



Employee Name

Dispatch



DISPATCH TRAINING GUIDELINE

CTO Guidelines

All CTO personnel are held to a higher standard of performance and behavior by virtue of the responsibility they have assumed.

The relationship between CTO personnel and trainees shall be one of a teacher/student and or supervisor/subordinate. Inherent in this relationship are the following expectations:

- Trainees shall be treated with courtesy and respect at all times. They shall not be harassed, intimidated, intentionally embarrassed or treated in a demeaning manner.
- CTOs shall set an example by virtue of their appearance, knowledge, and demeanor.
- CTOs shall not show anger or frustration while working with the trainee. It is the CTO's responsibility to insure that any stress encountered by the trainee is a result of the task being taught and not the result of comments or actions on the part of the CTO. The CTO should be aware of body language and facial expressions.
- While CTO personnel may praise in public, they will counsel or correct in private.
- CTO personnel shall maintain their objectivity at all times by evaluating performance and behavior only. Evaluations are not to be based upon personality, CTO bias, pre-conceived opinions or personal preferences.
- When circumstances indicate a possible conflict of interest, the CTO shall immediately advise their Lead Dispatcher, who shall confer with the Dispatch Manager, if necessary. Some examples include a family or close personal relationship.
- CTO Personnel shall be familiar and comply with the City of Antioch's Sexual Harassment Policy. CTO personnel shall not make discriminatory, sexist, sexual remarks, innuendos, inappropriate advances, or any politically incorrect statements toward any member of the Department.
- CTO personnel shall not live with, rent to or from, any trainee, nor will CTO personnel enter into any financial arrangements with a trainee.
- CTO personnel shall not accept gifts from or give gifts to trainees during the training process.
- CTOs shall immediately report any violation by a trainee of the Departments Policies & Procedures.
- CTOs shall teach and follow established Policies & Procedures.



DISPATCH TRAINING GUIDELINE

Trainee Guidelines

It is the expectation of Dispatch that new personnel dedicate themselves to the learning process. That process encompasses job skills, knowledge and becoming familiar with their new work environment. In support of this concept, the following guidelines for conduct are mandated:

- All trainee personnel shall direct their attention to the learning process. This requires that they disassociate themselves from the social aspects of the work environment.
- Trainee personnel shall treat their CTO, Lead Dispatchers and co-workers with respect and courtesy at all times.
- Trainees shall restrict their personal relationships with other members of the organization to that of a professional associate. Socializing shall be limited to official Department functions.
- Trainees shall be prepared and ready to work at the start of the shift with necessary training material.
- Trainee personnel shall be familiar and comply with the City of Antioch's Sexual Harassment Policy. Trainee shall not make discriminatory, sexist, sexual remarks, innuendos, inappropriate advances, or any politically incorrect statements toward any member of the Department.
- Trainee personnel shall not make any derogatory remarks or use demeaning language toward any member of the Department.
- Trainees shall not publicly demonstrate anger or frustration aimed at the CTO or another co-worker. Conflicts shall be resolved in private.
- Trainees shall follow the direction of their CTO at all times. If the trainee believes an instruction or order is improper or an evaluation is unfair, they will discuss it through the training chain of command beginning with the CTO.
- Trainees are directed to bring any unresolved conflicts, potential problems, personality differences or issues affecting their training progress, to the attention of the Lead, as soon as identified.
- Trainees shall not live with, rent to or from CTO personnel, nor will trainees enter into any financial arrangements with CTO personnel.
- Trainees shall not accept gifts from or give gifts to CTO personnel during the training process.

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WELCOME

Welcome to the Antioch Police Department's Communications Team. Your training will be a demanding, yet rewarding time in your career. During the next several months, you will learn how important your role will be in the successful operation of the department. You will be the first contact many citizens have with the police department. It will be vital to good public relations that you project an image of professionalism and competence. You will be amazed at the vast amount of knowledge your training team has to share with you.

Keep in mind that the training program is designed to benefit you. The amount of knowledge you gain is directly proportionate to the amount of energy you put into the program. It is imperative you report to work every day, alert and ready to learn. We are here to help you become a viable member of the communications team.

Training is divided into 6 phases. These phases are a guideline and will be adjusted to each trainees needs. The following is an explanation of each phase and their expectations.

PHASE 1

The following instructional and performance objectives shall be met by the end of Phase 1.

- Orientation to Antioch Police Department and functions of dispatch.
- Read through the majority of the training manual with the CTO.
- The phonetic alphabet and color abbreviations shall be memorized.
- Shall have a system in place (of their choice), which will aid them in memorizing 10 codes and call types. There should be evidence of progress in their memorization.
- The keyboard functions shall be reviewed, understood, and performed by the trainee to the point where significant progress is evident.
- CAD commands for call taking shall be reviewed, understood, and performed by the trainee.
- The CAD monitors/screen/windows shall be reviewed, understood, and performed by the trainee.
- Shall have basic understanding of the MicroData phone system, and its functions.
- Shall be taking non-emergency calls with assistance from the CTO and entering calls into a CAD event screen.
- Incoming telephone calls shall be placed on hold to answer other non-emergency lines ringing.
- Has been shown how to enter vehicles into SVS and missing persons into MUPS.
- Has started reading through the Policy for the Department on Lexipool.
- Has been shown both city maps and basic beat information for each city.

PHASE 2

The following instructional and performance objectives shall be met by the end of Phase 2 and prior Phase skills are continuing with consistency.

- Able to use CAD commands to obtain information about calls pending.
- Studying city maps, gaining knowledge of patrol beats.
- Handling non-emergency calls routinely with minimal assistance, and is able to comprehend caller's problems or requests, ask the appropriate questions, controls the calls adequately and applies the appropriate call type.
- Handles urgent calls quickly and appropriately with assistance from CTO. Calls can also be transferred with little or no difficulty, as well as the appropriate referrals made for police broadcast (medicals, CHP broadcast).
- Has been shown RMS and the multiple searches that can be run.
- Is able to enter vehicles into SVS as stolen, towed, repossessed and private property with minimal assistance.
- Is able to enter missing persons into MUPS with minimal assistance.
- Has been shown EPO entries into the ROS system, gun entries in the AFS systems, and how to use CHS to pull a RAP sheet, along with other miscellaneous CLETS functions that might come up.
- Has finished reading through the Policy for the Department on Lexipool.

PHASE 3

The following instructional and performance objectives shall be met by the end of Phase 3 and the above Phase skills are continuing with consistency.

- Requires some assistance on emergency type phone calls (such as bank robberies, shootings, stabbings, etc).
- Is putting non-emergency calls on hold to answer ringing 911 lines.
- Event types are being memorized and the majority are known and entered correctly as call types.
- The narrative on calls is typed in a clear understandable manner with emphasis given to officer safety issues.
- Able to control non-emergency and emergency phone calls in a manner where he/she can obtain relevant information quickly while utilizing good customer service skills.
- Is able to enter vehicles into SVS as stolen, towed, repossessed and private property with little to no assistance from the CTO.
- Is able to enter missing persons into MUPS with little to no assistance from the CTO.
- Introduced to the radio service channel when staffing permits.
- Has sat at the CLETS terminal (currently CAD4) and understands how to sort and forward the incoming messages to the appropriate departments, and has also been shown how to complete the JAWS report when records personnel are not on duty.
- Knowledge of the geography of the city has progressed to the point where the Trainee knows the beat layout of the cities.

PHASE 4

The following instructional and performance objectives shall be met by the end of Phase 4 and the above Phase skills are continuing with consistency.

- Introduced to radio CAD commands and radio traffic with assistance from CTO.
- Released to work phones unassisted both non-emergency and emergency lines.
- Dispatch officers to calls with assistance from CTO.
- Put officers on on-views with assistance from CTO.
- Check plates and persons hits with assistance from CTO.
- Confirm warrants in JAWS and WPS as well as complete Due Diligence and administration messages with assistance from CTO.
- Enter vehicles into SVS as stolen, towed, repossessed and private property with no assistance from the CTO.
- Enter missing persons into MUPS with no assistance from the CTO.

PHASE 5

The following instructional and performance objectives shall be met by the end of Phase 5 and the above Phase skills are continuing with consistency.

- Work radio during slow periods of activity with minimal assistance from CTO.
- Inquires, confirmation, and due diligence of warrants are done correctly and in a timely manner with little or no assistance from CTO.
- Working radio with assistance from CTO while there is heavy radio traffic.
- Dispatch officers to calls with minimal assistance from CTO.
- Put officers on on-views with minimal assistance from CTO.
- Check plates and persons hits, and give returns to officers with minimal assistance from CTO.

PHASE 6

The following instructional and performance objectives shall be met by the end of Phase 6 and the above Phase skills are continuing with consistency.

- In shadow phase of radio and able to work radio with little or no assistance from CTO.
- Perform all other related dispatch duties in the phases above with little or no assistance.
- Is in the process of getting released as a full time dispatcher.

INTRODUCTION

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

Our goal is improved public safety by increasing communication accuracy and decreasing response time. This goal very much involves you.

The CAD system affords all terminal users quick access to a myriad of computer-listed files. Users can query the status of all units and calls from any terminal in the system. One can also view and/or print out a history of any incident in chronological order. What used to take hours of handwriting and typing now only takes seconds to note, and the computer stores the data.

The term "call-taker" refers to the individual who receives the call from the reporting party, extracting thorough and accurate information for the proper allocation of resources. The "dispatcher", by use of the police radio, allocates departmental resources predicated on the information received from the call-taker.

Your job requires a positive demeanor, which will assist you to consistently function under pressure. Dexterity is needed to operate the various computers located at the communications console. The ability to make quick decisions and take the necessary actions to follow through on an incident is critical. A prime requirement is the ability to quickly comprehend what is read or heard, process the information, make quick and accurate decisions, and verbally relay that information in a clear and concise manner.

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

USE OF THE TRAINING MANUAL

The communications training program is carefully planned and structured in such a way that the new employee is exposed to as comprehensive a span of public safety communications experience as possible during the training period.

This training manual has been designed so that information is in small chapters, or phases, that coincide with the actual dispatch positions. Several persons can become involved in your training without duplication or gaps, ensuring standardization of the program.

Each chapter contains information pertinent to the listed topic. You will receive written quizzes throughout your training. Along with these specialized quizzes, you will have a final examination specifically designed for each phase of training. Only after completion of the training manual, and earning a passing grade of 90% for the examinations, will you be considered competent in that specific topic.

Remember, you hold the key to your success - be alert and assertive. Actively participate in the process. Ask questions.

As a Dispatch Trainee it is your responsibility to solicit further clarification from the trainer on any materials or procedures contained in this guide, or given verbally during the training process, which you may not fully understand.

It is the responsibility of the trainee, while on duty, to possess and maintain this training manual at all times during the training period and to present it for inspection upon the request of any authorized trainer or supervisor.

YOUR TRAINING PROGRAM

Your training officer is your direct supervisor and the first person you should contact for questions and/or direction. They have been specially chosen for their knowledge and experience.

Although your trainer has a responsibility to teach, 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 few months.

The training program has been designed to maximize your exposure to the information, tasks, and equipment you will be expected to master. Your training officer will train you on a one-to-one basis. Adequate time will be allotted for you to learn and develop the skills needed to proficiently perform your job tasks. The mastery of specific tasks and information is not a set period of time, but rather a steady and gradual demonstration of progress. Individuals learn at varying rates depending upon a number of variables, including past experience and time spent studying materials.

Previous experience has demonstrated you should be comfortably able to assume a shift, with minimal supervision, after you have completed the training program. After a year you should be relatively comfortable in any situation, but it will be almost two years before you will consider yourself a seasoned Public Safety Dispatcher. Relax and allow yourself to learn. The purpose of the training program is to assist you to become a consistently competent employee.

Initially, you will undergo a brief orientation. You will then begin training with an experienced training officer from the communications center. The essentials of dispatching are best learned through hands-on experience.

As you progress through the various phases of training, you will begin to perform more of the actual work, while the trainer assumes more of a coaching role. Part of your training will consist of ride-alongs with police officers, civilian community service officers, and investigators. You will be required to view video and/or listen to audiotapes as well as other assigned training aids.

Once trained you will be part of a professional and knowledgeable team that is the vital link between the Antioch Police Department and the public they serve.

PERFORMANCE STANDARDS

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

PERFORMANCE

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

INTERPERSONAL SKILLS

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

JOB SKILLS

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

JOB READINESS

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

LOCAL LAW ENFORCEMENT AGENCIES

AMERICAN MEDICAL RESPONSE

American Medical Response, aka, AMR, is the primary contract ambulance service throughout Contra Costa County. They will respond a paramedic unit to all code 3 medical calls. To request an ambulance you will contact Consolidated Fire Dispatch they will dispatch the appropriate unit needed. If you need follow up information regarding a transport you will need to contact AMR dispatch direct at 888-650-8514.

BART POLICE

The BART Police Department has jurisdiction over property in the city of Antioch. There is a transit parking lot at 1065 Slatten Ranch Rd. They are responsible for all complaints at these lots. In the near future the BART station will open and BART will still be responsible for the parking lot and any issues on the BART platform.

BRENTWOOD POLICE

Brentwood Police borders the city of Antioch on the east and southern end. They may be called upon in times of mutual aid. They are dispatched by their own Dispatch Center.

CALIFORNIA HIGHWAY PATROL

They are responsible for all freeways, on-ramps, off-ramps, and any accidents or traffic related matters on county roadways. The California Highway Patrol will handle any criminal activity on the freeways. They are the primary responders to all state offices such as the Department of Motor Vehicles. They do have patrol units with the capability of transmitting on our frequencies along with an air support unit available that may be called upon in times of mutual aid. They also have CLEMARS, a statewide inter-city, inter-county channel.

COAST GUARD RIO VISTA STATION

As a division of the Armed Forces they are stationed out of Rio Vista and have the capabilities of responding either by land or water to all waterway rescues, distress, boater assistance and overdue boaters. The city of Antioch will call upon them for transportation assistance when needed to respond to Kimball Island in the case of an emergency.

CONSOLIDATED FIRE DISTRICT

The Consolidated Fire District (ConFire) has been contracted to handle all medical and fire related emergencies for Antioch, other contracted incorporated cities and the unincorporated areas of the county. Their main dispatch center is located in Pleasant Hill. Upon a request for paramedics, it is the CFD procedure to send an engine company (fire unit) along with a private ambulance company unit. ConFire dispatches for all Contra Costa cities except for Richmond.

City of Antioch Fire Stations:

Fire Station 81	- 315 W. 10 th St.
Fire Station 82	- 186 Bluerock Dr.
Fire Station 83	- 2717 Gentrytown Dr.
Fire Station 88	- 4288 Folsom Dr.

CONTRA COSTA COUNTY SHERIFF

Contra Costa County Sheriff/Coroner is responsible for law enforcement in the unincorporated areas of the county, such as Discovery Bay, and contracts with other incorporated cities for their law enforcement (i.e. Oakley, Danville, San Ramon) when such cities have no municipal law enforcement. The Sheriff's department also maintains the Main Detention Facility in Martinez (county jail), several other county detention facilities and work camps, a county crime lab, marshal's office and various other units such as a helicopter, search and rescue, and marine patrol that may be called upon in times of mutual aid. Our patrol vehicles have the capabilities to transmit on the county frequency in times of mutual aid. They act as a liaison and switching station between Contra Costa County agencies and the Department of Justice and NCIC for computer data bank queries.

DEPARTMENT OF FISH AND GAME

The city of Antioch has geographic borders with the Sacramento River and open land in which the Department of Fish and Game could be utilized for water or marsh land access. Keep in mind they have police powers throughout the state however their main objective is enforcement of fish and game ordinances.

EAST BAY REGIONAL PARKS POLICE

The city of Antioch has geographic borders with EBRP. The city leases parks property and in turn we agree to handle any police issues on these properties. They include Worth Shaw Park on James Donlon and walkways throughout the city. EBRP has a helicopter unit and are called upon for mutual aid when needed.

There are also two Regional parks with entrances inside our city, Black Diamond Mines and Contra Loma Regional Park.

OAKLEY POLICE DEPARTMENT

They handle all of the incorporated area of Oakley. They are a contract city of the Contra Costa County Sheriff's Office and are dispatched through the services of the CCCSO Dispatch Center. The city borders with Antioch to the east and may be called upon in times of mutual aid.

PITTSBURG POLICE

Pittsburg Police borders the city of Antioch to the west and may be called upon in times of mutual aid. They contract their dispatching through the CCCSO Dispatch Center.

RAILROAD POLICE

All properties where railroad tracks encompass the area the primary response for any police service is the responsibility of the railroad company's police departments. In our jurisdiction, that falls on the Burlington Northern and Santa Fe Railroad Police or the Southern Pacific/Union Pacific Railroad Police. Keep in mind that these police departments will have extended eta's and in most situations we will need to dispatch our police units to the scene as the primary responder until the Railroad Police can arrive. Such call types would be train vs pedestrian or vehicle and train derailments involving hazardous materials, injuries, etc.

WALNUT CREEK POLICE

The Walnut Creek Police has an FBI certified Bomb Squad. They are to be called upon as a first responder once it has been determined by an Antioch Police Officer that a Bomb Squad response is warranted. They can have an ETA of an hour or more depending on availability of team members.

POLICE STATION SECURITY SYSTEMS

The Antioch Police Station is equipped with several security systems that control the key card readers, magnetic door alarm contacts, gates, fire alarms, duress alarms, air ventilation system, backup power generator and a countywide warning alert system. Communications personnel monitor these systems 24 hours a day. There are strict guidelines in place to monitor each of these systems.

All regular employees and volunteers shall be issued a coded key card. The security level of the card shall depend upon the employee's assignment and/or rank. Volunteers who have not been issued a coded key card will enter/exit via the main entrance.

