

**SANTA ROSA POLICE DEPARTMENT
COMMUNICATIONS SECTION**

**STANDARD OPERATING PROCEDURES
MANUAL**



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Version 01.09.18**

MISSION STATEMENT

It is the mission of the Communications Section to provide a reliable and accurate communications link between the public needing assistance and emergency service responders. Further, our mission in Communications is to provide efficient, responsive, and compassionate customer service to the public.

PREFACE

The duties required of a Communications Dispatcher are numerous and complex. This manual of Standard Operating Procedures is intended to define these duties and provide instruction for implementing department and section policies. This document supplements the department General Orders and Lexipol Policies but does not supersede it.

No single manual can address every situation that will arise in the Communications Section. While all employees are expected to perform within the guidelines set forth here, in situations not stated here, the employee is expected to perform in the best interest of the citizen, the city, and the employee.

This manual was created and became effective as of December 15, 2004; however, as the duties and needs in the Communications Center change, so will this document. It is a manual that will adapt to the changes required by the dispatchers, the department, the community, and changes in laws.

All Communications personnel are expected to be knowledgeable about the policies and procedures contained in this manual.

Rules and regulations in this manual supersede all previous Communications procedures.

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Revised

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CHAPTER 1 – AUTHORITY

1.1 COMMUNICATIONS STANDARD OPERATING PROCEDURE MANUAL

The Communications *Standard Operating Procedure* manual is provided for the use of all employees in the Communications section. The intent of this manual is to provide all employees with guidelines for the performance of their duties during normal and emergency situations.

In all circumstances that are not addressed in this manual, employees are expected to exercise their best discretion to provide for the well-being of the citizen, the city, and the employee.

In all cases of conflict, the city *Personnel Rules and Regulations*, the police department *Lexipol Policies*, and SEIU, Unit 14 *Memorandum of Understanding* shall take priority over all regulations and procedures in this manual.

1.2 CHAIN OF COMMAND

The Communications supervisors supervise the unit during daily operations, ensure that policy and procedure are adhered to, ensure adequate staffing, and coordinate activities on the shifts with the watch commanders. All Communications dispatchers and trainees are directly responsible to the Communications supervisors.

Any Communications personnel having any problem, suggestion, or questions arising from their employment are required by *City Rules and Regulations* to attempt to resolve an issue at the lowest possible level. Most issues will be handled at the Communications Supervisor level.

The chain of command for the Communications Center shall be: Communications Dispatcher Trainee → Communications Dispatcher – Communication Training Officer → Communications Supervisor → Technical Services Division Manager → Chief of Police.

In operational situations, the Communications dispatchers and the Communications Supervisors shall take direction from the Patrol Supervisor and/or Watch Commander.

Probationary dispatchers in the Communications Training Program report directly to the assigned Communications Training Officer during the shift. Any matters in reference to the training program are the responsibility of the Communications Supervisor assigned to oversee training.



1.3 COMMUNICATIONS SUPERVISION

The Communications Supervisor is responsible for the day-to-day operations of the Communications Center. While on duty, the Communications Supervisor is not to work radio positions or answer incoming calls for service as a matter of routine. During staffing shortages and/or operational events, Communications Supervisors are expected to be present on the floor and assist as needed at their discretion. When a Communications Supervisor is working overtime in the Communications Center as a dispatcher, they will also assume the supervisory role, if the duty supervisor is not present.

The Communications Supervisor is to be available to respond to the questions of dispatchers, watch commanders, field sergeants, and other field personnel. They must be in a position to monitor what goes on in the Communications Center. The normal work area is Position 8 or the supervisor's office. When the Communications Supervisor is not immediately available, a dispatcher may be designated to monitor the room and notify the supervisor when he or she is needed.

1.4 COMMUNICATIONS TRAINING OFFICER

A dispatcher may be selected, at the discretion of the Technical Services Division Manager, to perform the duties and responsibilities of a Communications Training Officer. Dispatchers who are assigned Communications Training Officer duties shall receive additional compensation. Communications Training Officers shall be responsible for their assigned trainee and for the appropriate documentation of the training received; an addendum work plan will be provided.

Communications Training Officers will be responsible to attend regular training meetings with the Training Supervisor and fellow Communication Training Officers. Communications Training Officers may be removed from their appointment if they fail to meet the standards outlined in the job description.

To facilitate thorough training for the trainee a Communications Training Officer and their trainee may be moved from the Communications Training Officer's assigned shift to a shift that will provide the most essential training opportunities. This move will be on a temporary basis and will not be longer than 3 – 4 weeks in concurrent length. In order to ensure this move is the least impact to the Communications Center and in an effort to keep the overtime hours at a minimum the dispatcher in the desired shift will be moved to the Communications Training Officer's shift.

All efforts to schedule the trainee on a variety of shifts to ensure they receive the most optimum of training will be made. In the event there are insufficient Communications Training Officers to meet the needs of the program, a dispatcher will be assigned a trainee. Depending on the circumstances, the trainee could be assigned to a dispatcher from 1 day to 4 weeks. Moving a Communications Training Officer's shift or assigning a trainee to a dispatcher will be a last resort effort to facilitate training.¹



CHAPTER 2 – RULES AND REGULATIONS

2.1 INTERPERSONAL RELATIONS

All Communications personnel will treat each other, citizens, and field personnel in a courteous, civilized manner. Each person that has contact with the Communications Section will be treated with the utmost respect and care. All Communications personnel will know and conduct themselves in accordance with the Santa Rosa Police Department *Code of Conduct*. Dispatchers shall not openly criticize the abilities of co-workers. All Communications personnel will know the policy and act in accordance with the procedures established in the City of Santa Rosa *Personnel Rules and Regulations* pertaining to sexual harassment.

2.2 REST AND MEAL BREAKS

All rest and meal breaks will be taken in compliance with the City of Santa Rosa Human Resources standards, the SEIU Unit 14 *Memorandum of Understanding*, state, and federal guidelines. This policy does not supersede that authority, but is meant to clarify and set procedures for the Communications Section.

Short rest breaks of no more than fifteen minutes in duration shall be limited to two per shift, with typically only one dispatcher at a time on a break. Occasionally, breaks may be modified depending on staffing and at the discretion of a Communications supervisor or appointed dispatcher. Meal breaks will be provided during each shift. A thirty-minute period will be taken as near the middle of the shift as possible. Typically, one dispatcher at a time will be allowed to take a meal break.

2.3 HOUSEKEEPING

The responsibility of maintaining a clean, professional, and pleasant workplace belongs to each dispatcher in the Communications Section. By each person cleaning up after themselves, this responsibility is easily and fairly accomplished.

A. Workstations

Each dispatcher will maintain their workstation, keeping it clean and uncluttered. Personal property is to be stored neatly to avoid creating a safety hazard. At the end of each shift, each dispatcher shall remove personal items from the work area and replenish supplies used during the shift. Any spill shall be cleaned up immediately by the dispatcher. Drinks shall be kept in spill-resistant screw top containers.



B. Mail Slots

Mail slots are provided for each dispatcher to receive official memos, documents, and other informational/work related materials. Dispatchers shall check their mail slot at the beginning of each shift for new mail. Mail slots shall not be used to store excessive amounts of mail, headsets, or other property. Mail slots are under the control of Communications Supervisor and are assigned to the dispatcher to receive written communication. Communications Supervisors may review the contents of mail slots without notice. No dispatcher shall review any material left in a mail slot assigned to another dispatcher without the express permission of the dispatcher to whom the mail slot has been assigned.

C. Break Room

Food, drinks, and empty dishes are not to be left on the counters or table in the break room. Personal items are to be stored appropriately. Liquids shall be disposed of properly, not emptied into the trash cans or in the water cooler's catch basin. The refrigerator has been provided for the *daily* storage of perishable food items only. Any item placed in the refrigerator/freezer shall be clearly marked with the dispatcher's name and the date. Any item not clearly marked is subject to disposal. The microwave and range shall be cleaned following each use; covering dishes while cooking will simplify this chore.

D. Locker Room and Lockers

Lockers are provided for each dispatcher to store personal and issued items. The lockers are the possession and control of the Santa Rosa Police Department and may be subject to searches at the discretion of management.

