A telephone number is extremely important. Many times, it is necessary for the dispatcher to re-contact the reporting party for additional information, or to clarify an address.

</div>

The above caller information is considered automatic and therefore not listed on the examples. Most of these pages will give you instructions on how we usually handle these types of situations. Remember, you will encounter some unusual circumstances where this information may not apply. ASK! There is usually someone around that can help you.

FOUND/DEAD BODY

Are you sure the victim is deceased? (transfer to Fire)

How did you come upon the victim?

Do you know how they died?
Have they been ill?
Is suicide possible?
Could this be a homicide?

Identification of the victim?

Advise the caller not to disturb anything around the victim.

Notify the Watch Commander.

Always treat every dead body call as a possible homicide. Remember, that most of these calls originate as a 911 call for Medical Aid. Make sure that you advise the Fire Department of possible unknown circumstances; they will try not to disturb too much knowing it may be a homicide.

SUSPICIOUS CIRCUMSTANCES/SUSPICIOUS VEHICLE
1066/1154

You must explain the call in more detail in the text of the call and on the radio so the officer will know what to expect when he/she arrives on scene. As details become available, the Type Code may be changed to one more adequate.

SUSPICIOUS PERSON/VEHICLE

What is being done that is suspicious?
Description?
When were they last seen?
Direction of travel?

*If there is no criminal activity, proceed cautiously as to avoid violating someone's civil rights.

OPEN GARAGE DOOR
When an officer advises of an open door, immediately send a cover unit unless the officer says, "will advise". Make a notation of that in the call of the case. Attempt to locate a phone number for the residence and call inside to advise them an officer is outside, and they left their garage door open.

When a citizen reports an open door:

Do you know if the owner is home?
Have you seen anyone around the home or immediate area?
Are there any suspicious vehicles in the area?
Do you know how long it has been open?

SUSPECT INFORMATION

Did you see it being taken?
    If so, suspect description?
    Direction of travel?
    Time element?
Vehicle description, including the license plate?
Are your payments current?
Do you know who stole it?
Where are the keys?
Does anyone else have keys or permission to drive your vehicle?

NO SUSPECT INFORMATION

Make sure the caller is the registered owner or is responsible for the vehicle.
Run the license plate to see if it has been stored or repossessed.
How long had it been parked?
Was it legally parked?
Could it have been towed or repossessed? (Sometimes it takes time for a towing agency to call us and notify us of the private property tow or repossession)

RECOVERED STOLEN VEHICLE REPORTED BY CITIZEN

When a citizen calls to report an abandoned vehicle and the plate returns to a stolen vehicle:

Enter a call for service as a **LOCVEH**
Do you see anyone around or in the vehicle?
How long has it been parked there?
Is the ignition punched or tampered with?
Did you see who parked it there? If so, description, time element, and direction of travel?

10851IP or 10851JO should be broadcast on the HOTLINE.

The circumstances in which an officer declares "11-99" will vary; however, when simply defined, 11-99 means only one thing- <u>Officer needs help immediately. An officer's life is in danger.</u>

Repeat the radio transmission of the reporting officer verbatim over the main channel. Add his last known location if the officer did not advise and send units.

The information should be broadcast on the Hotline as well.

Notify the Watch Commander if he/she is not on the air.

In this, of all incidents, <u>the dispatcher must remain in control</u>. The calm and composed voice of a dispatcher will do much to calm an injured officer and to get help to him/her as quickly and efficiently as possible.

*Notify fire and have medics stage when appropriate.

HAPPENING NOW:

Location?
What is the suspect doing?
Weapons?
Name, DOB?
Description?
Did suspect arrive on foot or in a vehicle?
If in a vehicle, vehicle description?
Direction of travel and time element?
Do you have a copy of the court order with you?

IF PAST:

Location?
How long ago?
Do you wish to file a report?
Do you have a copy of the court order?

*A court order can be enforced regardless of it being in entered in CLETS or not.

These calls are typically entered as MED for a medical aid or 245. The officers responding will advise when to change the type code to 187.

A homicide is the intentional taking of a life. A dispatcher may work his/her entire career and never receive a call specifically reporting a homicide.

Location?

Weapons?

Where exactly is the victim?

Are you certain the person is dead?
    Advise fire to stage.
    Advise the Watch Commander.

Suspect description?
Vehicle description?
Direction of travel?

Assure the caller that officers will be enroute when practical, however you must continue to ask these important questions. Tell the caller not to disturb the crime scene. Keep the caller on the line until the officers are on scene.

Remember, that this type of call may come in as a request for medical aid. When you determine that this is a crime, question the caller further, keeping in mind officer safety.

20001- Hit and run with injuries (Felony)
20002- Hit and run with no injuries (Misdemeanor)

A "Hit and Run" can come in many ways; vehicle vs moving vehicle/bicyclist/pedestrian, vehicle vs. parked vehicle or a vehicle vs. a solid object, such as a fence or tree.

Location?

Are there injuries?
        Advise fire.

Time element?

Description of the suspect vehicle?
        Include location of damage to the suspect vehicle.

Direction of travel?

Description of driver?

If a note was left on the victim's vehicle by the other driver which identifies himself, it is not a hit and run. The other driver has complied with the law prior to leaving the scene. However, if a note is left that does not contain accurate identifying information; this will qualify as a hit and run.

Location?

Weapons?

Time element?

Did you see who took the victim?

Suspect vehicle description?

Direction of travel?

Description of victim?
    Child or adult?
    Clothing description?

Did the victim know the suspect?

Notify the Watch Commander. If this just occurred, be prepared to broadcast the information on the Hotline and advise EDSO/PCSO etc. Confirm the information that you have is correct. Keep in mind that under certain circumstances, this may require an AMBER ALERT.

Location?

How? By force or fear?

Weapons? (Often, a person calls in a robbery when it is a burglary)
    What type of weapon?
    Where did the suspect place the weapon when leaving?
    Did the caller see the weapon or did the suspect only state or simulate that they
    had a weapon?

Is the suspect still there?

Is anyone injured?
    If yes, stage fire.

Time element?

Description of the suspect vehicle and suspect?
    Direction of travel?

What is the loss?
    What was it placed in?
    Was it dye-pack or bait money?

Continue to assure the caller throughout the call that that the police are on the way and continue with questioning. Tell the caller not to touch any place that the suspect may have touched so that we may collect fingerprints (countertops, cash registers, etc).

DEFINITIONS:

Robbery – The taking or attempting to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear.

Armed Robbery- Incident using a firearm, knife or cutting instrument or another dangerous weapon. Commonly referred to as "holdups or hijackings".

Location?

Injuries?

Time Element?

Suspects?

Suspect Vehicle?

Direction of travel?

Damage done, if any?
>If yes, does the caller want to make a report of the damage?

Location?

Direction of travel?

Vehicle description and plate if possible?

Is the caller following?

What makes the caller think the driver is drunk?

If reckless driver, what are they doing that is reckless?

If the vehicle travels out of the City of Folsom, transfer the caller to the correct agency. Stay on the line and give the dispatcher the vehicle description, license plate and direction of travel before disconnecting.

*Discourage the caller from attempting to chase or stop the vehicle.

BATTERY/ASSAULT WITH DEADLY WEAPON

242IP
242JO
242R
245IP
245JO
245R

Location?
> Inside the building/residence or outside?

Weapons?
> What kind?
> Where is it now?

How many people involved?

Is the perpetrator still on scene?
> Description?

Where is the victim?

Are there injuries?
> If so, stage fire.

Did they leave on foot or in a vehicle?
> If so, description and direction of travel?

Has anyone been drinking or using drugs?

Do you know who the subjects involved are?

DEFINITIONS:

Assault: An unlawful attempt, coupled with a present ability, to commit a violent injury on the person of another. (No physical contact has been made)

Battery: Any willful and unlawful use of force or violence upon the person of another.

Assault with a deadly weapon: An assault upon the person of another with a deadly weapon or instrument by any means of force likely to produce great bodily injury.

Location?

What type of weapon?
　　Where is the weapon now?

Time element?

Suspect vehicle?
　　Vehicle description?
　　Direction of travel?

Suspect description?
　　On foot or in vehicle?
　　If on foot, direction of travel?

What was shot?
　　What damage was done?
　　Where on the building was the damage done?

This is a highly emotional situation for the caller, whether the caller is a friend, family member, or the victim. It is vital that you keep your voice calm and neutral while questioning the caller. The caller may express frustration, impatience, anger or distress. The caller may also vent to you. You must not let the emotion of the situation affect your emotional balance. Reassure them and calm them; nothing they say should be taken personally.

Location?

Where is the victim now?

How long ago?

Do they need medical aid?
    Stage fire.

Was a weapon involved?
    If so, what type?

Do you know the suspect(s) or how did you encounter suspect(s)?

Did the suspect leave in a vehicle?

Vehicle description and direction of travel?

Suspect description?

*IF THE RAPE OCCURRED RECENTLY, ADVISE THEM NOT TO BATHE OR CHANGE CLOTHES.

DOMESTIC DISTURBANCE/SPOUSAL ABUSE

415DV
273.5IP
273.5JO
273.5R

Location?

Verbal or physical?
    If physical, is anyone injured?
    If yes, stage fire.

Weapons?
    What kind?
    Where in the home? (even if not displayed during the fight, i.e.: are there guns in the house, etc).

Who is involved?
    How many subjects?
    Are the parties' adults or juveniles?
    What is the relationship between the subjects involved?

Is anyone drinking or using drugs?

What is happening now and what have you been hearing?
    Arguing?
    Thumping or slapping?
    Screaming?
    Breaking glass?
    Shots fired?
    Does this happen often?
    Is there history of domestic violence?

*If the altercation is physical and known domestic relationship, use 273.5.

**If the parties are in a dating/romantic relationship and there is no altercation, use the code 415DV. If not, utilize the call type 415. See page 153.

Check the history of the location and names to see if officers have responded to prior domestic violence calls with these subjects.

CHILD ABUSE/CHILD MOLESTATION
273- CHILD ABUSE
273IP
273JO
273R
288- CHILD MOLESTATION
288IP
288JO
288R

ABUSE IN PROGRESS

What type of abuse?
       Physical?
       Verbal?
       Sexual?

Is the suspect still there?

Is the child injured?
       If yes, stage fire.

Suspect description?

Vehicle description?

IF PAST

Where did the abuse occur?

How long ago?

Note:
Sometimes a child will tell an adult of abuse that occurred quite a while ago, while they were at a relative's house or while they lived in a different town. Try to determine if the abuse occurred in our jurisdiction. If the watch commander approves, a courtesy report may be taken by an officer for another jurisdiction.

Location?

Time element?

Is the suspect still on scene?
        Do you know the suspects name?
        Description?

Where was the suspect when they exposed themselves?

Was there a vehicle?
        Vehicle description?
        Direction of travel?

Where is the victim now?

Can you identify the suspect if you saw him/her again?

This is a misdemeanor and we need the victim to file a crime report for the police department to arrest and prosecute the offender. If the suspect has previous conviction for 314 or 288, this is a felony.

Location?

Injuries?

Time element?

What type of abuse?
   Physical?
   Financial?

What is the relationship between the suspect and the victim?

Suspect description?
   Are they on scene?

Obtain victim information.

Location?

Determine the main complaint of the caller.
      Loud music or party?
      Loud talking or laughing?
      Minors in possession of alcohol/ party with underage drinking?
      Subjects in a park after dark?
      Subjects arguing (verbal only)? **

Approximately how many people at the party?

Do you know if the party is composed of adults or juveniles?

Is the caller willing to sign a complaint if the host of the party does not comply with the officers' request to quiet the party?

** If the caller doesn't know if the subjects arguing are in a dating/romantic relationship, use the code 415. If the parties involved are in a dating/romantic relationship utilize the code 415DV. It is important to ascertain what type of 415 officers are responding to. They respond much differently to a 415DV than they do a 415.

Location?

What type of weapon?

Did the suspect point the weapon at anyone?

How long ago?

Any shots fired? (THIS WOULD CHANGE THE CALL TYPE TO 245)

Is anyone injured?

Description of the suspect/suspect vehicle?

Direction of travel of suspect/suspect vehicle?

If the caller is witnessing an unfolding situation, try and keep the caller on the line until officers arrive on scene in order to solicit updates for responding officers. Tell the caller to keep themselves safe. If it isn't safe for them to stay and give updates, do not insist the caller stay on the line.

Location?

What is on fire?

If the caller knows that the suspect is still on scene, stage fire.

Suspect description?

Direction of travel?

On foot or in vehicle?

Vehicle description?

*Be prepared for evacuations depending on the size of the fire and the proximity to occupied buildings.

An alarm can be called in by an alarm company, a citizen or on viewed by an officer. If an alarm company advises you of an alarm at a residence or business, include in the text:

Last name of the residence or the name of the business.
Is the alarm silent or audible?
Location of the activation.
Premise phone number.
Is there a responsible party who can respond to the location?
  If so, indicate if the responsible is enroute, estimated time of arrival (ETA) and vehicle description. If the alarm company has yet to contact a responder, indicate in the narrative "responsible is pending".

If the alarm is called in by a citizen, gather as much information of the above as possible. Additional questions would be:

Did you see anyone or any vehicles around the location?
Do you know the homeowners?
Do you have contact information for them?

*If a citizen calls to cancel an alarm call, have them call their alarm company with the proper password. Do not cancel officer's response to an alarm without confirmation from the alarm company; it may be the suspect trying to cancel police response.

PANIC alarms at businesses and residences must be manually pushed by a person; therefore, these calls are the same priority as a Robbery in Progress.

If in progress or just occurred, keep the caller on the line

Location?

Weapons?

Description of the suspect?

Suspect vehicle description? (or any unknown vehicles parked nearby that could be associated with the suspect)

Direction of travel of the suspect or suspect vehicle?

What does the building back up to? (establish possible escape routes)

Keep the caller on the line, if it is safe to do so, until the officers are on scene to provide an update on the suspect(s) activity.

If the caller does not know the exact address, have them advise where it is in context to their location. (How many doors down, across the street, to the rear, etc) Some verbiage you might use might be: "If I were standing in your driveway facing your house, would it be to the right or left?"

If Past

Location?

Time element?

Point of entry?

What, if anything, was taken?

Advise the caller to try not to contaminate the scene (don't touch things or go any further into the building until officers arrive and clear it).

Definition: The unlawful entry of a structure to commit a felony or theft.

Location?

Time element?

Suspect still on scene?
      If so, description of suspect and vehicle if any.

Direction of travel?

What type of forgery or fraud?
      Counterfeit money?
      ID theft?
      Forgery?

California Penal Code 530.6 (a) A person who has learned or reasonably suspects that his or her personal identifying information has been unlawfully used by another, as described in subdivision (a) of Section 530.5, may initiate a law enforcement investigation by contacting the local law enforcement agency that has jurisdiction over his or her actual residence or place of business, which shall take a police report of the matter, provide the complainant with a copy of that report, and begin an investigation of the facts. If the suspected crime was committed in a different jurisdiction, the local law enforcement agency may refer the matter to the law enforcement agency where the suspected crime was committed for further investigation of the facts.

Location?

Time element?

Suspect description?

Direction of travel?

What was taken?

How much was it worth?

If a Loss Prevention Officer is calling to report a theft and they have the suspect in custody:

Are they cuffed?

Are they being cooperative?

Suspect name, DOB and DL number.

DEFINITIONS:

Petty theft - Under $999.00

Felony theft – Exceeding $950.00

Location?

Suspect description if any?

What type of property?

Does the property belong to the caller?

Is there a serial number on the item?

MENTAL HEALTH PROBLEM/SUICIDE/ WELFARE CHECK
5150

Calls in reference to a person behaving strangely or not making sense, if no injury or illness is involved, may be referred to the beat officer for evaluation. The officer can evaluate the person to see if they are under the influence or to see if the subject meets 5150 criteria and needs to be evaluated by Mercy Folsom Hospital.

If reported by an uninvolved party, get a description of the subject in question, mode and direction of travel.

If handling a call from a person that you believe may have mental health problems, obtain the person's location, name and description.

USE 5150 FOR ANY CALLS REFERRING TO THREATS OF SUICIDE, ATTEMPTED SUICIDE OR ACTUAL SUICIDE.

Location?

Method used to harm themselves or threatened to use?
  If pills, what kind, how many, and when taken?
  If weapon, does the victim have access to a weapon?
      What kind and where is it now?

Advise fire to stage.

When did you last see or speak to the victim (if caller not with the victim).

Victim's information
  Name
  DOB/age
  Victim address and phone number
  Does the victim live alone?
  Any previous history of suicide attempt and the method used?

KEEP THE CALLER ON THE LINE IN CASE RESPONDING OFFICERS HAVE ANY FURTHER QUESTIONS ONLY IF IT IS SAFE FOR THE CALLER TO DO SO.

Location?

What damage was done?

Suspect still on scene?
        If so, suspect/suspect vehicle description?
        Direction of travel?

Do you know who did this?

Are you willing to prosecute?

When a subject is found in any public place under the influence of intoxicating liquor, any drug, controlled substance, toluene, or any combination of, and is in a condition that he or she is unable to exercise care for his or her own safety or the safety of others, he or she may be placed under arrest.

Description?

Weapons?

Confirm the subject's symptoms and behavior as it may lead to possible officer safety concerns.

HARRASSMENT

Harassment can come in the form of phone calls, email, text messages, social media, verbal (face to face) or physical (stalking, driving by) contact.

HARASSING/OBSCENE PHONE CALLS

Use the type code "653M" for harassment by phone. The urgency of this call type is less than that of the THREATS call type. Meaning, instead of threatening bodily harm, a person continues to annoy or harass the reporting party after they have been asked to stop all means of contact. At any time, a victim can contact the telephone company to block a harassing phone number after a police report is taken. If the calling phone number is not known, after a report has been taken, the victim may request their telephone company to put a "Trap" or "Trace" on their line. It is the victim's responsibility to request and arrange for these services. The telephone company will call or fax the results of the "Trap" to the officer for further criminal action if necessary.