Relatives or friends of employee's must be accompanied by an employee at all times, all visitors who are not accompanied by an employee must check in at the front counter and obtain a visitors pass. There will be times when visitors need access into the secured parking area they must obtain prior authorization or check in at the front desk first. The exception to this is outside agencies requesting use of our jail facilities, corporation yard workers, car washers and radio technicians.

CAMERAS – INTERCOMS - GATES

The system is equipped with seventeen (17) cameras that monitor the interior and exterior of the police department, some of which are digitally recorded. These afford communications personnel the ability to monitor the security of the facility. There are also monitoring cameras in the watch commander's office.

The system scrolls through the screens to display all department cameras in rotation. This allows communications to scan through the various cameras without physically changing each individual display.

At strategic areas throughout the facility, intercoms are positioned. The security intercoms allow you to determine who and/or why a person(s) may need access to a particular area in the department. Dispatch is responsible for monitoring these intercoms and opening the doors/gate to authorized personnel.

EMERGENCY ALARMS

There are manually activated "officer needs assistance" alarms throughout the facility. These are considered code 3-priority assistance needed when activated. These manual alarms are located at the police department front desk, the two interview rooms next to the front lobby, the front counter in animal control, and numerous locations throughout the

booking (jail) area. If an emergency situation exists go out on the intercom paging system throughout the police station alerting to where the assistance is needed and also over the police radio channel advising the location and nature of the incident if know.

FIRE ALARMS

The fire alarms throughout the facility are monitored in dispatch. When an alarm is received you need to notify the Watch Commander on duty inside the facility. If there is no Watch Commander inside the facility or you are unable to reach him you need to contact a Jailer, Patrolman, etc. Once you have made contact with someone inside the facility, have that person respond to the location of the fire alarm and check the status of the area. While you are attempting to get an all clear from the person, you may go ahead and reset the alarm. If the alarm is valid make a broadcast over the phone intercom system, over the radio and call the fire department to dispatch the appropriate apparatus (make sure to dispatch the Watch Commander).

In the event there is a need for evacuation, you are to remain in the dispatch center until the Watch Commander releases you from your post.

COMMUNITY WARNING SYSTEM

The Contra Costa Community Warning System (CWS) is an emergency warning system that consists of alert and notification functions. The alert and notification features are linked by a radio frequency network, and are designed to function when telephone systems fail. Signals carried by radio frequency can activate every part of the emergency system. CWS was created to provide warnings to residents living near oil refineries along San Francisco Bay in Contra Costa County. While that is still its primary purpose, the system has been expanded to provide all-hazards warning and may also be used in fire, law enforcement, natural disasters, and other public health incidents.

The system includes more than 40 outdoor warning sirens and can send warnings via email, pager, SMS (text), "reverse 911" telephone notification, the Emergency Alert System, and other means. A map-based interface allows precise warnings of affected areas. The system's design features multiple safeguards-such as back-up power at each broadcast point, operation on multiple radio frequencies, and four broadcast towers within the county to receive and broadcast signals, giving the system an excellent chance of surviving a major earthquake.

The alerting portion of the system consists of sirens. The sirens are located near the facilities that pose the greatest potential risk to the community from a hazardous material release. The sirens are designed to alert people who are outdoors in the communities or who live closest to these facilities. Dispatch will receive a large influx of calls from citizens, outside agencies and sometimes the media with inquiries about the siren activation. The sirens are also tested on the first Wednesday of every month at 1100 hours.

The notification portion of the system consists of:

1. The ability to communicate by radio transmissions between CWS computer terminals that are located at selected facilities and at Contra Costa Health Services, OES, Contra Costa County Fire Protection District, Bay Area Air Quality Management District, USCG, COMM1, and the cities of Richmond, Pinole, Martinez, and Antioch Police Departments.
2. The ability to get emergency information to the media, including television stations, radio stations, and cable television.
3. The ability to connect with an automated telephone dialing system. The automated dialing system is initiated automatically by the CWS for programmed sequences.
4. The ability to transmit emergency information to National Oceanic and Atmospheric Administration weather radios.

There is a CWS terminal located in the dispatch center. The Supervisor at Contra Costa County Sheriff dispatch can make a CWS call out request when the criteria is met. A CWS may be activated when a refinery calls in a "Level" notification. Classification "levels" of releases of hazardous materials, and the required emergency response and notification for each level, have been developed. The CWS has been programmed to initiate a sequence of actions for accidental releases of hazardous materials, depending on the "level" of the release incident. This programming is referred to as a "programmed sequence." For example, if the CWS is activated by a facility for a Level 0 event, the CWS will notify Health Services. If the CWS is activated for a Level 3 incident, the CWS will activate sirens and an automated telephone dialing system, and notify designated regulatory and response agencies and the media.

- LEVEL 0 is any non-standard activity at a facility where there is potential for public concern. It must be easily contained and controlled by plant personnel. Notify OES Watch Commander.
- LEVEL 1 is an on-site problem that, if not contained, could cause an off-site health and safety problem. Notify OES Watch Commander and Hazmat.
- LEVEL 2 is for an incident requiring a response. At this level, there may be an off-site concern by community; however, no health risk to the community is expected. An advisory notification will be made to the television stations and radio stations that are a part of the system. Notify OES Watch Commander, Hazmat, and the Health Officer.
- LEVEL 3 is for an incident requiring a response, outside assistance to the incident, and an off-site consequence is expected. Alerting will be done using sirens. The community will also be notified by sending messages to television and radio stations, cable head ends, by the automated telephone dialing system, and NOAA weather radios. The response to hearing the sirens and the message from media notification is to shelter-in-place and turn on a radio or television for more information.

T.E.N.S

TENS is an automated telephone calling system that delivers recorded warnings and instructions to businesses and households. TENS can be activated when there is an emergency incident impacting or with the potential to impact one or more members of the public that may result in loss of life or quality of life. TENS can also be activated for an imminent incident, one expected by the emergency manager or incident commander to become active.

There are certain hazards that can cause an immediate public safety impact. An example would be a jack-knifed tanker leaking ammonia in a populated area. An incident such as this would require a TENS activation. There are some instances when it is optional to activate TENS. An example would be a missing autistic child thought to be in a certain neighborhood. In this case it is not a public safety threat, but it would be a more efficient way of getting the information to the community quickly.

The following is a list of people who are authorized to request a TENS activation when necessary:

- S.O. Emergency Services Division Captain
- S.O. Officer Of The Day – Lieutenant
- S.O. Emergency Services Division Administrative Lieutenant
- S.O. Community Warning System Manager or CWS Duty Person
- S.O. OES Manager or OES Alert Duty Person
- Health Officer
- Health Services Hazardous Material Director
- Health Services Hazmat Incident Response Team Leader
- Incident Commander (of any police/fire agency)
- Emergency Operations Center Operation Section Chief

When a request is made for a TENS activation, the communications supervisor at Contra Costa County Sheriff dispatch will be notified and make the required notifications.

SHELTER IN PLACE

A shelter-in-place order is given to the community when an incident has occurred that would make it dangerous to be outdoors. The types of incidents can vary. It could be an armed and dangerous suspect that is in the area or it could be a chemical release. The shelter-in-place is automatic when a refinery activates the sirens. A sergeant on scene of an incident can also authorize a shelter-in-place, as well as any of the above listed people authorized to activate TENS. The watch commander for the jurisdiction should be notified of the shelter-in-place. If the shelter-in-place is due to a chemical release or some other kind of Hazmat incident, Hazmat and Environmental Health should be notified through Contra Costa County Sheriff dispatch.

The Shelter-In-Place instructions are as follows:

1. Close and lock all doors and windows.
2. Turn off heating and air conditioning systems.
3. Extinguish fireplace fires completely, and close the damper.
4. Any openings around doors, windows, or vents can be sealed with tape or other available materials.
5. Tune radio to KCBS AM 740 for additional information and instructions.
6. Do not call 9-1-1 unless you have a life-threatening emergency.
7. Keep your phone lines clear.

Call volume will go up as people call into the communications center to find out if there is additional information. Dispatchers may have to read the shelter-in-place instructions and ask the citizen to listen to the radio for further information. Shelter-in-place instructions can be found in the RI file under shelter.

REDDINET

Rapid Emergency Digital Data Information Network (ReddiNet) is a wireless, computer-based communications system developed by the Health Care Association of Southern California to link hospital emergency departments and EMS agencies. ReddiNet operates over microwave radio frequencies and therefore is not dependent on telephone lines to function.

ReddiNet was installed in Contra Costa as a result of a joint venture between Contra Costa County and Alameda County. Contra Costa County is a Central Point (CP) and exercises direction and control over the EMS system in Contra Costa County. ReddiNet will be used primarily for:

- Hospitals updating their daily bed counts (censuses)
- Hospitals reporting that they are on ED diversion or trauma bypass
- The coordination of Multi-Casualty Incidents
- Communications with hospitals in the aftermath of a disaster.
- Police Agencies that need to be notified of specific victims.

The main ReddiNet terminal is located at the Contra Costa County Office of the Sheriff Dispatch Center. If a sergeant makes a requests for dispatch to contact all county hospitals we can do so by making one phone call to CCC dispatch and asking them to send a ReddiNet message.

GEOGRAPHY

The following pages are information you will need to function as a valued member of this team. It includes beat plans; city geography and information that will help you acclimate to the police 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.

ARTERIAL STREETS

NORTH/SOUTH

A ST
G ST
L ST
CAVALLO RD
CONTRA LOMA BL
DALLAS RANCH RD
DEER VALLEY RD
HILLCREST AV
SOMERSVILLE RD
AUTO CENTER DR

EAST/WEST

W 10TH ST
E 18TH ST
W 18TH ST
BUCHANAN RD
COUNTRY HILLS DR
DAVISON DR
JAMES DONLON BL
LONE TREE WY
SYCAMORE DR
WILBUR AV

FREEWAYS

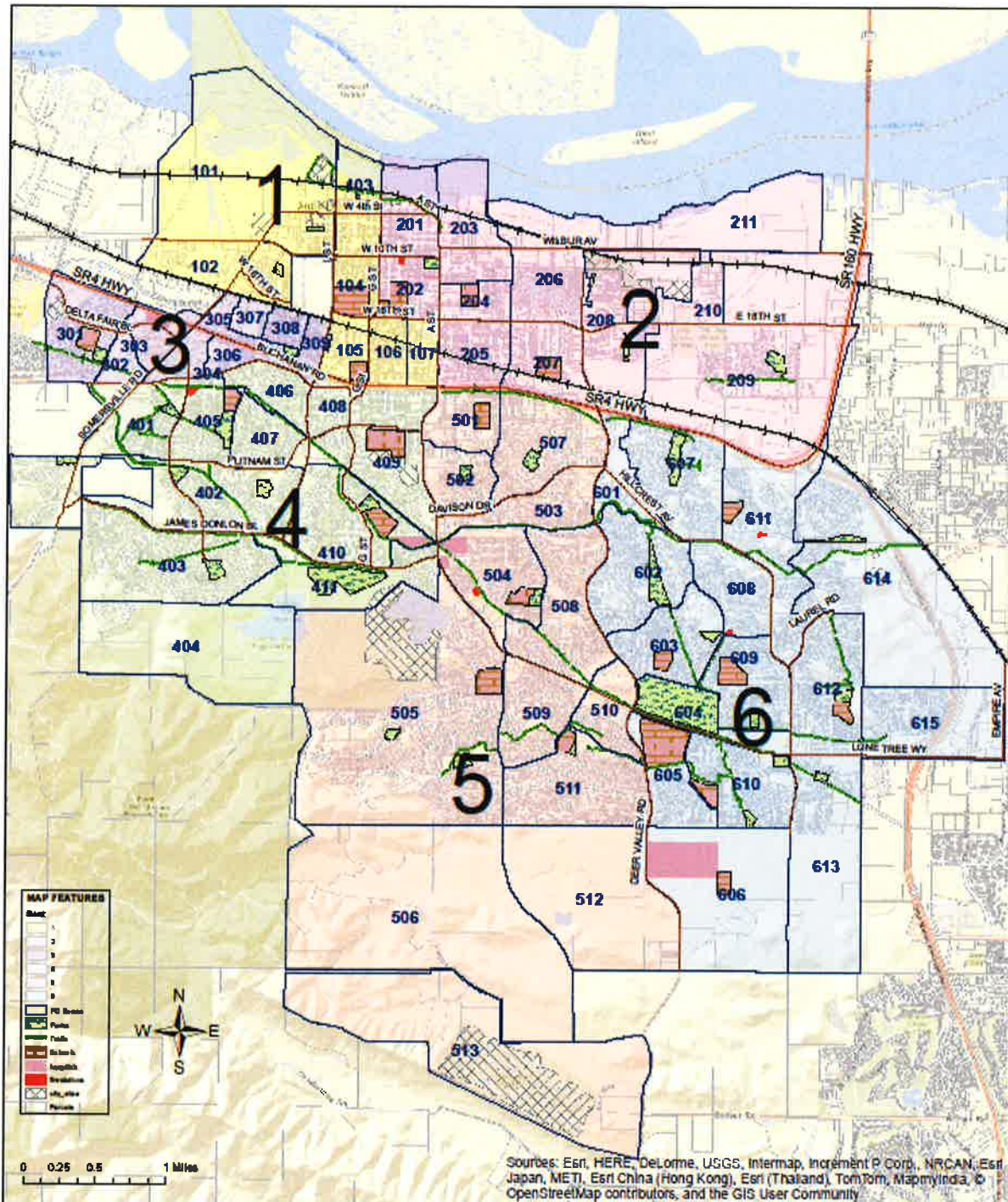
SR 4 - Highway 4 (east/west)
Bypass- Highway 4 Bypass (east/west)
I160 - Interstate 160 (north/south)

BEATS AND REPORTING DISTRICTS

AREAS

The City of Antioch is divided into six geographically beats. Patrol units are assigned to a specific area.

During your radio training you will learn guidelines for dispatching officers to cover calls not in their assigned beat.



**CITY OF ANTIOCH
PD BEATS & ZONES**

BOOK RESOURCES

PAYROLL BINDER

The payroll binder contains time sheets for the current shift. It is the responsibility of each employee to fill out your time sheet, sign and date it. It will be your responsibility to log any overtime and attach the overtime card to your time sheet. As well as attaching any time off slips. If the on duty supervisor has not approved the over time it will be left for the payroll supervisor to approve. City finance will not accept payroll sheets without your signature and date. Do not use white out on a time sheet. Cross out and initial any changes that need to be made.

BRIEFING CLIPBOARD

This clipboard contains all briefing bulletin. These can originate from patrol, investigations, administration and outside agencies. Emergency Protective Orders (EPO's) that service is needed are placed on this board. You will be required to read this within the first hour of your shift. The bulletins are purged on a weekly basis and placed in the watch commander's office where upon request they can be accessed.

DAILY SHIFT LOG

The on duty supervisor from patrol prepares this for each 12-hour shift. It will contain arrest information and incidents of note. You will be required to read this during the first hour of your shift.

SVS ENTRY BOOK

This book lists all of the make/model/style codes of vehicles you will need to enter them in the Stolen Vehicle System.

CALIFORNIA JUSTICE INFORMATION CENTER (CJIS)

This is a DMV teletype reference manual, which lists all of the codes necessary to access this system and an explanation of what information is available to you.

NCIC OPERATING MANUAL

This is another teletype reference manual, which contains all of the codes and explanations for this system.

PENAL CODE

Even though many of our call types and radio codes come 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. You will become familiar with a great deal of the information as your training progresses.

VEHICLE CODE

This book lists the definitions of, and punishment for various vehicle code violations in the State of California. The back of the book contains a list of the codes, and identifies whether it is an infraction, misdemeanor or felony. It is very helpful when trying to determine the severity of traffic warrants.

ANTIOCH MUNICIPAL CODE BOOK

This book lists the "AMC" violations passed by the city council and approved by the city attorney. Municipal Codes are generally misdemeanor violations and are subject to arrest the same as any of the penal or vehicle codes. You will learn the most common violations, such as noise abatement, curfew, skate park regulations, door-to-door peddling, etc. A partial list of the municipal codes most commonly utilized is in the "RI" file.

PHONE REVERSE BOOK

Many times an officer will have a phone number and need the corresponding address or have an address and need the corresponding phone number when the name of the resident is unknown. The reverse index will provide this information on all listed phone numbers. This book is obtained through AT&T. Information contained within is not for release to the public.

JAWS REPORT BOOK

During weekends and holidays when records staff are not on duty, dispatch personnel may need to enter a felony JAWS warrants into WPS as well as clear out warrants that have already been served. This book contains instructions and samples of what to do.

MISCELLANEOUS

There are numerous books in this room for your reference. Be sure to take your time to know what and where they are. Most are located in the "Round" in the center of the dispatch room. It will be your responsibility to know where they are and what type of information is contained in each book. You can expect to use them for reference on a continuing basis.

OTHER RESOURCES

CAD REFERENCE INFORMATION FILE

Our system contains reference files that act as an internal information center. You will find everything from needed phone numbers to radio call signs for department personnel. Learning how to utilize this file to their fullest potential will afford you access to most of the information you will need to perform your daily duties. During your training you will learn:

- How to access the files
- Cattle owners/locations/emergency contact numbers
- Bomb Squad call out procedure
- School District emergency contact numbers
- HAZMAT Response
- And numerous others...

INTRANET

The Intranet is available to all employees. You are required to check your e-mail each day you are on duty. You receive and send mail within the department via Microsoft Outlook. This is where you will find police share files, employee phone roster, employee cell phones, departmental phone extensions, other files such as the legal source, penal code and numerous others. The intranet enables you access to the internet and this is where you would receive e-mail from the public or send e-mail outside the department. Keep in mind this is for police use only, not personal use.