E. Attire

Dispatchers will follow Santa Rosa Police Department Uniform Regulations and shall be **professional** in their appearance at all times. The following items shall be specifically prohibited; sweatshirts, logo clothing of any type, and winter fleece type boots. Rubber rain boots will be exchanged for appropriate footwear for duty purposes. Jeans must be in good repair without holes.

F. Daily Duties

The duties on the *Daily Check List* shall be completed by Communications personnel and will include the initials of the person performing the duty. Any discrepancies noted shall be logged and passed on to a Communications Supervisor at the earliest opportunity. The completed *Daily Check List* shall be filed in the designated location for a minimum of thirty days after which time it shall be thrown away.



2.4 SHIFT SCHEDULING

Communications Section shifts are established by Communications Supervisors. For regular duty, dispatchers will work four, ten-hour (4/10) shifts per week per SEIU Unit 14, *Memorandum of Understanding*.

A. Work Shifts

[REDACTED]

B. Communication Supervisor Work Shifts¹²

Communications Supervisors will be assigned based on job responsibilities and operational needs and at the discretion of the Technical Services Division Manager.

C. Critical Staffing Requirements

Communications Supervisors will determine the minimum number of personnel needed at any given time to ensure the proper function of the Communications Center. All days off will be scheduled to provide for the best possible distribution of personnel in the Communications Section. For any period where there is not sufficient staffing, overtime or shift adjustments will be used to fill critical shortages.

2.5 ANNUAL SHIFT ROTATION³

Communications personnel will have the opportunity to select two shifts of six months each for a total of one year. Dispatchers electing to stay on the same shift for a twelve-month concurrent period

¹

² /09 Removed: Communications supervisors will typically work Sunday through Wednesday, 1600-0200, Wednesday through Saturday, 1600-0200, and Monday through Thursday, 0700-1700. With the Technical Services Division Manager's approval, supervisor hours and days of work are adjustable in order to meet the needs of the Communication Center. ³ Per Meet and Confer, February 2008, attended by SEIU Representative Paul Carroll, SEIU Steward Rachel Kennedy, SEIU Steward Patty Phillips, TSD Manager Kathy Warr, and Communications Supervisor Casey O'Connor, this policy will be reviewed before shift signup for January 2011.



must move to a different shift, by a change in hours or days off.³ The number of available shifts to choose from will be determined by the number of personnel that are available to select a shift.

Shifts may be added or eliminated to provide consistently adequate coverage based on the number of personnel available to select a shift. Communication Supervisors will periodically evaluate the shifts to ensure personnel alignment is consistent with call volume and patrol activity level. Staffing is determined by overall department needs which change from time-to-time. Therefore, it may be necessary to reassign personnel outside the guidelines set forth herein in order to best address changing needs. The department reserves that right within the guidelines of established city rules, regulations, and agreements.

Please refer to language written in **1.4 Communications Training Officer**. This allows the supervisor to make shift reassignments on a temporary basis to facilitate training.⁵

Sign-up sheets will be prepared in six month increments seven days prior to the assigned shift bid day in October for the following year. During the circulation period, dispatchers will have the opportunity to indicate their shift preference based upon the order of seniority with the department and their order of seniority in the Communications Center and uninterrupted years of service.

Each dispatcher shall select two shifts. The first selection will be for the six-month period for the following year, January through July; the second selection will be for the six-month period, July through December. This process shall continue until all dispatchers have selected two shifts. Each dispatcher will be required to sign up in person, by phone, or by proxy during their assigned date and time shown on the sign-up sheet each year. Each dispatcher will have thirty minutes to make their selection. If a dispatcher fails to sign up for their shift during their allotted time frame, they forfeit their seniority slot for the sign up and the sign up will be passed to the next senior person. If a dispatcher calls in after their assigned sign up time they cannot bump anyone who has already signed up, the dispatcher will make their selection from the remaining shifts. In the event a dispatcher is not available during their assigned date and time a rotation sign-up proxy may be filled out and turned into a Communications Supervisor prior to the annual shift bid starting⁶.

Probationary dispatchers may be assigned shifts by management. Shifts may be unavailable for signup due to probationary dispatcher assignments. Considerations for reserving shifts will be hours of direct supervision, type of field activity, call volume, and professional needs of the dispatcher.

³ Removed: Dispatchers may stay on a day shift or a night shift for a maximum of 12 consecutive months. "...an opposite shift for six months." And added: a different shift, whether a change in hours or days off.



2.6 EMERGENCY WORK SCHEDULE

When Communications Supervisors are notified of an emergency activation of the Field Services Division twelve on/twelve off schedule (12/12), the Communications Section will also activate their twelve on/twelve off schedule. The plan will normally take effect at 0600, unless the situation dictates immediate activation. All current guidelines regarding minimum staffing and mandatory overtime will remain in effect during the emergency work schedule.

Dispatchers assigned to day shifts (one or two shifts) shall work from 0600-1800 hours; dispatchers assigned to night shifts (three or four shifts) shall work from 1800-0600. Previously approved time off or vacations shall be reviewed for feasibility. Dispatchers exempt from or on restricted overtime may have their hours adjusted to stay within their doctor's orders while assisting with emergency coverage. The hours and days of these dispatchers will be determined case by case.

⁵⁵ 10/09 Added: "Please refer to language written in **1.4 Communications Training Officer**. This allows the supervisor to make shift reassignments on a temporary basis to facilitate training."

⁶ 10/15 Changes: Annual shift bid sign up to scheduled sign up times, and proxy agreements with reps Radford and Letasi

2.7 ⁴OVERTIME

The purpose of an overtime policy is to establish the procedure for the consistent requirements and utilization for overtime within the Communications Section. Overtime will be used in the Communications Section when necessary to maintain the staffing levels needed to provide continuing and timely service to the community.

The current minimum staffing levels will be used in planning overtime and are as follows:

Time	Sun – Sat
0600-0800	3
0800-1000	4
1000-0200	5
0200-0600	3

The desired staffing is one above all minimums. The decision to have a shift staffed below these staffing guidelines will rest with a Communications Supervisor or appointed dispatcher, and will only occur when all options have been explored and exhausted. If no Communications Supervisor is on duty, the watch commander shall be notified of the staffing deficit.

⁴ Due to increased activity, annexation of Roseland, and officer/citizen safety concerns the needs within the communications center justify the change in staffing levels.



A. Scheduled Overtime⁷

A Communications Supervisor, or designated dispatcher, will determine a schedule for necessary overtime each month. The overtime will be available for two signups in TeleStaff on the first and third of every month at 1800 hours.^{8 5}

⁶The First Sign Up-

- Dispatchers shall not sign up for all three of their days off in the same week-
- Shifts shall not be split-

The Second Sign Up –

- Dispatchers may sign up for any of the remaining hours⁹
- Ten hour shifts may be split on either end and partial shifts may be split to early-ins and holdovers.

⁸ Removed 10/09 A Communications supervisor, or designated dispatcher, will determine a schedule for necessary overtime each month. The overtime will be available for signup in TeleStaff on the first of every month at 1800 hours.

1/1/13 removed “either 0600 or 1800 hours, alternating every other month” to current language. ⁹

1/1/13 removed “total of 40 hours in the month” to current language

- Only after receiving Supervisory approval may dispatchers sign up for all three of their days off in the same week.^{7 8910}

Miscellaneous Guidelines ¹² –

- Working a shift trade shall be included in the restrictions associated with working all 3 consecutive days off and as such shall require prior Supervisory approval.
- Dispatchers may sign up for overtime without being present.

Overtime Assignments -

⁵ Removed fifth of every month and added third of every month per Supervisor/Steward meeting on 8/7/19. Present: Sup Giomi, Sup Ambrosi, Sup Adams, Union Steward Radford, Union Steward Letasi.