THREATS

Threats are handled differently than harassment due to the potential for injury. See page 204.

Location? Never assume that the address listed on the ALI screen is where the problem is occurring.

What? Determine the type of problem and handle accordingly.

911 lines shall be the dispatchers' priority of all incoming telephone calls. 911 lines SHALL be answered within four rings.

A call for service must be entered on all 911 calls received. Even if the caller was transferred to an outside agency or advises there is no emergency and requests to cancel any response. Creating an incident doesn't always mean officers will be responding to the call.

CALL FROM RESIDENCE OR BUSINESS
The dispatcher will attempt to call back the telephone number displayed on the E911 system and contact the caller.

CALLS RECEIVED FROM PAYPHONES
When a 911 hang-up call is received from a pay phone, a CAD event will be created, and all ANI/ALI information included in the event. Call the business the payphone is located at and ascertain if there is a problem. As a safety precaution, do not instruct the employee to go outside to look. If unable to confirm, send officer to check area.

PUBLIC SCHOOLS DURING SCHOOL HOURS
For 911 hang up calls made from a public school during normal school hours: Notify an adult school official or school resource officer (SRO) to check the telephone from where the call originated.

CALLS FROM DOMESTIC VIOLENCE FLAG OR PREVIOUS HISTORY
When a 911 hang up call is received from an address or phone number which has been flagged with violence, domestic violence, or BOLO information, the dispatcher shall dispatch an officer to the location. An officer will be dispatched to the location; even if the person answering the phone says the call was in error. If the caller hangs up, and the dispatcher is unable to contact anyone at the location or determine if a problem exists, advise the responding officer(s).

WIRELESS CALLS FROM PRISONS
Identify the location of the caller utilizing the mapping system. Notify prison officials of the location of the call and any other information you may obtain about the caller, such as a name.

- **See FPPM 805.4.4 for Cellular 911 Matrix**

Abandoned vehicles are referred to the Abandoned Vehicle Hotline. Attempt to obtain the license plate number of the vehicle. Many stolen vehicles are left abandoned. Check plate in SVS for status. If the vehicle returns as stolen, enter a "LOCVEH" call and send a unit to recover the vehicle.

When a citizen calls to request a vehicle be towed off private property, it is the responsibility of the property owner to remove the vehicle.

It is illegal to park a vehicle on a public street in the City of Folsom for over 72 hours. The 72-hour countdown begins from the time an officer marks the vehicle, not the time a citizen states it has been parked there.

If the vehicle is abandoned and partially blocking the roadway, send an officer.

What is the license plate of the vehicle?
Check vehicle history to see if it's already been reported
Location?
Description?
How long has it been there?

For action to be taken, the Code Enforcement Officer looks for signs of abandonment, i.e., cobwebs around the tires, unable to see through the windows due to dust and dirt, vehicle on car jacks, etc.

The City of Folsom Animal Control Officer (ACO) works regular business hours Monday-Friday. During regular business hours, ANIMAL calls can be given to the ACO. The Watch Commander must approve after hours contact with ACO. Officers will respond to reports of animals locked in cars if the temperatures are very warm, barking dogs (non-regular business hours) dog bites, vicious or injured animals.

SEE ANIMAL CONTROL MATRIX FOR FURTHER DETAILS ON WHAT TYPES OF INCIDENTS AND WHAT ACTION SHOULD BE TAKEN FOR ANIMAL CALLS.

Possible questions if applicable:

What kind of animal is it?
What does the animal look like?
Does the caller know where the animal lives or belongs?
If a domestic animal, does it have a collar?
Is the animal actively attacking or charging someone?
Has anyone been injured by this animal?
        If yes, do they need medical attention?

Where was the animal last seen? Direction of travel?

After hours, enter calls for lost/found pets as ANIMAL. If a citizen calls looking for their lost pet, we will know how to contact the original caller. In both situations, lost and found, ask the caller if it is okay to share their phone number and address with the secondary caller if the animal is located. The permission to release this information will remove you from acting as the middleman and the two callers can contact each other directly.

When another agency requests assistance, advise the Watch Commander of the request and the circumstances. These requests are usually from local agencies requesting a K-9 unit for a search, a unit to back-up one of their units or possibly a request that a courtesy report be taken for them. They may also request that we contact a subject to see if they have been a victim of a crime or to do a registered owner check.

The Fire Department may request a patrol unit if there is a fire in the area, evacuations need to be made or they are attempting to transport an unruly patient. Mercy Folsom also calls for assistance when they have unruly patients or when patients have left and need to return to have medical equipment removed such as pic lines or IV's.

Other Law Enforcement agencies may call or send a teletype request asking us to Attempt to Contact (ATC) a subject at a specific location. This is usually to deliver a brief message or a request for the subject to contact the requesting agency. If the officer is unable to locate the subject, he/she may leave a message or a note. Always be sure to advise the requesting agency of the outcome of the contact.

Location?

Nature of the request?

Names/Vehicles?

Name and contact number and log number for requesting agency?

DEATH NOTIFICATIONS
If an outside agency calls Folsom Police to request a death notification, refer them to the Sacramento County Coroner's office. Refer to SOP Death Notifications for more information. ██████████████████████████████████████ c

Also see FPPM 359.2.3

BE ON THE LOOKOUT
BOL

Use this type code if an incident does not require an officer response but contains pertinent information regarding Silver, Blue or Amber Alert information received via teletype. This code is also used for outside agency requests to be on the lookout for certain subjects or vehicles.

SURVEILLANCE
C5

Use this type code when an officer or detective advises they will be doing surveillance on a person or a location.

If it is an investigator with a private company, obtain their name, contact number, their vehicle description and if they are armed with a weapon. Ask the investigator to call back when he/she is clear of the incident.

This type code is used when a citizen calls regarding an illegal camp set up on public or private property.

After meetings with lieutenants and sergeants, the homeowners understand that the trash on private property must be cleaned up the property owners.

If active camps are located, the officers will email the location and description to code enforcement and the sergeant in charge of the community services unit.

CIVIL STANDBY

Folsom Police Officers will provide standbys for child exchange or in the retrieval of personal property when there is history of 415's or 273.5's. Appointments cannot be made. An officer will standby to keep the peace to gather personal belongings only and will not interfere in a civil matter. If there is a current restraining order in place, we will NOT assist a restrained party to a location where he/she is to stay away from.

PUBLIC ASSIST

A Public Assist is a call for assistance that does not involve any legal action by an officer. An example would be a VIN verification for DMV records, or a citation sign off.

Use the DETAIL type code for any special incident that units request. It is used for special events such as the Folsom Rodeo, California International Marathon, DUI check points, etc.

Use the FLOOD type code when there is localized flooding in the area.

Location?

If not weather related, where is the water coming from?

Can the caller estimate how much water or how deep is the flooding? This may determine the urgency of the call.

During the winter months, sandbags are available at local fire departments and historically, behind the City Hall building. This is a resource for citizens who have storm water flooding the interior of their house.

City of Folsom Streets Department typically handles all flooding situations within the areas belonging to the city. If the caller is reporting a flood inside their residence or on private property, it is not likely that the city department will respond. They should be referred to a plumber.

Use the FMC type code for any complaints of FMC violations.

Examples are skateboarding in public parking lots, solicitors without a permit, camping, bon fires, construction noise before/after time permits, etc.

This is an officer-initiated activity. Use the FOCUS type code when units are doing enforcement focusing on a location or crime.

Examples are: Motor units patrolling a school parking lot during pick up and drop off times, stop sign enforcement at a specific intersection, etc.

This is an officer-initiated activity. Use the FOOT type code when a patrol unit advises they will be patrolling on foot. This means they will not be in their patrol cars.

Examples are FOOT patrol on Sutter St., Folsom Outlets, bar checks, etc.

Use the FOUND type code when a citizen calls to report they found property that does not belong to them, such as wallets, keys, bicycles or any other item not related to a crime.

Where did they find the object?

Where is the caller now?

Does the property have any identification on it?
Serial number?
Name?
Driver's license number?

Use the FUP type code when entering a call that is related to a previous call. For example, a unit is being requested to pick up a surveillance tape or a loss prevention officer calls to have a report picked up. Officers will also use this type code when following up on a report or call they have already handled.

Is there a case number related to the follow up?

Describe the hazard.

If a vehicle, description?
Is it blocking the entire roadway?

If animal, is it deceased?

If debris or tree:
    What type of debris?
    How big is the tree?
    Blocking the entire roadway?

Anything in the roadway causing a traffic hazard will also fall under this type code, including but not limed to, wet or dry concrete, sand, oil, downed trees, debris in the roadway, dead deer or other large animal, etc.

Send an officer to evaluate the need for resources.

You may need to call Hazmat if the hazard is an unidentified or toxic liquid.

Disabled Vehicles:

Folsom Police will assist when a vehicle is blocking the roadway or causing a hazard due to being stalled or broken down. You will also be requested to call a rotational tow by the officer responding if needed. Dispatchers will not call AAA for drivers.

*Disabled vehicles on highway on/off ramps or outside the Folsom city limits are handled by CHP. Callers should be transferred if possible. If not, the information will be given to CHP via telephone or the Hotline.

Hazardous materials can be any material such as liquid, solid or gas that would be hazardous to human health if ingested, inhaled or comes in contact with skin. This can be:

1. Gasoline
2. Pool chlorine
3. Oil
4. Agricultural chemicals
5. Drug lab chemicals

Incidents can be created due to an accident such as a vehicle accident involving a truck hauling hazardous material or plane crash, such as a crop duster. These types of incidents can result in a greater spread of the substance. If it is a gas, wind conditions could endanger responding units as well as citizens living downwind of the incident.

Incidents can also be called in as suspicious circumstances such as some barrels found with an unknown liquid in them.

A. What is the material?
B. Is the material in a container(s)?
    a. How large?
    b. Any placards, markings or numbers on the container?
    c. Any leaks (liquid, powder, smoking)?
C. Is the material spilled?
    a. Is the spill a liquid, powder, or gas (smoking)?
    b. How large of an area does it cover?
    c. What type of container did it come from?
D. Has anyone come in contact with the material?
E. Is anyone injured?
F. Do you know who owns the container or how it got there?

A HAZMAT incident can be anything from a spill of a gallon of motor oil into the storm drains to a spill of radioactive material from a train. Remember, the information you obtain and relay to responding officers and fire personnel can be vital to their safety.

If you are given the UN number from the Placard, use the below format to obtain the information on the chemical through CLETS/NLETS.

1. Access the RIMS FORM Manager.
2. Select NLETS.
3. Select HAZARDOUS MATERIAL INQUIRY.
4. Enter the UN number on the line provided.
5. The Emergency Guidebook can also be accessed on line through http://www.phmsa.dot/gov   It is each dispatcher's responsibility to familiarize themselves with these resources.

Use HS type code when receiving reports of drug use. Callers must be advised that if they are calling to report drug activity in a specific home, they can call the Narcotics Hotline and leave the information anonymously. Officers do not have the authority to search a home or person without specific cause that they themselves witness. Officers will respond to reports of subjects smoking HS inside a parked vehicle or public place if the caller can say what they see or smell. Just because someone is smoking marijuana in their backyard, does not necessitate a call to the Narcotics Hotline as marijuana is legal in the State of California. If someone is cultivating marijuana in their backyard, FMC violations may have occurred, and that information can be left on the Narcotics Hotline.

For example: the caller sees 2 subjects in the park smoking a pipe and handing it back and forth, they witness a money/package exchange, and/or they smell marijuana.

Some questions to ask about HS activity:
Location? Is it happening inside a residence or in public?

What type of drugs?

If a drug exchange:
How many people involved?
        Descriptions?

Are they in a vehicle or on foot?
        Description?
        Direction of Travel?

Let the caller explain exactly what they saw and document the information.

NARCOTICS TIP LINE – 916-930-1098

INFO calls are also entered for information that should be documented but there is no need for officer response.

This type code is an officer-initiated activity. The LOC CK type code is used when an officer checks a specific location. Officers typically do this in the middle of the night at local businesses.

LOCATE is used when recovering a stolen vehicle or a missing person that is entered in NCIC.

MISSING PERSON LOCATE
Send an officer to the location of the missing person to verify the correct person has returned or been found. Closure of a missing person report is appropriate when the missing person is confirmed returned or evidence has matched an unidentified person or body. After the officer has confirmed the identity of the person, the report may be removed from the Missing and Unidentified Persons System.

Where is the missing person?
What is the name of the person the caller has located?
Does the caller know this person?
Are they unharmed?
Do they need medical attention?

If appropriate- Is there a suspect? Description? Direction of travel? Location?

MISSING PERSON VEHICLE LOCATE
When a missing person is known to have gone missing and it is suspected that they are driving a vehicle, it will be entered into SVS as a missing person associated vehicle. If an associated vehicle is found, send an officer to the location of the vehicle. It is likely that the vehicle could provide insight on the whereabouts of the missing person. In some cases, the missing person may be located nearby. After the vehicle is located by an officer, the vehicle needs to be removed from SVS as the missing person is no longer missing and/or the vehicle is no longer in their custody.

Did the caller see anyone near the vehicle? Description? Direction of travel?

STOLEN VEHICLE LOCATE
If a citizen calls to report an abandoned vehicle and the license plate number returns to a reported stolen vehicle, dispatch an officer to the scene**.**

Is the vehicle occupied?
How long has it been parked at the location?
Did the caller see anyone around?

It is common for an officer-initiated activity to start as a traffic stop or pursuit and develop into a stolen vehicle LOCATE. If an officer on patrol runs a check on a stolen vehicle, this is a very dangerous situation and <u>cover units should be dispatched immediately</u>. The officer will be preparing to make a felony traffic stop which will require the occupants of the vehicle to exit while at gun point.

Use the LOST type code when a caller reports property lost. This is not for stolen property. Typically, this type of call is for information purposes only and an officer is rarely dispatched.

A LOST item is a belonging that has been misplaced or left behind. No crime has occurred. If the caller suspects the item has been taken and can provide information on a suspect, enter the call as 484R for theft of property.

If a citizen reports that they have lost their cell phone and they DO NOT know the serial number, dispatch will create an incident and give the caller the incident number, not a case number. The caller can give the incident number to the wireless cell phone company when reporting the loss to them.

If the caller knows the serial number, a call for service will be entered and an officer will take the report. Once a case number has been issued, the phone can be entered as LOST.

When a citizen calls to request medical aid, enter a call for service and transfer the caller to the appropriate fire/medic agency. Stay on the line to determine what type of injury and document any other information that can be used to determine if a police response is necessary.

Communications will broadcast on the primary police frequency the fire department's response to fires, emergency only medical calls (drowning or any call where an officer can provide life-saving measures), prison related fire/medical calls that might require a police response (riot, injury collision on Prison Rd, felony assault in the visitor parking lot).
This notification will be made as soon as practical. It is generally advisory only and an officer will be automatically dispatched to the call unless a unit is requested by the fire department. An officer may voluntarily respond, at which time they should be dispatched to the CAD incident.

If you find that there is an injury due to a crime, ascertain all pertinent information related to the crime, stay on the line – **do not** transfer to the fire department, and dispatch officers. The call or caller will not be transferred to SFRECC unless the caller is in a position and willing to render aid to someone who needs life saving measures. The fire department may elect to 'stage' at a location, close to the address, until the officer has secured the crime scene and advises that it is safe to respond in.

MISSING PERSON/MISSING PERSON AT RISK
MP
MP RISK

The Folsom Police Department does not consider any report of a missing person to be routine and assumes that the missing person needs immediate assistance until the facts reveal otherwise. The Folsom Police Department gives missing person cases priority over property-related cases and will not require any time frame to pass before beginning a missing person investigation. <u>By law, we are required to accept any report regarding a missing person regardless of the persons last known location or home jurisdiction.</u> Callers reporting missing persons shall not be transferred or referred to another agency.

CHILD OR ADULT MISSING PERSON INFORMATION:

Name	Height	Distinguishing features
Sex	Weight	Piercings
Age	Hair Color/Style	Tattoos
Race	Eye Color	Possible Destination
	Clothing Description	Mode of transportation- walking, driving, etc

AT RISK is a missing person who is but is not limited to:
- A victim of crime or foul play   - A mentally/physically impaired missing
- In need of medical aid or medication   - A victim of parental abduction
- A missing person with no pattern of running away or disappearing

Criteria for activating an AMBER ALERT:
-Confirm abduction has occurred.
-Victim is 17 years of age or younger or has a proven mental or physical disability.
-Victim is in imminent danger of serious injury or death.
-There is information available that, if provided to the public, could assist in the child's safe recovery.

AMBER ALERT: was designed to "facilitate immediate emergency response to child abduction cases". The broadcast media is used to immediately enlist public involvement in the safe recovery of the children and the apprehension of the abductors. (Instructions are available in the white binders at each workstation)

SUSPECT'S INORMATION (IF ABDUCTION)

Name	Clothing Description
Sex	Vehicle/Method of Travel
Age	Vehicle Color
Race	Vehicle Make
Height	Vehicle Year
Weight	Vehicle License Plate
Eye Color	Vehicle Direction of Travel
Hair Color/Style	

MISSING PERSON OR SUSPECT VEHICLE
Color
Year
Make
Model
License Plate

When entering a missing persons vehicle into MUPS, be sure that you enter ALL the mandatory <u>and</u> optional fields for the missing person's vehicle entry. Entering the vehicle *without* *all the optional fields entered* will result in a "<u>clear</u>" response from SVS & NCIC when you run a 10-29 on the plate. Missing person vehicles only cross-reference into SVS and NCIC when all the optional fields are entered.