Our e-mail address first initial last name (no space) @ci.antioch.ca.us

Example: jdoe@ci.antioch.ca.us

RECORDS MANAGEMENT SYSTEM (RMS)

The Records Management System is one of the computerized systems utilized by the Antioch Police Department. Some of the information contained in the system is considered Criminal Offender Record Information (CORI) per 11105 CPC. RMS contains only those events that have a specific reference number attached to them (CF number, Traffic Citation number, Field Interview number). Calls for service that only generate a call history number are contained in the Computer Aided Dispatch System. RMS is an internal system and only contains information from Antioch Police Department.

RADIO CALL SIGNS

RADIO CALL SIGNS

The number designates the city employed. The alpha designates the shift or special assignment. The last number designates beat assignment or specialty call sign.

Antioch's city number is 2. Each patrol shift has a designated call sign X-day shift, Y-swing shift and Z-graveyard shift.

2A1 through 2A16 represents Administration, Lieutenants, School Resource Officers, Training

2W1 and up represents Sergeants

2C21 and up represents Corporals (changes to W when no Sgt on duty)

2M1 through 2M4 represents Traffic Officers

2K91 through 2K96 represents K-9 Patrol Officers

2J1 and up represents Parking Enforcement Units (non sworn)

2I1 and up represents Investigators

2S1 and up represents Community Services Officers

2D1 and up represents Detention (Jailer)

2K1 up represents Animal Services (non sworn)

2N1 and up represents Code Enforcement

2P10 through 2P19 represents Contra Costa County Probation Officer working within the Antioch City Limits

2P20 and up represents special enforcement team

2G1 and up Community Engagement Team

2R1 and up represents Reserve Units

2V1 and up represents Adult volunteers

2E1 and up represents SWAT

2X1 and up represents Patrol day shift

2Y1 and up represents Patrol swing shift

2Z1 and up represents Patrol graveyard shift

POLICE AGENCY IDENTIFIERS

Each emergency service agency in Contra Costa County is assigned a call sign prefix. This simplifies multi-jurisdictional operations and helps to eliminate confusion on countywide frequencies. The following is a list of those agencies you may contact in the course of your duties. Cities that are contingent to Antioch have an asterisk after the station number. Become familiar with their locations and common boundaries with our city.

NUMBER	AGENCY
1*	CONTRA COSTA SHERIFFS OFFICE
2*	ANTIOCH POLICE
3*	BRENTWOOD POLICE
4	CONCORD POLICE
5	EL CERRITO POLICE
6	MARTINEZ POLICE
7	KENSINGTON POLICE
8	PINOLE POLICE
9*	PITTSBURG POLICE
12	PLEASANT HILL POLICE
13	RICHMOND POLICE
14	SAN PABLO POLICE
15*	WALNUT CREEK POLICE
16	MORAGA POLICE
17	CLAYTON POLICE
18	LAFAYETTE POLICE
19*	CHP
20	HERCULES POLICE
21	DANVILLE POLICE
22*	OAKLEY POLICE
23	ORINDA POLICE
24*	COLLEGE DISTRICT
25	SAN RAMON POLICE
27*	DISTRICK ATTORNEY

28*	PROBATION
29*	F.B.I.
31*	COUNTY ANIMAL SERVICES
32*	OFFICE OF EMERGENCY SERVICES
42*	EAST BAY REGIONAL PARKS POLICE

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, codes for crimes and police activities, codes to get information into CAD, and a myriad of abbreviations and acronyms that 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 many will be picked up just by sitting and listening.

PHONETIC ALPHABET

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 - XRAY
L - LINCOLN	Y - YELLOW
M - MARY	Z - ZEBRA

ABBREVIATIONS AND ACRONYMS

ABC	Alcoholic Beverage Control (California)
ACO	Animal Control Officer
ADD	Address
ADDL	Additional
ADV	Advised
ADW	Assault with a Deadly Weapon
AKA	Also known As
ALI	Automatic Location Identification (911 system)
ATMC	Antioch Municipal Code
AMB	Ambulance
AMR	American Medical Response
ANI	Automatic Number Identification (911 system)
APB	All Points Bulletin
APT	Apartment
ASAP	As Soon As Possible
ATF	Alcohol, Tobacco, Firearms (Federal Bureau of)
ATT	Attempt
AVL	Automated Vehicle Locator
AWOL	Absent Without Official Leave
BAD	Blood Alcohol Determinate
BB Cap	Baseball Cap
BLDG	Building
B&P	Business and Professions Code
BOLO	Be On the Look Out
BURG	Burglary
BUSN	Business
BW	Bench Warrant
CAD	Computer Aided Dispatch
CAL-OSHA	California Occupational Safety & Health Agency
CCCSO	Contra Costa County Sheriff's Office
CCW	Carrying a Concealed Weapon
CDL	California Driver's License
CHK	Check
CHS	Criminal History System (California)
CII	Criminal Identification and Information (Bureau of DOJ)
CLEMARS	California Law Enforcement Mutual Aid Radio System
CLETS	California Law Enforcement Telecommunications System
CHP	California Highway Patrol
COMM	Commercial
CP	Command Post

CSI	Crime Scene Investigation
CONT	Contact (the person)
CVC	California Vehicle Code
CY	Corp Yard
CYA	California Youth Authority
DA	District Attorney
DBA	Doing Business As
DEA	Drug Enforcement Agency (Federal)
DESC	Described or description
DEUCE	Drunk Driver
DL	Driver's License
DMV	Department of Motor Vehicles (California)
DOA	Dead On Arrival
DOB	Date Of Birth
DOF	Direction of Flight
DOJ	Department Of Justice (California)
DOT	Direction Of Travel or Department Of Transportation
DRI	Driver
DROS	Dealer Record Of Sale (gun history)
DUI	Driving Under Influence
DWI	Driving While Intoxicated
EM	Ending Mileage
EMP	Employee
ENR	En-route
EOC	Emergency Operating Center
ETA	Estimated Time of Arrival
FAA	Federal Aviation Administration
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
F&G	Fish and Game Code
FI	Field Interview
FST	Field Sobriety Test
FTA	Failure To Appear (warrant)
FTP	Failure To Pay (warrant)
FWY	Freeway
GOA	Gone On Arrival
HBC	Hailed by a Citizen
HBD	Has Been Drinking
H&S	Health & Safety Code
HWY	Highway

IA	Internal Affairs
IC	In Custody
IFO	In Front Of
III	Interstate Identification Index (Triple I)
INFO	Information
INJ	Injury
ICE	Immigration & Customs Enforcement (Federal)
IP	In Progress
JO	Just Occurred
JUV	Juvenile
LEDS	Law Enforcement Data System
LIC	License
LKA	Last Known Address
LOC	Location
LSW	Last Seen Wearing/Last Seen With
LT	Lieutenant or Light (color)
MC	Motorcycle
MED	Medium
MISD	Misdemeanor
MGR	Manager
MARJ	Marijuana
MO	Method of Operation (modus operandi)
MP	Military Police
MUNI	Municipal
NATB	National Automobile Theft Bureau
NCIB	National Crime Insurance Bureau
NCIC	National Crime Information Center (Federal)
NFD	No Further Description
NFI	No Further Information
NLETS	National Law Enforcement Telecommunications System
NMI	No Middle Initial
NMN	No Middle Name
NRC	Nuclear Regulatory Commission (hazmat)
NTSB	National Transportation Safety Board
OBS	Observed
OCC	Occurred
OD	Overdose or Off-Duty
OIC	Officer In Charge
OLN	Operator's (driver's) License Number
OPD	Oakley Police Department
OR	Own Recognizance or Owners Request (when towing vehicles)

ORI	Originating agency identifier
OSHA	Occupational Safety & Health Agency (State and Federal - State is referred to as Cal-Osha)
OT	Overtime
PASS	Passenger
PC	Penal Code or Patrol Check or Probable Cause
PCF	Primary Collision Factor
PL/PLOT	Parking Lot
POE	Point Of Entry (used for burglaries)
POI	Point Of Impact (used for traffic accident jurisdiction)
POSS	Possible/Possession
PPD	Pittsburg Police Department
PR	Party Reporting
PTOW	Private Property Storage (of a vehicle)
PU	Pick Up (to transport or a truck description)
RE	Regarding
REF	Reference, refer
REPO	Repossession (of a vehicle)
RES/RESID	Residence or resident
RESP	Responsible Party
RO	Registered Owner or Restraining order
RP	Reporting Party
RPT	Report
RT	Right
SCH	School
SER	Serial number
SGT	Sergeant
SM	Starting Mileage
SRO	School Resources Officer
SRU	Special Response Unit
S&S	Search and Seizure (subject to)
SUB	Subscriber (specifically to an alarm call)
SUBJ	Subject
SUPP	Supplemental report or supplemental information
SUSP	Suspect
SVS	Stolen Vehicle System (CLETS)
SW	Station Wagon
SWAT	Special Weapons and Tactics Team or Unit
TA	Traffic Accident
TC	Traffic Collision
TRO	To the rear of
TWD	Towards

UNK	Unknown
UTL	Unable To Locate
VC	Vehicle Code
VEH	Vehicle
VIC	Victim
VIN	Vehicle Identification Number
VS	Versus
W/	With
WC	Watch Commander
WIC	Welfare and Institutions Code
WIT	Witness
W/O	Without
WPN	Weapon
WPS	Wanted Persons System (State)
YR	Year
180	CHP 180 form (for stolen/stored/recovered vehicles)

EVENT TYPES

The following is a list of call types (class codes) use for CAD events when taking calls and dispatching. Dispatchers determine the class by the information given during a phone call or what an officer may say on the radio. The class is used to relay the specific circumstances of an incident. To be a satisfactory call-taker you must be familiar with these codes, their use, and their impact on priority and manpower allocations. If you are not sure of what call type to use, ASK.

CLASS	PLAIN LANGUAGE
1055	Dead body
1056	Suicide
1056A	Suicide attempt
1056T	Suicide threats
1059	Security check
1070H	Prowler heard
1070S	Prowler seen
10851	Vehicle theft
10851ATT	Vehicle theft attempt
10851JO	Vehicle theft just occurred
10851R	Vehicle theft recovery
10852	Vehicle tampering
1091A	Animal control aggressive
1091B	Animal control bite
1091C	Animal control confined
1091D	Animal control dead
1091H	Animal control humane/welfare check
1091I	Animal control injured
1091L	Animal control loose
1091P	Animal control pick up
1091R	Animal control rescue
1091S	Animal control sick
1091T	Animal control traffic hazard
1091W	Animal control wildlife check
1124	Abandoned vehicle
1125	Traffic hazard
1179	Accident with injuries
1180	Accident major injuries
1181	Accident minor injuries
1182	Accident non-injury
1183	Accident unknown on injuries
1199	Emergency officer needs assistance
166.4	Violation of court order (restraining/custody)

166.4IP	Violation of court order in progress
20001	Hit and run felony
20002	Hit and run misdemeanor
20002JO	Hit and run misdemeanor just occurred
207	Kidnap
207JO	Kidnap just occurred
21	Phone message
211	Robbery
211A	Robbery Armed
211E	Bank Robbery Confirmed with ESP Activations
211SA	Robbery Strong Arm
215	Car jacking
22350	Excessive speed
23103	Reckless driving
23110	Throwing object at a moving vehicle
23152	Drunk driving
242	Assault and/or Battery
242IP	Assault and/or Battery in progress
242JO	Assault and/or Battery just occurred
245	Assault with a deadly weapon
245IP	Assault with a deadly weapon in progress
245JO	Assault with a deadly weapon just occurred
246	Shooting into an occupied dwelling
246JO	Shooting into an occupied dwelling just occurred
261	Rape
261.5	Unlawful sex
261ATT	Attempt Rape
273.5	Infliction of injury on spouse
273.6	Domestic violence restraining order violation
273A	Child abuse
278.5	Violation of custody decree
27SUB	Subject wanted on a warrant
288	Lewd or lascivious acts
300WI	Dependant child
314	Indecent exposure
33A	Alarm audible
33E	ESP Activation
33S	Alarm silent
33U	Alarm unknown
368	Elder Abuse
370	Public nuisance
374	Littering
374IP	Littering in progress
415	Disturbance
415BD	Disturbance - barking dog
415CIV	Disturbance - civil complaint

415CUS	Disturbance - customer complaint
415D	Disturbance - domestic dispute
415F	Disturbance - fight
415FAM	Disturbance - family dispute
415FWK	Disturbance - fireworks complaint
415H	Disturbance - harassment complaint
415J	Disturbance - juveniles complaint
415L	Disturbance - loitering complaint
415M	Disturbance - music complaint
415MC	Disturbance - motor cycles complaint
415N	Disturbance - noise complaint
415NBR	Disturbance - neighbor complaint
415P	Disturbance - party complaint
415PHY	Disturbance - physical dispute
415RR	Disturbance - road rage complaint
415SC	Disturbance - scooter complaint
415T	Disturbance - threats complaint
415UG	Disturbance - unwanted guest complaint
415V	Disturbance - verbal dispute
417	Brandishing
417JO	Brandishing - just occurred
422	Terrorist Threats
451	Arson
459	Burglary
459B	Burglary/boat
459C	Burglary/commercial
459G	Burglary/garage
459IP	Burglary in progress
459R	Burglary/residential
459S	Burglary/shed
459V	Burglary/vehicle
470	Forgery
470IP	Forgery in progress
476	Check Fraud/Insufficient funds
476IP	Check Fraud/Insufficient funds in progress
484G	Unlawful use of credit/debit cards
487	Grand Theft
487IC	Grand Theft in custody
487JO	Grand Theft just occurred
488	Petty Theft
488IC	Petty Theft/in custody
488JO	Petty Theft just occurred
488LP	Petty Theft/license plate
503	Embezzlement
5150	Danger to Self/Others/Gravely Disabled
530.5	Identity theft

537	Defrauding innkeeper
594	Vandalism
594C	Vandalism commerical
594R	Vandalism residential
594V	Vandalism/vehicle
597	Cruelty to Animals
601WI	Uncontrollable/Truant juvenile
602	Trespassing
647B	Prostitution
647F	Drunk in public
653M	Annoying/lewd phone calls
664	Attempt
911U	Incomplete 911 call
94	Suspicious person stop
944	Suspicious person stop – code 4
94A	Suspicious person stop – need cover
95	Traffic stop
954	Traffic stop – code 4
95A	Traffic stop – need cover
96	Suspicious vehicle stop
964	Suspicious vehicle stop – code 4
96A	Suspicious vehicle stop – need cover
AED	Medical call police AED support
ATMC	Antioch municipal code
BOLO	Be on the lookout
BPOO	Business & Professions violation
C10	Bomb threat
C666	Roadway observation plan
C6W	Attempt warrant service
CIVI	Civil exchange of information
COPD	Community Policing
COV2	Code 2 cover for outside agency
COV3	Code 3 cover for outside agency
CSB	Civil Standby
CUSTODY	Custody dispute
FGUN	Female with a gun
FINF	Fire Information Call Code 3
FIRE	Fire
FRAU	Fraud
HAZM	Hazardous Material
HBC	Hailed by a citizen
HOO	Health and Safety violation
MEDPD	Medical with police assistance needed
MGUN	Male with a gun
MISA	Missing adult
MISJ	Missing juvenile

MSIN	Miscellaneous information
MSOA	Miscellaneous outside assist
MSPI	Miscellaneous Police Information
MSWC	Miscellaneous welfare check
PARK	Parking complaint
PBWK	Public works call
PCOO	Penal code violation
PHOTOS	Photos needed for a case
PROF	Property found
PROL	Property lost
PROM	Possible shots heard
PTOW	Private Property tow
RAJ	Runaway juvenile
REGS	Registrant sex/narc/arson
REPO	Repossessed Vehicle
RVOO	ATMC RV ordinance violation
SEARCH	Service of parole/probation/search warrant
SEXX	Sex crime
SHOTS	Shots fired
SRVC	Service to citizen
SUPP	Supplemental to a prior call
SUSC	Suspicious circumstance
SUSP	Suspicious person
SUSV	Suspicious vehicle
T911	Text to 911
TEST	Test
THOF	Petty Theft
UNK	Unknown problem
VCOO	Vehicle Code Violation
W911	Wireless 911 call
WEPN	Weapons violation
XPAT	Extra patrol

CLOSING CODES

Closing codes are used by officer and dispatchers when the call has been handled and no longer need to be left on the dispatch panel screen. The following lists are closing codes as well as disposition codes. Both you will need to be familiar with and numerous closing codes you will need to memorize in order to close out calls in a timely manner. Your trainer will go over the more common ones that dispatcher use.