⁶ Removed 20 hour limit on the first sign up 1/1/18

⁷ Updated per review 4/3/2012

⁸ Per OT meeting and agreement on 9/4/2011 w/Stevens and Giomi

⁹ /1/13 removed “Working any hours of overtime beyond 40 hours will either be by assignment or advance Supervisory approval” and “Voluntary overtime sign up maximums may be subject to Supervisory change based on actual monthly overtime needs”

¹⁰ /1/13 Added per OT Meeting 11/13/12 with Reps Giomi and Velasquez



Overtime hours, not voluntarily selected, will be assigned by a Communications Supervisor. Factors considered when assigning unselected overtime include:

- Number of hours of overtime selected for the month
- Vacations, time off, absences for training
- Scheduled days off in conjunction with approved time off
- Regularly scheduled shift hours
- Schedule adjustments have been considered and are not feasible
- If the remaining hours to be assigned include partial shifts that would be split as a come in early or a holdover (such as a 7 or 8 shift) those shifts may be assigned as a 4 hour shift. If a dispatcher chooses to sign up for one of these partial shifts it is with the understanding that it may be taken away and assigned to another dispatcher as a 4 hour overtime shift.^{13 11}

It is the responsibility of a dispatcher assigned to an overtime slot, to work the time or find another dispatcher of equal ability to work the time. Any change to the schedule will be approved by a Communications Supervisor or appointed dispatcher.

B. Unscheduled Overtime

When notified of an impending absence, it will be the responsibility of the on-duty Communications Supervisor or the appointed dispatcher to determine if additional overtime will be needed. All efforts to fill the required overtime will be made, including: emails, asking those present at work, adjustments to the schedule, and individual phone calls in an attempt to contact personnel.

TeleStaff is designed to track holdovers and early-ins. When it is time to assign the next holdover/early-in, TeleStaff will be consulted in order to identify the next dispatcher in line for the assignment. Voluntary shift adjustments of two hours or more shall count as a holdover. Voluntary end of shift adjustments shall be pending staffing and activity level. If overtime must be assigned, it will be the person on the shift with the least number of previous holdovers.

C. Additional Overtime Considerations

Mandatory overtime will be assigned at the discretion of a Communications Supervisor when it becomes necessary to maintain minimum staffing levels. No shift will be longer than 14 hours. There will be a minimum of 10 hours off between shifts. No dispatcher will be mandated to work more than seven consecutive days in a row. Dispatchers shall not be

¹¹ Per OT Meeting and Agreement on 11/13/12 with Reps Giomi and Velasquez the effectiveness of this policy will be reviewed in 6 months in May 2013. If there is an increase in assigned holdover and early-ins related to sick calls, management holds the right to reverse the policy changes and reinstate the cap on overtime hours worked.



mandated to work all scheduled days off during a work week. Emergency operational events may require some modification of the above.

D. Canceling Overtime

It will occasionally be necessary to cancel overtime as staffing requirements change. A Communications Supervisor or designated dispatcher will determine when there is an excess of personnel scheduled and who will be cancelled. Affected personnel will be notified as soon as possible.

E. Recording Overtime

Overtime will be recorded in TeleStaff with the appropriate classification used, such as voluntary holdover or mandatory assigned. When recording sick leave, the dispatcher receiving the notification will log into TeleStaff and enter the dispatcher out as sick.

2.8 TIME OFF

The purpose of a time off policy is to establish consistent guidelines for the request and approval of time off for all dispatchers in the Communications Section.

A. Vacation Time Off

All Communications personnel shall have the opportunity to take three periods of vacation leave on an annual basis. Request for annual vacation shall be considered for approval on a seniority basis, beginning with the dispatcher with the most years of service. Annual vacation sign-ups shall be in a single increment of consecutive days for no less than ten hours (one shift). Only one dispatcher from the 1 or 2 shifts, and one dispatcher from the 3 or 4 shift shall be approved time off per day for annual vacation signup.

There is no guarantee that dispatchers will be able to sign up for more than the annual vacation they accrue in a year. The second and third sign-ups will not guarantee the right or ability to take an additional 120 hours off (which is earned through comp time or Holiday banks). That will depend on what is available after each sign up.

The supervisor will forward all vacation requests over 40 hours to the court liaison who will then update the subpoena desk for the District Attorney's office.

Trainees typically are approved for vacation only after successfully completing the training program. Exceptions to this will be considered on an individual basis.

The signup procedure is as follows:



- The annual vacation selection sign-ups will be posted by October 15 for the following calendar year.
- Personnel may only designate three time periods for annual vacation, selected in three different sign-ups.
- The length of the first vacation request shall be limited to the number of vacation hours the individual accrues in one year; the second, and third vacation request shall be limited to 120 hours in combined total.
- Dispatchers shall be given 24 hours for each of these three sign-ups in which to choose their vacation. Failure to sign up within this time frame will result in moving that name to the end of the list.
- Communications Supervisors will guarantee annual vacation time off and will assign mandatory overtime, if required, to cover the absence unless the Communications Center is operating on the emergency work schedule as stated in Section 2.6. At that time all requests will be re-evaluated per policy.
- Cancellation of annual vacation will be made, in writing, to the communications supervisors as soon as possible.
- No changes shall be made to the vacation sign-up sheet without the express approval of a Communications Supervisor.

B. ¹²¹³Other Time Off Requests

All requests for time off outside annual vacation will be submitted through TeleStaff no more than three months and no less than seven days prior to the time frame requested. If another dispatcher has already been found to cover an absence, their name should be submitted with the initial request in TeleStaff. Dispatchers shall find their own coverage and after noting the request in TeleStaff, email a Communication Supervisor of the request. Approval shall be made by a Communications Supervisor with the Technical Services Division Manager having the final decision. If the time off is denied by a Supervisor, the reasons for the denial will be articulated in an email and sent to the requesting dispatcher.

All time off requests will be considered contingent upon someone selecting voluntary overtime to cover the absence. Overtime will not be mandated. Minimum/Desired staffing requirements must be met prior to time off approval.

¹² Added/Deleted wording 10/26/15 after a meet and confer regarding the time off policy with union reps Radford and Letasi

¹³ Added/Deleted wording 9/18/2017 after meeting with the time off committee at the request of dispatchers



The number of dispatchers allowed to take time off will be connected to staffing levels. When the communications center is staffed at twenty fully trained dispatchers or less, no more than two dispatchers may be off for cation, comp time or holiday time. Any request above the two-person limit must be submitted as a shift trade. If the communications center is staffed at twenty-one fully trained dispatchers and above no more than three dispatchers may be off for vacation, comp time or holiday time and the fourth person must be a shift trade.

When considering all time off requests, the supervisors will consider current staffing levels as it relates to those off for extended leaves of absence, training, special event staffing, and the days between annual vacation days.

C. Leave Banks

Leave banks (F time, Vacation or CTO) used for a time off request must be accrued the payroll period prior to the actual time off. An employee will not be allowed to use CTO, Vacation or F time earned in the same week they are requesting the time off. ¹⁴

D. Schedule

The completed schedule will be available in TeleStaff no later than ten days prior to the first day of the month. Any special circumstances not addressed by this policy shall be referred to a Communications Supervisor. The department has the authority to suspend, cancel, or reschedule time off requests which, in the opinion of the Chief of Police, require such action in the best interest of providing services to the City of Santa Rosa. Staffing may be adjusted due to special events.

2.9 COMMUNICATIONS SHIFT TRADES

The purpose of Communications shift trades is to provide Communications personnel flexibility in time off options. Under FLSA rule 29 CFR 553.31, Substitution, Section 7(p)(3), two employees can request, solely at their option, to substitute for one another during scheduled work hours in performance of work in the same capacity. All shift trades are to take place as if the regularly scheduled dispatcher were present and working. All shift trades are to be initiated and completed within the six month shift rotation.

The shift trade procedure is as follows:

¹⁴ Emails sent to Dispatch Union Reps James Letasi, Lovelle Radford and Jessica Velasquez in June and October 2013 regarding the addition of Section 2.8 C Leave Banks. Only Rep Letasi responded to the original email. There was no response from any of the reps in October.