Mandatory Fields-   **FCN, NAME, VBT, VCO, VMA**
Optional Fields-   **VMO, VST, VYR, VIN, LIC, LIS, LIT, LIT**

When all fields (mandatory and optional) are entered and you run a 10-29 on the plate, it will then return as a missing person associated vehicle.

The two most common reported missing persons fall into the two categories below:

RUNAWAY JUVENILE
Where and when was the subject last seen?
Has this happened before?
Why did the juvenile leave? Angry? What happened?
Description: name, DOB, physical descriptors and clothing description.
Direction of travel? (on foot, in a vehicle, on a bike, skateboard)
Mental state and state of mind? (mental/emotional disability, drug/alcohol use)
Do they take prescription medication? (if so, what for and did they take them with them)
Cell phone number if they have one?
Possible destination? Where are they headed? (different than direction of travel)

MISSING PERSON/WALKAWAY (ADULT)
Walkaways are usually people who leave a care home without the caregiver's knowledge.

Where and when was the subject last seen?
Description?
Any prescriptions? (if so, did they take them with them and what are they for)
Any mental or emotionally disabilities?
Why did the person leave?

Refer to SOP Project Lifesaver in the Communications folder.

Typical violations:

Parked in a posted "no parking" zone.
Parked in a fire lane.
Parked within 15 feet of a fire hydrant.
Parked in a handicapped space.
Blocking a driveway or sidewalk.

Common Complaints:

Commercial vehicles: a commercial vehicle, over 14,000 pounds, parked in certain residential areas.

Vehicles/boats/travel trailers parked in the same place for more than 72 hours.

Residential streets: Parking spaces on a public street cannot be reserved, unless other circumstances are present, there is no violation involved in parking if front of a neighbor's residence.

Use the PATROL type code when citizens call in for extra patrol in their area due to vandalism, burglary, narcotics activity, or any suspicious activity. A patrol request can also be made by an outside agency for law enforcement officers who live in our city due to high profile cases they may be working on.

Project Life Saver is a program designed to aid in the location of persons with cognitive disorders who are likely to wander away from their caregivers. Clients wear a transmitter band like a watch on their wrist or ankle. This transmitter emits a unique radio frequency. Officers are then able to utilize tracking equipment to locate these individuals. Project Life Saver defaults to priority 3 which is used for battery changes and transmitter installs. Priority 1 is for a missing client.

See SOP for PLS Folsom clients.

A PROWLER CAN BE ANYTIME, DAY OR NIGHT.

Location?
How long ago?
What did you hear?
Are you armed? (if so, with what? Gun/knife/bat)
What did you see?

WITH SUSPECT DESCRIPTION:

Description?
Direction of travel?
Method of travel? (foot/vehicle)
Are there any vehicles parked in your driveway or in front of your house? If so, descriptions.
Do you see any suspicious vehicles outside your house?
Do you have any dogs outside or inside your house?
Do you have a swimming pool?
Is the gate to your backyard locked?
Are all your doors and windows locked?

**Keep the caller on the line until officers arrive, if it is safe for the caller to do so. This ensures you can update them on what the caller is hearing and seeing. It also allows you to advise the caller when officers are on scene, when they go in the backyard and when it is safe to come to the front door for contact.

This is an officer-initiated activity.

VEHICLE PURSUITS- Vehicle pursuits are generally unpredictable; most are the direct result of a "routine" traffic stop attempted by the patrol unit.

FOOT PURSUITS- Also cannot be predicted and occur without warning. These pursuits are particularly unnerving, because the officer involved is transmitting on his portable radio while running and the quality of the transmissions can be poor.

Because any pursuit is a potentially volatile situation, officers may become nervous or excited. They will speak very fast, possibly slur or run words together and they may not hear you requesting information. As a dispatcher, your ability to remain calm and professional will gain the confidence of the officers and assist you in maintaining control of the air.

When an officer advises that he/she is in pursuit, initiate a call with the PURSUIT call type. Turn on the Emergency in Progress (EIP aka 'the beeper') tone on the radio console and advise units to "clear the air".

Enter each transmission as it happens, into the description field, to maintain accurate times for the pursuit as time allows. You will also be responsible for updating the status screen of the officer calling the pursuit with his/her correct locations.

- Inform the watch commander immediately when the pursuit is initiated.
- Confirm the want/violation, location and direction of travel.
- Notify outside agencies on the HOTLINE relaying description of vehicle/suspect and want for the original stop ie: traffic, crime violation, etc.

ADDITIONALLY: The officer will advise you (if he/she doesn't, you need to ask)

- Reason for the pursuit
- Description of the vehicle and license plate
- Speed of the vehicle
- Road conditions
- Description of the subject if foot pursuit
- Location if any, where suspects may have thrown a weapon or narcotics.
- Number of other suspects and descriptions. Any information concerning the use of firearms, threat of force or other unusual hazard.

If the officer advises that he/she has terminated the pursuit, you will document that into the description field along with who said it. If you are unable to document it immediately, you will document it in the description field when you can with the time and who said it.

Use the REPAIR type code to enter a call for service when any equipment in dispatch needs to be repaired.

Notate the problem, in detail, which system or console it effects, and the actions you have taken to fix or notify someone to resolve the issue.

If it is an equipment problem handled by Information Services, create a help ticket on Share Point (SP) so they can track the status of the repair.

SEARCH
SCH PROB
SCH PAR
SCH PRCS
SCH CON
SCH WARR

These are generally officer-initiated call types.

If the officer conducts a search, they must advise dispatch of what type of search they will be on.

SCH CON -   Consent Search

SCH PAR- Parole Search

SCH PRCS- PRCS Search (Post Release Community Supervision)

SCH PROB- Probation Search

SCH WARR- Search Warrant

How many shots did you hear?

Did the shots hit anyone or anything?
    If so, stage fire.

Did you see or can you determine where the shots came from?
    Suspect description?
    Vehicle description?
    Direction of travel?

Did you see or could you determine what type of weapon?

Did you hear anyone scream or yell?
    Male or female?

Did you hear any vehicles leave the area?
    What direction?

A SIGNAL 1000 or ETS (Electronic Tracking System) program has been implemented within patrol services and the communications bureau in order to promote rapid arrests, the recovery of property and officer safety. The primary components of the system include transmitters which are attached to targeted property, remote detectors which advise the communications center when and generally where these devices are activated, and Mobile Tracking Devices which allow patrol officers to track and specifically locate this property.

See SOP ETS-Signal 1000 for procedure.

This is an officer-initiated activity.

A Subject Stop is a type code used when an officer contacts a subject while on patrol.

Enter SS call at the location the officer gave.

Send a cover unit unless it is daylight or if the officer says he/she will advise.

Enter any information the officer gave when putting out the subject stop.
-White male adult, black sweatshirt, blue jeans (WMA, BLK SWTSHRT, BLU JNS)

- Officers also advise they are on a "BIKE STOP". Use the SS type code.

Use the STALKING type code when a citizen calls to report they are being stalked. Get as much information about the suspect as possible. Stalking is a more intimate crime than general harassment or threats. This is a behavior that can be very dangerous to the victim. Stalking is a distinctive form of criminal activity composed of a series of actions that taken individually might constitute legal behavior. For example, sending flowers, writing love notes, and waiting for someone outside his/her place of work are actions that, on their own, are not criminal. <u>When these actions are coupled with intent to instill fear or injury however, they may constitute a pattern of behavior that is illegal.</u>

Is the stalker there now?

Do you know his/her name?

How do you know him/her?

Do you know where he/she lives?

Do you know what type of vehicle he/she drives?

Do you have his/her phone number?

How long has this been happening?

Is he/she known to carry weapons?

Is there a restraining order? Has it been served?

Vehicle Accident with injuries – TC INJS

Vehicle Accident without injuries- TC NO

Vehicle Accident unknown injuries- TC UNK

Vehicle accidents on highways, on or off ramps, or in the county jurisdiction outside of the City of Folsom are handled by the CHP. If there are injuries, transfer to the caller to the appropriate fire agency and then advise CHP.

      Location?
      Was the caller an involved party or witness?
      How many vehicles involved?
      Are they blocking the roadway?
      Injuries or unknown injuries?
            If so, transfer caller to fire and stay on the line for further information to update the responding officers.
      Vehicle description(s)?

      No injuries- Property damage only, no injuries, dispatch an officer.
            How many vehicles involved?
            Are the vehicles out of the roadway?

We do not respond to vehicle accidents on private property (parking lots) unless there are injuries, or it is a hit and run. We will also respond if there is a verbal argument between the involved parties, but only to mediate the dispute or in the event one of the involved parties is impaired (under the influence of alcohol or drugs). A report will not be taken unless a crime occurs.

TEST calls are entered when dispatch needs to test a function of the system. We use TEST calls to teach as well.

Harassment can come in the form of phone calls, email, text messages, social media, verbal (face to face) or physical (stalking, driving by) contact. The dispatcher must determine if there is imminent danger or not at the time of call.

Use the type code "THREATS" if the suspect has made a threat to harm the caller and the suspect has the ability or means to carry out the threat. Officers will respond to determine if a crime has occurred. The officer may also take a report.

Location?

What type of threats?

How are you receiving them (Text messages, phone calls, social media, mail)
> If text message or phone call, is the phone number blocked? If not, get the phone number of the suspect.

Do you know the suspect? If so, what is the name?

Is the suspect in the area?

Are any weapons involved or mentioned? (check for accessibility to weapons)

Do you know where he/she lives?

Does he/she drive a vehicle?

Vehicle description.

Does the Folsom Police Department have any history with the subject? Research the name.

A repossession/tow company must verbally notify the law enforcement agency when repossession/tow has occurred, immediately, by the most expeditious means available. (Section 28 California Vehicle Code)

Location- where the vehicle was taken.

Run a registration check on the license plate.

Confirm the vehicle license/ color/ year/ make/ model/ is the veh 2 or 4 door?

Make sure the last 4 digits of the VIN on the registration return matches what the tow company has taken from the towed vehicle.

> If a boat is being towed, obtain the following information:
> > CF number
> > Year
> > Boat hull number
> > Make
> > Model
> > Color
> > Length
> > Boat type
> > Propulsion
>
> Boat CF numbers need to be run two separate ways: owner registration check on the number without the CF in front, stolen boat check include the CF number in front of the number.
> For example: CF#1234AB
> > > Owner registration check will be on 1234AB
> > > Stolen boat check will be on CF1234AB

If a repossession: Ask if it is a voluntary or involuntary repossession. Note this in the CLETS entry.

Enter into SVS using information from the vehicle registration. Once entered, it must be second party checked. Once it has been reviewed, it shall be attached to the call.

If the juvenile is a high school student from Folsom High School or Vista Del Lago High School, contact the appropriate School Resource Officer (SRO). If they attend any other school within the City of Folsom, contact the Youth Services Detective. If none are available, send a patrol unit.

This type code is an officer-initiated activity.

VEHICLE STOP
When an officer announces he/she will be making a vehicle stop, he/she will say on the radio, "Traffic Stop or 1196", give the location and license number, if applicable. Some officers give the model and the color.

Enter a call for service and send a cover unit unless it is daylight or the officer says, "I'll advise."

NEVER acknowledge a transmission you don't understand. If you are unsure of the location for the unit's traffic stop, immediately request the officer to repeat the location. If the officer does not respond, keep attempting to obtain the location. Ascertain if another unit copied the location. If the officer asks for a back-up and you send it to the wrong location or have to ask the officer then to repeat the location, you place the officer in danger. It is far better to incur the officer's annoyance by asking for an initial repeat.

Once you enter the vehicle plate into the call, check the CLETS response for the vehicle registration and stolen vehicle return on the vehicle. View and advise the officer of any pertinent local history on the license plate or registered owner, confidentiality, etc.

10-11F INFORMATION/STOLEN VEHICLE:
If the stolen vehicle return indicates that the vehicle is indeed stolen:

-Advise the officer immediately "10-11F-Frank"
NEVER use clear text "stolen vehicle" until you have asked the officer if he/she is clear to copy 10-11 as the suspect may be able to overhear the radio transmissions.

- When the officer advises he/she is clear for confidential information, repeat the license plate number and description of the vehicle on the stolen vehicle return.

- Send the nearest beat unit to cover.

- Activate the EIP and announce on the radio channel, "Clear the Air". This restricts the radio channel to this emergency until the patrol unit tells you to resume normal traffic on the channel.

This type code is an officer-initiated activity. It is also used when a citizen comes into the police department to self-surrender on a warrant.

Use the WARR type code when an officer advises they are going to a location to attempt a warrant service. Most of the time, officers create their own call and it will appear on the Status Screen. If they did not enter the name of the subject, they are attempting service on, ask them and add the name and the returns to the call. When the officer(s) are finished with the call, be sure to update the Repository Due Diligence with the disposition of the service attempt.

PATROL BEATS

The City of Folsom is an incorporated city located within Sacramento County. It is divided into 5 patrol beats, which are areas numbered 1 through 5. Patrol units are assigned to specific beats daily. Working a beat is designed to allow officers to become familiar with the streets, businesses, resources, and crime in their assigned areas.

Every street in the CAD system files list the appropriate beat, jurisdiction, and cross streets. It should be the goal of every dispatcher to learn where, within the city, these beats lie.

The CAD system is a helpful tool for determining jurisdictional boundaries and patrol beats, however, there will be times when CAD is not available, or the location is not in CAD. It is your responsibility to develop a general knowledge of locations in and around the City of Folsom.
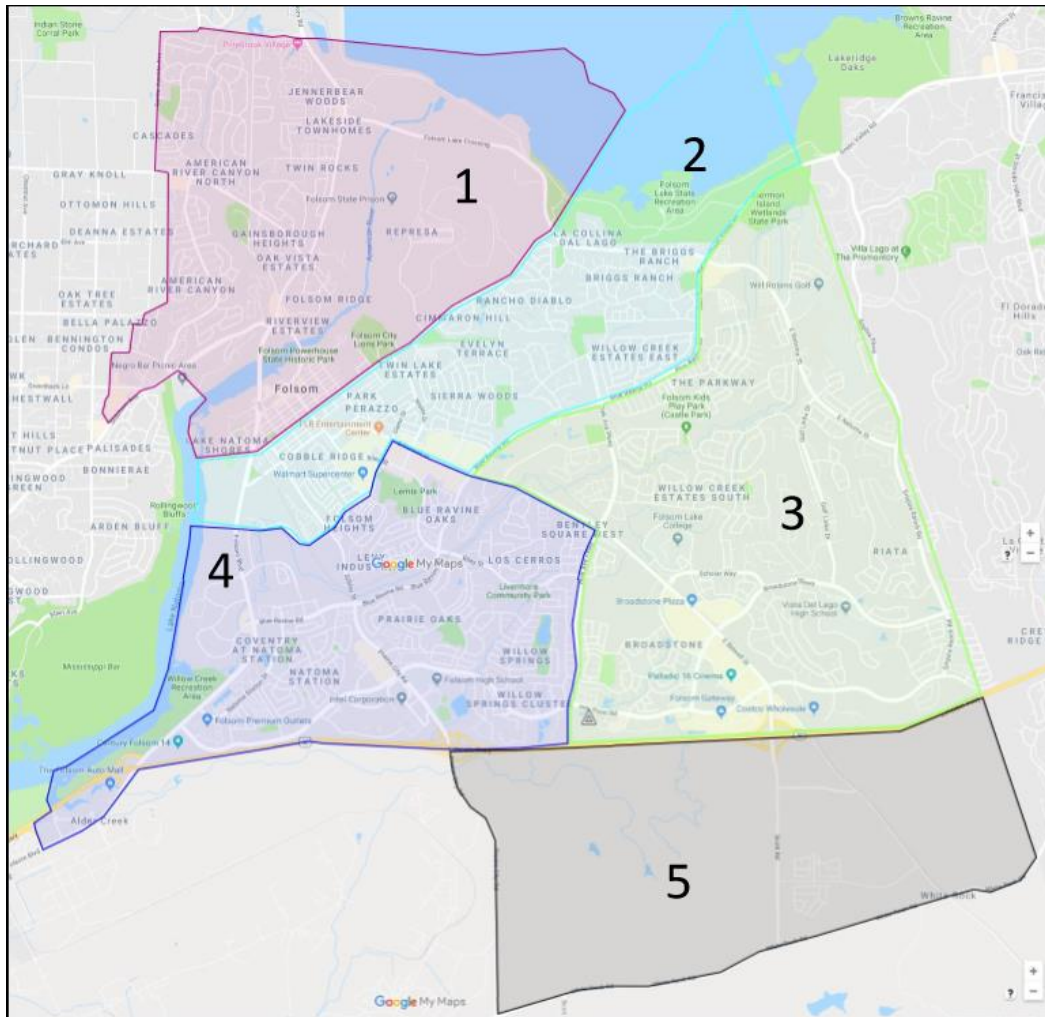
JURISDICTIONAL BOUNDARIES

CALIFORNIA HIGHWAY PATROL- US Hwy 50
All <u>on and off ramps</u> or incidents occurring on US Hwy 50, as well as vehicle related incidents within El Dorado County, Placer County and Sacramento County.

> US Hwy 50 and Folsom Boulevard
> US Hwy 50 and Prairie City Road/ White Rock Road
> US Hwy 50 and East Bidwell Street

SACRAMENTO COUNTY – West of Folsom

Northwest side of our jurisdiction	Madison Avenue and Greenback Lane
Southwest side of our jurisdiction	Folsom Boulevard and Aerojet Road
Southwest of our jurisdiction	US 50 and White Rock Road

PLACER COUNTY – North of Folsom

Northwest side of our jurisdiction	Santa Juanita and Placer Mine
North of our jurisdiction	Folsom Auburn Road and Pinebrook Drive

EL DORADO COUNTY – East of Folsom

The entire East border of our jurisdiction	Green Valley Road and Shadow Fax Lane
	White Rock Road west of Carson Crossing Drive

CALIFORNIA STATE PARKS/ FISH AND GAME
All areas along the American River and Folsom Lake, except for any bridges that cross over the water. Their jurisdiction includes all recreation areas and bike trails within Negro Bar, Lake Natoma, and Willow Creek Reservoir.