CLOSING CLASS

290C	290 Compliance Checks
911U	911 Unknown calls
ACCF	Traffic Accident Fatal
ACCI	Traffic Accident Injury
ACCN	Traffic Accident Non-injury
ACCP	Traffic Accident Counter Rep
ACCU	Traffic Accident Unknown injuries
AEDE	AED Calls
AIDE	First Aid Call
AIDX	51-50
ALAF	False Alarm
ANML	Animal Calls
APPL	Applicants
ARSO	Arson
ASLA	Assault Fel (ex.245)
ASLS	Assault Misd (ex. 240-243)
ATMC	Antioch Muni Code Viol
AUTA	Abandon Auto
AUTR	Auto Recovered
AUTS	Auto Stored
AUTT	Auto Theft
BOLO	Be On Lookout For
BPOO	Bus and Prof Code Viol
BURA	Burglary Auto
BURB	Burglary Business
BURG	Burglary Garage of Residence
BURO	Burglary Other
BURR	Burglary Residential
CABU	Child Abuse
CANC	Cancelled call
CARJ	Car Jacking
CCKS	Check Fraud and Forgery Cases
CCRD	Credit Card and ATM Fraud
CITE	Citation
CIVI	Civil

COPD	Community Police Disposition
CORN	Death Report - Natural Causes
CORS	Death Report - Suicide
CORU	Death Report – Unknown Causes
CORX	Death Report - Accidental
CTFT	Counterfeit Checks or Currency
DISC	Disturbance of the Peace (415)
DRUN	Drunk (647)
DUIF	Drunk Driver (Felony)
DUIX	Drunk Driver (misdemeanor)
EMBZ	Embezzlement
ERPT	Electronic (on-line) report
EXHI	Exhibition Speed
EXPO	Indecent Exposure
FIDA	Ambulance Request Help
FIED	FI on Subject
FINF	Fire Information
FORG	Forgery other than Checks
FRAU	Fraud other than Checks
HATE	Hate Crime
HAZM	Hazardous Material
HOMI	Homicide
HSOO	Health & Safety Violations (not narc)
KIDN	Kidnapping
LLAW	Liquor Law Violations
LOIT	Loitering or Soliciting
MALM	Malicious Mischief (vandalism)
MARP	Marijuana Possession
MISA	Missing Person Adult
MISJ	Missing Person Juvenile
MSDS	Misc Disturbance
MSIN	Misc Information
MSNF	Misc Notification
MSOA	Misc Outside Assist
MSPI	Misc Private Investigator Information
MSWC	Misc Welfare Checks
NARC	Narcotics Drug Law Violation
OAFC	Child and Family Offenses
OPCR	Open Carry
PARK	Parking Violations
PARL	Parole Search
PAWN	Pawned/Sold Property
PBWK	Public Works Calls
PCOO	Penal Code – All Other Violation
PHON	Annoying Phone Calls (653m)
PROB	Probation Search

PROF	Property Found
PROL	Property Lost
PROM	Possible Shots Heard
PROO	Parole/Probation Violation
PROP	Property Stolen (496)
PROW	Prowler
PTOW	Private Property Tow
RAPE	Rape and Attempt (261)
RECK	Reckless Driving (23103)
REGS	Registrants Sex and Narcs
REPO	Repo of Auto, Boat, etc
REST	Restraining Order Violations
ROBB	Robbery and Attempts
RUNJ	Runaway Juvenile
RVOO	RV Muni Code Offense
SEXX	Sex Offenses Except 314
SRVC	Service to Citizen
SUPP	Supplement Report
SUSC	Suspicious Circumstance/Persons/Auto
TEST	Test
THGR	Theft – Grand (487)
THID	Theft – Identity Cases
THOF	Theft – Petty (488)
THRX	Threats Against Persons
TRES	Trespassing
USOO	US Code Violation
VCOO	Vehicle Code Violation
WARN	Warning
WEPN	Weapons Violation
WINF	Wireless 911 Call
WIOO	Welfare and Institution Violation
WONT	Wont Fit Anywhere Else
WRAN	Warrant Held by APD
WRNO	Warrant Outside
WROF	Warrant Outside Felony
WROM	Warrant Outside Misdemeanor
XPAT	Extra Patrol

DISPOSITION

3	=	Civil
4	=	False Alarm
5	=	GOA, UTL
6	=	Unfounded
7	=	Citation Issued
8	=	Field Interview
9	=	Service to Citizen
A	=	Antioch Case
B	=	Brentwood Case
C	=	Cancel
E	=	Electronic (on-line)
I	=	Information
M	=	Mailer Report
P	=	Phone Report
S	=	Supplemental Report
V	=	Void

RADIO CODES

The following is a partial list of the codes from the official Contra Costa County Green Sheet Radio Codes. It is not a comprehensive list of the codes contained in the book since we do not utilize all of them. The plain language equivalents that have been listed for you have been edited to reflect the every day use of the code as we apply them in Antioch.

CODE 1	Routine response
CODE 2	Urgent, expedite but follow all traffic laws
CODE 3	Emergency; respond with red lights and sirens
CODE 4	No (further) assistance needed
CODE 4A	Send 1 unit for cover
CODE 5	Stake out, watching someone or something
CODE 6	Out for investigation
CODE 6S	Subpoena service
CODE 6W	Warrant service
CODE 6V	Vacation house check
CODE 7	Eating
CODE 7R	Eating at home
CODE 7S	Eating at station
CODE 10	Bomb threat
CODE 33	<u>Mobile Emergency</u> clear radio channel
CODE 666	Roadway observation plan

TEN CODES USED MOST OFTEN

10-1	I can't copy you, poor radio reception
10-2	Receiving well
10-3	Stop transmitting
10-4	OK or acknowledgment
10-5	Relay
10-6	Busy
10-7	Out of service, (available or unavailable)
10-7A	Out of service – administration
10-7B	Out of service – personal
10-7C	Covering a unit
10-7FP	Out of car on foot patrol
10-7J	Out of service at jail or MDF
10-7L	Out of service at court
10-7OD	Out of service out of duty
10-7P	Out of car on portable
10-7R	Out of car at residence
10-7S	Out of car at the station
10-7T	Out of service transporting
10-7W	Writing report – available for calls unless SGT says otherwise
10-7Y	Out of service getting Corpyard/Gas
10-8	In service
10-9	Repeat
10-10	Out of service off duty
10-12	Subjects or visitors present
10-15	Prisoner in custody
10-15X	Female prisoner in custody
10-19	Return to station
10-20	Location
10-21	Call on the phone
10-21R	Call home
10-22	Cancel last message or assignment
10-23	Standby
10-26	Clear wants or warrants
10-27	Wanted
10-28	Vehicle registration information
10-29	Check for wants/warrant
10-33	Alarm (33S= silent alarm 33A=audible alarm 33U= unknown)
10-35	Time
10-36	Confidential information
10-49	Proceed to/En-route
10-51	Intoxicated
10-55	Coroners case
10-56	Suicide

10-56A	Suicide attempt
10-56T	Suicide Threats
10-59	Security check
10-63	Prepare to copy information
10-70	Prowler
10-70H	Prowler heard only
10-70S	Prowler seen
10-97	Arrived
10-98	Last assignment is finished

ELEVEN CODES USED MOST OFTEN

11-24	Abandoned vehicle
11-25	Traffic hazard
11-41	Ambulance
11-48	Transportation
11-48X	Transportation of female
11-79	Accident – ambulance enroute
11-80	Accident – major injuries
11-81	Accident – minor injuries
11-82	Accident – no injuries
11-83	Accident – no details
11-85	Tow truck requested
11-94	Pedestrian stop
11-94A	Pedestrian stop send 1 unit for cover
11-944	Pedestrian stop code 4
11-95	Vehicle stop
11-95A	Vehicle stop send 1 unit for cover
11-954	Vehicle stop code 4
11-96	Checking suspicious vehicle
11-96A	Checking suspicious vehicle send 1 unit for cover
11-964	Checking suspicious vehicle code 4
11-98	Meet _____
11-99	OFFICER NEEDS ASSISTANCE

PENAL CODES USED MOST OFTEN

148	Interfering/resisting arrest
187	Murder
207	Kidnapping
211	Robbery
242	Simple assault
243	Battery

245	Assault w/deadly weapon
246	Firing into inhabited dwelling
261	Rape
273A	Willful injury to child
273.5	Spouse beating
288	Child molest
314	Indecent exposure
374	Littering
415	Disturbing the peace
417	Exhibiting a deadly weapon
451	Arson
459	Burglary
470	Forgery
476	Checks
484	Theft
487	Grand theft
488	Petty theft
496	Possess stolen property
530.5	Identity theft
537	Defrauding an innkeeper
594	Vandalism
597	Cruelty to animals
602	Trespass
647B	Prostitution
647F	Intoxicated in public
653M	harassment by telephone

VEHICLE CODES USED MOST OFTEN

10851	Stolen vehicle
10852	Tampering with vehicle
12500	Unlicensed driver
14601	Suspended/revoked license
20001	Hit and run – felony
20002	Hit and run – misdemeanor
22350	Unsafe speed
22500	Illegal parking
23103	Reckless driving
23109	Speed contest – exhibition
23110	Throwing object at moving vehicle
23152	Drunk driving – misdemeanor
23153	Drunk driving – felony

W & I CODES USED MOST OFTEN

300 Dependent child
601 Uncontrollable juvenile

VEHICLE DESCRIPTION

Color - Top over bottom
Year - '86, etc
Make - Ford, buick, etc
Body - Model and style
Other - Other outstanding features
License - State

SUBJECT DESCRIPTION

Name (last, first, middle)
Race/ethnic origin
Sex
D.O.B./age
Height
Weight
Hair
Eyes
Scars, marks, tattoos, etc.
Clothing (head to feet - hat, coat, shirt, pants, shoes)

Example, DOE, JANE WFA DOB 07/07/77 5'6 140 BRO BLU TATOO RT PINKY
RED HAT TAN JACKET BLU JEANS WHI TENNIE SHOES

COLOR CODES

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

Amethyst	=	AME
Beige	=	BGE
Blue	=	BLU
Blond	=	BLN
Dark Blue	=	DBL
Light Blue	=	LBL
Black	=	BLK
Bronze	=	BRZ
Brown	=	BRO
Camouflage	=	CAM
Cream	=	CRM
Gold	=	GLD
Green	=	GRN
Dark Green	=	DGR
Light Green	=	LGR
Gray	=	GRY
Hazel	=	HZL
Maroon/burgundy	=	MAR

Mauve	=	MVE
Multi-colored	=	MUL/COL
Orange	=	ONG
Pink	=	PNK
Purple	=	PLE
Red	=	RED
Silver	=	SIL
Tan	=	TAN
Taupe	=	TPE
Teal	=	TEA
Turquoise	=	TRQ
White	=	WHI
Yellow	=	YEL
2-Tone	=	TOP/BTM

(i.e. "BLK/WHI" used for 2 color vehicles, convertibles, vinyl/paint styles)

STATES/DIRECTIONS

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

DIRECTIONS

W	WEST	WB	WESTBOUND
E	EAST	EB	EASTBOUND
S	SOUTH	SB	SOUTHBOUND
N	NORTH	NB	NORTHBOUND

COMMON LOCATION ABBREVIATIONS

AHS	Antioch High School
AMS	Antioch Middle School
APD	Antioch Police Department
AUSD	Antioch Unified School District
BACS	Bay Area Credit Service
BDM	Black Diamond Middle School
BPD	Brentwood Police Department
BUCH	Buchanan Rd.
CH	Country Hills Dr.
CL	Contra Loma Blvd.
DF	Delta Fair Blvd.
DV	Deer Valley Rd.
DVHS	Deer Valley High School
FAB	Fire Admin Building
GTOWN	Gentrytown Dr.
HC	Hillcrest Dr.
HHS	Heritage High School
JD	James Donlon Blvd.
LTW	Lone Tree Wy
LTREE	Lemontree Wy
PALMS	Palms parking lot across from City Hall 2 nd St.
PTREE	Peppertree Wy
PMS	Park Middle School
SDMH	Sutter Delta Memorial Hospital
STC	Somersville Town Centre
SYC	Sycamore Dr

CRIMINAL LAW

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

Police agencies deal with the criminal aspects of the law, but there are gray areas where the two spheres of jurisdiction overlap. It sometimes takes an attorney and/or judge to determine the jurisdiction. Questions related to legal issues, unless clear cut, should be referred to a sworn police officer or watch commander.

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. Although agencies names may vary, the common denominator is that they must be sworn and primarily responsible for the suppression of crime and the apprehension of criminals.

Criminal law deals with crimes. Crimes are defined as illegal acts which are punishable by fine, imprisonment, and 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 monies. However, through victim-witness programs and the court system, specified victims may receive some form of restitution and/or 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 injury to the individual as "people of the state" is not clear. However, when the victim is interested in recovering their loss, or damages, recourse is provided through the civil court system.

If the victim desires prosecution, and there is a 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 or not to prosecute a case.

CRIME CATEGORIES

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

FELONY

A crime that is very serious in nature that can be punished by imprisonment in state prison for more than one year, life in prison or by death.

MISDEMEANOR

A misdemeanor crime can be punished by up to one year in the county jail. Punishment can also include fines, probation, community service and restitution.

INFRACTION

A minor offense that can be punished by a fine, but does not have jail time.

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 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 peace officers.

VEHICLE CODE (VC)

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

HEALTH & SAFETY CODE (H&S)

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

BUSINESS & PROFESSIONS CODE (B&P)

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

WELFARE & INSTITUTIONS CODE (WIC)

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

ADMINISTRATION CODE

This contains miscellaneous sections that include fish and game, harbor and navigation, and other regulations.

MUNICIPAL CODE

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

JUDICIAL AGENCIES

COUNTY/CITY ATTORNEY'S OFFICE

This is the legal representative for the county and responsible for the presentation of the prosecution information in any criminal case. The actual responsibility in Antioch and Brentwood for all criminal prosecutions rests with the county district attorney's office (except city municipal code violations). All matters that law enforcement agencies seek to pursue must be filed with the district attorney's office for review.

SUPERIOR COURT

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

STATE SUPREME COURT

This is the final step in appeal in the California Judicial System. The supreme court selects the cases 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. 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. They supervise misdemeanor offenders not serving time in the county jail. They are also in charge of the AB109 program.

GRAND JURY

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

CRIME ELEMENTS

PENAL CODES & THEIR ELEMENTS

- | | |
|-------|--|
| 148 | Resisting Arrest (M)
- Willfully resisting, delaying or obstructing a peace officer |
| 148.1 | False Bomb Report (M)
- Falsely reporting a bomb threat |
| 148.5 | False Police Report (M)
- Knowingly reporting a false crime report |
| 148.9 | Falsely Representing Self As Another Person (M)
- False representation or identification to a police officer to evade the process of the court |
| 166.4 | Criminal Contempt (M)
- Disobeying any process or order issued by any court |
| 187 | Murder (F)
- Unlawful killing of a human being with malice aforethought |
| 203 | Mayhem (F)
- Unlawfully and maliciously depriving a human being of a member of his body or disables, disfigures and renders it useless |
| 207 | Kidnapping (F)
- Forcibly stealing, taking or arresting any person in this state into another part of the state or county |
| 211 | Robbery (F)
- Taking of personal property in the possession of another from his person or immediate presence against his will by means of force or fear |
| 220 | Assault With Intent To Commit (F)
- Assault another with the intent to commit mayhem, rape, sodomy or oral copulation |

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- 240 Assault (M)
- 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)
- Willful and unlawful use of force or violence on the person of another
- 243E1 Spousal Battery (M)
- Willful & unlawful use of force or violence on a person with whom the defendant is cohabiting, a person who is the parent of the defendant's child, former spouse, fiancée, or a person with who the defendant currently has or has previously had, a dating or engagement relationship
- 243.4 Sexual Battery (F)
- Touching an intimate part of another while the person is unlawfully restrained against the will of the person touched for the purpose of sexual arousal
* "Touch" means physical contact with the skin of another person
- 244 Assault With A Caustic Chemical (F)
- Willfully and maliciously places or throwing upon the person of another a caustic chemical of any nature with intent to injure the flesh or disfigure the body
- 245(a) Assault With A Deadly Weapon Or Instrument (F)
- 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)
- 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 discharging a firearm at an inhabited dwelling, house, occupied building, occupied motor vehicle or inhabited camper
* "Inhabited" means currently being used for dwelling purposes whether occupied or not
- 261 Rape (F)
- Act of sexual intercourse against a person's will by means of force, violence or fear of immediate and unlawful bodily injury

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- 261.5 Unlawful Sexual Intercourse (F)
- Unlawful sexual intercourse accomplished with a female not the wife of the perpetrator, the female is under the age of 18
- 270 Failure To Provide (M)
- Parent of a minor child willfully omits without lawful excuse to furnish necessary clothing, food, shelter or medical attendance to his or her child
- 272 Contributing To The Delinquency Of A Minor (M)
- Commit any act that would cause any person under the age of 18 to come within the provisions of sections 300, 601 or 602 WIC
- 273(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 inflict thereon unjustifiable physical pain or mental suffering
- 273.5 Infliction Of Injury On Spouse Or Cohabitee (F)
- Willfully inflict upon his or her spouse or upon any person of the opposite sex with whom he or she is cohabitating corporal injury resulting in a traumatic condition
* "Traumatic condition" is a condition of the body such as a wound, external, internal injury of a minor or serious nature caused by a physical force
- 278 Child Stealing (F)
- Every person not having a right of custody, who maliciously takes, detains, conceals or entices away any minor child with intent to detain or conceal the child from a person having lawful charge of the child
- 278.5 Violation Of Custody Decree (F)
- Violation of the physical custody or visitation provisions of custody order, judgment or decree takes, detains, conceals or retains the child with the intent to deprive another of his or her rights to physical custody or visitation
- 286(a) Sodomy (F)
- Sexual conduct between the penis of one person and the anus of another
- 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

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- 288a Oral Copulation (F)
- Act of copulating the mouth or 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 Disturbance (M)
- 415(1) Unlawfully fight or challenge to fight in a public place
- 415(2) Maliciously and willfully disturb another person by loud and unreasonable noise
- 415(3) Using offensive words in a public place which are likely to provoke an immediate violent reaction
- 417(a) Exhibiting A Firearm (M)
- Draws or exhibits 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)
- Draws or exhibits any deadly weapon in a rude, angry or threatening manner in the presence of a peace officer
- 422 Criminal Threats (F)
- Willfully threatens death or great bodily injury to "immediate family", with specific intent made verbally, in writing, or by electronic device causing the person reasonable fear for his or her own safety
- 451 Arson (F)
- Willfully and maliciously sets fire to or burns or causes to be burned any structure, forestland or property
- 459 Burglary (F)
- Enters any structure or locked vehicle with intent to commit petty or grand theft or any other felony