- A request for a shift trade shall be submitted in TeleStaff and shall include the name of the dispatcher working the trade and the date the trade will be repaid.
- All shift trades take place at the discretion of the Communications Supervisors.
- All time cards shall be completed indicating the regular work schedule for involved dispatchers.
- When approving the shift trade, the supervisor will check the balance owned and deny the time requested if there are more than 20 hours banked.
- In the event that the dispatcher agreeing to work does not work, for any reason, the dispatcher who was regularly scheduled to work shall be charged with leave hours from vacation, holiday, or comp time, or have the option of working their scheduled shift.
- Agreement to a shift trade shall include agreement to a waiver of wage claims for shift differential.
- It is the responsibility of the dispatchers involved in the shift trade to track hours due (it is also tracked in TeleStaff). When a dispatcher ends their employment with the city owing another dispatcher hours, the time will be deducted from their last paycheck. The burden of proving hours owed is on the dispatcher seeking compensation prior to the separation of the employee.
- No more than three people should be involved in a shift trade¹⁵¹⁶

2.10 SICK LEAVE

The purpose of the sick leave policy is to establish procedures for the consistent use of sick leave for non-job related illness or injury or necessary care of family members. Sick leave is a benefit provided a dispatcher when ill or injured or to care for an ill or injured family member. A dispatcher may be required to substantiate use of sick leave by providing a physician's order.

In cases of illness or authorized reasons for use of sick leave, the dispatcher shall notify the employer at least *one hour* prior to the start of the scheduled shift. The dispatcher calling in sick will ask to speak with a Communications Supervisor; if one is not available then the illness may be reported to the dispatcher receiving the call. In cases where the dispatcher reports to work, but requests to go home ill, the dispatcher shall notify a Communications Supervisor or the Technical Services Division Manager. In the event neither is available, the patrol supervisor should be notified as soon as possible. The dispatcher taking the sick call will ensure TeleStaff is updated. ¹⁷

¹⁵ Shift trade agreement per meeting 11/2011 with Dispatchers Rachel Stevens and Gina Giomi

¹⁶ Added/Deleted wording 10/26/15 after a meet and confer regarding the time off policy with union reps Radford and Letasi

¹⁷ Added 10/09



In the case of a prolonged or extended absence where all sick leave is exhausted, the dispatcher may be authorized to use other leave banks. The dispatcher should contact the human resources section of the police department to explore options. In the case of a dispatcher exhausting all leave banks, catastrophic leave is another option a dispatcher may explore with the assistance of a Communications Supervisor.

2.11 CONFIDENTIALITY

A. Automated Information Systems

All information contained in the various files and automated information systems of the Santa Rosa Police Department, including city, county, state, and federal computer networks, is strictly for law enforcement personnel to be used in the course of their duties. Inquiries are not to be made of any automated system nor shall any file be investigated for any purposes other than official duty. No dispatcher is to use their position at the Santa Rosa Police Department to obtain information for personal reasons, knowledge, or use. Violation of these laws, rules, and regulations are covered under the California Civil, Penal and Vehicle Codes, and the Santa Rosa Police Department General Orders. Discipline concerning violations can be up to and including termination of employment and possible criminal prosecution.

B. Home Address and Phone Numbers

At no time will a Department employee's home address and/or phone number be released without either the express consent of the employee or verification that the person receiving the information is an employee of the Santa Rosa Police Department authorized to receive the information. When it becomes necessary to broadcast an address or phone number that belongs to an employee of the Department, under no circumstances will the information be broadcast that the address and/or phone number being given over the air belongs to an employee. Specific information should be given by telephone or MDC transmission.

C. Private Security Agencies

No dispatcher shall provide information or records to any private agency that is not specifically entitled to the information or record. Former and retired law enforcement status *does not* entitle an individual to access these systems.

D. Information Received in Communications

All information that is available to Communications personnel in the course of their duties is to be considered confidential information. Release of records or information from records contained in Communications is controlled by statute. Information is not to be accessed for personal use or knowledge at any time. Communications personnel may become aware of



information relating to internal or criminal investigations on other employees. This information is not to be discussed or disseminated in any way that may compromise the investigation or prosecution of the matter.

E. Media Requests

Requests for detailed information or questions on incidents shall be referred to the Public Information Officer.

F. Observers in Communications

Observers may be permitted in the Communications Center on a limited basis with the approval of a Communications Supervisor. All dispatcher applicants in the background process are required to observe in Communications. All observers shall be advised in writing of the confidential nature of the information to which they will have access to while in Communications. Each observer shall be required to acknowledge, by signature, their understanding and responsibility for the information by signing a Visitor Statement form. No observer shall be unnecessarily exposed to confidential information while in Communications.

2.12 NOISE LEVEL

All personnel will maintain a professional demeanor in the Communications Center. Personnel should refrain from loud and boisterous conduct that may be heard on open telephone lines or radio channels. Background noise in Communications carries out on open channels and has the potential to inhibit officer safety as well as create an impression of unprofessional behavior within Communications.

2.13 PERSONAL ACTIVITIES WHILE ON DUTY

Dispatchers may participate in personal activities that do not distract or delay the dispatcher from regular work activities. Activities that cause a disruption in the Communications Center, leave debris or residue, or have the potential to generate complaints from others, shall not be permitted.

Dispatchers assigned as training officers and dispatcher trainees shall devote their time to teaching and learning their job, respectively, within CTO work plan parameters.

Dispatchers being treated for a work-related injury shall not participate in any non-work related activity during duty time which may contribute to or exacerbate their injury.

Internet access is permitted as long as usage does not distract the dispatcher from regular work activities. Dispatchers are to be aware that all internet usage is logged and may be retrieved and reviewed, and any inappropriate sites are to be exited immediately. Inappropriate images for the



purpose of this policy section are defined as sexually explicit in nature, nudity, or anything that could be construed as harassment or is disparaging of others (refer to City of Santa Rosa *Technology Use* policy for further information). While working channel one, dispatchers shall close all applications on their work station PC. Personal laptops, portable DVD players, or other such electronic devices may not be used without specific approval from a Communications Supervisor. ²⁰

Personal telephone calls may be received as long as they are limited in duration and do not distract the dispatcher from regular work activities. Except in the event of equipment failure, personal cell phones shall not be used for city business. ²¹The use of personal cell phones shall be limited to those times in which employees are on their breaks and as such shall not be allowed on the dispatch floor at any time.

Personal telephone calls shall not be made or accepted while working police primary radio channel. Field units shall not be told to *stand-by* while a dispatcher finishes a personal phone call or conversation with a co-worker.

Business and 9-1-1 calls *always* take precedence over personal calls. Personal calls will be terminated or placed on hold upon the first ring of a 9-1-1 or business line. Any long distance personal calls will be charged to a personal telephone calling card or back to a personal telephone. This applies to all lines, including the desk phone available in the break room.

²⁰ Added entire sentence regarding laptops and DVD players

²¹ Added use of personal cell phones to be used on breaks only and kept off dispatch floor

2.14 PER DIEM EMPLOYEES

Should the City of Santa Rosa provide for Per Diem employees in the Communications Center, the following guidelines will apply.

In order to gain, achieve, and maintain proficiency, Per Diem dispatchers are required to work a minimum of 60 hours per quarter, with a goal of working 20 hours per month. Exceptions must be authorized by a Communications supervisor.

All Per Diem dispatchers are expected to minimally achieve and maintain proficiency at call taking. Per Diem dispatchers are not required to learn and work all positions in the Communications Center. The salary range for Per Diem dispatchers is the same range specified for a full-time Communications dispatcher, using the established five steps within the pay range. Compensation will be structured on an individual basis, based upon proficiency level and willingness to work additional positions beyond call taking.



In order to be considered for a Per Diem dispatcher position, an applicant must be currently employed as a dispatcher in a law enforcement agency in Sonoma County, with experience in IPS CAD. Former dispatchers from law enforcement agencies in Sonoma County must have worked at least a year on the IPS CAD system, and that experience must be within two years of the date of application.

Per Diem dispatchers are expected to report for duty on time. If a scheduling conflict arises, the dispatcher is expected to provide as much notice as possible to a Communications Supervisor. When reasonable, the dispatcher is expected to arrange coverage of the shift. Sick calls will be recorded in TeleStaff.

Per Diem dispatchers are held to the same standards of performance and conduct as a full-time Communications dispatcher. Per Diem dispatchers are temporary, part-time employees, and may be terminated at any time at the discretion of the Technical Services Division Manager.