FOLSOM DAM
Any and all incidents occurring on the Folsom Dam are the jurisdiction of Sacramento County Sheriff's department. Deputies are specifically assigned to patrol the dam.

FOLSOM STATE PRISON/ CALIFORNIA STATE PRISON SACRAMENTO (CSP SAC)
Folsom Prison, CSP Sacramento, and the City of Represa are the authority of the California Highway Patrol. In the interest of working together, Folsom patrol units will respond to secure the scene on in-progress incidents that occur on the property <u>outside</u> the confines of the institutions. Report calls will be handled by CHP or prison authorities.

FOLSOM LAKE
Folsom Lake is primarily the jurisdiction of California State Parks although it is patrolled by several agencies including Placer, El Dorado, and Sacramento.

MAIN STREETS

Folsom Auburn Road	American River Canyon Drive
Greenback Lane	Oak Avenue Parkway
Santa Juanita Road	Placer Mine Road
Orangevale Avenue	Madison Avenue
Sutter Street	Riley Street
Natoma Street	

FOLSOM LAKE CROSSING – Link between beat 1 & 3
Stretches from Folsom Auburn Rd to East Natoma St

BARS

Folsom Hotel	703 Sutter St
Powerhouse Pub – upper and lower parking lots	614 Sutter St
Scarlet's (attached by patio to side of Powerhouse Pub)	614 Sutter St
Sutter Club	720 Sutter St
Hacienda Del Rio – upper and lower parking lots	702 Sutter St

COMMON LANDMARKS

City Hall	50 Natoma St
Folsom City Zoo	403 Stafford St
Old Powerhouse (Historic)	9990 Greenback Ln
CliffHouse	9900 Greenback Ln
Folsom State Prison	300 Prison Rd
California State Prison (CSP) Sacramento	100 Prison Rd
Chevron	9881 Greenback Ln
ARC waterfall	ARC/Oak Ave Pkwy
Folsom Dam	
Negro Bar	9785 Greenback Ln
Gun Range Rd	Folsom Lake Crossing
Folsom IR site ███████████	████████

PARKS

Davies Park	American River Canyon Dr / Painted Rock Pl
Egloff Family Park	114 Hollyann Dr / Egloff Cr
Hannaford Family Park	119 Lakeside Wy / Alayna Wy
Lew Howard Park	7100 Baldwin Dam Rd
Folsom City Park	401 Stafford St / Natoma St
Granite Park	1005 Mormon St / Sibley St
Rodeo Park	200 Stafford St / Natoma St

SCHOOLS

Action Day Learning Center	400 Stafford St
Carl Sundahl Elementary	9932 Inwood Rd
Folsom Montessori	502 Riley St
Sundance Montessori	216 Natoma St

HISTORIC SUTTER STREET
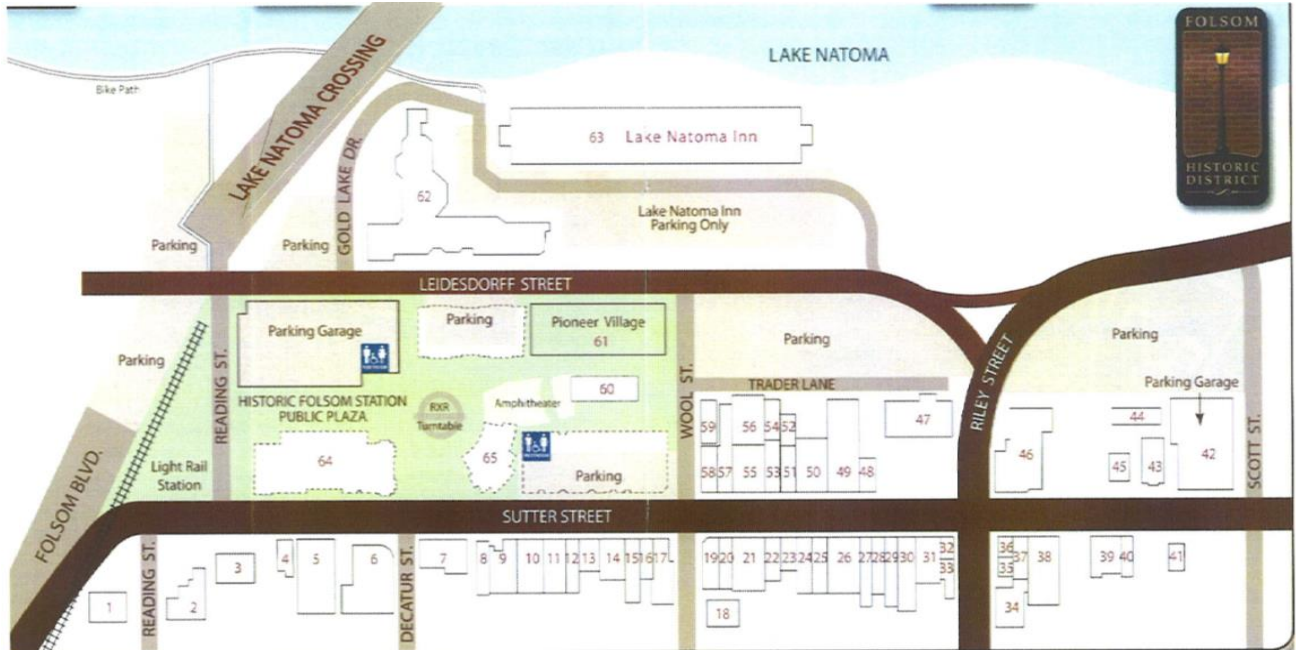
BRIDGES

Rainbow Bridge	Riley Street/Greenback Ln
Lake Natoma Crossing	Folsom Boulevard
Truss Bridge (walking only)	Riley Street/Greenback Ln

LANDMARKS

The Lid	900 Leidesdorff St
Historic Light Rail Station	930 Leidesdorff St
Historic Powerhouse	9990 Greenback Ln
Lake Natoma Inn	702 Gold Lake Dr
Folsom Museum	823 Sutter St
Parking Garage	905 Leidesdorff St
Steakhouse Parking Garage	604 Sutter St

MAIN STREETS

Sibley Street	Bidwell Street
Glenn Drive	Folsom Boulevard
Montrose Drive	Riley Street
Blue Ravine Road	E Bidwell Street
Wales Drive	Prison Road

COMMON LANDMARKS

Walmart	1018 Riley St
DMV	323 E Bidwell St
Vibra Hospital (formerly Kindred)	223 Fargo Wy
Folsom Lake Bowl	511 E Bidwell St
Chevron	1020 Riley St
Snowline Hospice	616 E Bidwell St

PARKS

Cobble Ridge Hills Park	Rockbolt Cr / Cobble Ridge Dr

SCHOOLS

Theodore Judah Elementary	101 Dean Wy
Sutter Middle School	715 Riley St
Folsom Lake High School – Continuation	955 Riley St
Folsom Community Charter School	101 Dean Wy
St John Notre Dame	309 Montrose Dr
Little Folks University	801 Sibley St
La Petite Academy	410 Glenn Dr

MAIN STREETS

East Natoma Street	Green Valley Road
Blue Ravine Road	Oak Avenue Parkway
Golf Links Drive	Silberhorn Drive
N Lexington Drive	S Lexington Drive
Empire Ranch Road	Creekside Drive

COMMON LANDMARKS

Empire Ranch Golf Club/Course	1620 E Natoma St
The Parkway	Blue Ravine Rd / Parkway Dr
Carpenter Peak Radio Towers	1999 Caversham Wy
Purple Place (El Dorado County jurisdiction on GreenValley Rd)	
Shadow Fax & El Dorado County Line	
Mercy Hospital of Folsom	1650 Creekside Dr
Costco	1800 Cavitt Dr
Sam's Club	2495 Iron Point Rd
Folsom Sports Complex	66 Clarksville Rd
California Family Fitness	700 Oak Avenue Pwy
Palladio 16 Cinemas	240 Palladio Pwy
SMUD Power Substation	███████████

PARKS

Beacon Hill Park	505 Rockport/ Fitchburg Sq
BT Collins Park	828 Willow Creek Dr / Livermore Wy
Hazel Mcfarland Park	1780 E Natoma St / Golf Links Dr
Nisenan Park	400 Golf Links Dr / Broadstone Pwy
Cohn Park (Phillip C. Cohn Park)	100 Prewett Dr / N Lexington Dr
Prewett Park	200 Prewett Dr / N Lexington Dr
Econome Park	1900 N Parkway Dr
Cummings Family Park (dog park)	1775 Creekside Dr
Handy Family Park	1700 Cavitt Dr
John Kemp Community Park	1322 Bundrick Dr

SCHOOLS

Blanche Sprentz Elementary	249 Flower Dr
Empire Oaks Elementary	1830 Bonhill Dr
Folsom Hills Elementary	106 Manseau Dr
Folsom Lake Community College	10 College Pwy
Sandra J Gallardo Elementary	775 Russi Rd
Folsom Middle School	500 Blue Ravine Rd
Vista Del Lago High	1970 Broadstone Pwy
Gold Ridge Elementary	735 Halidon Wy

PATROL BEAT 4

MAIN STREETS

E Bidwell Street

Folsom Boulevard

Blue Ravine Road

Broadstone Parkway

Riley Street

Iron Point Road

Prairie City Road

Oak Avenue Parkway

Natoma Station Drive

COMMON LANDMARKS

Folsom Factory Outlets	13000 Folsom Bl
Iron Point Light Rail Station	150 Iron Point Rd
Century Theatres	621 Iron Point Rd
Folsom Auto Mall	12500 Auto Mall Cr
Intel	1900 Prairie City Rd
California ISO	250 Outcropping Wy
Glenn Light Rail Station (Silverbrook Station)	1025 Glenn Dr

PARKS

Amos Catlin Park	825 Russi Rd
Big Foot Park	101 Whistle Stop Wy
Livermore Community Park	6004 Riley St
Mann Park	160 Black Diamond Dr
Natoma Station Park	362 Natoma Station Dr
Lembi Park	1302 Riley St / Wales Dr

SCHOOLS

Brighton School	777 Levy Rd
Natoma Station Elementary	500 Tumpike Dr
Sandra J Gallardo Elementary	775 Russi Rd
Folsom High School	1655 Iron Point Rd
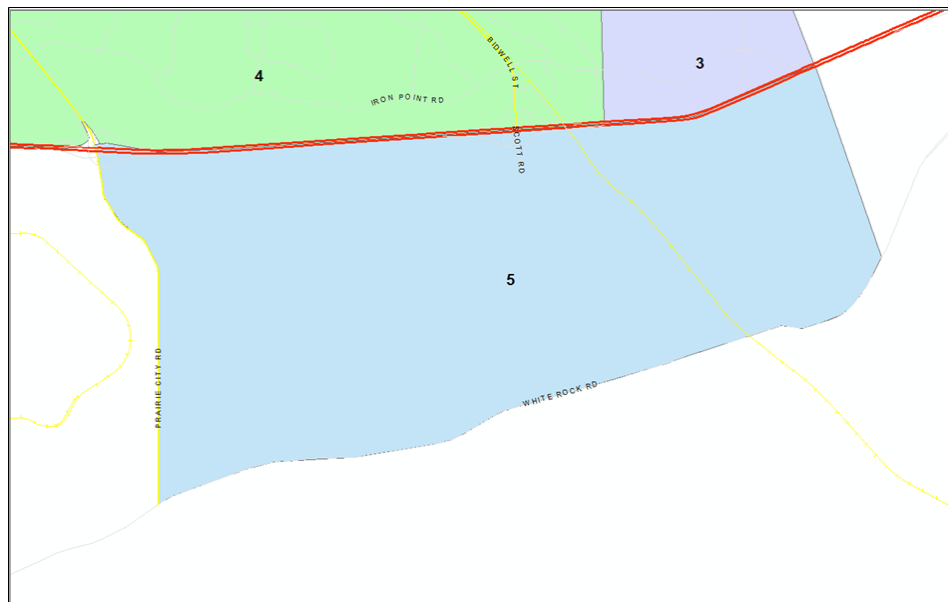
Beat number 5 is the newest area in the City of Folsom. It is known as Folsom Ranch. It was an undeveloped piece of land that stretches 3,585 acres south of US Hwy 50 to White Rock Road between Prairie City Road and just east of E Bidwell to the El Dorado County line. Today, most of this land is home to cattle; however, the City has an annexation concept plan that includes development for commercial use and approximately 10,210 or more residential land uses, public areas for schools, and parks. This plan includes a new police substation. New homes have been constructed in the area with a full build out in about 30 years.

COMMON LOCATION ABBREVIATIONS

ARC	AMERICAN RIVER CANYON
BD	BLACK DIAMOND
BP	BROADSTONE PKY
BR	BLUE RAVINE
BV	BIG VALLEY
COL	COLOMA
EB	E BIDWELL
ER	EMPIRE RANCH
FA	FOLSOM AUBURN
FB	FOLSOM BLV
FLC	FOLSOM LAKE CROSSING
FP	FOLSOM POINT
GB	GREENBACK
GL	GOLF LINKS
GV	GREEN VALLEY
IP	IRON POINT
LNC	LAKE NATOMA CROSSING
MAD	MADISON
NAT	NATOMA
NL	N LEXINGTON
NS	NATOMA STATION
OAP	OAK AVE PKY
OV	ORANGEVALE
PB	PINE BROOK
PC	PRAIRIE CITY
PM	PLACER MINE
PV	PLACERVILLE RD
SJ	SANTA JUANITA
SL	S LEXINGTON
WC	WILLOW CREEK
WR	WHITE ROCK

Use a separate paper for your answers.

1.   You receive an in-progress call that needs to be dispatched immediately. Answer the following:

        A.   What is the quickest way to start a unit rolling into the area while you obtain further information?
        B.   Name the minimum amount of information needed on the Incident Entry screen to send the call to the dispatcher?
        C.   What call type modifier do you use?
        D.   How do you send supplemental information?

2.   You receive a phone call from an alarm company requesting to cancel an alarm call. Using the computer, explain how:

        A.   You check to see if the call has been dispatched.
        B.   If it has been dispatched, is the officer on scene?
        C.   If it has not been dispatched or the officer is not on scene, explain how you confirm the cancellation.

3.   You receive a phone call from a citizen requesting to speak to a specific officer. Using the computer, explain how;

        A.   You see if the officer is on duty.
        B.   If the officer is in the field, how do you deliver the message?

4.   You receive a phone call from a citizen who has one of the following characteristics. Explain to your training officer a phrase or technique you could use to deal effectively with this caller.

        A.   Hostile towards police
        B.   Angry
        C.   Hysterical
        D.   Profane
        E.   Inebriated

5.   List five direct questions you would ask in order to gain control of a telephone conversation.

6.   List four examples of an incident which would require notification of a supervisor or Watch Commander.

7.   If each of the following categories of calls are of a non-critical nature, list the questions you would ask that would be unique to that type of call.

            A.   HAZARD
            B.   594
            C.   314
            D.   415DV
            E.   459
            F.   WELCK
            G.   211

8.   An officer needs to locate a report he took on a call that he handled on the previous Tuesday at approximately 1300 hours. He does not know the exact location or the type of call type. How do you find the information?

9.   How do you obtain an unlisted phone number in case of an emergency? Under what circumstances may you obtain an unlisted number?

10.   You have received a request to call out public works. Demonstrate to your training officer how to call out public works and enter the information into the call history. Also, where can you access a copy of the on-call list?

11.   CAD has crashed. What do you do?

12.   Explain to your training officer, using tools available to you, where the following locations are.

            A.   Beals Point
            B.   Empire Ranch Golf Course
            C.   Lake Natoma Crossing
            D.   Folsom Dam
            E.   The Folsom Automall
            F.   The Historic Light Rail Station

NOTES

DISPATCHING

This chapter is designed to provide an overview of the duties and responsibilities of the dispatcher. The radio equipment needed to complete that task and the CLETS that provides us with vital information needed to enforce the law effectively.