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- 466 Possession Of Burglary Tools (M)
-Possessing tools with intent to feloniously break or enter any building or vehicle
- 470 Forgery (F)
- Every person who, with intent to defraud signs the name of another or fictitious person having no authority to do so
- 476(a) Insufficient Funds (M)
- Willfully makes or draws any check with intent to defraud knowing at the time that non sufficient funds exist
- 484 Theft-Defined
- Feloniously steal, take, carry, lead or drive away personal property or another
- 484g Fraudulent Use Of Credit Cards (F/M)
-Use of a stolen credit card(s) with the intent to defraud
- 485 Misappropriation Of Lost Property (M)
- One who finds lost property has the ability to locate the owner and fails to do so appropriates such property to his own use without first making reasonable and just efforts to locate the owner
- 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
- 496.1 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)
- Fraudulent appropriation of property by a person to whom it has been entrusted
- 530.5(a) Identity Theft (F/M)
- Unlawful use of another person's identifying information obtain, attempt to obtain, credit, goods, services or medical information without consent of the person
- 537(a) Defrauding An Innkeeper (F/M)
- Obtaining food, fuel, services or accommodation with intent not to pay

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- 537(e) Altered Or Obliterated Serial Number (F/M)
- Knowingly buy, sell, receive or possess any equipment from which the manufacturer's nameplate, serial number or any other distinguishing number or identification mark has been removed, defaced, covered, altered or destroyed
- 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 kills, maims, mutilates, tortures or wounds a living animal which is the property of another
- 602 Trespass (M)
- Entering the land or occupying real property without the consent of the owner
- 626.9 Firearms On Public School Campuses (F)
- Bring or possess a firearm upon the grounds of any public school, university or community college
- 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(b) Solicits or Engages in Acts of Prostitution (M)
-A person who agrees to engage in an act of prostitution he or she manifests an acceptance of an offer or solicitation to so engage
- 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/Loitering (M)
- Loiter, prowl or wander upon the private property of another at any time without visible or lawful business with the owner
- 647(i) Prowling/Peeking (M)
-While loitering, prowling or wandering upon the private property of another at any time peeks in the door or window without visible or lawful business with the owner

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- 653m Annoying Phone Calls (M)
- Every person who telephones with intent to annoy any obscene language
any threat to inflict injury to the person or property
- 653k Possession Of A Switchblade (M)
- Possesses a switchblade in a vehicle or in a public place
- 664 Unsuccessful Attempt To Commit A Crime (F/M)
- Attempt to commit any crime, but fails
- 853.7 Failure To Appear (M)
- Willfully violated his written promise to appear in court
- 12020(a) Manufacture, Sell, Possess Weapons (F)
- Manufacture, sell, give, lend, possess cane gun, wallet gun, any firearm,
which is not immediately recognizable as a firearm, any ammunition that
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, sandclub, 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)
- Carry concealed within any vehicle or upon his 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
- 4390 Possession Of A Forged Prescription (M)
- Forging the name on a prescription passing or attempts to pass
prescription to obtain any prescription drug
- 25658a Furnishing, Giving Or Sales Of Alcohol To A Minor (M)
- Obtaining alcohol to furnish, give or selling to a minor

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- 26551 Minor Presenting a False ID (M)
-Any person under 21 years of age who presents or offers any written, printed or photo static evidence of age which is false, fraudulent or not actually his own for purpose of purchasing, procuring of any alcoholic beverage
- 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
 Cocaine
 Demerol
 Dilaudid
 Heroin
 Mescaline
 Methadone
 Percodan
 Peyote
 Quaalude
- 11357a Possession Of Concentrated Cannabis (F)
-Possession of hashish or hash oil
- 11357b Possession Of Less Than 1 OZ. Of Marijuana (M)
- 11357c Possession Of More Than 1 OZ. Of Marijuana (M)
- 11357d Possession Of Less Than 1 OZ. Of Marijuana On School Grounds (M)
-Violator must be over 18 yrs to be in violation
- 11377a Possession Of A Controlled Substance (F)
-Possession of the following:
 Amphetamines
 Barbituates
 LSD
 Methamphetamine
 Phencyclidine (PCP)
 Preludin
 Psilocydin (Mushrooms)
 Ritalin

-
- 11550a Under Influence Of A Controlled Substance (M)
-Influence of the Heroin or Cocaine
- 11550b Under The Influence Of A Specified Controlled Substance (M)
-Influence of 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
- 300a Dependant Child
-Minor has suffered or there is substantial risk that the minor will suffer serious physical harm inflicted by the minor's parent or guardian
- 300b Dependant Child
-Lack of parental control
- 300c Dependant Child
-Mental abuse and/or neglect by parent or guardian
- 300d Dependant Child
-Failure by parent or guardian to adequately protect minor from sexual abuse
- 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

- 31 Supply False Information To A Peace Officer (M)
- Give false information to peace officer during the course of enforcing the vehicle code
- 4000a Expired Vehicle Registration (I)
- Drive or park a vehicle upon a public roadway without current registration
- 2800.1 Evading (M)
- Knowingly evade a peace officer in a motor vehicle

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- | | |
|----------|---|
| 10851 | Grand Theft Auto (F)
-Permanently or temporarily deprive the owner of his vehicle without consent of the owner |
| 10852 | Vehicle Tampering (M)
-Injure or tamper with vehicle and/or contents without consent of the owner |
| 12500a | Unlicensed Driver (M)
- Drive a vehicle upon a roadway without a current driver's license |
| 12500b | Driving Out Of Classification (I)
- Drive a vehicle upon a highway that is not a type for which the person is licensed |
| 12951a | No License In Possession (I)
- Drive a vehicle upon a highway without a driver's license in possession |
| 12951b | Fail To Present License (I)
-Fail to present driver's license upon demand of a peace officer |
| 14601.1a | Drive With Suspended License (M)
- Drive a vehicle after driving privileges have been suspended or revoked |
| 16000 | Reporting Of Traffic Collisions
- Driver of a vehicle involved in a traffic collision causing over \$500 damage or injury shall report the collision to the Department Of Motor Vehicles (DMV) within 10 day |
| 16028A | Proof Of Financial Responsibility
- Driver of any vehicle registered in this state required to possess current proof of financial responsibility |
| 20001 | Felony Hit And Run (F)
- Driver of any vehicle involved in an accident resulting in injury or death to any person other than himself does not immediately stop the vehicle at the scene of the accident and render aid |
| 20002a | Misdemeanor Hit And Run (M)
-Driver of any vehicle involved in an accident resulting in property damage (including vehicles) does not immediately stop the vehicle at the scene of the accident and render aid |

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- 22651 Authority to Tow Vehicles On Public Property
- 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 6 months and not occupied
 - p. Driver is cited for being an unlicensed driver or driving on a suspended/revoked license
- 22658 Authority to Tow From Private Property
-Authority for private person to tow a vehicle off private property
- 23109 Speed Contest (M)
- Engage in a speed contest upon a highway
- 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 under the influence of an alcoholic beverage/drug

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- 23152b Driving Under The Influence (M)
- Driving a vehicle on a public or private property under the influence of an alcoholic beverage or any drug with blood alcohol level of .08 or over
- 23153a Felony Driving Under The Influence (F)
- Driving a vehicle on a public or private property under the influence of an alcoholic beverage or any drug causing bodily injury to anyone other than the driver
- 23222b Possession Of Marijuana In A Vehicle (M)
- Possession of less than 1 oz. of marijuana in a vehicle upon a highway
- 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

ANTIOCH MUNICIPAL CODES

AMC 4-5.1008	Skate boarding at PD/City Hall/Somersville Town Centre
AMC 4-5.1223.1	Recreational vehicle not allowed to be parked on a public roadway more than 24 hrs without a permit.
AMC 4-5.1409	Construction noise, 7a-6p, within 300' of occupied dwelling 8a-5p and weekends 9a-5p
AMC 4-10.14	Abandoned vehicle
AMC 5-2.301	Unlawful to solicit or peddle within city where posted
AMC 5-8.02	Drinking on streets and other public places
AMC 5-8.03	Possession of open alcoholic container in public
AMC 5-10.102	After curfew in a park, adult or juvenile (dusk to dawn)
AMC 5-10.201	Juvenile curfew, hours 2300-0500
AMC 5-13.03	Unlawful gatherings on private property (after a first warning)
AMC 6-1.18	Barking or howling dogs with frequency
AMC 6-1.20(c)	Dog at large
AMC 6-1.21	Dogs leashed in public parks and schools
AMC 6-4.102	Unlawful deposits of wastes in public, human or animal excrement (urinating in public)
AMC 6-8.04	Regulation of smoking in enclosed places
AMC 9-5.3830	Recreational vehicles, unlawful to live in a RV in the city
AMC 10.2-10(b)	Disposing of oil, spirits, contaminated bilge water in drains
AMC 10.2-15	Skateboard park regulations, must wear helmet, elbow/knee pads

JAWS/CLETS/NCIC

As you go through this information, it may help if you view these systems in relation to the areas they encompass (JAWS = COUNTY, CLETS = STATE, NCIC = NATIONAL).

JAWS

JAWS is the Contra Costa County's method of entering and storing warrant information. JAWS will only contain warrants issued by agencies within Contra Costa County. Warrants issued by other counties will be found in CLETS/WPS.

CLETS

The Criminal Justice Information System (CJIS) is a computerized file containing records which are of interest to the criminal justice community. CJIS is maintained by the California Department of Justice and is available to authorized local, state, and federal criminal justice agencies via the California Law Enforcement Telecommunications System (CLETS) network. CLETS provides inquiry and update access to the CJIS systems 24 hours a day, 7 days a week. CJIS also has a back-up computer to ensure that the systems are operational at all times, except when down for routine or emergency maintenance.

CJIS contains the following automated systems:

- Wanted Persons System (WPS)
- California Restraining and Protective Order System (CARPOS)
- Supervised Release File (SURF)
- Missing/Unidentified Persons System (MUPS)
- Stolen Vehicle System (SVS)
- Automated Boat System (ABS)
- Automated Property System (APS)
- Automated Firearm System (AFS)
- Mental Health Firearms Prohibition System (MHFPS)
- Sex/Arson Registration File (SAR)
- Criminal History Systems (CHS)

Some of these systems we use on a day to day basis in our work (WPS, CARPOS, SURF, MUPS, SVS), and others only rarely. We are REQUIRED to have a basic knowledge of all databases, however a full detailed description of each is given at the Dispatch Academy, as well as when we are presented with our CLETS certification exam. Also there are CJIS and NCIC manuals located in various spots throughout our center, therefore there are places to access this information in its entirety when needed.

For our purposes at this time in your training however, we will review only the items that we as dispatchers need to use on a day to day basis.

NCIC

The FBI maintains the National Crime Information Center (NCIC), which is the federal counterpart of CJIS/CLETS. NCIC is available for inquiries and updates from your CLETS terminal. Many of the NCIC files coincide with information in CLETS.

ENTRIES

There are a multitude of entries that can be made into these systems mentioned above. As dispatchers we are responsible for some, and yet not others. Here you will learn about the items that dispatch has to enter on a regular basis. More complicated entries, or entries that are generally done by other divisions, such as records, will be reviewed by your CTO.

By far the most common entry that you will make is a towed/stored vehicle entry. A request for this entry is generally made by a police officer after he tows a vehicle. Also, while they will not specifically ask, when a private tow company calls to advise of a private property tow or repossession, the information will be entered using the same mask. Information you will need to gather from the officer or caller to make this entry – the license plate, VIN, color of the vehicle, make, model, body style (2 door, 4 door, truck or van?), who it was towed by (the tow company) and their phone number. As you are gathering this information you should be logging it into the associated CAD call. Once the entry is complete the officer will need what is known as the FCN – the number generated by the system to identify your entry. This number also gets logged into the call that relates to your entry.

After an entry is made, we must ask someone on the dispatcher floor to “Second-check” our work. While you are in training, your work will be checked by your CTO. This is a requirement from DOJ and no exceptions can be made.

INQUIRIES

As a dispatcher you will need to access the information in JAWS/CLETS/NCIC on a daily basis. The majority of information received will come from CLETS due to the large number of databases within that system (listed at the beginning of this section).

This section will detail the two most common ways we make inquiries into the system on a daily basis – running people/subjects for wants/warrants, and running vehicles. First please note that we always **MUST** have a law-enforcement reason to run people or cars. This can be further discussed with your CTO if needed. Also note that when

applicable, whether you use the mask or the "action line" method is strictly based on personal preference. Use whichever method you are most comfortable with.

Running (10-29) a Subject for Wants/Warrants:

There are several format variations used to check subjects for warrants depending on the information that is available to you. All four variations will be explained below. It should be noted that only California DMV information can be checked using this format. If the subject needs to be checked out of a different state, the Drivers License check mask will need to be used.

Run subject with DOB:

Format: Call Sign N.Last,First.sex(M or F).date of birth (mmddyy)
Event number N.Last,First .sex(M or F).date of birth(mmddyy)

Example: 1X1 N.Smith,Joe.M.020279
749 N.Smith,Joe.M.020279

Run subject with age:

Format: Call Sign N.Last,First.sex(M or F).age
Event number N.Last,First.sex(M or F).age

Example: 1X1 N.Smith,Joe.M.35
749 N.Smith,Joe.M.35

When we "run" a subject, we receive back 10 returns. Listed below is a BRIEF description of the information obtained from each return. Your CTO and/or CTI will review these returns with you in even greater detail, and will help you practice how to read them back to officers.

JAWS -	Tells you whether or not there are warrants for your subject in Contra Costa County
WPS -	Tells you whether or not there are warrants for your subject anywhere in the state of California. If there is a JAWS warrant, it may show up here as well as in your JAWS return.
MUPS -	Tells you if your subject is missing in California
MUPS -	Missing persons information from NCIC
SRF WPS -	Gives you wanted person information for California.
SRF/SRF -	Provides supervised released information, parole, 290, arson registrants etc.

SRF-	There are 2 returns labeled SRF. The first is for CARPOS file which provides restraining order information. The second shows Registrants (290, H&S, etc).
DMV –	This will bring up your subjects driver license or ID card information
RMS –	Records Management System provides Antioch Police contact information for persons or vehicles.
NCIC –	This return will give you information from anywhere in the country regarding restraining orders, warrants, and more.

Running (10-28) a Vehicle

Vehicles can be checked using the license plate number or the Vehicle Identification Number (VIN). This format may also be used to check out of state vehicles as well. Running a vehicle license plate or VIN has historically given three returns (a “triple” return), this has been shortened to a “trip” and is commonly referred to as such. Our system provides information from 5 sources. DMV, RMS, SVS, NCIC SVS.

Run vehicle with a license plate

Format: L.license plate

Example: L.2MRK415

Run vehicle with a call sign and license plate

Format: Call Sign L.license plate

Example: X1 L.2MRK415

Run vehicle with an event # and license plate

Format: Call Sign L.license plate

Example: 749 L.2MRK415

Run vehicle with an out of state license plate

Format: L.license plate.state

Example: L.2MRK415.NY

Run vehicle with call sign and an out of state license plate

Format: Call Sign L/license plate.state

Example: X1 L.2MRK415.NY

Run vehicle with an event # and an out of state license plate

Format: Call Sign L/license plate.state

Example: 749 L.2MRK415.NY

Run vehicle with VIN

Format: V.VIN number

Example: V.1GNDDT13W2T2265033

Run vehicle with call sign and VIN

Format: Call Sign V.VIN number

Example: X1 V.1GNDDT13W2T2265033

Run vehicle with and event # and VIN

Format: Call Sign V.VIN number

Example: 749 V.1GNDDT13W2T2265033

Run vehicle with an out of state VIN

Format: V.VIN number.state

Example: V.1GNDDT13W2T2265033.AZ

Run vehicle with call sign for and an out of state VIN

Format: V.VIN number.state

Example: X1 V.1GNDDT13W2T2265033.AZ

Run vehicle with an event # for and an out of state VIN

Format: V.VIN number.state

Example: 749 V.1GNDDT13W2T2265033.AZ

When we run a vehicle, we get back five returns – JAWS, if there is a warrant associated with the plate or VIN. RMS with APD contacts information. DMV with registration (10-28) information and two SVS returns. SVS will have any stolen or towed/stored information as well as information if the vehicle is associated to a missing person. Again, your CTO will help you practice how to interpret and read this information to the officer.

CALL-TAKER

The job requirements of the call-taker are important. There is an expectation that a high standard of proficiency be achieved as knowledge gained through training, on-going experience, and natural abilities all come together to enhance overall performance. As the required level of proficiency is attained, you will earn the confidence of co-workers, field personnel, and supervisors. They are aware of the contribution you make to their respective duties, the department's image, and public safety.

As a public safety dispatcher handling incoming calls for service, it is your responsibility to screen these calls to determine their priority. 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 be utilized at all times.

As a call-taker, the CAD will verify any address you enter into a complaint mask and let you know if it is a valid location in the city. The pre-set complaint mask will guide you through your preliminary questions of the reporting party. You will have access to a comprehensive bank of files within the system for quick reference. Relaying information to the radio dispatcher is elevated to its most effective level when using the CAD.

The objective of your telephone training is to develop:

- the ability to speak in a voice that is clear, easily understood, and authoritative;
- the ability to deal courteously with the public under **any** circumstances;
- the ability to take control and direct the flow of the conversation;
- knowledge and understanding of call screening and prioritization;
- recognition of the importance of information verification;
- knowledge of logical questions to ask, in the proper sequence;
- understanding the importance of keeping others in the room, and supervisors, appraised of new and/or updated information;
- knowledge of 911 technology.