CHAPTER 3 - EQUIPMENT

3.1 USE OF EQUIPMENT

The equipment in the Communications Section and the Santa Rosa Police Department has been provided to conduct official city business. This includes all telephones, cellular phones, Computer Aided Dispatch (CAD) terminals and printers, Mobile Data Computers (MDC), computers, radios, recorders, facsimile machines, and any other miscellaneous equipment used in the performance of duty. Dispatchers shall not tamper with, modify, adjust, or deface the equipment in Communications. The equipment will be treated with respect and care and will be used for conducting city business. All damage or malfunction of equipment will be documented in writing, detailing the cause, if known, and specifically describing the fault or malfunction. All damage and malfunction reports will be brought to the attention of a Communications Supervisor, Department Technology Coordinator, or Technical Services Division Manager.

A. Radios and Telephones

All radios and telephones in Communications are recorded. All outgoing telephone calls are documented by the Vesta or city Centrex phone systems. All CAD/MDC transmissions are monitored, including but not limited to, point-to-point messages. There is no expectation of personal privacy when using any of the aforementioned equipment. All records and transmissions are subject to audit.

B. CLETS

All messages sent via the California Law Enforcement Telecommunications System (CLETS) are recorded and routinely audited. This includes CLET/NCIC/NLETS inquiries. This equipment shall not be used for any purpose other than conducting official business.

3.2 COMPUTERS AND PRINTERS

All personnel are responsible for the day-to-day care and maintenance of the computers and printers in Communications. If a problem arises that the dispatcher is unable to resolve, the situation shall be reported to a Communications Supervisor, appointed dispatcher, Department Technology Coordinator, or a helpdesk, City or County.

Weekly computer restarts are required on the CAD workstations, VESTA Phone/Motorola Workstations, and Reference PCs. Restart instructions can be found in the pod binders under emergency procedures.



No changes shall be made to the programming or set up of desktop computers used in Communications, or any programs added, without authorization from a Communications Supervisor. No programs for entertainment shall be installed on any computer at any time.

3.3 RADIOS

The assigned channels are as follows:

- Police Channel 1 – Primary Police Dispatch
- Police Channel 2 – Police Administrative Channel
- Police Channel 3 – Police Tactical Operations
- Police Channel 4 – Unit-to-Unit Traffic
- Police Channel 5 – Unit-to-Unit Traffic

In addition, there is the ability to monitor several other local channels. Back-up radios with alternate power supplies shall be maintained in the Communications Center. Each radio will have access to all authorized police channels. These radios should not be loaned or assigned for use outside the Communications Center. Requests from other department personnel to use these radios should be refused and the requestor referred to their supervisor for a solution.

3.4 OFFICE MACHINES

The copy machine is provided for use in the Communications Center for conducting official city business. All personnel are responsible for the day-to-day maintenance and upkeep of the copy machine. When necessary, personnel that have not received instruction on its use shall ask for assistance before performing maintenance tasks. All malfunctions shall be reported to a Communications Supervisor.

The facsimile (FAX) machine has been provided for use in the Communications Center when conducting official business. All personnel are responsible for the day-to-day maintenance and upkeep of the FAX machine. Dispatchers are required and expected to check the FAX machine on a regular basis as documents received may require an immediate response. Programming and speed dials shall not be changed unless authorized by a Communications Supervisor. All malfunctions shall be reported to a Communications Supervisor.

3.5 24-HOUR LOGGING RECORDER

The purpose of the 24-Hour Logging Recorder procedure is to provide for the consistent recording, storage, and retrieval of audio records in Communications.



C. Policy

All audio communications in the Communications Center, telephone and radio, shall be recorded and maintained for a minimum of one year and one day from date of creation. Recordings shall initially be made on the Pyxis recorder.

Upon request of field supervisors, detectives, the city attorney, or when designated by a Communications Supervisor, recordings shall be maintained as an evidence hold for any requested time period. The requestor shall fill out SRPD Form 359, *Request for Evidence* requesting the hold.

Requests for copies of audio recordings¹⁸ must be submitted in writing, using SRPD Form 359, *Request for Evidence*. Written requests shall include supervisory approval unless requested by a supervisor.

No audio recording shall be released outside the department without specific authorization from the Technical Services Division Manager, the Chief of Police, or by subpoena or discovery motion. Dispatchers shall not remove copies of recordings from the building except for official business.

Audio recordings are for official purposes. A dispatcher may review their own recordings or recordings of their assigned trainee for training purposes or to clarify information that may have been missed or misinterpreted.

All recordings made for the purpose of evidence will be authenticated by the dispatcher making the tape. An authentication label shall be attached to every tape made. The labels are available at the Pyxis machine.

All subpoena requests received as *Duces Tecum* will be forwarded to a Communications Supervisor for processing.

All internal requests for audio recordings can also be emailed if that is the preference of the requestor.

If the recording device fails, the dispatcher will notify a Communications Supervisor immediately. The supervisor or Technical Services Manager will be responsible for providing written notification as soon as possible to the City Attorney's office and the Chief of Police,

¹⁸ Removed "other than domestic violence"



detailing the exact timeframe for which no audio recordings are available. The affected CD number, dates, and times shall also be logged on the Pyxis log.¹⁹

D. Requests for Evidence Hold

Two recordings of the event will be made, one for the requesting party and one for evidence. Whomever makes the CD will sign and date the form, stating they completed the request. A copy of SRPD Form 359, *Request for Evidence* will be kept with the CD and routed to the Property and Evidence section.

*Note: We no longer store the original CD in Evidence. We copy the requested recordings and place the *copy* in Evidence.

When CDs have been booked into Property/Evidence, the log sheet in the Communications evidence cabinet will be signed indicating booked, date, and by whom.

Note: Example of tapes that may not have been booked are those requested by the city attorney's office. Those CDs must be booked into evidence. The evidence technician will assist with the booking process.

E. Audio Recording Requests

A log of all recordings made shall be maintained in the *Rotation Log* kept in an individual binder at the Pyxis machine. Each CD made shall be labeled with the case or incident number, date/time completed, and last name of dispatcher making the CD. In addition, each CD made for either the district attorney's office or public defender's office shall also be labeled with the name of the defendant.

Written requests for recordings of phone and radio traffic shall be received by a Communications Supervisor or dispatcher assigned to making CDs. Requests will be noted in the *Rotation Log*. When completed, the request will be signed off in the *Rotation Log*, noting how long it took to make the recording and the initials of who completed it. Additionally, once completed the written requests for recordings will be forwarded to the Records section for filing with the corresponding report.

¹⁹ Removed 10/09: "An archive DVD will be removed from Pyxis when full. Each DVD recorded shall be clearly labeled using the automatic labeler. Information shall include the starting time and date and ending time and date. Three labels will be printed: one for the cover, one for the DVD, and one for the DVD log. Recorded DVDs shall be stored at the Pyxis work station in chronological order. Overflow DVDs may be stored in the evidence cabinet."



- District Attorney Recordings

Recordings requested for the district attorney's office shall be placed in an envelope and addressed to the district attorney's office, with attention to the requesting DA or discovery clerk. The defendant's name and DA or DAR number shall be written on the outside of the envelope. If noted, an exact copy will be made for the public defender's office, with attention to the discovery clerk.

Note: The district attorney requires a signature on the front of their request authenticating that we made the CD and listened to it to ensure it is the correct recording. The form will be filled out prior to returning to the district attorney's office. If a *rusb* is placed on the request and the district attorney's office is willing to pick up the CD, a call should be placed to the requesting party and the CD left with front counter personnel.

Always include a copy of the CAD event and stamp the first page with the Authentication stamp; sign and date it. Records will distribute the requests to the appropriate locations.

- Public Defender Recordings

If the public defender's office requests a recording, a duplicate of the recording should automatically be made for the district attorney's office. Both copies should be sent to the district attorney's office and they will route to the public defender's office.

The public defender's office typically does not ask the dispatcher to authenticate the reproduction. In this case, the dispatcher will complete a *CD Authentication* form addressed to Records and place it in the Records routing tray. This form will be attached to the original report. The dispatcher shall date and sign the request and file it in the *Request* binder.