The radio monitor has the capability of transmitting or receiving numerous channels. Each frequency has a specific purpose. Each authorized transmitter must be licensed by the Federal Communications Commission. Listed below, are the most used channels. There are several tabs on the radio monitor. The first tab labeled "Folsom Police" is the primary one. The other tabs have additional radio channels respectively. You must be familiar with all the channels listed in the event you are required to monitor such channels for incidents and/or broadcasts.
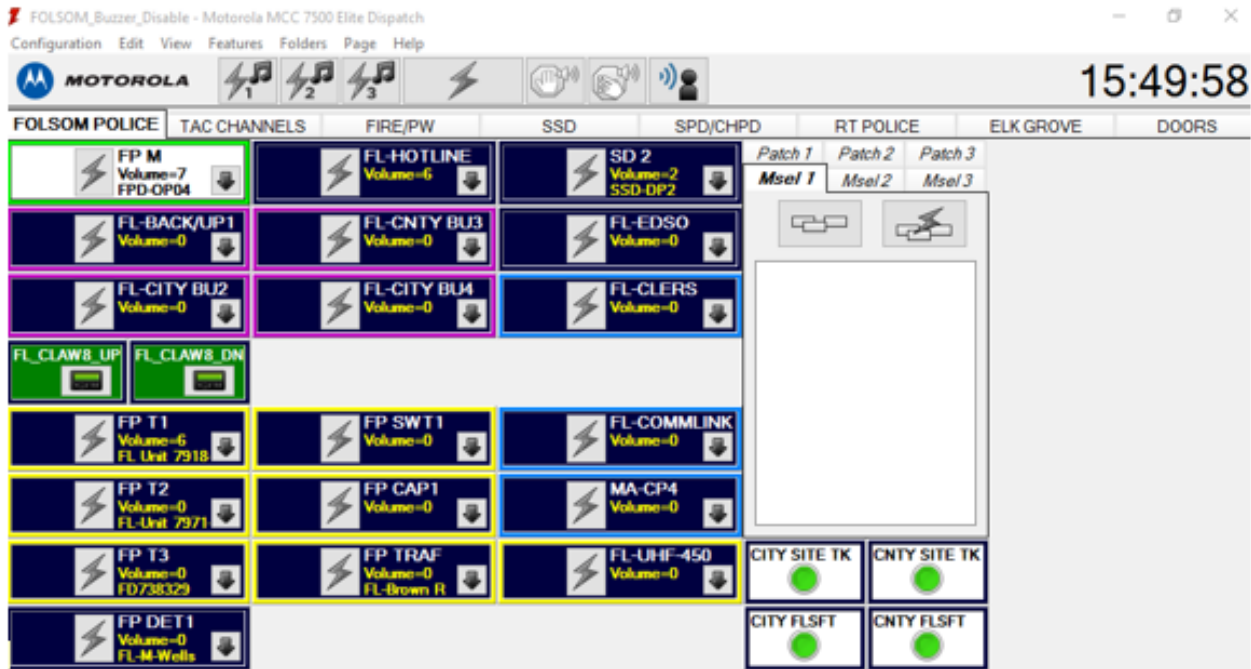
FP M
This is the Folsom Police main channel for voice and digital two-way transmissions between mobile units and the base station or between units.

FL CITY BU 1 & 2 and FL CNTY 3 & 4
These are the Folsom Police back-up channels. These channels are used as a secondary channel in the event the main channel goes into site-trunking or Failsoft.

FL_CLAW8
This channel is California Law channel 8, specifically assigned to Folsom Police to use in the event all radio systems fail in Sacramento County. It is a statewide channel that we can turn up (on) or down (DN-off).

FP T1 THRU FP T3
These are all tactical channels. These channels can be used to communicate with officers off the main channel. These channels are utilized for special events as well.

FP DET1
This channel is used by detectives while working incidents in the field where excessive routine traffic would otherwise burden the primary radio channel.

FP TRAF
This channel is used by motor officers while working incidents in the field or special assignments where excessive routine traffic would otherwise burden the primary radio channel.

FP SWT1
This channel is dedicated for use by the members of the SWAT team. This channel can be used for SWAT training events or special assignments where excessive routine traffic would otherwise burden the primary radio channel.

FL-HOTLINE
This channel is used for multi-agency broadcasts of crimes and/or suspects that have the potential to go beyond city limits. Sacramento Sheriff, Sacramento Regional Fire Emergency Communications Center, Citrus Heights Police, Rancho Cordova Police, Sacramento Police, California Highway Patrol, Roseville Police and Rocklin Police are some of the agencies who routinely use this channel as inter-agency communication.

FL-CLERS (LAW NET)
Law Net can be used by local law enforcement agencies to contact each other. This channel is most useful to broadcast suspect description for incidents that have the potential

to go beyond the city limits. Using this channel is more practical than communicating via telephone. Placer County Sheriff, Auburn Police, Lincoln Police, Rocklin Police, and Roseville Police can be contacted via Law Net.

CLEMARS
Clemars is the California Law Enforcement Mutual Aid Response System. This channel is to be used only in emergencies.

SD 2
This is the Sacramento County Sheriff channel for north county communications, such as Rancho Cordova Police units. Although the city of Rancho Cordova has their own police department, it is staffed by Sacramento County Sheriff deputies via an established contract.

FL-UHF 450
This channel was utilized by some schools in the city, but this is no longer the case.

FP CAP1
This channel is dedicated for the use of Folsom Police volunteer units.

FL- EDSO
The main Channel for the El Dorado County Sheriff's Department. Do not transmit on this channel without permission from El Dorado County dispatch.

FL- COMMLINK
Commlink is a communication tool in which field units and dispatch personnel from all participating Sacramento Region agencies can talk directly to each other in "real time". It should be used during pursuits and critical incidents involving a need for multiple agencies to communicate, eliminating a hazardous time delay.

Commlink instructions will be provided to you and your training officer will explain the rules of its operations in further detail.

RADIO TOOLBAR/ICONS/WINDOWS

To become proficient, a dispatcher must know the equipment and its capabilities. Before operating the radio position, carefully study the purpose and function of each icon and indicator. Become familiar with the operating procedures given in this section.

Two speakers are provided. One is for "select" audio and the other is for "un-select". The select channel (left speaker) is the one in which the dispatcher would broadcast if the foot pedal or transmit button was pressed. The un-select channels (right speaker) consist of all other channels, which are not in the selected mode and are received, together, on one secondary speaker. A volume control is provided for each of the speakers.

SELECT WINDOW
(Background will be WHITE in Color - Unselected channels are dark blue)
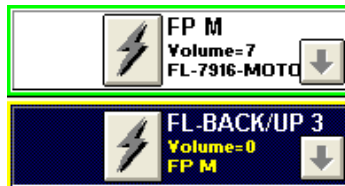
This places the channel in the selected mode when selected and automatically cancels any previously selected channel. The selected window is the one that determines the only frequency you will be hearing on the "select" speaker.

RESOURCE WINDOW
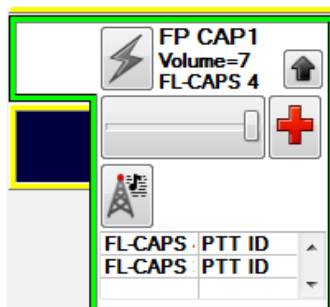
(Expanding/Compressing/Volume adjustment)

To give more space on the desktop, the resource windows are compressed. When you select a resource, the audio of that resource increases to full volume (7). If you want to adjust the volume of any resource, select the down arrow on the resource and use the volume slider to adjust.

TRANSMIT BUTTON AND INDICATOR

This sends the audio to the selected resource(s) for as long as you hold down the button. The lightning bolt on the general transmit button turns red when you transmit, and the lightning bolt appears in the status area of all selected resources. This may also be used as a press to talk button on any resource, whether the channel is or is not in the "select" mode.

CALL INDICATOR AND TRANSMITTING

The call indicator which looks like a speaker flashes to indicate that a radio channel is receiving a transmission message from the field. The yellow lightning bolt means that the channel is being broadcast on by the communications center out to the field units.

ALERT TONES

The alert tone transmits a piercing tone to alert field personnel that an important message follows. When pressed, this button causes an attention-getting tone to be broadcast on the radio channel in the "select" mode. The tone will be transmitted continuously as long as the button is pressed. You may select tone 1-15.

ALL MUTE

The all mute causes all "non-select" audio to mute to a predetermined level for approximately 30 seconds. Restores to normal automatically or can be restored to normal by pressing the ALL MUTE button a second time.

EMERGENCY MARKER "BEEPER"
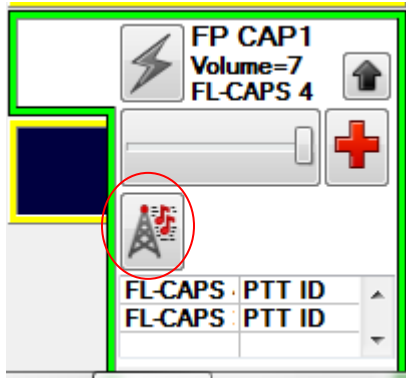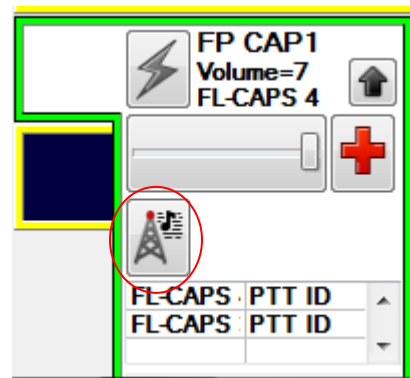
(Activated)   (Deactivated)

The emergency marker utilized by the Folsom Police Department is an intermittent tone that is initiated, as needed, to alert other units that the channel is restricted for emergency communications.

MULTI-SELECT
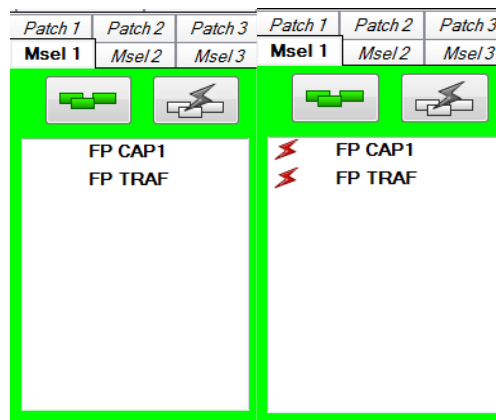
When you select the multi-select file it will turn green. Select each channel you wish by clicking on the resource window. This will facilitate a simultaneous broadcast to several channels. This will be used in conjunction with the "patch" to communicate on Commlink.

PATCHING CHANNELS
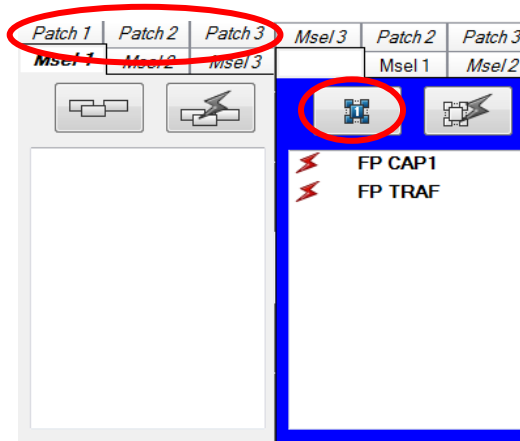
Multiple radio channels can be patched together to facilitate communications. In the image above, you can see that FP CAP1 (CAPS channel) and FP TRAF (traffic channel) are patched together. Your trainer will provide detailed instructions on how to activate and deactivate a "patch".

VU METER
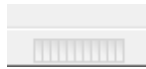
The VU meter is a bar graph which responds to the dispatcher's voice during transmit and intercom operation. The VU meter should be used as a guide to proper use of the microphone on your headset. When speaking in a normal voice, the green bars on the VU meter should be as close to the middle of the bar or farther. Consistently low readings indicate the dispatcher is not close enough to the microphone or speaking too softly. Consistently high readings (in the red) indicate the dispatcher is too close to the microphone or speaking too loudly.

EMERGENCY RADIO ACTIVATION

On the portable radios and in the patrol vehicles, the officers have access to an emergency button. They may push the button if they need immediate assistance but are unable to verbalize the request. When the officer's radio is in emergency status, transmissions can be heard county-wide at any agency that uses the MCC 7500 Elite Dispatch system. Emergency activations should always be handled as "real" emergencies until otherwise stated by the activating unit.

The screen on the left shows that unit FL-Disp 2 is in Emergency Status. While the unit in emergency status transmits, the channel they are on highlights and flashes red (middle screen) and has priority over all other radio traffic. The screen on the right shows the channel after the alarm has cleared.
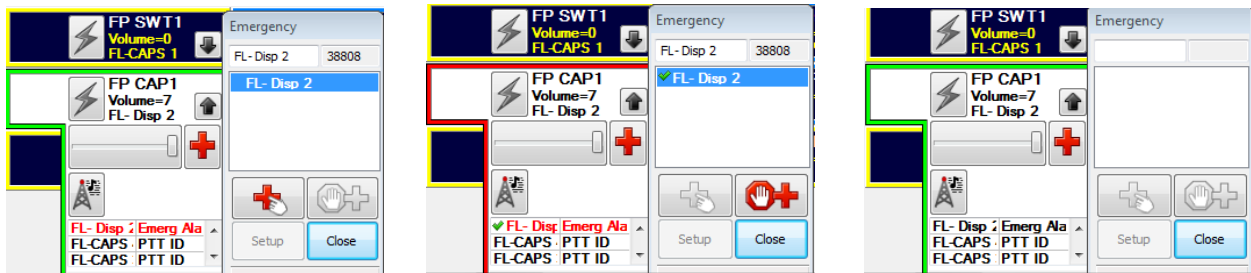
PORTABLE RADIO ACTIVATION
1. Locate the unit identifier (name) in emergency status displayed on the active radio channel.
2. Immediately broadcast the following: Unit Identifier (E71) Dispatch copies your emergency activation and broadcast the unit's location (if known).
3. Immediately clear the air, activate the beeper and dispatch 2 field units and a field supervisor to assist.
4. Dispatch will then contact the field unit in emergency status and ascertain his/her status.
5. Acknowledge (silence) the emergency activation on the radio console (Red Cross w/index finger). The emergency activation should only be Knocked Down/ Cleared (Red hand w/ Red Cross in the resource window) when the unit in emergency status advises he/she is code 4 or they are ok.
6. If the unit identifier and location are unknown, conduct a city wide "roll call" of all FPD units in service.
7. Notify the field supervisor of the final "roll call" results.
8. Follow the field supervisors' directives.

Example:
>   *E71, Dispatch copies your emergency activation at 123 Montrose Dr*
>   *E71, Dispatch copies your emergency activation, what's your location*?

VEHICLE RADIO ACTIVATION

1. Locate the Unit Number in emergency status displayed on the active radio channel.
2. Immediately broadcast the following: Dispatch copies an emergency activation from Unit Number or Unknown Vehicle (Unit #62 or unknown vehicle). Unit in emergency status identify your location.
3. Immediately clear the air and activate the beeper.
4. When the location and emergency status is confirmed, Dispatch 2 field units and 1 field supervisor to the emergency location.
5. <u>Acknowledge</u> (silence) the emergency activation on the radio console (Red Cross w/index finger). The emergency activation should only be <u>Knocked Down/ Cleared</u> (Red hand w/ Red Cross in the resource window) when the unit in emergency status advises he/she is C-4.
6. If the unit identifier and location have not been confirmed, conduct a city wide "roll call" of all FPD units in service.
7. Notify the field supervisor of the final "roll call" results.
8. Follow the field supervisors' directives.

Example:

Unit #62, Dispatch copies your emergency activation at 200 Stafford St
Unit #62, Dispatch copies your emergency activation, what's your location?
Vehicle with emergency activation what's your location and identifier?

ALLIED AGENCY ACTIVATION ON FOLSOM PD RADIO CHANNELS

1. Locate the Frequency Number in emergency status displayed on the active FPD radio channel.
2. Establish from the displayed Frequency Number what agency this frequency is associated with. A list of Frequency Range Numbers is in the RIMS ready reference file.
3. Immediately broadcast the following: "*Dispatch copies an emergency activation from Agency Name (i.e. Sacramento Police Department). Unit in emergency status identify your location and name.*"
4. Simultaneously clear the air and activate the beeper.
5. When the location and emergency status has been confirmed, dispatch two (2) field units and one (1) field supervisor to the allied agency unit if he/she is in the City of Folsom.
6. If the allied unit in emergency status is in another jurisdiction, utilize the Hotline and notify that agency of the emergency status on our radio frequency but in their jurisdiction.
7. Provide the allied agency with the unit's name and/or badge number, location and circumstances / reason for the emergency activation (if known). Inform the allied agency how many FPD units are responding for back up on their unit's emergency activation.
8. Ascertain if the responsible agency is responding to the emergency location and how many units. Relay this information to responding FPD units.
9. <u>Acknowledge</u> (silence) the emergency activation on the radio console (Red Cross w/index finger). DO NOT Knock Down/Clear (Red hand w/Red Cross in the resource window) the activation until the unit in emergency status advises he/she is Code-4 and the emergency is over.
10. If the unit in emergency status cannot be identified and his/her location confirmed, communicate this information to the agency responsible for this unit/frequency number (i.e. Sacramento Police). Provide the responsible agency the frequency number that displayed and any radio communications FPD had with the unit in emergency status.

In the SITE TRUNKING failure mode, the Prime Site Controller loses connectivity to the Zone Core and takes over talk-group channel assignments. The City and County sites are no longer connected by the Zone Core which is why we must patch control stations for pseudo wide area operation. The MCC 7500 Elite Dispatch consoles at each PSAP are also sites on the system and need access to the Zone Core to talk to subscribers in the field under normal wide area operation. When the system goes into Site Trunking, an alarm will sound and the CITY SITE TK and/or CNTY SITE TK boxes will be highlighted. To silence the alarm, click on FEATURES on the top of the radio screen tool bar and click on **End Audible Auxiliary I/O Alarm.** For more information on site trunking, see page 19-22 of the Radio Procedure.

On the following pages, you will find screen shots of the different tabs on the radio screen.

CLETS LAWS, POLICIES AND LIABILITIES

Records accessed through the California Law Enforcement Telecommunications System (CLETS) are generally thought to be the most widely used records within the criminal justice system. The importance of complying with the privacy and security provision of the state law and DOJ regulations based on state law, cannot be overemphasized.

The use of any CLETS provided information for other than official business may be a violation of Penal Code Sections 182.a, 502, 11140-11143, 13301-13304, and California Vehicle Code section 1808.47. **Persons who access and misuse CLETS information may risk their careers, criminal prosecution, and/or civil liability.**

Additionally, Section 11142 of the California Penal Code states, "Any person authorized by law to receive a record or information obtained from a record who knowingly furnishes the record or information to a person who is not authorized by law to receive the record or information is guilty of a misdemeanor."

Information supplied to law enforcement agencies from DMV records is intended strictly for the purpose of enforcing the law. California Vehicle Code Section 1808.47 states, "Any person who has access to confidential or restricted information from the department (of Motor Vehicles) shall establish procedures to protect the confidentiality of those records." The vehicle code also states in Section 1808.45 that "willful, unauthorized disclosure of information from any department record to any person, or the use of any false representation to obtain information from a department record or any use of information obtained from any department record for a purpose other than the one stated in the request or the sale or other distribution of the information to a person or organization for purposes not disclosed in the request is a misdemeanor.