VOICE QUALITY

Your voice relays a verbal handshake that directly impacts how a caller will react to you, responding personnel and the department. If you listened to your voice you would find that your speech has four important characteristics:

- Cheerfulness
- Distinctness
- Volume
- 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 leftover from a previous difficult phone call. It is not a sign of weakness to be empathetic or polite. Be attentive to the caller and attempt to determine from the caller's tone of voice the urgency of the call. Keep the length of all incoming calls short. Be polite, but discourage the marathon conversation. They may have a wealth of information to give you, but only a small portion of the information may be pertinent to the call.

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

Voice level should be of adequate volume, but don't 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 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 you are one of the top public relations people in the department? When someone calls, you are the Antioch Police Department. If you present a cheerful, knowledgeable and interested demeanor, their behavior toward the department will generally be positive.

IDENTIFY YOURSELF

In the interests of professionalism and saving time, tell the caller immediately, "Antioch Police" or "9-1-1 what is the location of your emergency" or "Communications/dispatch", depending upon which line you have answered followed by your name. The caller should never have to ask which agency or office they have reached.

ANSWER QUICKLY

No one likes to be kept waiting, especially on the phone. Make a real effort to answer every call before the second ring. The incoming call you have kept waiting could well be a life in danger. Every second counts. Remember, an emergency call could come in on any telephone line. Also, a person who was kept on hold too long could have had a pleasant demeanor to begin with, but is now irate and difficult to handle. If you have to leave a caller on hold, try to pick up the line and let them know you will be with them shortly.

LEGAL JARGON

Utilize plain, everyday language with the public. They don't understand legal jargon or radio codes. Never attempt to educate the public in law enforcement terminology. For example, do not waste time by explaining the legal difference between a robbery and a burglary. They do not care, and you may have alienated a person who only wants to be a good citizen and report an incident.

PERSONAL CONDUCT

Remember, you are always on tape. Develop good telephone habits. 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 always 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. Do not fall into the trap of becoming argumentative or defensive, even if you are personally offended.

Be professional at all times, but use your sense of humor when it is appropriate. It can help the caller get through a difficult and/or stressful time and will certainly leave you feeling better. People respond to a smile in the voice and it may help them feel that you are genuinely interested in their problem. Avoid unprofessional expressions. Never appear flirtatious. Again, remember you are being recorded. Never say anything that you would not want your supervisor to hear or would not want aired in a courtroom. The crux of this matter is knowledge and sincerity. The public can spot a phony, and your rapport with the caller could be gone before you realize it.

COMMUNICATIONS BARRIERS

You will be frequently dealing with emotional persons. When a caller requests assistance from a police department, 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 not 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) and 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 the caller realize you and the responding officers will help them.

HOSTILE OR ANGRY

Hostility and anger is contagious and must be treated with courtesy. 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 calm voice. Realize that most callers who are angry are not angry with you. Never place your personal and professional reputation in jeopardy by responding to profanity with profanity of your own, regardless of provocation.

HYSTERICAL

Calm the hysterical caller. It is the only way you can get the information you need. Explain the need for them to calm down. Assist them in doing so by suggesting a couple of deep, slow breaths before they attempt to talk.

INTOXICATED

Do not assume that because a caller is intoxicated you have an excuse to be rude or discourteous. Do not hang up on drunk callers before evaluating their request. This may be the time service is truly necessary. If, after questioning, it is determined or suspected the caller is inebriated, be sure to include that information in the call to advise the dispatcher of the caller's condition.

TERMINATING A CALL

If the caller refuses to cooperate and continues to be abusive or offensive, the caller will be advised that the call will be terminated and then do so.

MENTALLY UNSTABLE

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

LIMITED ENGLISH SKILLS

The situation with a limited or non-English speaking caller can be difficult. Make a concerted effort to communicate to the caller you will be connecting them to an interpreter. We have the capability 24 hours a day on any phone line to connect to the translation service, they will ask for our client id number which is 901132. There may be times when the translation company doesn't have anyone on duty that speaks the specific language in need. If this occurs make every effort to get an address and send the police.

VERY OLD PERSONS

Treat the senile and/or confused caller with empathy 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 their welfare.

CHILDREN

Extract as much information as possible. Treat the calls from children very seriously. Do not assume 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 trying to remember and/or find the language to describe it. If you say, "Was it red?". they may agree it was red just because you are the authority figure. Do not talk down to children, but rather ensure your vocabulary matches the comprehension level of the child. Calls from children may take more time or patience.

EVASIVE CALLERS

The reasons for callers to withhold information or give false information are as varied as the callers. Be aware 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 that is civil in nature, however they hope the officers' presence will threaten the other party. The reporting party may embellish the story in an attempt to have a unit respond. A caller may have a valid complaint, yet is trying to get the units to respond more quickly by exaggerating. 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 the information and requesting that we not contact them, release the information to the offender or include the information in a report. The violator may be a friend and/or neighbor of the reporting party and the primary concern is that peace and tranquility be restored without undue and unnecessary legal proceedings. In many instances, disclosure of the reporting party's identity could lead to further complications, hostility and future retaliation by the offender. If the reporting party requests anonymity, and does not wish to be contacted by the officers, that should be noted in the call. However, reporting party information may be placed in the officer's report. If the incident becomes an arrest, the arrestee's attorney may request a copy of the report. They will then have access to the name, address and telephone number of the caller. If a caller asks if they must give their name, you must be honest and tell them it may not be required (depending on the incident).

LIARS

If you feel the caller is giving you false information, check the callback number. Check for contradictions in names, numbers and locations. Ask them to repeat certain information later in the call. Don't be afraid to question the caller as to the validity of their information. Listen for unusual noises or conversations in the background. Confirm they really **see** a weapon.

COMPLAINTS AGAINST OFFICERS

In the event a communications employee receives a complaint from the public regarding a police officer, transfer the call to the Watch Commander. If the Watch Commander is unavailable, take a message and make sure they receive it. Don't take the complaint and do not give your opinion of the incident. (Procedure No. 1011)

COMPLAINTS AGAINST A DISPATCHER

In this unlikely event, transfer the call to the Supervising Dispatcher, Communications Supervisor, or Watch Commander (in that order). Again, don't ask for details of the event and do not give your opinion. If you feel you are going to have someone complain about you, notify the Supervising Dispatcher immediately. It is much easier to have a rational conversation with a person making a complaint when the supervisor is aware of the incident. (Policy 1011)

CALLS FOR HOME PHONE NUMBERS OF POLICE PERSONNEL

You will **not** give the home address or phone number of any sworn officer or non-sworn civilian to anyone outside of current police personnel. **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 an emergency exists, offer to take the name and phone number of the calling party and then make the emergency call to the employee yourself.

CONTROL THE CONVERSATION

In order to ascertain the urgency of the problem and assist in prioritizing calls, the call-taker must take control of the conversation. After the initial exchange, and you sense the need of the calling party, cut off superfluous verbiage by leading the call into meaningful context by asking questions. Do not allow the caller to ramble on. 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.

Callers may panic, become irate or hang up if you do not appear organized in your questioning or confident in your work. The dispatcher must receive the information as quickly as possible to properly deploy sufficient units. Try to imagine how far a suspect can run or drive within the time it takes you to process the call? Officers must be provided with as much information as possible prior to arrival.

Once the reporting party has made the decision to call they usually know what they want to report, but they rarely know how to report it. In emergency situations, a person may be under such stress that they have difficulty communicating quickly and clearly. For this reason, the call-taker must take control of the conversation in a courteous, yet professional manner and ask these direct questions.

WHERE (did the incident occur)

Remember jurisdictional boundaries. Do not waste the time to take the call if another agency is going to handle the incident.

WHAT (type of incident)

You need to know this immediately to properly prioritize the call.

WHEN (did the incident occur)

The time element greatly impacts the priority of the call. Quickly ascertain 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 call/urgent), a secondary priority, or a routine (cold) call.

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, 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.

The procedure for high priority calls is as follows:

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

If the reporting party is calling from a business, get the name of that business and include it in the call. Include the suite number. If it is a 911 call, confirm that the address and phone number displayed on the automated location information screen (ALI) are accurate.

- Send the call to the dispatcher immediately with the partial information and then return to the caller for further details. Update the call as new information is received so that the dispatcher may, in turn, advise the responding officer(s).
- Ascertain if anyone is injured as soon as possible. Keep the party on the line. Update the call if there is an injury involved so that paramedics can be notified.
- For officer safety, it is imperative that you obtain the following information immediately, preferably in this order:
 - Vehicle description and license number
 - color - be specific - light blue, dark blue
 - year - at the minimum, newer or older model
 - make/model - Chev/Camaro, Ford/T-Bird
 - body style – sedan, convertible, van, suv, pick up full size-mini, etc
 - license number
 - Direction of travel, whether on foot or in a vehicle, and toward what street or landmark. Giving north/east/south/west in Antioch may be confusing since most streets do not run true to the compass and most citizens do not know true direction.
 - Weapon(s) used, if any - never assume anything. Just because no weapon was mentioned does not mean no weapon was involved. ASK. Be sure the caller observed the weapon and didn't just assume the suspect(s) had one because they were talking about it.
 - Number of suspects
 - Suspect's description (one suspect at a time)
 - race
 - sex
 - age
 - height (at least tall or short)
 - weight or build
 - hair/eye color
 - physical oddities, i.e. glasses, mustache, scars/marks/tattoos
 - clothing description - 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 as expeditiously as possible. Calls of this type must be carefully and accurately evaluated by the call-taker to ensure no person/property is in immediate danger. The procedure would be the same as a high priority call, except you need not send an incomplete call to the dispatcher and you may or may not need to keep the caller on the phone.

ROUTINE CALLS

The majority of calls received fall into this category. 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 and/or according to the circumstances of the individual incident.

Never tell a caller we are "on the way" unless you are absolutely sure that is the case. Do not give them a false sense of security and/or open the department up for litigation. If callers ask for a time frame, be realistic. Check the unit monitor and let them know an officer will be there as soon as possible. Avoid telling the caller that there is "no officer available to help you." This tends to put the caller on the defensive. It might be better to tell the caller that the officers are working an emergency (or other priority calls).

QUESTIONING

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 and WHEN.

TRANSFERRING A CALL

Only transfer calls when necessary. Advise the caller that you are connecting them to the appropriate agency, police/fire etc. Make sure the transfer is to the proper person and/or agency. Never give the caller misinformation and never guess. When transferring 911 to another Police agency you need to announce the transfer. The exception to this is when transferring to the Consolidated Fire Department

PUTTING A CALL ON HOLD

Offer patience and tolerance. Regardless of how busy you are, the caller should never be treated with impatience. Explain when it is necessary to put any caller on hold, such as "Hold on please, I have another line ringing". When you put a caller on hold, try not to leave the caller for more than 60 seconds. 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 you will help them as the other call-taker is in the middle of an urgent call. Ask others in the room to take over calls you have placed on hold if you find yourself in the middle of a potentially "hot call" or 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 positive rapport that would not otherwise exist. Remember never hang up on a caller without advising them of your actions ie, we will send an officer out, we will be mailing a report to you etc. Before terminating the call, the caller should always be advised if there will be an undue time delay on any response.

MICRO-DATA PHONE SYSTEM

The telephone system utilized in the communications center of the Antioch Police Department is an intelligent workstation known as "Micro-Data". It allows access to telephone information and performs various functions on a windows based PC monitor.

911 LINES

The State of California, like many other states, has adopted the 911 emergency phone system to expedite emergency police, fire and medical assistance. 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 console positions in the communications center. Each position is independently supported by Automatic Number Identification (ANI – which is the phone number), and Automatic Location Identification (ALI – which is the location of the phone) systems. The Antioch Police Department Communications Center is the primary answering point for police, fire and medical service. Therefore, the proper operation and maintenance of the 911 system is of vital importance to the welfare and safety of the residents of Antioch.

The 911 phone lines (not nine-eleven) are to be answered within ten seconds by state law. However, we at Antioch pride ourselves on answering on the first ring whenever possible. The appropriate way to answer 911 is by saying, "911 What is the location of your emergency". After you answer, listen to see if the call is an emergency. If the caller says his call is not an emergency, and you confirm from a short conversation it is not urgent enough to continue the conversation, it is recommended you ask the caller to call back on our non-emergency, police business line of 778-2441.

When you have determined that the call is either fire department or paramedic related, tell the caller you will "connect" them to the fire department and they should stay on the line to talk to the fire department directly. If the incident sounds like it is also a police related matter (an injury accident, an arson fire) stay on the line to obtain the information you need for a complaint mask. Do not make the caller give all of the information to you and then have them repeat the entire matter to the fire department. By staying on the line you will have a 3-way conversation and can usually obtain the necessary information and even coordinate directly with the fire department when necessary.

The address and phone number display are made to interface with the CAD complaint mask. It is recommended that you do not have a complaint mask open until after you answer a 911 line allowing the "ALI/ANI" to be captured so it may transfer over to the

complaint mask. Remember the location of occurrence may not be the same as the caller's location. Be sure to verify the location of occurrence and the location of the caller, as the screen may not be accurate. If the person has recently moved, the address may be incorrect.

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

If you receive a 911 call and hear fighting or arguing in the background, make a complaint mask, send it for dispatch, and stay on the line. Complete the complaint mask with the information you can hear, and that you still have an open line. Periodically update with any pertinent information.

BUSINESS LINES

Although emergency lines must be answered first, remember that emergency calls can come in on the business lines. These lines should be answered as soon as possible. They are to be answered "Antioch Police" followed by your name. To answer the telephone line that has been ringing the longest, click on the "priority" button with the mouse. Using the priority button will answer 911 lines first, emergency seven digit lines, then business lines and then in-house lines respectively. To put a call on hold, click on the "park" button. To hang up, hit the "release" button.

INTERNAL LINES

You should answer those lines, "Communications or Dispatch" and your name. The phone lines are labeled at 4060, 4061 and 4080. The phone outside of the Antioch Police Station is a direct ring down line that comes in on line labeled DR4980.

RING DOWNS

The ring down group is a list of phone numbers grouped together based on an old phone system no longer in use. They are to be answered "Dispatch" or "Communications" followed by your name.

- ALLIED - the allied line other agencies can call in on
- CON FIRE - Consolidate Fire Dispatch
- DOW - Dow Chemical 3 Way Line with Con-Fire
- Front Lobby Door 4980 - Antioch PD front door
- JAIL - Antioch PD Jail
- KAISER - Kaiser Hospital Deer Valley
- PD ONLY - incoming calls from police personnel
- SDMH - Sutter Delta Memorial Hospital ER-A
- SUBSALLY - Antioch Substation's SallyPort
- W/C - Watch Commander Office inside APD

TELEPHONE PAGING SYSTEM

Your phone can be used to page someone inside the police facility. Dial 81 to page someone inside the police station or dial 82 to page inside animal services using one of the three internal phone lines. After 6 seconds, you will then be live on the paging system. Speak slowly, distinctly, and repeat the name of the person you are paging. To exit, just click on the "release" button. It is suggested you give the person an extension number on which to contact you.

TRANSFERRING CALLS

When a 911 call comes in that needs to be transferred you can go about it two ways.

- Use "Contacts" section of the phone and click on "911 Transfer". Find the name and click on it. Then click the "Dial Contact" tab above the list. It is recommend that you announce you are "Antioch Police and you are transferring a call". Remain on the line long enough to make sure a police officer is not needed.
- If the agency or place you need is not listed in the "911 Transfer" file, you can dial the phone number from the Genovation Keypad (while keeping the caller on the phone) and hit enter. The call will go through immediately and again announce that you are "Antioch Police and you are transferring a call". Remain on the line long enough to make a police officer is not needed.

When a non-emergency calls needs to be transferred you can go about it multiple ways. Below are just a couple, you will find what is easiest for you.

- Use the Genovation key and dial the phone number you would like to transfer the call to. Then press enter. Once the caller picks up you can disconnected by hitting the release button.
- Use the "Contacts" section of the phone and search for the phone number or agency you need to transfer the call to. You can then click on the contact and hit either "Dial Contact" or "Transfer To Contact" to connect the call. By using "Dial Contact" you will stay connected to the call. By using "Transfer To Contact" you will be disconnected once the call is transferred.

TELEPHONE MESSAGES FOR PERSONNEL

Communications personnel will take telephone messages for on-duty sworn personnel when the occasions arise. All messages should contain a name of the party that called, return phone number and CF/Event number or reference to an incident. Notify the officer via mail message or by having the officer contact dispatch.

Messages for off-duty sworn personnel will be referred to voice mail at 779-6900 option 1.

OBTAINING NON-PUBLISHED NUMBERS

Due to a 1984 court decision, the telephone companies may release non-published telephone listing and/or subscriber information to a public safety agency only under the following conditions:

- To enable response to a possible life threatening situation. These have been described as incomplete 911 calls, unknown trouble calls, barricaded suspects, suicides, and similar situations.
- In response to a lawful search warrant

This does not cover calls relayed to this department by the telephone operator where callers have requested police assistance. The operator will have, and is authorized to give, such information (i.e. address and telephone number of calling party) to enable police response. Non-published numbers for Contra Cost County can also be accessed through the MicroData telephone system.

TEXT TO 9-1-1

Antioch Dispatch is now taking text to 9-1-1 calls. This service provides equal access to emergency services for the Deaf and Hard of Hearing Community as well as an alternate method of reporting emergencies when other traditional avenues are unavailable.

The Short Message Service (SMS), also known as text messaging, provides support for wireless subscribers to send 9-1-1 SMS text messages to Public Safety Answering Points (PSAPs) by using the single code 911 as the destination address of the SMS message. As with standard practice in the Communications Center, text to 9-1-1, is for official business and will fall under the same standards for recording and retention.