When a private attorney or public defender makes a CD request, they should include the Discovery order. A duplicate copy shall be made for the district attorney's office and routed to their office. The attorney usually indicates in the letter how they want to be notified when the CD is ready. The dispatcher will make the appropriate notifications for pick up. The dispatcher shall date and sign the request and file it in the *Request* binder. ²⁰All private attorneys are required to submit payment prior to the requested CD being made and routed.

²⁰ Added sentence regarding private attorney payments



Note: It has become the habit of the public defender's office to request a continuous copy of the CD starting at a specific hour and "to include all calls/radio transmissions, including identification/registration/warrant checks on all channels and including all law enforcement agencies, pertaining to... ." When a request like that is received, highlight all radio traffic beginning at the stated time and move it all into the "to be copied folder." Follow the same process for Channel 2. We will not listen to each recording to pull out only the relevant radio traffic. That will be the responsibility of the requestor.

□ Citizen Requests

When receiving requests for phone and radio recordings, the requester shall be instructed to complete a *Request for Dispatch Reproduction* form located at the front counter. The request will be forwarded to a Communications Supervisor. The supervisor will review the request and notify the requestor as to whether or not the records are available for release, as well as the correct fee to be charged.

Payment will not be receipted until the request is reviewed and approved for release. If a citizen cannot come to the department to fill out the request form, they may submit a written request through the mail which will be forwarded to the Communications Supervisor for approval.

The Request for Dispatch Reproduction forms (half sheets) is located in the Records Section service counter drawer, which also includes photo form requests.²¹

3.6 HEADSETS

A headset shall be provided to each dispatcher in the Communications section. All personnel are required to wear a headset during the normal performance of their duties. Each dispatcher is responsible for the proper care and use of their issued headset. Physical damage shall be documented by the dispatcher when requesting repair or replacement. **The box the headset came in must be kept in the event the headset needs to be mailed back for repair or replacement.** If breakage is due to a failure of parts, that information is necessary to know in order to allow a proper evaluation for repair of the equipment. Requests for a replacement or different style headset shall be directed to a Communications Supervisor.

Observers in Communications can be provided with a headset during their visit. Spare headsets for this purpose will be provided by a Communications Supervisor.

²¹ Policy rewrite 11/10/2011 to match Lexipol Policy



CHAPTER 4 – TELEPHONE PROCEDURES

4.1 PROPER ANSWERING/HANDLING AND DISCONNECTING

A. 9-1-1 Emergency Lines

- Any ringing 9-1-1 line shall be the highest priority line for answering.
- 9-1-1 lines shall be answered with the dispatcher stating, “*Santa Rosa 9-1-1, what is your emergency?*”
- As a primary Public Safety Answering Point (PSAP), it is our responsibility to answer 90% of all 9-1-1 lines within 10 seconds. It is our goal to answer all 9-1-1 lines within 10 seconds or approximately three rings.
- In most cases, a phone number (Automated Number Identification or ANI) and location (Automated Location Identification or ALI) will be displayed for the caller.
- The dispatcher shall *always* verify the ANI and ALI display on a 9-1-1 call and confirm the location where help is needed. Only when the call is abandoned, there is a hangup, or the caller is unable to speak shall the displayed address and phone number be assumed to be correct.
- If it is necessary to transfer a 9-1-1 call to another agency, the dispatchers shall announce their attempt to transfer and stay on the line until the new dispatcher has acquired contact with the caller.
- The Nuisance Recording (single button transfer) is available for repeatedly annoying or obscene callers whose apparent intent is to harass dispatchers and busy 9-1-1 emergency lines.
- When a 9-1-1 call is received from a residence and no one responds, the line shall be interrogated with the Vesta TTY greeting. A CAD event shall be created and the line shall be left open with periodic checks until a field unit arrives on scene and relieves the dispatcher.
- When a 9-1-1 call is received from other than a residence and the dispatcher cannot establish contact, and there are no indications of an emergency, it is the dispatcher’s discretion to enter a call for service.
- Wireless 9-1-1 calls are treated the same as hard line calls; verify the address of emergency, phone number, and the name of the reporting party.
- If you receive a wireless hang up call, attempt one call back and if there is no answer, you may disconnect without any follow-up. If the callback rolls into the caller’s voicemail, there is no need to leave a message and you can disconnect. You do not need to create a CAD event.



- If you determine there is a possible emergency due to something heard in the background, and you cannot establish voice contact with the caller, enter a CAD event for the location on the ANI/ALI display. You may also need to call the wireless provider and request the subscriber's address and location information.
- After the subscriber information has been received from the wireless provider, place the completed request in a supervisor's box. When the requested information is received from the wireless provider, follow standard procedure by entering the best known location in the address field. If an area search is necessary, coordinate it with the on-duty sergeant.
- There will be two CAD codes for wireless callers; 9-1-1W for disconnect or open line, and 9-1-1WS for wireless caller send.
- When a 9-1-1 call is received from a payphone and you can hear sounds of a struggle, cries for help, or other sounds that would indicate emergency services are required, enter the appropriate CAD event for dispatch. If there is silence or kids giggling or saying profanities, the call may be closed without dispatch.
- When a 9-1-1 hang up is received from a business PBX, and there is no answer on call back and/or it is after hours, it is the dispatcher's discretion to enter a call for service.
- In the event we are unable to answer our 9-1-1 calls or our equipment has failed, a dispatcher shall call the Sonoma County Sheriff's Department to take over our 9-1-1 calls. A switch must be activated at *their* center.
- In the event the Sonoma County Sheriff's Department is unable to answer their 9-1-1 calls, they will notify us. To accept County 9-1-1 calls, a dispatcher shall activate the **three** labeled switches in the equipment room adjacent to the Communications Center. The switches shall be set to the *on* position to activate the redirection of calls.
- 9-1-1 misroutes or 9-1-1 calls that are initially received by us, but belong to another jurisdiction, shall be logged on the 9-1-1 Misroute Log and referred to the Sonoma County MSAG (Master Street Address Guide) coordinator.

B. Fire and Medical Emergencies

Callers reporting fire and medical emergencies shall be transferred to REDCOM. If the circumstances warrant a police response as well, the dispatcher will obtain officer and public safety information and any suspect information, and then transfer to REDCOM. The dispatcher will remain on the line with the REDCOM dispatcher until the medical information has been obtained and any EMD instructions are given by REDCOM. The law dispatcher shall resume questioning, if needed.

Automatic police response will be made to man down (MD) calls. When a call of a man down is received, the call will be transferred to REDCOM (if appropriate) and a call for service, MD,



will be entered for police response until further information is obtained, i.e. whether it is medical or a call for both agencies. By definition a man down call is one in which no information on the nature of injury is known²². Known fall victims do not qualify as man down type calls.

C. Creating a Combined or Associated Event

If an officer is requesting medical or fire response, the dispatcher will create an associated event or Law, Ambulance, Fire (LAF) related event, or the dispatcher can use a CAD event type that has been approved by SCPSC²³.

A follow up confirmation phone call should be made as soon as practical to ensure the call has been dispatched. If the dispatcher sees the call has been dispatched by viewing the SCPSC window, hearing it radio dispatched, or is tracking it on the event, a call does not need to be placed.

If a call is initially classified as LF or LAF, the dispatcher shall change the event type to accurately reflect the correct call classification when it has been determined.

D. Manual ALI (Automatic Location Information) Query

PSAPs are prohibited from obtaining the ANI/ALI information for calls that do not meet the criteria listed and are prohibited from using the ANI and ALI information for any other purposes. The manual ALI Query shall be utilized under the following circumstances:

- The caller is requesting emergency aid and provides the Communications dispatcher the telephone number to be traced.
- The Communications dispatcher determines that an emergency condition does exist.
- The caller is unable to or has failed to give the Communications dispatcher sufficient information to facilitate a proper emergency response.

When encountering a circumstance where you feel a true emergency exists somewhere and all you have is a phone number and the circumstances above are not met, use the query to respond to the emergency and email a supervisor of the circumstances. AT&T audits our usage and we will need to produce a CAD event or detailed explanation in the event of a more thorough audit.