Criminal Offender Record Information (CORI) is defined in Penal Code Section 11075 as summary information relating to arrests, pretrial proceedings, sentencing information, incarcerations, parole, and probation.

Release of California rap sheets, or information taken from the rap sheets, is governed by Penal Code Section 11105. The release of local CORI is governed by Penal Code Section 13300. When releasing state or local CORI, an agency must first determine if the person or agency is authorized to receive CORI (right-to-know) and the reason the CORI is being requested (need-to-know).

When CORI is destroyed, it must be destroyed in a manner that the identity of the subject is no longer legible.

CLETS LAWS, POLICIES AND LIABILITIES

ENTERING PROPERTY/PERSONS INTO CJIS
All entries into the CLETS system require a 2nd party check of the entry for accuracy. Each system has its own rules for entry and must be exact or it will reject the entry attempt. There is a Quick Reference Guide at the beginning of each manual for easier entry.

ENTRIES INTO CJIS WITHOUT REPORT
When an officer runs a subject and a "hit" is made in the California Restraining and Protective Order System (CARPOS) you will need to look carefully and confirm that the subject has been served. If not, you will advise the officer that the subject will need service. Another situation is when an officer contacts a subject listed in the Supervised Released File (SRF). We will send a contact message to the subject's supervising officer so that he/she can track their movements.

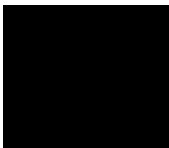Your training officer will instruct you on the above messages and entries.

Dispatchers must be familiar with various CLETS systems. You must be accurate in your data taking, data input, and the ability to read and interpret the data you receive from the computer. Dispatchers are responsible for making all entries needed into the CLETS system and handle all inquiry requests made by the field units.

CLETS is the method of sending messages between agencies. That means you, sitting at a terminal, can send a message to another operator sitting at another terminal by addressing that message to their specific mneumonic. This is known as an Administrative Message. A mneumonic is nothing more than the "address" of that terminal. Each agency in California has at least one mneumonic, a 3 or 4 letter/digit combination that is unique to that terminal, which determines where your message is routed. It is important that you familiarize yourself with Folsom Police Department's mneumonic. Additionally, when providing a mneumonic to outside agencies for sending a warrant abstract, we always use the mnemonic for the Sacramento County Main Jail as this is where the prisoner will be transported. Below are commonly used mnemonics:

Folsom Police Department   -
Sacramento County Central Warrants -
Sacramento County Jail   -
Statewide Broadcast (CA)   -
Sacramento County Agencies   -
Placer County Agencies   -
El Dorado County Agencies   -
EDIS Flash   -

The NCIC identifier is of the same nature, only each agency in the United States is assigned a letter/number identifier. All of California starts with "CA". The "34" is the county code for Sacramento County, and the ███████ identifies our specific agency code. It is also referred to as an "ORI" (Originating Agency Identifier).

Folsom Police Dept ORI/NCIC ID   -
Sacramento County Main Jail   -
Sacramento County Sheriff   -
CDC Folsom State Prison   -

The above mneumonics and ORI's are also located under the name 'MNEUMONICS' and 'COUNTY TELETYPE CODES' in the Ready Reference Manual under the 'Other' tab in RIMS.

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

ENDANGERED PERSON ALERTS/EDIS FLASH

The goal and purpose of the following notifications is to provide immediate information to the public via media broadcasts and other notification resources. The California Highway Patrol (CHP) administers the endangered person alert systems and is responsible for issuing the media alerts. Below is a brief summary of the three types of alert systems to introduce you to the terminology. When an EDIS flash teletype is received by our agency, no matter the originating jurisdiction, it must be entered as an incident and broadcast to patrol. Your training officer will provide more information regarding dispatcher responsibilities in this area.

AMBER ALERT SYSTEM

Amber Alert allows law enforcement, the media and the public to combat abduction by sending out immediate, up-to-date information that aids in a child's safe recovery. Using radio, television, the internet, highway information signs, and even cell phone networks, Amber Alert gives the public the information needed to help locate **abducted children**.

SILVER ALERT SYSTEM

The purpose of the Silver Alert program is to establish a quick response system designed to issue and coordinate alerts following the unexplained or suspicious disappearance of an elderly person. The goal of a Silver Alert is to provide immediate information to the public about the missing person, including images or descriptions and the time and location last seen to speed the process to locate the person and return them to safety.

BLUE ALERT SYSTEM

A Blue Alert is intended to solicit help from the public in the safe and swift apprehension of violent suspects that have killed or seriously injured **law enforcement officers** and who continue to pose a threat to public safety.

ENTAC – **E**mergency **N**otification **and** **T**actical **A**lert **C**enter

This is the designated 24/7 point of contact for law enforcement agencies wanting to activate Blue, Silver, or Amber alerts.

EDIS – **E**mergency **D**igital **I**nformation **S**ervice

Standard EDIS text messages can be sent via the California Law Enforcement Telecommunications System (CLETS). This is the primary means to distribute endangered person alert information. Emergency Digital Information Service provides local, state, and federal law enforcement agencies with a direct computer link to media outlets and other law enforcement agencies.

EAS – **E**mergency **A**lert **S**ystem

The EAS message pre-empts radio and television broadcast and provides information to the public immediately. To attract attention, the messages are preceded and concluded with alert tones.

CLETS NETWORK

The California Law Enforcement Telecommunications System (CLETS) is a high-speed message switching system which allows law enforcement and criminal justice agencies to access California Justice Information System (CJ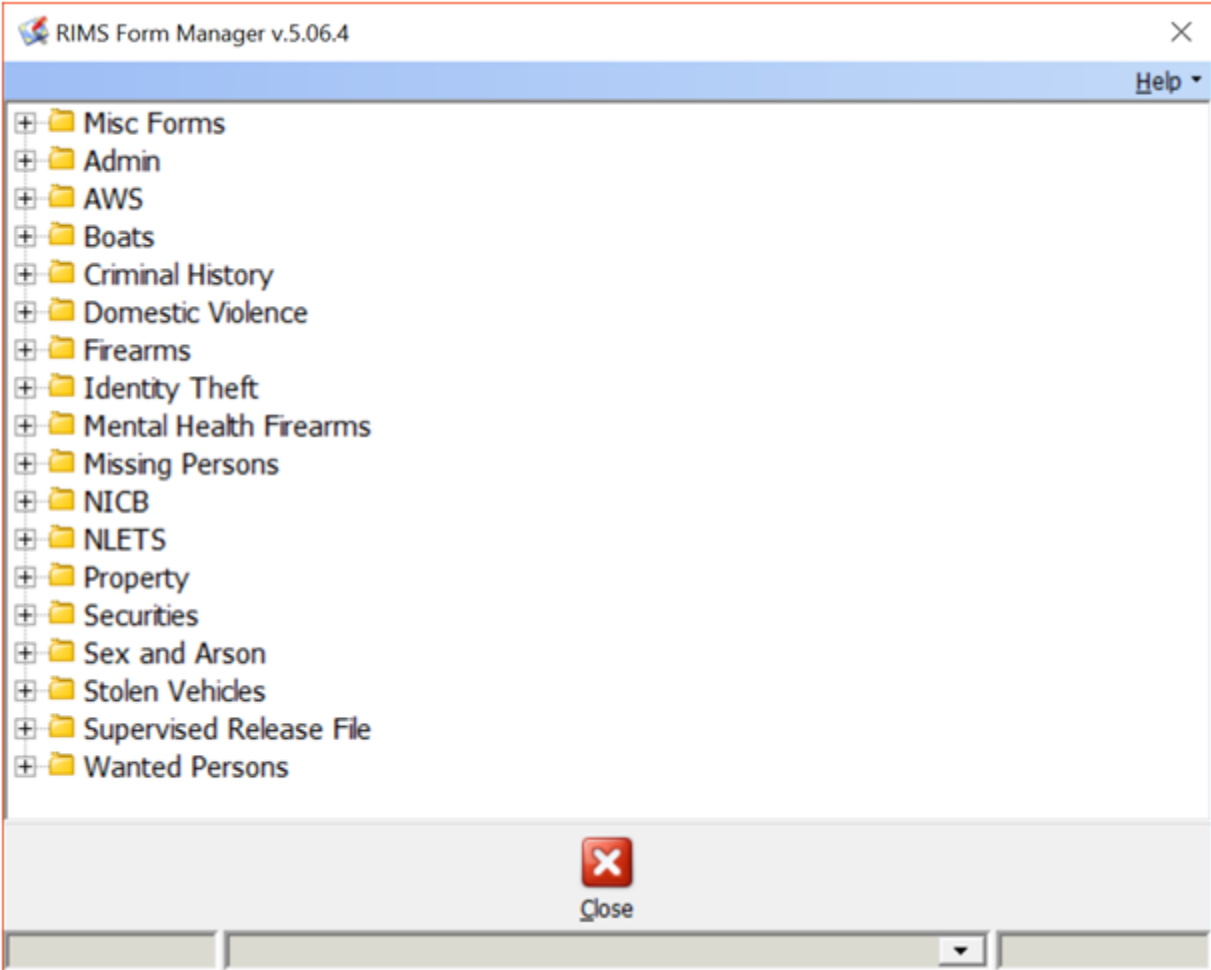IS), Department of Motor Vehicles (DMV), National Law Enforcement Teletype System (NLETS), and the National Crime Information Center (NCIC). CLETS was created by an Act of the 1965 Legislature and became operational in April 1970. The State provides the computer hardware, switching center personnel, and the trunk circuitry and equipment which link them to their county termination point. We utilize CAD and message switching computer systems (MSC'S) which connect directly to CLETS.
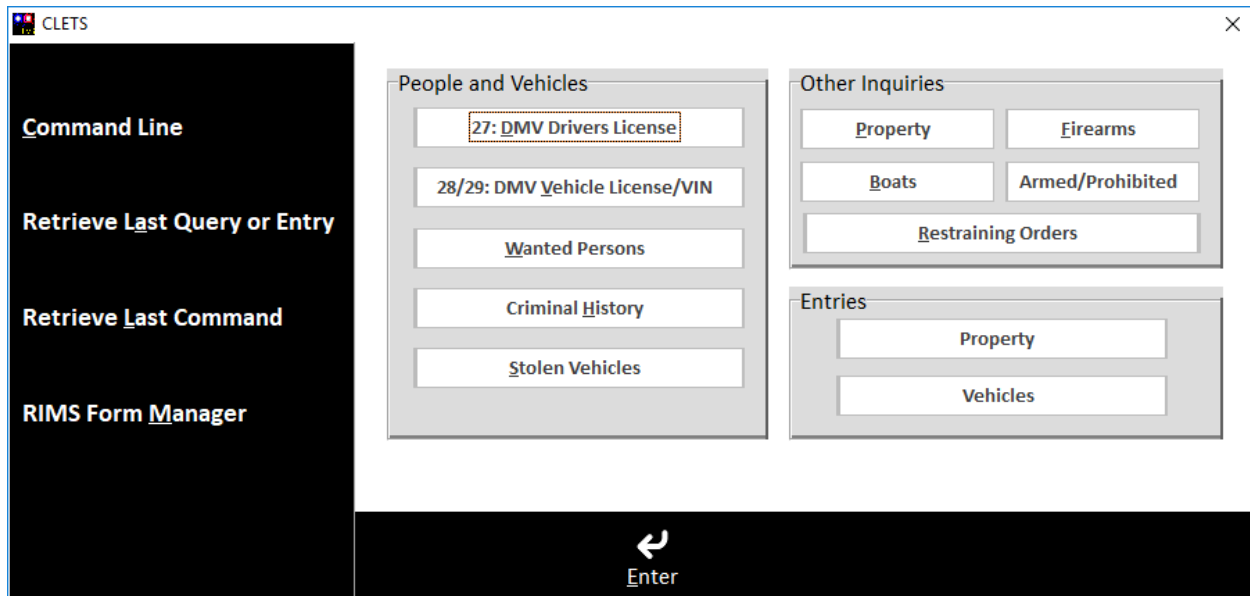
Using the 'F9' key will bring up the above CLETS options. Here you will find commonly used CLETS functions such as DMV inquiries, firearms inquiries, restraining order inquiries, and property/vehicle entries. Additional CLETS resources are available by clicking 'RIMS Form Manager'. On the next page is a screenshot of the RIMS form manager where you will select the appropriate CLETS database for additional tasks.

RIMS Form Manager v.5.06.4   ✕

                                                                  Help ▾

⊞ 📁 Misc Forms
⊞ 📁 Admin
⊞ 📁 AWS
⊞ 📁 Boats
⊞ 📁 Criminal History
⊞ 📁 Domestic Violence
⊞ 📁 Firearms
⊞ 📁 Identity Theft
⊞ 📁 Mental Health Firearms
⊞ 📁 Missing Persons
⊞ 📁 NICB
⊞ 📁 NLETS
⊞ 📁 Property
⊞ 📁 Securities
⊞ 📁 Sex and Arson
⊞ 📁 Stolen Vehicles
⊞ 📁 Supervised Release File
⊞ 📁 Wanted Persons

❌
Close

CLETS

The California Law Enforcement Telecommunication System (CLETS) network provides all law enforcement users agencies with the capability of obtaining information directly from federal, state and local computerized information files. In addition, the system provides fast and efficient point to point delivery of messages between agencies. All CLETS messages are **confidential and for official use only**.

ADMINISTRATIVE MESSAGES

The California Law Enforcement Telecommunication System (CLETS) network is used to transmit and receive point to point "free text", or administrative messages, to other agencies within California. Messages should be as brief and concise as possible and are sent using the agency's 3- or 4-character mnemonic (MNE).

LEDS - OREGON LAW ENFORCEMENT DATA SYSTEM

The computer interface with Oregon LEDS allows the CLETS terminal operator direct inquiry to the Oregon Vehicle Registration, Driver's License, Stolen Vehicle, Wanted Persons, Gun and Article Files. Any administrative messages must be sent via NLETS. Criminal history inquires must be made through either NCIC III or via NLETS.

CPIC - CANADIAN POLICE INFORMATION CENTRE

In order to improve communications with Canada, a computer interface has been established between the INTERPOL offices in Canada and the United States. Through this interface, a variety of information is available on a semi-automated basis. The CPIC, a system somewhat like FBI/NCIC, provides hot file (stolen vehicle plus missing and wanted persons), vehicle registration, and driver's license information for several provinces and the two territories that do not maintain their own vehicle registration and driver's license files.

APB - ALL POINTS BULLETIN

All Points Bulletin's (APB's) are Administrative Messages that are distributed to all law enforcement agencies in California, including some criminal justice agencies. Because all law enforcement agencies receive APB's, the sender must use discretion by directing a message to the group code(s) that most associates with the message being sent. The CLETS offers highway, geographic, crime specific, only sheriff's departments, only police departments, and all counties groups. All Points Bulletin uses the CLETS Administrative Message format, and routes from one to six group codes at a time. APB's may also be distributed outside of California to a single state, or a group of states. A nationwide APB is an administrative message sent via NLETS designed for nationwide distribution.

DEPARTMENT OF MOTOR VEHICLES (DMV) FOR CLETS

Access to Department of Motor Vehicles (DMV) data bases through CLETS is intended strictly for the purpose of enforcing the law. DMV maintains automated data bases for the following:

1. - Driver's License/Identification Card
2. - Vehicle and Vessel Registration
3. - Parking Citation Information
4. - Occupational Licensing

1. **DRIVER'S LICENSE/IDENTIFICATION CARD (DL/ID)**
The driver's license/identification card (DL/ID) data base maintains automated records of all California licensed drivers, drivers who are arrested and/or receive citations that are unlicensed, and those persons who have been issued a California Identification Card.

Inquiries into the system can be made via names or numbers. For name inquiries, the last name is matched by the Soundex system, but the first name must be spelled *exactly* as it appears on the driver's license.

At FPD we usually request a full response driver license history. This will include:

Basic record, identifying information, license and identification issue data, license status, departmental actions, abstracts of convictions, failure to appear and accidents.

On this history, check to see whether the drivers license is valid, restricted, suspended or revoked. If the driver's license is suspended or revoked, it is important to advise the officer if the subject's suspension has been served, or if it still requires service. If service is required, the officer may request the following **suspension information**:

a. Effective date of suspension
b. Authority code
c. Reason for suspension (not all officers request this)
d. Service code

The service code is essential to the officer in determining if the subject is to be cited for 14601 CVC or 12500a CVC.