The following procedures will be followed for the processing of Short Message Service (SMS) to 9-1-1.

LOGGING ON AND OFF OF COMTECH EMEDIA

Dispatchers will sign into the Comtech EMedia 9-1-1 platform at the beginning of their shift as messages will only be received when logged on. Each dispatcher will ensure that the software is open and operational. The EMedia software will be used in accordance with the training and policies that has been developed and presented. At the end of a dispatch shift, dispatcher will log off of the system. It is incumbent upon dispatcher going off duty to provide a briefing or call information that is relevant to any active SMS calls for service.

VOLUME CONTROL

Dispatchers may not turn down or silence the volume control as it is one of the indicators that a new 9-1-1 text message has been received.

PRIORITIZING CALLS

All 9-1-1 calls are processed equally without regard to hierarchy and therefore Text to 9-1-1 (SMS) lines will be accepted and answered immediately without delay and all calls shall be prioritized based on the nature of the call whether voice or text. For in progress calls, the dispatcher will keep the text session open to obtain and update officer safety information as well as update the call accordingly until a officer has made contact.

LOCATION ACCURACY

It is imperative that the location be obtained at the earliest convenience because routing for location accuracy varies between cellular providers and for practical purposes it should be treated as a Phase 1.

REBID

At this time, the dispatcher is limited to a maximum of 5 rebids/refresh for updated location accuracy. The highlighted number in the center of the map indicates the number of times the location has been rebid/refreshed. Keep in mind the limits as you process the call. Upon transferring to another PSAP, the new dispatcher will receive a new allocation of 5 opportunities to rebid/refresh the location.



DROPDOWN QUESTION MENU

There are several frequently asked questions designed as pre-set messages that the call taker may use to ease the processing of the text conversation. The canned messages should be used whenever possible to both expedite the call taking process and for consistency between calls. The flow of the text conversation should emulate those of voice 9-1-1 calls in that the 5 1/2 W's; Where, What, Who, When, Weapons, and How should be answered. Dispatchers will not use jargon, abbreviations, or acronyms but rather spell out questions to avoid misunderstanding with the callers.

1. The caller will be greeted with the following script; "Antioch Police what is the location/address of the emergency you are reporting?" It is imperative that the location be obtained and verified because routing for location accuracy varies between cellular providers and for practical purposes it should be treated as a Phase 1.
2. The dispatcher should ask the caller if they can call in by voice and if it is safe for them to do so.

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3. The dispatcher should ask the caller if they can receive a voice callback if necessary and if it is safe for them to receive a call from 9-1-1.
 4. Once it's been determined that a field unit response is necessary the dispatcher will generate the call for service in CAD via the Event Entry Mask.
 5. The dispatcher will use the appropriate call-type based upon the information they solicit and receive to generate a call for service. The dispatcher should indicate in the synopsis of the call that it was a text to 9-1-1 call.

MULTIPLE TEXT TO 9-1-1 CONVERSTATIONS AT ONE TIME

Dispatcher will process no more than two callers or conversations at once. Since multiple text sessions may be handled at once, per dispatcher, the highest priority text to 9-1-1 will be determined by the nature of the emergency.

MULTIPLE TEXT TO 9-1-1 FROM DIFFERENT INCIDENTS

It is imperative that if you receive multiple texts you respond to each message to ensure which call takes priority. If multiple texts are received about the same call or incident you must respond to each message to ensure that they are indeed related and not a different call.

JURISDICTIONAL BOUNDARIES

The caller is anchored to the originating PSAP until the dispatcher ends the conversation or transfers to another jurisdiction that accepts text to 9-1-1 calls. Upon successful transfer, the dispatcher may end their respective session by releasing the session.

CALLERS IN A DIFFERENT JURISDICTION

SMS is an emerging technology and it is possible to receive a text from a caller that is not in your jurisdiction. If the text session enters another jurisdiction, then the incident will be passed on to that agency, either by transferring the session or by relaying all the information by voice.

CALLERS THAT TRAVEL OUT OF ANTIOCH - NEW JURISDICTION ACCEPT TEXT

If the caller leaves our jurisdiction the dispatcher will transfer the text session to the agency responsible for that jurisdiction if they are capable of receiving text sessions.

NEW JURISDICTION DOES NOT ACCEPT TEXT

If the receiving agency does not have the capability of receiving text, the original dispatcher will maintain the session and relay the information to the appropriate agency.

TEXT RECEIVED IN LANGUAGE OTHER THAN ENGLISH

Only dispatchers who have successfully taken and passed the official Antioch Police Department secondary language testing process for written language skills may answer calls via text in the approved language.

If a dispatcher is not certified by the aforementioned criteria they will direct the caller to make a voice call to 9-1-1.

If the dispatcher is certified for written language skills and receives a call from someone outside of our jurisdiction who is a member of the Deaf and Hard of Hearing community or in an emergency situation where it is too dangerous to make a voice call the dispatcher will process the call, gathering the necessary information, and contact the correct agency and provide them the information.

At this time, only Spanish is offered as a second language but language translation services in the EMedia platform are currently in development to address the needs of our constituency.

NON-RESPONSE POSSIBLE EMERGENCY

If there is language within the original text to indicate that there may be a legitimate emergency the dispatcher will message back the following, "If you have an emergency, text or call 9-1-1."

If there is still no response create a call for service using the type code T911 using the best known location, either latitude/longitude, or address. If there are indications that the circumstances would fit another type code use the most appropriate type code.

POSSIBLE ACCIDENTAL TEXT

If the language within the original text does not indicate that there is an emergency or that it was a misdial or accidental text the dispatcher will message back the following: "If you have an emergency, text or call 9-1-1."

ANONYMOUS TEXT

At this time, in order for a caller to use text to 9-1-1, the caller must have a data plan through a wireless carrier so there will not be a truly anonymous text. If there is an indication that a legitimate emergency is occurring and the caller is non-responsive the dispatcher will create a call for service using the non-responsive protocol.

ENDING THE CALL WITH RECONFIRMING THE ADDRESS

Before ending the call, the dispatcher will advise the caller that the requested assistance will be sent to the address that the caller provided. For example, "Officers will be sent to 2201 Sycamore #68". This will help confirm that the address of the incident location is correct.

NOTIFYING THE CALLER THE SESSION WILL END

The dispatcher will send the caller a message indicating that the text session is ending and then the dispatcher will end the session by using the *Release* button. Dispatchers will keep in mind, that a text messaging session cannot be restored or initiated by a dispatcher. Text sessions may only be initiated by callers and may only be ended by the dispatcher.

MULTIMEDIA MESSAGE ATTACHMENTS (MMS)

In the unlikely event a text message contains multimedia content; the dispatcher shall not open the content, click any link, or open any dialog box containing the content. Instead, the dispatcher will indicate in the text of the call for service that multimedia content was contained in the text and the time stamp.

AMBER ALERTS

History

AMBER Alerts are named after 9-year-old Amber Hagerman -- who was abducted on January 13, 1996 in Arlington TX, while riding her bicycle. Amber's body was found 4 days later in a drainage ditch and the murderer was never found. Seventy-five percent of abducted children are killed within the first 3 hours. The goal of AMBER Alerts is to alert the community and the media of the abduction at the earliest possible moments so that there are more eyes on the lookout for the responsible vehicle, suspect, and child.

Requirements

It is important to have key information in order to activate an AMBER Alert.

The more detailed information that the call taker and responding officers are able to gather, the more information the media and the public have. Trying to get a detailed description of the victim, the suspect, the vehicle, and a time frame are an important part of the call takers responsibility when handling a report of a child abduction.

The minimum requirements for activating an AMBER Alert are:

- The investigating law enforcement agency confirms an abduction has occurred
- The victim is 17 years of age or younger, or has a proven mental or physical disability
- The victim is in imminent danger of serious injury or death
- There is information available, which if provided to the public, could assist in the child's safe recovery.

Notifications

When a call comes in of a possible abduction it is important to notify the patrol supervisor. Once an officer responds and confirms there has been an abduction an AMBER Alert can be requested by the sergeant or a higher ranking officer. The dispatcher will make the call to CHP to activate the changeable message signs. The more detailed information that the call taker and responding officers are able to gather the more information the media and the public have. Trying to get a detailed description of the victim, the suspect, the vehicle, and a time frame are an important part of the call takers responsibility when handling a report of a child abduction. There is an AMBER Alert work sheet checklist in the Dispatch Info Board binder.

There are different elements of an AMBER notification that can be activated. It is important to confirm with the sergeant/lieutenant prior to activating the different elements.

- Statewide Teletype
- Countywide APB or C666
- Notification of the public via the Emergency Alert System
- Notification of the media via the Emergency Digital Information System
- Request for activation of Caltrans changeable message signs

AMBER Alerts can be received via teletype if they are being reported by another agency that has already confirmed the abduction. When this is the case, the dispatcher receiving the teletype will forward the message to all MDS and CAD terminals. If the alert is in our area be sure the sergeant has been advised.

EAS

The Emergency Alert System (EAS) message interrupts radio and television broadcasts and provides information to the public immediately. To attract attention, the messages are preceded and concluded with alert tones.

As the lead public safety communications center for Contra Costa County, the Sheriff's Communications Center is the only communications center that can activate the EAS portion of the AMBER Alert System.

EDIS

The Emergency Digital Information System (EDIS) delivers official information about emergencies and disasters to law enforcement, news media and the public in California. Electronic emergency bulletins posted to EDIS are available by e-mail and pager from various providers, who voluntarily provide this service. In addition, text messages and color images and graphics can be posted on the EDIS Web site (www.edis.ca.gov) for access by the media, law enforcement agencies and the public.

CMS

The activation of electronic Changeable Message Signs operated by the California Department of Transportation (Caltrans) gives real-time information to motorists. As part of the **Amber Alert** system, these signs can transmit information about a confirmed child abduction case. The signs will only be activated for an incident that meets the **AMBER ALERT** criteria. When local law enforcement agencies want message sign activation, the CHP will be the point of contact.

SILVER ALERTS

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, or a person who is developmentally disabled or cognitively impaired. 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.

CRITERIA

In accordance with Government Code 8594.10, the Silver Alert system will be coordinated by the California Highway Patrol. Upon activation of a Silver Alert, the California Highway Patrol will assist the investigating law enforcement agency by activating changeable message signs, issuing be-on-the-lookout alerts, sending Emergency Digital Information Service Messages and posting electronic flyers.

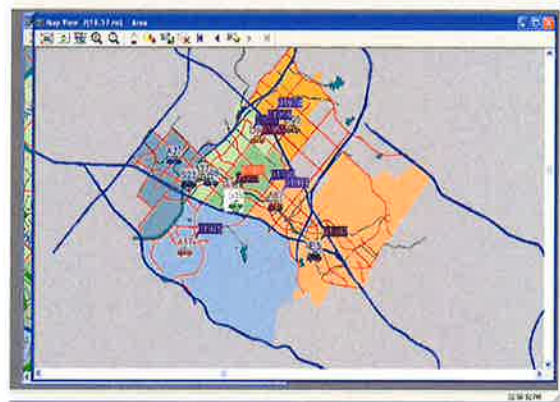
A Silver Alert will not be initiated by the California Highway Patrol unless it meets all the following criteria:

- The missing person is 65 years of age or older, development disabled or cognitively impaired.
- The investigating agency has utilized all available local resources.
- The law enforcement agency determines that the person has gone missing under unexplained or suspicious circumstance.
- The law enforcement agency believes that the person is in danger because of age, health, mental or physical disability, environment or weather conditions, that the person is in the company of a potentially dangerous person, or that there are other factors indicating that the person may be in peril.
- There is information available that, if disseminated to the public, could assist in the safe recovery of missing person.

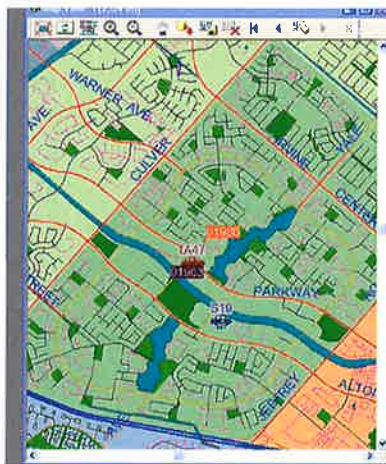
AUTOMATED VEHICLE LOCATER

SAMPLE ONLY

The Antioch Police Department Communications Bureau is fortunate to have a GPS vehicle locator and map as part of our CAD system. This is commonly referred to as "AVL". It is a Global Positioning System ("GPS") that will display the patrol unit's vehicle in the field to within 10 ft. of their actual location. The GPS is based on a constellation of 24 satellites that work together to determine the location of the units.



The patrol units are automatically put into the system when the patrol officer logs onto his MDS. They will continually pole to update the unit's location. This is a valuable aid to determine the closest unit to utilize in an emergency situation.



The tracker has a variety of maps available for your use. The dispatcher may have only one map view visible at a time. This affords the dispatcher an overview of the location of all entered units at a glance. The dispatcher has the ability to enlarge a map to zoom in on a specific area, view areas that surround the city, view a specific sector of the city, search for a specific address within the county, display the names of major streets and highways, measure distances between two points on the map, calculate latitude and longitude.

ONLINE REPORTING

Both Antioch and Brentwood Police Departments have online report forms for crimes with no suspect information.

EXAMPLE OF ANTIOCH POLICE DEPARTMENT ONLINE REPORTING WEBSITE

Select Incident Type

There are several different incident types that can be entered using the internet. Please select one from the list below and continue. If the incident you are reporting has a known suspect, you should instead call us.

Select	Incident Type	Definition	Examples
<input type="radio"/>	Graffiti	The act of changing, modifying or defacing public or private property in the form of graffiti.	Someone painted a name, wording and/or gang related signs on the side of a building, car, house or sidewalk.
<input type="radio"/>	Harassing Phone Call	Unwanted phone calls of an annoying, harassing or threatening nature.	Immediate hang-ups, obscene language, etc. with no known suspects.
<input type="radio"/>	Identity Theft	Obtaining someone else's personal identifying information and using it to obtain credit, goods or services.	Someone obtains a credit card using your S.S.N. or obtains phone service using your personal information.
<input type="radio"/>	Lost Property	When property is missing or lost.	Property that is missing, leaving items in restaurant, or missing from home.
<input type="radio"/>	Non Injury Hit and Run	Leaving the scene of an accident without providing required license, insurance or vehicle information.	Damage caused by another vehicle in which the driver should have left information or fled the scene without stopping to exchange information.
<input type="radio"/>	Supplemental Report	Add information to an already existing report. Please make sure you have the report number for the report you originally filed.	You have additional property that you have discovered missing or information regarding the report you have already filed.
<input type="radio"/>	Theft	Your property is taken without your permission.	Property known to be stolen and missing may be reported. Lost property is not a theft.
<input type="radio"/>	Theft From Open Garage	When property is stolen from an open garage with no forced entry.	Property was stolen such as bicycle, tools or equipment from an attached or unattached garage with no forced entry. Either the main garage door was left open or the side door was unlocked.
<input type="radio"/>	Theft from Vehicle	Property is stolen from a motor vehicle.	Stolen equipment or belongings from a vehicle.
<input type="radio"/>	Vandalism	The act of changing, modifying or defacing public or private property.	EGging a house or car. knocking over mail box, throwing rock through windows, etc.

SCHEDULE &TIMESHEETS

Timesheets are submitted every Monday morning. Pay days are every other Friday. Your time sheet must reflect any time off or overtime and have the appropriate OT card or leave form attached.

Outside of training we work a 36 hour week and a 48 hour week. Totaling an 80 hour pay period with 4 hours of built in OT. You will not work OT during training. Time off during training must be approved by the Communications Supervisor.

You are paid shift differential for swing shift and graveyard. It is your responsibility to include shift differential on your timesheet. Timesheets should be put into the timesheet binder located near the fax machine.

We usually bid our shifts by seniority between October and December for the following year. Vacation is chosen at the same time.

POLICY MANUAL

On December 20, 2015, the Antioch Police Department published a brand new policy manual through Lexipol. Lexipol is a company that specializes in writing police, fire, and custody policies. These policies are written by attorneys and subject matter experts who “constantly monitor court decisions, legislation, and emerging trends” and then provide timely updates as these things change. This policy manual is web based. In fact, there is even an app available that allows you to view and acknowledge receipt of all of our policies from your smart phone. Everyone here at the PD and Animal Services (full-time employees) has an account.

The link to access Lexipol: <https://policy.lexipol.com/agency/login?logout>

Your user name is your department email address and the generic password to gain access for the first time is: **policy123**

The first time you access the program, you will be required to change your password. The only requirement for the password is that it must be at least 8 characters in length. Once you change your password, the system will force you to log in with the new password before it lets you in.

The first page you will see is a list of policies that need to be read and acknowledged. You can either click on the policies from this page, or you can go to the actual policy manual and do it from there. To view the policy manual, click on the “Manuals” tab in the upper left hand side of the screen. When you do that you’ll see a line that says Antioch PD Policy Manual—click on that. You will be taken to a screen that has 10 chapters. Click on any one of these chapters to expand it, revealing all the policies contained in that particular chapter. Any policy that has an orange triangle next to the name needs to be reviewed and acknowledged by you. To do this, just click on the policy and it will open a window with the policy. Read the policy. At the end there will be a disclaimer message and an “Acknowledge” link. When you’ve read and understand the policy, click “Acknowledge” and go on to the next policy. The orange triangle will disappear. This process can be done from any desktop computer with internet access (it is recommended that you save the link as a favorite), the MDS, or a smart phone (use the app...it’s very user friendly). It is important that you acknowledge each policy, because the system keeps track of what you have acknowledge and what you have not.