²² Added known fall victim information 5/21/12

²³ Changed all initials SCLEC to SCPSC 10/09.



E. AT&T 7-digit Call for Service Lines (528-5222 and rollovers)

Ringling 7-digit Call for Service lines shall have the second highest priority line for answering after 9-1-1 lines. Seven-digit non-emergency lines shall be answered with the dispatcher stating, “*Santa Rosa Police Department*” and their first or last name.

Any time a caller fails to identify him or herself, the call shall be interrogated manually using the Vesta TTY. The dispatcher will send the first programmed message to determine if there is a TTY on the line.

When a call is received and no one responds or hangs up and there is caller ID available, the dispatcher will call the phone number back in an attempt to ascertain if there is a problem.

F. Admin Lines (██████████)

These lines shall be answered with the dispatcher stating, “*Communications*” or “*Radio*,” followed by their name.

G. Drop Lines

Droplines connecting to REDCOM, Sonoma County Sheriff, California Department of Forestry, and Records are provided. These lines should be answered with the dispatcher’s name.

H. TTY

The TTY line (██████████) will be answered in the TTY mode of Vesta only. A greeting automatically begins when the TTY is enabled on Vesta. Refer to Section 4.5, *Telecommunications Device for the Deaf*, for further information.

I. Break Room Line

The line available in the break room is provided for personnel to make unrecorded local calls when necessary. Police business shall not be conducted on the break room line unless the phones in the Communications Center are inoperable.

J. Courtesy

All incoming calls shall be answered in a business-like fashion. No call shall be answered in a way that would reflect badly on the Department or individual.



K. Holding Calls

At no time shall anyone in Communications place a caller on hold without first determining if the call is of an emergency nature. When the caller reports it is an emergency, a brief description shall be obtained and the call prioritized with other pending calls or duties. When it is determined that the caller does not have an emergency, they may be placed on hold. It is the responsibility of the person placing the caller on hold to be certain either they or someone else picks up the line in a timely manner and handles the call.

L. Poison Control

Callers reporting a potential poisoning shall be transferred to REDCOM. In the event REDCOM is unavailable for any reason or the caller just has a question for Poison Control and no emergency medical situation, the dispatcher may connect the call to Poison Control using the 9-1-1 Transfers folder on Vesta. The dispatcher may disconnect at the point that the Poison Control advisor determines emergency medical response or law enforcement are not required.

M. Disconnecting/Ending of a Telephone Call

Proper ending of a telephone call is common courtesy and required for anyone in the Communications Center. *Goodbye* is the most commonly used term. Others include, but are not limited to, *Thank you*, *Thank you for calling*, and *bye*. All calls that are not terminated by the caller will include closing phrases. The closing phrases should include information as to what the caller can expect in terms of services to be provided. For example, *I will have an officer out as soon as I have an officer available* or *I will have an ambulance respond*. Be sure to not establish a special relationship as described in Section 4.3, *Special Relationships*.

The response used in ending a telephone call must be positive and interpreted by any reasonable person as the ending of the call, and provide the service expectation. At no time shall anyone in Communications hang up on a caller without cause *and* proper ending of the call.

4.2 PUBLIC SERVICE

Our mission in public safety communications is to provide *efficient, responsive, and compassionate* service to the public. The Santa Rosa Police Department is a public service organization and is in place to serve and assist the public. The demeanor displayed toward the public shall be that of cooperation, helpfulness, and support. Curt, surly, hostile, condescending, patronizing, and/or rude demeanor shall not be tolerated.



Under no circumstances shall a dispatcher engage in a verbal altercation or lecture a caller. Dispatchers may, under non-emergency circumstances, attempt to educate callers in order that better service may be provided to the caller in the future. Every effort shall be made to provide assistance in helpful, courteous, and professional manner. While attempting to explain policy and procedure to citizens concerning how a call for service is handled, dispatchers shall not refer to any particular incident as being the catalyst for the creation of a policy or procedure of the Department. Refer *only* to the particular policy or procedure you are explaining, not the circumstances that generated it.

4.3 SPECIAL RELATIONSHIPS

Dispatchers shall not enter into a legally defined *special relationship* with a caller by promising or implying service that will not be received by the caller. For example, dispatchers shall not advise a caller that *we will have an officer right out* or *we will send someone immediately* or *someone will be there shortly*. Statements of this nature leave the public with an unrealistic expectation that may not be met. Callers should be advised that an officer will be sent out *as soon as one is available*.

Callers shall be advised any time there is an obvious potential for a delay in response time. Dispatchers need to be aware not only of the activity level in the Communications Center and in the field, but also the priority level of the call for service. Routine callbacks to reporting parties shall be made whenever the call for service has to hold for more than a reasonable period of time depending on the priority level of the call. At no time will a caller be asked to take an action that would reasonably place the security of the caller in jeopardy. Callers should be advised to take what action is necessary to secure their own safety.

4.4 TRANSFERRING AND REFERRING CALLERS

Calls into the Communications Center will not be transferred unless transferring or referring the caller is the most efficient manner of handling the call. When a call is transferred from our phone lines, announce the call and release it. Calls do not need to be monitored unless further action may be necessary by the dispatcher. Callers being referred will be told who they are calling and what to expect. For example, after hours callers can be given the number for front counter when appropriate and advised of the hours of operation.

In the event the call is within a *county pocket* and not in the city jurisdiction, the caller will be advised of the correct jurisdiction. The dispatcher can either advise the caller that all the information will be given to the sheriff's department and further action will be according to the sheriff's procedures or the dispatcher can transfer the caller to the sheriff's office. If the caller elected to relay the information to Santa Rosa, when the dispatcher disconnects with the caller, the information shall be relayed to the sheriff's communications center.



When a dispatcher takes a call for service that inadvertently creates an event for another agency, the dispatcher will contact the agency for whom the call was created to advise that the call is a misroute. This contact should take place as soon as the error is realized. When a dispatcher receives an event from another agency via CAD, and believes it was incorrectly routed, a call to the originating agency will be made to confirm whether or not the call is a mistake.

In instances where safety is an issue, the receiving agency may continue to handle the call and add information as appropriate for the agency who will respond to the call. Field events that are incorrectly routed to a dispatch center may be sent directly to the dispatch center responsible for the unit that created the call.

4.5 TELECOMMUNICATIONS DEVICE FOR THE DEAF

A. Telecommunications Device for the Deaf (TTY)

A Telecommunications Device for the Deaf (TTY) is maintained at each position through Vesta in the Communications Center. This is to ensure immediate and clear communications with citizens who are deaf, hard of hearing, or speech impaired.

There are two ways to identify these calls. One is by audible electronic tones. Whether the code used is baudot or ASCII, the Vesta Phone System will automatically detect these signals. It is the call takers responsibility to enable the TTY dialog box. The other is by silent calls. Any time a caller fails to identify himself/herself, the call shall be interrogated manually using the Vesta TTY. The dispatcher will send the first programmed message to determine if there is a TTY on the line. Upon receiving a TTY call, communications using Vesta TTY shall be established as quickly as possible.

In the event that people with hearing loss contacts the police department on a TTY or via a third party, relating that a life threatening or otherwise serious incident is occurring or has just occurred, police response will be immediate. If the responding officer determines an interpreter is needed immediately, the Communications dispatcher shall contact *Communique Interpreting Services*. Under the terms of this contract, they must provide an interpreter within 45 minutes.

Communique Interpreting Services can be contacted 24-hours a day at [REDACTED]. When contacting them, the dispatcher should give them a brief synopsis of what is known, the case number, and their name. This information is necessary for billing purposes. In the event the 24-hour number does not answer, **in an emergency** call [REDACTED], the direct pager number of [REDACTED]



Quarterly testing shall be performed to ensure that TTY is working at all positions and that all personnel are familiar with the process. Communications supervisors will be responsible for ensuring testing is completed quarterly.

B. California Relay Service

Emergency and non-emergency TTY translation service is provided for all residents in the state by California Relay Service (CRS). Calls received by way of CRS agents shall be handled following the same procedures as direct dialed calls. When receiving or placing a call through CRS, dispatchers will speak to the TTY user as if the CRS Agent were absent. The CRS agent will relay the message. The dispatcher will not add comments to the CRS agent during conversation as these phrases will be relayed as well.