DEPARTMENT OF MOTOR VEHICLES (DMV) FOR CLETS

2. **VEHICLE/VESSEL REGISTRATION (VR)**
    The Department of Motor Vehicles (DMV) maintains an ongoing record of vehicle and vessel ownership. This file includes all vehicles and vessels registered, or with planned non-operation status. Records initially established from original registrations are updated by renewals, changes of address, and transfers.
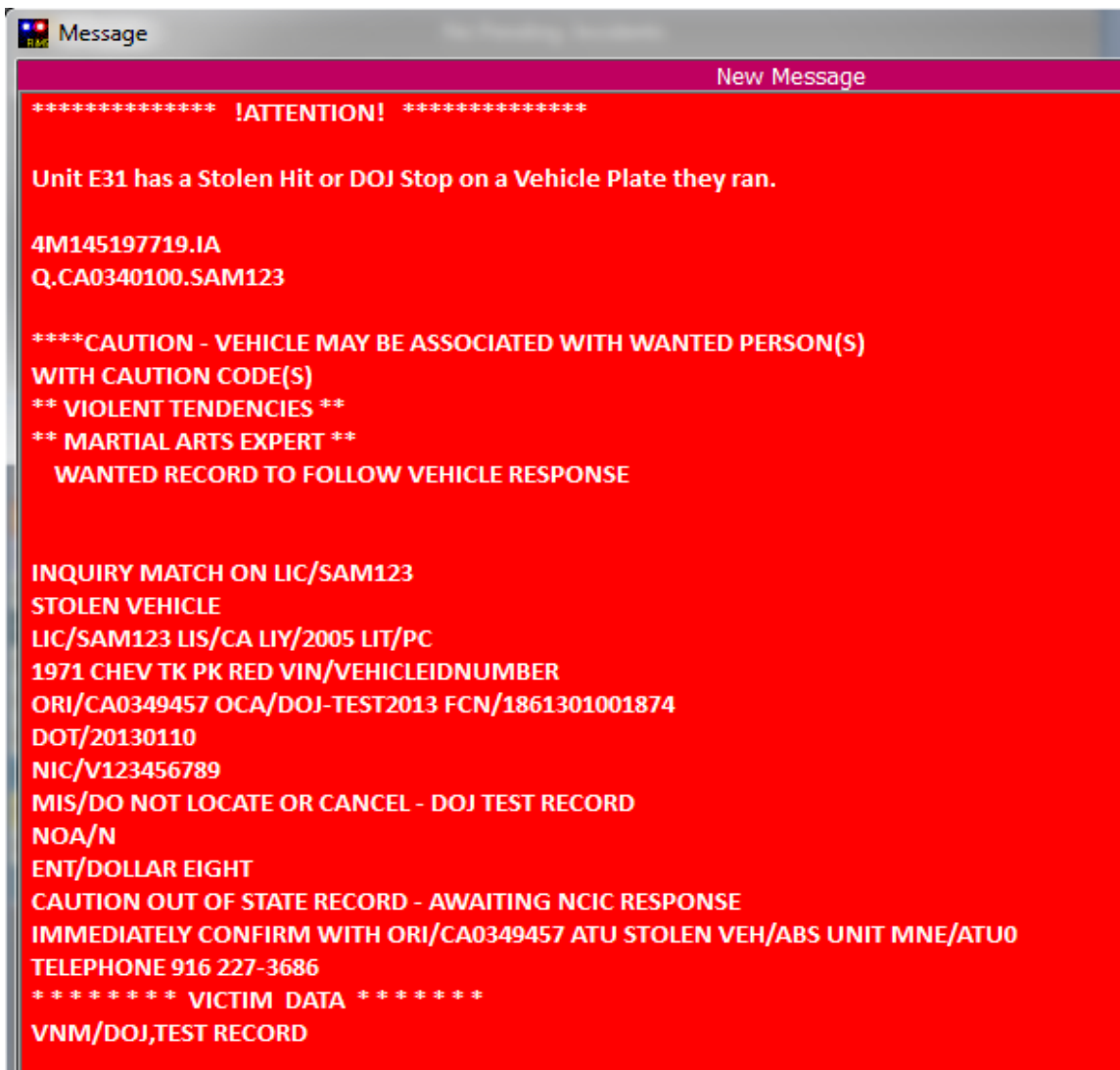

When a stolen or felony vehicle entry is accepted by the DOJ Stolen Vehicle System, the corresponding DMV vehicle registration record is flagged. This is intended to prevent the registration of stolen vehicles. When you encounter a **DOJ Stop, DOJ Restraint, or a DOJ Referral,** immediately advise the officer of possible ▮▮▮▮▮▮▮▮ on the vehicle, get their current location, ascertain if the vehicle is currently occupied. Further procedures will be covered by your trainer and will be in accordance to the FPD Radio Procedure.

Officers can run license plates on their computers inside of their vehicles. In the event they query a felony or stolen vehicle, lost/stolen license plate, you will receive a priority message (as displayed below), and hear a distinct audible alert. This message will tell you which officer ran the plate and will provide the SVS entry for reference. Further procedures will be covered by your trainer and will be in accordance to the FPD Radio Procedure.

DEPARTMENT OF MOTOR VEHICLES (DMV) FOR CLETS

Message

New Message

```
************** !ATTENTION! **************

Unit E31 has a Stolen Hit or DOJ Stop on a Vehicle Plate they ran.

4M145197719.IA
Q.CA0340100.SAM123

****CAUTION - VEHICLE MAY BE ASSOCIATED WITH WANTED PERSON(S)
WITH CAUTION CODE(S)
** VIOLENT TENDENCIES **
** MARTIAL ARTS EXPERT **
   WANTED RECORD TO FOLLOW VEHICLE RESPONSE


INQUIRY MATCH ON LIC/SAM123
STOLEN VEHICLE
LIC/SAM123 LIS/CA LIY/2005 LIT/PC
1971 CHEV TK PK RED VIN/VEHICLEIDNUMBER
ORI/CA0349457 OCA/DOJ-TEST2013 FCN/1861301001874
DOT/20130110
NIC/V123456789
MIS/DO NOT LOCATE OR CANCEL - DOJ TEST RECORD
NOA/N
ENT/DOLLAR EIGHT
CAUTION OUT OF STATE RECORD - AWAITING NCIC RESPONSE
IMMEDIATELY CONFIRM WITH ORI/CA0349457 ATU STOLEN VEH/ABS UNIT MNE/ATU0
TELEPHONE 916 227-3686
******* VICTIM DATA *******
VNM/DOJ,TEST RECORD
```

Vehicle inquiries may be made either via the license plate number, vehicle identification number (VIN), or the registered owner's name. You trainer will review how to properly read and interpret vehicle registration/wants on DMV CLETS returns. Additionally, the proper technique for voicing this information on the radio for the officers will be covered by your trainer and will be in accordance to the FPD Radio Procedure.

DEPARTMENT OF MOTOR VEHICLES (DMV) FOR CLETS

3. **PARKING CITATION INFORMATION**
    California Vehicle Code (CVC) sections 40200-40230 required DMV to refuse registration renewal on a vehicle when an agency or court places an unpaid parking violation "hold" on a vehicle registration record. Section 22651(a) CVC allows law enforcement agencies to impound certain vehicles with five or more unpaid parking citations.

4. **OCCUPATIONAL LICENSING (OL)**
    The Department of Motor Vehicles has the responsibility of maintaining a complete record of every person or business that holds an occupational license (OL). Officers may refer to these as *Dealer Plates*. These include:

    a.   Firms: Organizations licensed by the department to do certain types of business in California.

    b.   Individuals: Names of people licensed by the department either as separate entities or connected with the organizations stored in the Firm file.

    Instructions on how to run a dealer plate can are in the Ready Reference Manual under the 'Other' tab in RIMS.

The Criminal Justice Information System (CJIS) network is a computerized system containing records that are of interest to the criminal justice community. This network is maintained by the California Department of Justice (DOJ) and is available to authorized local, state, and federal criminal justice agencies via the CLETS network. You will need to obtain a User ID and password to DOJ's California Law Enforcement Web (CLEW) to access the CLETS manuals. To access CLEW, go to: ███████████████/

There are 11 data bases within CJIS:
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. - California Restraining And Protective Order System (CARPOS)
7. - Missing Persons System (MPS)
8. - Unidentified Persons System (UPS)
9. - California Sex and Arson Registry (CSAR)
10. - Supervised Release File
11. - Criminal History System (CHS)

Once a person, vehicle, weapon, or property has successfully been entered into the CJIS, you will receive an acknowledgment of the entry, along with a uniquely generated File Control Number (FCN). 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). For example:

      FCN/ 4271316203360
      427   =   Folsom Police agency identifier
      13   =   Year of the entry
      162   =   Julian date for June 11 = 162nd day of the year
      3360   =   Sequential number of entries made for that date

1. **SVS - STOLEN VEHICLE SYSTEM**
    The Stolen Vehicle System (SVS) is a file containing such records as stolen vehicles, license plates, vehicle parts, and aircrafts. It also includes towed, impounded or repossessed vehicles. Your SVS inquiry is a dual request, meaning the inquiry is forwarded to NCIC and you should receive an NCIC response shortly thereafter.

2. **ABS - AUTOMATED BOAT SYSTEM**
    The Automated Boat System (ABS) is a file containing such records as boats that are stolen, lost, repossessed, or stored, and boat parts that are stolen. The ABS inquiry is forwarded to NCIC; you should receive the response shortly thereafter.

3. **WPS - WANTED PERSONS SYSTEM**
    The Wanted Persons System (WPS) is a pointer system that pertains to felony and misdemeanor warrants that are maintained by state, local and federal criminal justice agencies in California. Extradition on warrants entered in WPS is at the discretion of the District Attorney of the entering agencies jurisdiction. The WPS also requires agencies to substantively respond to a warrant hit within 10 minutes on a 24-hour basis. The WPS inquiry is forwarded to NCIC. The NCIC response follows the WPS response.

4. **AFS - AUTOMATED FIREARMS SYSTEM**
    The Automated Firearms System (AFS) is a file of records pertaining to the **law enforcement status** of serialized weapons - stolen, lost, found; **historical records** with names of persons associated with serialized firearms - licenses to carry concealed weapons (CCW), dealer record of sale, pawns, and voluntary registration. The AFS inquiry is forwarded to NCIC; you should receive a response shortly thereafter.

5. **APS - AUTOMATED PROPERTY SYSTEM**
    The Automated Property System (APS) is a file of records of serialized property stolen, lost, found, held for evidence, under observation, or pawned, and bearing either manufacturer's and/or owner applied numbers. The APS inquiry is forwarded to NCIC and you should receive the response shortly thereafter.

6. **CARPOS - CALIFORNIA RESTRAINING AND PROTECTIVE ORDER SYSTEM**
    The restraining order information available from your CLETS terminal is maintained by the DOJ California Restraining and Protective Order System (CARPOS). The CARPOS is a pointer system that pertains to domestic violence restraining orders entered into the state automated system by law enforcement agencies on individuals who have committed an act of domestic violence and are party to a

THE STATE SYSTEM - CJIS

restraining order signed by a judge. The information entered in CARPOS is used by the DOJ Dealer Record of Sale (DROS) Unit for firearm clearance purposes.

The CARPOS maintains the records of a Temporary Restraining Order up to 90 days or an Order After Hearing (until date of expiration on court order) is issued as a domestic violence restraining order or a family law restraining order where violence is involved.

7. **MISSING PERSONS SYSTEM (MPS)**
The Missing Persons System contains information on missing persons that have been reported to California law enforcement agencies. Penal Code sections 14200-14213 require all law enforcement agencies to accept any report of missing/overdue persons, or runaway juveniles. There is no minimum missing/runaway time requirement for entry into MPS, and reports can be accepted via telephone. California mandates all MPS entries are to be completed within 4 hours of the initial missing report.

8. **UNIDENTIFIED PERSONS SYSTEM (UPS)**
The Unidentified Persons File is a file containing information on unidentified persons (living and deceased) and body parts that have been located in California. The information may include fingerprints and dental charts (if available). All missing and unidentified person reports are cross-checked daily, and agencies are notified of possible matches.

**** The Missing and Unidentified Persons Systems are sometimes referred to as MUPS. These systems will automatically forward copies of all Missing/ Unidentified persons reports to NCIC.

9. **CALIFORNIA SEX AND ARSON REGISTRY (CSAR)**
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) can 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 always be available so that matches or questions concerning the record can be addressed. The registering LEA

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may be called upon to produce the official registration document for court purposes and to testify as to its content. Records that are entered in 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.

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.

10. **SUPERVISED RELEASE FILE (SRF)**
The Supervised Release File (SRF) is the online file designed to provide the patrol officers with an index to subjects on active parole and/or probation. Sex and/or arson offenders and 'career criminals' will also be reported here. An inquiry into CLETS' WPS will be forwarded to the SRF and may disclose vital information regarding individuals that are currently involved with the criminal justice system.

To provide for a two-way communications link, DOJ personnel have created a contact message that allows law enforcement agencies to send information about his/her contact to the agent or agency that entered the record. For the SRF to be effective the transmittal of a contact message to the holder for the record is essential.

11. **CRIMINAL HISTORY SYSTEM (CHS)**
The DOJ Criminal History System (CHS) is comprised of the Master Name Index, Automated Criminal History System, and the Manual Criminal History System. Criminal history information is provided to criminal justice agencies on a right-to-know and need-to-know basis in order to execute their official duties. Information in the criminal history files is based on the fingerprint card and arrest disposition form.

a. Master Name Index (MNI)
The Master Name Index (MNI) is an automated online file that contains the personal descriptor records for all subjects in the California Department of Justice's criminal history files.

b. Automated Criminal History System (ACHS)
The Automated Criminal History System (ACHS) is a centralized automated system designed to provide authorized criminal justice agencies with criminal history record (rap sheet) information. When a response from the MNI

identifies a subject's CII number preceded with an "A", an automated record is available.

c. Manual Criminal History System
The Manual Criminal History System is comprised of criminal and applicant files that have not been automated. Information in these files can be obtained by contacting the Department of Justice's Command Center by telephone, teletype, or mail. Manual records are identified with an "M"
preceding the CII number. Numbers from 90 million to 98999999 indicate applicant records. These will have the abbreviation "APP" in the type field of the return. There is no need to request a copy of an "APP" record.

11142 CPC 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 departmental sanctions, up to and including termination.

When a request for a CII/rap sheet has been made through CAD, it is automatically logged in the CAD system. If the CAD system is down, a CII may be run through iCLETS**.**

THE NATIONAL LAW ENFORCEMENT SYSTEM – NLETS

The National Law Enforcement Telecommunications System (NLETS) is a computer message switching system, like CLETS, linking all states, Puerto Rico, District of Columbia, and several federal law enforcement agencies together for the purpose of exchanging information.

Using NLETS, access to the following in available:
1. - Administrative Messages
2. - Criminal History
3. - Vehicle Registration
4. - Driver's License
5. - Boat Registration
6. - Snowmobile Registration
7. - Hazardous Material File
8. - Aircraft Tracking System
9. - Aircraft Registration System
10. - Fixed Format Hit Confirmation Transactions
11. - ORION ORI File
12. - Help Files
13. - National Center for Missing and Exploited Children
14. - National Insurance Crime Bureau (CA does not participate)

1. **ADMINISTRATIVE MESSAGES**
An agency may transmit administrative messages (free text) to agencies located in another state. Regional broadcasts or All Points Broadcast (APB) messages are also available. These messages may be sent to one or up to five agencies/ addresses simultaneously, using the agencies 9-character Originating Agency Identifier (ORI).

2. **CRIMINAL HISTORY**
The NLETS Criminal History Record Information (CHRI) formats can be used to retrieve out of state criminal history records that are not presently available through NCIC's Interstate Identification Index (III, also referred to as "Triple I"). It should never be used as a substitute for the III System, but rather as a secondary inquiry.

3. **VEHICLE REGISTRATION**
You may obtain information from out-of-state agencies on vehicles.

4.   **DRIVER'S LICENSE**
This is used to obtain information from out-of-state agencies on an individual driver's license.

5.   **BOAT REGISTRATION**
You may obtain information from out of state agencies on boats.

6.   **SNOWMOBILE REGISTRATION**
You may obtain information from out of state agencies on snowmobiles.

7.   **HAZARDOUS MATERIAL FILE**
An agency may request online information on hazardous materials through NLETS. The inquiry will be made on the four-digit, internationally recognized code called a United Nations (UN) number. This number is normally found on a placard on the vehicle. The response will indicate a variety of information including:
       a.   Chemical name
       b.   Personal safety precautions
       c.   General handling procedures
       d.   Disposal methods
       e.   Availability of countermeasure materials

8.   **FAA/TECS AIRCRAFT TRACKING SYSTEM (ACTS)**
The Aircraft Tracking system (ACTS) provides NLETS users with the capability of accessing information on the movement and location of private aircraft.

9.   **FAA/TECS AIRCRAFT REGISTRATION SYSTEM (ACRS)**
Agencies may request an aircraft registration by sending an inquiry message through NLETS. The Aircraft Registration System (ACRS) provides information concerning commercial and private aircraft registered with FAA.

10.   **FIXED HIT CONFIRMATION TRANSACTIONS**
To standardize the hit confirmation transaction, the use of fixed formats is **mandatory** for both NLETS and CLETS; however, only applicable data fields must be completed.

11.   **ORION**
ORION is an online originating agency identifier (ORI) file providing responses for an inquiry by location of agency or ORI. It also includes information on federal agencies located in the United States as well as their offices in foreign countries.

12. **HELP FILES**
The NLETS has installed HELP files. If you are having difficulty interpreting information received from state data files such as vehicle registration, driver's license, or criminal history, an inquiry to the HELP file may resolve your difficulty.

13. **NATIONAL CENTER FOR MISSING AND EXPLOITED CHILDREN (NCMEC)**
The National Center for Missing and Exploited Children (NCMEC) serves as a clearing house of information, provides technical assistance to law enforcement and parents, and offers training programs to the law enforcement community.

14. **NATIONAL INSURANCE CRIME BUREAU (NICB)**
California does not participate in this program.

NLETS ABBREVIATION CODES

AI   Air Force OSI
DJ   Department of Justice
DS   Department of State
DC   District of Columbia
FB   FBI/NCIC
IP   INTERPOL
NA   National Insurance Crime Bureau (NCIB)
DN   Naval Investigative Service
NL   NLETS Control Center
US   US Department of Justice (Diplomatic License Plates Only)
NX   NLETS Headquarters
OD   Orion Data Base
FN   Orion Foreign File
PR   Puerto Rico
PS   Postal Inspection Service
FA   TECS/FAA File
TC   US Customs, TECS
MR   US Marshal's Service
SS   US Secret Service

THE FEDERAL SYSTEM – NCIC

The National Crime Information Center (NCIC) system is a nationwide computerized information system serving all 50 states, the District of Columbia, the Commonwealth of Puerto Rico, the U.S. Virgin Islands, and Canada. The NCIC system stores vast amounts of criminal justice information within 15 separate files. It can best be described as a computerized index of documented criminal justice information concerning crimes and criminals of national interest.