ALL EMPLOYEES ARE EXPECTED TO READ AND ACKNOWLEDGE ALL POLICIES WITH IN 3 MONTH OF START DATE.

Several people in the department have been trained on how to access this system. If you have any questions, please contact your supervisor.

DISPATCH POLICIES

These policies should be read during the first month of dispatch training.

_____ Policy 200:	Organizational Structure and Responsibility
_____ Policy 206:	Information Technology Use
_____ Policy 207:	Electronic Mail
_____ Policy 209:	Facility Access and Security
_____ Policy 305:	Officer-Involved Critical Incident
_____ Policy 306:	Vehicle Pursuits
_____ Policy 307:	Foot Pursuits
_____ Policy 310:	Special Weapons and Tactics (SWAT) & Hostage Negotiation Team (HNT)
_____ Policy 318:	Transportation of Citizens/Detainees/Prisoners
_____ Policy 319:	Ride-Along Policy
_____ Policy 324:	Media Relations
_____ Policy 325:	Mobile Data System Use
-----Policy 331:	Automated External Defibrillator (AED)
_____ Policy 336:	Off-Duty Law Enforcement Actions
_____ Policy 338:	Department Badges
_____ Policy 402:	Officer Response to Calls
_____ Policy 403:	Modified Service Guidelines
_____ Policy 407:	Hostage and Barricade Incidents
_____ Policy 408:	Response to Bomb Calls
_____ Policy 414:	Crisis Intervention Incidents
_____ Policy 503:	Disabled Vehicles
_____ Policy 504:	Vehicle Towing and Release Policy
_____ Policy 600:	Missing Persons
_____ Policy 601:	Domestic Violence
_____ Policy 701:	Personal Communication Devices

_____ Policy 702:	Vehicle Use
_____ Policy 800:	Communication Operations
_____ Policy 801:	Radio Procedures
_____ Policy 802:	Telephone Procedures
_____ Policy 803:	Calls For Service (Priorities)
_____ Policy 804:	Code 666/Be on the Lookout Broadcasts
_____ Policy 805:	Public Works Call-Out
_____ Policy 812:	Animal Control
_____ Policy 900:	Temporary Holding Facility
_____ Policy 1001:	Standards of Conduct
_____ Policy 1002:	Reporting of Employee Convictions
_____ Policy 1003:	Discriminatory Harassment
_____ Policy 1007:	Personnel Files
_____ Policy 1014:	Personal Appearance Standards
_____ Policy 1017:	Nepotism and Conflicting Relationships
_____ Policy 1018:	Shift Trades-Sworn and Dispatch Personnel
_____ Policy 1022:	Meals Periods and Breaks
_____ Policy 1026:	Outside Employment
_____ Policy 1028:	Personal Data/Mail
_____ Policy 1027:	Personal Involvements

RIDE ALONG CHECKLISTS ANTIOCH BEAT ONE

Trainee: _____

Officer Signature: _____ Date: _____

1. Antioch Marina/Boat Ramp
2. Marina over flow lot
3. Marsh Elementary
4. County Fair Grounds
5. Babe Ruth Baseball Fields
6. Prosserville Park
7. Corporation Yard
8. Delta Diablo Sanitation
9. Riveria Appartments
10. Fire Admin Building
11. Crestview Pines Apartments
12. Phoenix House/Don Brown Shelter
13. Humphreys
14. Riverview Lodge
15. Stamm Parking Lot
16. Antioch High School
17. Prospects High School
18. Antioch Library
19. City Hall
20. Bonfare
21. Red and Green Market
22. Loma Ln
23. Palms Lot
24. BACS

RIDE ALONG CHECKLIST ANTIOCH BEAT TWO

Trainee: _____

Officer Signature: _____ Date: _____

1. Kimball Elementary
2. Bidwell High School
3. Holy Rosary School/Church
4. Holy Cross
5. Salvation Army
6. Bart Park and Ride
7. Senior Center
8. Fire Station 81
9. Boat Ramp
10. Sam's Market/Liquor
11. Wells Fargo Bank A St
12. City of Antioch Credit Union
13. Almondridge Park
14. City Park
15. A Street Extension
16. Riverview Motel
17. Economy Inn
18. Executive Inn
19. Lakeshore Apartments
20. Antioch Middle School
21. Antioch City Park
22. Post Office
23. 7 11 (both of them)

RIDE ALONG CHECKLIST ANTIOCH BEAT THREE

Trainee: _____

Officer Signature: _____ Date: _____

1. Quik Stop
2. Ramada Inn
3. Contra Loma Park
4. International Wine and Liquor
5. Lemontree/Peppertree Alley
6. Oakwood Village
7. Windsor Court Apartments
8. Delta Pines Apartments
9. Turner Elementary School
10. Hudson Townhouses
11. Delta View Apartments
12. Delta Pines Apartments
13. Mira Vista Hills Apartments

RIDE ALONG CHECKLIST ANTIOCH BEAT FOUR

Trainee: _____

Officer Signature: _____ Date: _____

1. Park Middle School
2. Sutter Elementary
3. Mission Elementary
4. Fire Station 83
5. Post Office
6. Chichibu Park
7. Worth Shaw Park
8. Mira Vista Park
9. Mira Vista Hills Park
10. Gentrytown Park
11. Village East Park
12. Canal Park
13. Memorial Field
14. Entrance to Black Diamond Mines Regional Park
15. "St. Iggy's"
16. "Skipps"
17. Legends
18. 19th Hole
19. Quik Stop
20. Jacks Car Wash
21. Twin Creeks Apartments
22. Cypress Meadows
23. Kaiser Psychology (Mental Health)
24. 7 11 (both of them)

RIDE ALONG CHECKLIST ANTIOCH BEAT FIVE

Trainee: _____

Officer Signature: _____ Date: _____

1. Dallas Ranch Middle
2. Belshaw Elementary
3. John Muir Elementary
4. Lone Tree Elementary
5. Eagleridge Park
6. Fire Station 82
7. Sutter Delta Memorial Hospital
8. Lone Tree Convalescent
9. Quail Lodge
10. Entrance to East Bay Regional Parks
11. Lone Tree Golf Course
12. AMC
13. Starbucks on Lonetree (both)
14. Concert Barn
15. Gates of Hell (stone gates)
16. Food MaxX
17. 7 11 (both of them)
18. Tailgaters

RIDE ALONG CHECKLIST ANTIOCH BEAT SIX

Trainee: _____

Officer Signature: _____ Date: _____

1. Knoll Park
2. Deer Valley High School
3. Kaiser Hospital
4. Slatten Ranch Shopping Center
5. Prewett Water Park
6. Skate Park
7. Community Center
8. Cross Pointe Apartments
9. MNO Grant Elementary School
10. Carmen Dragon Elementary School
11. Black Diamond Middle School
12. Hillcrest Park
13. Williamson Ranch Park
14. SubStation
15. Walmart
16. 7 11 (both of them)

ACTION LINE SHORT CUTS

COMMAND	EXAMPLE	DESCRIPTION
ECOMM Commands on Action Line		
N.	N.(last,first).(Sex).(DOB)	Name check
O.	O.(Driver License #)	Driver license check
	O.(Driver License #).CA	Driver license check outside of CA
L.	L.(license plate)	License plate check
	L.(license plate).(STATE)	License plate check outside of CA
V.	V.(vin)	Vehicle Identification number check
	V.(vin). (STATE)	Vehicle Identification number check outside of CA
F.	F.(serial #)	Firearm check
P.	P.(serial #).(prop code)	Property check
Dispatching and Onview Commands		
:	(call sign): {no space}	Log a unit on
	(call sign):(employee number)	Log on a unit with an employee number
	(call sign):(employee number).V=(vehicle number).M=(mileage)	Log on everything
D	D (unit)	Dispatch unit to a call that the blue box is on
	D (unit) (event #)	Dispatch unit to a call with the event #
	(unit) D E.(unit already on call)	Dispatch unit to a call that another unit is already on
49E	49E (unit)	Dispatch & show unit enroute to a call blue box is on (ofc must be 10-8)
	49E (unit) (event #)	Dispatch & show unit enroute to a call with the event #
	(unit) 49E E.(unit already on call)	Dispatch & show unit enroute to a call that another unit is already on
97E	97E (unit)	Dispatch & show unit onscene at a call blue box is on (ofc must be 10-8)
	97E (unit) (event #)	Dispatch & show unit onscene at a call with the event #
	(unit) 97E E.(unit already on call)	Dispatch & show unit onscene at a call that another unit is on
94	94 (unit) ;(location)	Subject stop
94A	94A (unit) ;(location)	Subject stop requesting a cover unit
944	944 (unit) ; (location)	Subject stop and code 4
95	95 (unit) L.(plate) ;(location)	Traffic stop
95A	95A (unit) L.(plate) ;(location)	Traffic stop requesting a cover unit
954	954 (unit) L.(plate) ;(location)	Traffic stop and code 4
96	96 (unit) L.(plate) ;(location)	Suspicious vehicle
96A	96A (unit) L.(plate) ;(location)	Suspicious vehicle requesting a cover unit
964	964 (unit) L.(plate) ;(location)	Suspicious vehicle and code 4
,	, (any info)	Adds information to a call
;	;(new location)	Change the location of an event on the Unit Monitor
AT	AT (#)	View attachments
D.A	(call sign) D.A	Assigns a case #
NO,	NO, (any message)	Put note in "status" column (blue box must be around call you want note on)
HO	HO (event # call sign)	Hold an event for a unit
UNHO	UNHO (event #)	Unhold event
OP	OP (event number)	Reopen a closed event
PR	PR (call sign)	Assigns a unit as primary to event
>	(unit on a call) < (unit)	Unit is taking over the unit on the call, making unit on curent call 10-8
<>	(unit) <> (unit)	Units exchanging assignments

ACTION LINE SHORT CUTS

Misc Commands		
TO	TO (call sign or terminal),	Sends a message to an officer or CAD terminal
HI	HI (EVENT #)	View event history
	HI (call sign)	View units history
	HI (vehicle #)	View who was driving a vehicle
SE	SE (any word or #)	Searches events for any word or number
RI	RI (any word)	Searches the reference file for information
EMP	EMP (name or employee #)	Employee # & Employee name will show
WH	WH (last name)	Searches for officers names or terminals logged on
LA	LA	Shows last case number and event number assigned
	LA (call sign)	Shows last case numbers assigned to that officer

State of California Department of Motor Vehicles – Common License Plate Configurations

CLETS File Code		License Type	Format (N = Any Number L = Any Letter)	Example(s)
PC	Passenger Automobile	NNNLLL LLLNNN NLLLNNN	321KLP BMF987 1ABC998 2BCV748 3XPO998 4CCO987	
CO	Commercial Vehicle	LNNNNN NNNNNL NLNNNN NNNNNLN	Z89878 12345A4 33438X 1Z98098 6A89234	
PE	Environmental License Plates (ELP) aka Personalized Plates	There are no zeroes used in ELPs. What looks like a zero is actually an "O".		GTHIAHB BBYJSUS SPCLBUS
MC	Motorcycles	NNNNNN NLNNNN NNLNNNN	123456 3V2154 33M5847	
DP	Specialized (Includes disabled persons)	DPNNNNN NNNNNDP	DP98989 94893DP	
TL	Trailer	LLNNNN NLLNNNN	AB9878 2BN8987	

KEYBOARD FUNCTIONS

KEY/FUNCTION	DESCRIPTION	
F2	Reference file	
F4	Recall commands typed in Action Line	
F5	Opens inactive CAD screen to enter a call	
F6	Event history	
F7	Moves cursor to ECOMM screen	
F8	Opens active CAD screen to enter a call	
F9	Moves cursor to AM Message screen	
F10	Moves cursor to Dispatch Panel screen	
(Shift) F5	Look to merge calls together	
(Control) F8	Auto populate ANI/ALI to address field	
F3	Moves cursor to DATA911 Tool Bar	
short cuts in F3		
A	Address Alert	
D	Dispatch Panel	
E	Event Monitor	
H	Unit History	
I	Unit Info Screen	
M	Messaging	
N	New User	
P	Unit Panel	
R	Event Reader	
S	Search Screen	
U	Unit Monitor	
V	Event Monitor	
X	Exit	

F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
	RI FILE		RECALL ACTION LINE	OPEN CAD SCREEN	EVENT HISTORY	ECOMM SCREEN	OPEN CAD SCREEN	MSG SCREEN	DISPATCH PANEL		
				SHIFT MERGE CALLS			CTRL ANI/ALI FILL				

OUT CODES

15	Prisoner Transportation
15X	Female Prisoner Transportation
19	Return/Enroute to Station
49	Enroute
7A	Admin Duties
7B	Bathroom
7C	Cover
7FP	Foot Patrol
7J	Booking/MDF
7L	Court
7OD	Off Duty
7P	Out on Portable
7R	Out at Residence
7S	Station
7T	Transport
7W	Report Writing Available for calls unless SGT says otherwise
7Y	Corp Yard
8	In Service/Available for Calls
97	Arrived on Scene
C5	Code 5
C6	Out for Investigation
C6S	Subpoena Service
C6V	Vacation House Checks
C6W	Warrant Service
C7	Lunch
C7R	Lunch at Home
C7S	Lunch at Station
FP	Foot Pursuit
HBC	Hailed by Citizen
MA	Motorist Assist
OV	On view
P	Vehicle Pursuit
PE	Parking Enforcement

WARRANT INFORMATION CHEAT SHEET

JAWS WARRANTS

1. **Abstract** – Pull abstract
Send to officer's MDS, jail printer & DSHO (MDF printer)
2. **Due Diligence** – Advise if the subject was sent to MDF or cited and give court date
Send return to officer
3. **WPS locate** – Clear/locate hit in WPS, send return to officer, copy into CAD event

JAWS – JUVENILE OR WAP WARRANTS

1. **Abstract** – Pull abstract, return will show that COCO holds the warrant
If abstract is not sent in 15-20 minutes call COCO warrants and ask for them to pull the warrant
Send abstract to officer's MDF, JW10 if going to juvenile hall, DSHO if going to MDF
2. **Due diligence** – send ADMIN message to advise if subject was sent to JHALL or MDF
(press keypad #1 from ECOMM for the form)
3. **WPS locate** – Locate hit in WPS
4. Copy & paste all info into CAD event and send to officer

OUT OF COUNTY WARRANTS

1. Call and confirm the warrant ask them to send an abstract to ANTO
2. Once the abstract is received send abstract to officer's MDS, jail printer, DSHO (MDF printer)
3. Send the ADMIN message with due diligence (press keypad #1 from ECOMM for the form)
DOJ/CDC warrants do not need an ADMIN message
4. Locate warrant in WPS
5. Copy & paste all info into CAD event and send to officer

OUTSIDE AGENCIES CALLING TO CONFIRM A WARRANTS HELD BY APD/BPD

1. Make a CAD event using 27SUB priority 5 for APD
2. Run subject out and check for JAWS warrant, if in JAWS it's a good warrant. Ask the outside agency where they would like the abstract sent and find out if they are going to arrest the subject or cite them out. If a cite check the "court appearance" binder (dark green binder)
3. Pull abstract and send to outside agency
4. Complete due diligence in JAWS
5. Check WPS to see if located, if not, clear warrant out of WPS system
6. Print all information and put in records mail slot

ANTIOCH POLICE DEPARTMENT

DISPATCH TRAINEE DAILY PERFORMANCE APPRAISAL

Shift:		Hours:		Initials ↓	Date Signed: ↓	Date Worked:	
Trainee:						Employee #:	
Trainer:						Employee #:	

Rating Scale										
NRT ----	Unacceptable Performance 1	Needs Improve ment 2	Minimal Improvement 3	Consistent Improvement 4	Acceptable Performance 5	Approaching Mastery 6	Task Mastered 7			

	NRT	1	2	3	4	5	6	7	N/O
CALL TAKING									
1. Listens and Comprehends									
2. Articulation and Tone									
3. Telephone Performance: Stress									
4. Telephone Performance: Non-Stress									
5. Interrogation Skills									
6. Call Processing									
7. Multitasking									
8. Officer/Citizen Safety									
9. Problem Solving and Decision Making Ability									
10. Telephone System (use of)									
11. Geographic Knowledge/Jurisdictions/Beat Structures									
RADIO									
12. Radio Procedure									
13. Police Dispatch Procedures									
14. Channel Management									
15. Officer Safety									
16. Problem Solving and Decision Making Ability									
17. Multitasking									
18. Radio Performance: Stress									
19. Radio Performance: Non-Stress									
20. Geographical Knowledge/Jurisdictions/Beat Structures									
KNOWLEDGE									
21. CAD Procedures/Operation									
22. RMS Procedures									
23. JAWS/CLETS/NCIC Procedures and Operations									
24. Room Awareness									
25. Department Policies and Procedures									
26. Knowledge of Codes									
27. Written, Verbal and Performance Tests									
28. Use of Resource Manuals, Call-out books, and Map Books									
29. Keyboard/Cursor Manipulation									
30. Operation of Workstation Equipment									
ATTITUDE AND INTERPERSONAL SKILLS									
31. General Appearance									
32. Acceptance of Feedback									
33. Acceptance of Responsibility									
34. Relationship W/Citizens/Dept. Members/Outside Agencies									
35. Work Habits									
TRAFFIC VOLUME AND POSITION WORKED									
Telephone Time _____ Hours	Telephone Volume: Circle one		Slow		Medium		High		
Radio Time _____ Hours	Radio Volume: Circle one		Slow		Medium		High		
Other Time _____ Hours	Describe								

DISPATCH TRAINEE DAILY PERFORMANCE APPRAISAL

Supplemental Narrative Section

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