The FBI maintains the NCIC, which is the federal counterpart of CJIS. The NCIC is available for inquires and updates from your CLETS terminal. Many of the NCIC files are corollaries of CJIS and are accessed after passing through CJIS. Agencies may retrieve information from the following files:

1	-	Vehicle File
2	-	License Plate File
3	-	Boat File
4	-	Gun File
5	-	Wanted Person File
6	-	Article File
7	-	Interstate Identification Index
8	-	Securities File
9	-	Missing Person File
10	-	Unidentified Person File
11	-	Protection Order File
12	-	Violent Felon File
13	-	Foreign Fugitive File
14	-	U.S. Secret Service Protective File
15	-	ORI File

1. **VEHICLE FILE**
   For NCIC purposes, a vehicle is any motor-driven conveyance designed to carry its operator, including aircraft and trailers. The Vehicle File contains stolen vehicles, felony vehicles (vehicles used in the commission of a felony), and stolen vehicle part records. Inquiries on out-of-state vehicles are made by using the CJIS Stolen Vehicle System.

2. **LICENSE PLATE FILE**
   This file is used to store information regarding stolen license plate(s). Inquiries are made by using the CJIS Stolen Vehicle System.

3. **BOAT FILE**

For NCIC purposes, a boat is a vessel for transport by water, constructed to provide buoyancy by excluding water and shaped to give stability and permit propulsion. The file contains information regarding stolen/embezzled boats which have a registration or document number affixed and/or a permanently attached hull serial number. Information regarding boat trailers and/or boat parts stolen along with the boat is also included in the file. Inquiries are made using the CJIS Automated Boat System.

4. **GUN FILE**

For NCIC Purposes, a gun is any weapon, including a starter gun, which will, is designed to, or may readily be converted to expel a projectile by air, carbon dioxide, or the action of an explosive. Inquiries are made using the CJIS Automated Firearms System.

5. **WANTED PERSON FILE**

This file contains information about persons with outstanding felony, federal, or serious misdemeanor warrants. Inquiries are made by using the CJIS Wanted Persons System.

6. **ARTICLE FILE**

The Article File is used to store information concerning stolen property not meeting the entry criteria for any of the other NCIC property files. Inquiries are made using the CJIS Automated Property System.

7. **INTERSTATE IDENTIFICATION INDEX (III)**

The Interstate Identification Index (III, also called "Triple I") is an automated system which provides for the decentralized storage and interstate exchange of criminal history record information. Twenty-nine states currently participate in III and will provide criminal history information directly from their files.

8. **SECURITIES FILE**

For NCIC Purposes, a security is: currency, documents or certificates which are generally considered to be evidence of debt, documents which represent subscription rights, other types traded in securities exchanges, postal and other types of money orders, traveler's checks, warehouse receipts, saving certificates and interest coupons on stocks and bonds. An inquiry of the NCIC Securities File is made by using the type of security, serial number, and denomination. There is no matching automated file with the California Department of Justice.

9. **MISSING PERSON FILE**
The Missing Person File is a locator-type file that is used by state and local criminal justice agencies to assist in the location of missing juveniles, persons of any age missing and under physical/mental disability or who are senile, persons missing under circumstances indicating that their physical safety may be in danger or their disappearance may not have been voluntary. Inquiries are made using the CJIS Missing/Unidentified or Wanted Persons System.

10. **UNIDENTIFIED PERSON FILE**
The intent of this file is to assist investigators in the identification of unidentified found bodies, parts, and of unidentified living persons, such as amnesia victim, infant, etc. Inquiries are made using the CJIS Missing/Unidentified Persons System.

11. **PROTECTION ORDER FILE**
This file contains records of served Restraining/Protective Orders issued for the protection of persons from stalking or domestic violence. The CJIS corollary to this file is the Domestic Violence Restraining Order System (DVROS). However, DVROS contains records of both served and un-served Restraining/Protective Orders.

12. **VIOLENT FELON FILE**
The Bureau of Alcohol, Tobacco and Firearms (ATF) Violent Felon File (VFF) contains records on individuals who have three or more previous convictions for a violent felony or serious drug offense and are barred by Federal law from possessing a firearm or ammunition. An inquiry into the NCIC Wanted Persons File may produce a response from the ATF/VFF with a caveat distinguishing the violent felon record from wanted person records.

13. **FOREIGN FUGITIVE FILE**
The inclusion of foreign fugitive data in the NCIC System provides a warning to U.S. Law enforcement officers who might confront the fugitive so that they may use appropriate caution, aids in locating and arresting foreign fugitives, and helps provide for the public safety. Inquiries are not made directly into this file, but positive responses are provided when your message is processed through the NCIC Wanted Persons File.

14. **U.S. SECRET SERVICE PROTECTIVE FILE**
    The U.S. Secret Service Protective File is designed to aid the U.S. Secret Service (USSS) in protecting the President and other authorized protected persons. An agency making an inquiry into the NCIC Wanted Persons File may receive a U.S. Secret Service Protective File record.

15. **ORI**
    The FBI/NCIC assigns a unique Originating Agency Identifier (ORI) number for every law enforcement or criminal justice agency that is serviced by NCIC. The NCIC ORI file gives users the capability to inquire upon an ORI and receive the agency name, address, and telephone number in the response.

Sit down. Get comfortable at your console. Sign on. Adjust your chair. Adjust the console. Be sure you have received a briefing by the off-going shift as to the status of calls pending; making sure every unit is where they show to be and that you understand any other pertinent information. Be sure all your radio volumes are adjusted comfortably. You don't want to miss a transmission. Be ready to go to work!

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

To be truthful, there is no perfect way to dispatch a call. Dispatching is more of an art than a science. Each department, and certainly each dispatcher, has a way to dispatch a call that may be very different from another person or department. If you are a brand-new dispatcher, follow exactly the mechanics in which your training officer is teaching you while you are in training. That will make for a lot less conflict during a very stressful time. When you are on your own you can listen to the speech patterns and phraseology of other dispatchers, you can then develop your own style. If there is a way that someone dispatches that you think sounds better, try it. If you like it, keep it. If it doesn't feel comfortable, go back to the original way you were taught.

If you are a lateral new hire, listen to the way calls are being dispatched. Make every effort to mesh what you have been doing with the current practice here. The primary goal is getting information to the officers in a timely manner. They are used to hearing information in a certain rhythm. Breaking that rhythm may disrupt the speedy flow of information and negate your whole dispatch. Be flexible. Clearly, no manual of policies could ever cover all of the possible circumstances that a dispatcher will be faced with in the realm of the operational realities. Your response must be within departmental guidelines, and must be logical, reasonable and prudent.

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

The normal radio transmission rate should be about 40 to 60 words per minute. Never sacrifice accuracy for speed. No call is so important or urgent that you can afford to do it wrong. It is always faster to take your time and do it right, rather than doing it again.

Make your voice emotionless as possible on the radio regardless of the situation, but don't sound bored or disinterested. Emotion tends to distort your voice and render it unintelligible. Emergency messages require no expression, but a high degree of intelligibility. Don't let anger or impatience show in your voice. Don't laugh on the radio, a smile can be heard and be just as effective.

Be impersonal on the air. Refrain from using names of the person receiving the message or the term "I" when referring to yourself. Use the term "partner" to designate another dispatcher.

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

Think before you speak. Read the call narrative and updates completely. Formulate your broadcast into proper codes, phrases and sequences.

Remember not to chop transmissions by speaking too soon after the mic is keyed or by letting the foot pedal up too soon. There is a short delay built into the system. You can alleviate cutting off portions of your radio transmissions by taking a short breath before the number of the patrol unit you are calling.

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

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

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

Use	**Don't Use**
Unable	Can't
Affirmative	Yes
Negative	No
Assaulting	Beating Up
Pending	Brewing

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

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

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

Know when to send two units or more units to a call. Consider the type of call, time of day or night, amount of traffic, weather, amount of other radio traffic, etc. Always send two units to alarm calls, on any in progress or just occurred call, domestic disturbances, fights, suspicious circumstances, party complaints, and any other time you feel there is a potential crime occurring. The primary officer may tell you he/she can advise you on needing a cover unit.

Understand beat integrity versus response time. That is the on-going battle between keeping an officer in his/her beat and getting the call out of your pending window. In an emergency (priority calls or requests for a cover unit) send the closest unit(s), regardless of beat assignment. There can always be a beat unit sent later, to take any required report.

If it is a report call, you should generally hold the call for the officer assigned to that beat. You may need to call the reporting party and advise them of the delay. You should be able to supply some sort of response time estimate. However, be careful not to provide the caller with a solid time of arrival as this can be affected by fluctuating call activity level.

If it is a report call and you know that the assigned beat unit or units are going to be out of service for an extended amount of time, or there are so many calls in one beat that there is no likelihood of a timely response, check with other units to help with the workload. If you have no units to send on a call, cover your action by notating in the call history that no unit is available. If you are holding priority calls, notify a Sergeant or Watch Commander as well as notating this in the call.

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

ATL'S/BOLO'S/APB'S

These administrative messages Attempt to Locate (ATL), Be On the Look Out (BOLO), All Point's Bulletins (APB's); are sent and received from law enforcement agencies to advise information. These messages, if received, should be read carefully to see if they are pertinent to this area and broadcast to our units.

BROADCASTS

For certain crimes, officers will request a broadcast over local channels in reference to the details of the crime. We will also do broadcasts for ATL/BOLO/Officer Safety teletypes that we receive over the CLETS. Prepare or read through what you are going to say.

1.   Select the channels you need to broadcast on.
2.   Listen to radio traffic from field units. Only begin your broadcast when you are certain that you are not interrupting any other radio traffic or critical incident. Always speak slowly and clearly.
3.   Announce "Attention Folsom units, standby to copy _____ (reason for broadcast). Break".
4.   When the channel is clear say, "Continuing" and then relay the rest of your broadcast, breaking for traffic if necessary.
5.   At the end of your broadcast state "Folsom Main clear".

CONFIDENTIAL INFORMATION (████)

Having access to the information contained in the teletype systems, you will occasionally encounter sensitive information that must be handled accordingly to keep field units safe. For example, if the person the officer is inquiring about has outstanding arrest warrants, this must be relayed to the officer using the above radio code, in order to exercise officer safety. Keep in mind that this code is not limited to only providing warrant information. It should be used any time you need to relay any information that is sensitive in nature or that may pose a potential officer safety risk.

If the wants and warrants check return include a felony warrant, immediately consider which units who will be sent to cover the officer. Using the code ████████████████ lets him/her know that you have "felony" related information to disclose. Don't verbalize the information until the officer advises you, he/she is ready. Remember, the officer could be standing next to the suspect alone and you don't want the suspect to know that you have information about him that could put him in jail. Many suspects **do** know police codes. Let the officer ask for the complete information when the officer knows that he/she has placed himself/herself in a safe position, the officer will tell you to "go ahead" and broadcast the information.

If you have located misdemeanor warrants, use the radio term "████████████" (████████████). Again, don't go ahead until the officer advises you, he/she is ready. Know what you are going to say before you get on the radio. Be very clear whether your ████████ information is confirmed already or whether you will have to call to confirm. Use "██ ████████████" if you wish to relay anything that the officer may need to know, such as subject is on parole, probation or that medical precautions should be used.

OFFICER SAFETY

Your main responsibility, as a dispatcher, is to ensure the safety of the citizens and officers. It is imperative that you are always aware of the activity of the officers in the field. You are the lifeline between the officer and the help he/she may need. Be aware of officer safety flags on calls. Keep the status screen current. That is the only way you can know immediately the activity and the location of the field units. In all cases, the dispatcher should keep in mind that even a "routine" traffic stop could develop into an emergency in a matter of seconds. You will be responsible for all procedures and policies that relate to the communications division and the safety of the officers. This is an exciting and challenging profession, but one that should be taken seriously. Enjoy your work, but always be aware and alert.

LICENSE PLATE READER (aka ALPR- Automatic License Plate Reader)

██ See SOP on License Plate Reader.

Any time a Watch Commander requests additional support from a specialty unit make sure to document this in the narrative of the incident. Notate who was spoken to, if they are responding, and approximately how long until they are on scene.

S.W.A.T. – **S**pecial **W**eapons **A**nd **T**actics
C.I.N.T. – **C**ritical **I**ncident **N**egotiation **T**eam
The SWAT team is comprised of a Tactical Commander, a Team Leader, a Precision Rifle Team Leader, an Assistant Team Leader, and eleven operators. The CINT offers trained negotiators in situations where dialogue might avert a violent confrontation resulting in death or great bodily injury. Both teams are comprised of sworn members who serve on the unit as an adjunct responsibility to their regular full-time assignments. The Watch Commander will advise dispatch if he/she wishes the SWAT Team or CINT to respond to an incident. Use the Everbridge Notification System to page the respective team requiring notification. Your trainer will review this procedure with you in further detail.

K-9 – Police Dogs
Folsom Police Department has K9 units. Refer to SOP K9 Callout. When allied agencies request a Folsom PD K-9 unit, contact the Watch Commander for approval.

C.S.I. – **C**rime **S**cene **I**nvestigations
The Crime Scene Investigations team is comprised of sworn and civilian personnel who serve on the unit as an adjunct responsibility to their regular full time assignments. The watch commander will advise dispatch if there is a need for CSI to respond. Use the CSI rotation in RIMS (Tow- Change district) to determine which employees will respond. Also contact the sergeant responsible for supervising the CSI team.

M.A.R.T – **M**ajor **A**ccident **R**econstruction **T**eam
The Major Accident Reconstruction Team (M.A.R.T.) responds to traffic collision scenes at the request of field officers, for the investigation of fatal or major injury, high-profile, or complex collision incidents. This team is comprised of all officers with an assignment in the traffic unit. The watch commander will advise dispatch if he/she needs MART to respond to the scene of a collision. To contact MART, call the sergeant responsible for the traffic unit and he/she will contact the rest of the team.

D.R.E – **D**rug **R**ecognition **E**xpert
Drug Recognition Expert (DRE) officers are trained to be able to identify drug impaired drivers. DRE refers not only to the officers themselves, but to the 12-step procedure that these officers use. Check to see if there is a DRE on your current patrol status, if not, use the list in the Ready Reference to call an expert to respond.

C.A.P.S- **C**itizens **A**ssisting **P**ublic **S**afety
The help of CAPS volunteers may be used in various situations including but not limited to road closures, missing person canvas searches, vacation house checks, park lock ups, and parking enforcement. If they are logged on, you may utilize the units for assistance on incidents that will not put their safety in jeopardy. If the CAPS volunteers need to be called out, the watch commander will advise. Use the CAPS call out number in the phone system, under the MISC tab.

M.C.C.U. – Mobile **C**ommunications and **C**ommand **U**nit
This acronym refers to the actual support vehicle and not a unit comprised of personnel. The MCCU is a regional asset and acts as a command post for large, multi-disciplinary, multi-jurisdictional events. If there is an incident that requires the response of the SWAT team, it is likely the MCCU will be called to scene. The MCCU is the responsibility of the Operations Commander.

DETECTIVES
When detectives are requested after hours, use the on-call schedule provided in the Dispatch Telephone Book.

SEDGWICK
A SEDGWICK representative will respond to incidents with injuries that occur on city property. Upon a watch commander's request, they will document the incident for city liability purposes.

VALLEY TOXICOLOGY- FORCED BLOOD DRAW
If an arrest is made for a felony offense and the person arrested refuses to have blood drawn at the hospital, the officer will ask for a phlebotomist to respond to the jail at FPD headquarters. With a search warrant, the officer has the authority to take the blood by force. To contact Valley Toxicology, use the number listed in the RIMS phone list.

CRIME SCENE/BODY FLUID CLEAN UP
When and if we have a need to clean up any type of blood or bodily fluids, there are a couple of companies we can call. Look in the phone list for Crime Scene Clean Up and Bio Safety Clean. If the clean-up detail is on private property, provide the property owner (via officer/sergeant on scene) the number for any of these companies so the property owner can call them directly for assistance. If the request if for city owned property, FPD will call one of the companies and have them respond. Folsom City Fire, Haz-Mat, sewer and street departments are unable to deal with this type of clean up.

BOARD UP COMPANIES
Use the RIMS phone list to contact or refer citizens to companies who need windows or doors boarded up. Type in Board Up in the business name and several will come up.

Use a separate paper for your answers.

1. You receive an emergency call and have no units available to handle the call. Explain to your training officer what steps you would take to properly handle the call.

2. Explain to your training officer what to do in the event there is an emergency activation from an officer's portable radio.

3. Explain to your training officer the different types of tones used and their purpose.

4. An officer radios that he/she is in pursuit of a vehicle on US 50. Tell your training officer what information you would obtain from the officer. What command would you use to enter the pursuit into the CAD system? How do you maintain the progression of the pursuit until its completion?

5. Demonstrate how to activate a CommLink patch.

6. An officer on a petty theft report advises you that he/she is actually taking a residential burglary report. What needs to be done to the call?

7. Explain to your training officer all the functions of radio channels and our transmitting capabilities.

8. Show your training officer the steps necessary when a teletype is received from an outside agency notifying us that they have located one of our stolen vehicles.

9. On a drivers license that is suspended, what other piece of information must you look at and be prepared to give to the officer?

10. You are working a possible burglary with the suspect on foot in the area. The officer has requested air support. How do you obtain the needed help?

11. You receive a request from an officer for a tow truck.
    a. How do you find out the next tow company in rotation?
    b. Can you call AAA for a citizen request tow?

12. Explain to your training officer the difference between the below requests from an officer, via the radio. Explain how you would handle each.
    a. Code 3 cover
    b. I need a DRE officer.
    c. 11-99

NOTES