4.6 TRANSLATION SERVICES

Foreign language translation services shall be available for use during emergency and non-emergency calls into the Communications Center. The city contracts with Language Line for translation services on the 7-digit non-emergency lines (528-5222). Upon receiving a call from a person speaking a language the dispatcher does not speak, the dispatcher shall add the Language Line operator to the call.

Upon connecting with the Automated Language Line, the call taker will enter our 6 digit Client ID. Language selection choices are 1 for Spanish and 2 for all other languages. Selecting one allows you to go directly to a Spanish Translator. If you select 2 the system will allow you to speak the language you need. The call taker will then ask the translator to confirm the address of the caller and ask them to ascertain the nature of the call.

A Language Line account shall be available for use by all members of the police department when language translations is needed and all other methods of providing for translation have been exhausted.

4.7 ENTERING CALLS FOR SERVICE

All calls for service shall be entered utilizing all appropriate information fields. This is to provide for proper dispatch and complete information being available without requiring a return call or additional questions.

A. The *LOCATION* Field

Calls shall be entered with a complete address in the *LOCATION* field of the event mask. This is where the officer should respond. Apartment, suite, space, or building letter shall be



entered preceded by a comma only (i.e., 240 Burt St, T123). If a citizen comes to the police department and requests police response, the dispatcher shall change the agency control box to reflect the actual beat where the crime occurred. Additional location information such as, *granny unit to the rear* may be added following a colon in the *LOCATION* field (i.e., 1000 Humboldt St: granny unit to the rear).

It is the responsibility of the dispatcher entering the call for service to be aware that there are streets in the city with similar names and to be certain the correct street name is selected.

To enter common place locations, enter the name of the business. If unsure about multiple locations for the business, type the name and you will get a list of possible matches. The 'wildcard' is assumed so entering the business name may also give you street information. To narrow down the search, use @ in front of the business name.²⁴

It is the call takers responsibility to check for previous events, special situation and officer safety information.²⁵ If there is a previous event that is relevant to the current call or contains officer safety information, that information that shall be documented on the call for the Channel One dispatcher to easily see.

B. The *EVENT TYPE* Field

The most accurate and highest priority type code shall be used when entering an event. If the event type changes during the conversation with the caller, the call taker shall change the type code to accurately reflect the true nature of the event.

C. Caller Information (*NAME, ADDRESS, PHONE, CONTACT* Fields)

All callers reporting an event we respond to shall be asked their name, address, phone number, and whether or not they desire contact by a field unit. If the caller is unable to answer or refuses to provide the information, those circumstances will be noted in the appropriate fields on the event mask. The name, address, phone, extension, and contact fields on the event mask shall reflect the name of the person making the call, and the actual address and phone number from which they are placing the call. If the caller is calling from one location, and provides their home address and phone number, that information shall be reflected in the *REMARKS* field. The *CONTACT* field must be filled in with one of the following – Y for contact, N for no contact, P for phone contact, and I for if necessary.

²⁴ Changed 10/09: "To enter common place locations, enter the name of the business. If unsure about multiple locations for the business, follow the name with a percent sign to get a list of businesses by that name (i.e., Starbucks%)."

²⁵ Added: "special situation and officer safety information."



On any major incidents where multiple calls are received, each caller shall be asked for any additional information they may be able to provide (i.e., are they a victim, witness, or suspect). Do not advise them we already have the call and hang up. Even if it sounds like information we already have, or we already have personnel on scene, at least get their name, address, and phone number on tape and supplement that information into the CAD event. This information provides valuable investigative information.

D. The *SOURCE* Field

The *SOURCE* field is automatically filled in by the system.

E. The *REMARKS* Field

The *REMARKS* field should include officer safety information, circumstances not described by the type code, and suspect information. Officer safety information should be listed first, but it is acceptable to list it later when entering in-progress calls. Remarks in the text may include information about communicable diseases but shall not be broadcast. Remarks may include CDC precautions and may be broadcast. Common and approved abbreviations should be used to expedite the entry of information and to provide more information to the Channel One dispatcher or the field officer in less space on the CAD or MDC screen. Abbreviations that are undefined or obscure shall not be used to avoid misunderstandings.

The remarks field shall reflect all work performed in relation to an event at the time the work occurred. Proper documentation of work performed is imperative and a requirement. Examples of work that should be documented, but not limited to, include:

- Any requests from field personnel and everything that was done in an attempt to satisfy a request (i.e., phone calls, research, CLETS inquiries, pages, any-unit-to-respond broadcasts, etc.),
- Attempts to contact people via pager, telephone, personal searches through the station, etc.,
- What responding people advised (i.e., ETA, where they were coming from, questions they had, what equipment they may be responding with, etc.),
- Any advisements made (i.e., watch commander advised re: 187, 6G3 advised re: gang related activity, etc.), and,
- Cross references to other related events.
- It is not necessary to cross reference calls at the same locations



F. Reporting Party Call Back

It is the duty of the call taker to advise the reporting party if police response will be delayed due to either an emergency event or pending calls for service. The call taker will make a notation on the call that the reporting party was advised of a possible delay in dispatch. If a report call has pended more than 90 minutes, the reporting party shall be called back and advised of the delay. The dispatcher shall note on the call when the reporting party was called and reason for the delay, such as: a specific event (reference the event number) or numerous report calls pending (note how many calls were pending).

4.8 CANCELING CALLS FOR SERVICE

Communications dispatchers are not to cancel calls for service except when requested by the original reporting party or directed by Communications or field supervisors. Communications Supervisors may authorize cancellation of a call when it is reasonable to determine that the circumstances originally reported are no longer a threat to public safety or of civil liability to the city. The reason and the name of the person authorizing the cancellation shall be documented in the event history. At no time shall an event of domestic violence be canceled, unless the call was a report only call and the victim requests the change. Any time field supervisors or field personnel cancel a call for service or refers an event that would normally require an officer, the event history shall reflect what was said concerning the cancellation.

4.9 EMERGENCY CALLS EFFECTING SCHOOLS

Santa Rosa Unified School District Emergency Protocol/Notification

Any time there is an incident of a serious nature which could disrupt the routine of a school, including transportation or pedestrian traffic to or from a school, the Office of the Deputy Superintendent of Schools is to be notified by phone and appraised of the situation. It will then be the responsibility of the Deputy Superintendent's Office to make the arrangements necessary to manage the welfare of the students. The following protocol was agreed upon effective February 1993 and is in full effect:

- Police to District – Communications supervisors or an appointed dispatcher will inform the Office of the Deputy Superintendent-Operations of community fires, toxic spills, train derailments, riots or other civil disturbances, and hostage situations. This includes any other situation that could place students, faculty, and staff in jeopardy, such as armed suspects, barricaded subjects, officers and/or K-9s conducting a search of any kind in the area.
- District to School – An operations manager will inform the affected schools of any community emergency and discuss appropriate actions with a building administrator.



- School to Police/District – If the principal is informed of a community emergency within his/her attendance area or campus, the school shall initiate calls to the police department and the District Deputy Superintendent of Operations.



CHAPTER 5 – POLICE PROCEDURES

5.1 RADIO PROCEDURES

A. Dispatching Skills

- All Communications Section personnel shall know in broad terms and act in compliance with Santa Rosa Police Department Lexipol Policies and FCC regulations.
- The Channel One dispatcher who is being relieved will provide all information necessary for the new dispatcher to effectively perform all duties required.
- The Channel One dispatcher is responsible for monitoring Channel One and attention to radio traffic is the key area of responsibility. Unless activity levels on 911 lines exceed the capacity of the call takers, phone calls shall not be answered by the Channel One dispatcher. However when necessary to assist with phones, and if radio traffic allows, the Channel One dispatcher shall answer 911 lines for screening purposes only, placing the caller on hold for others to assist. (Fire and medical calls should be transferred immediately) The Channel One dispatcher shall not make outgoing calls unless of an emergency nature.
- Other radio channels shall not be routinely monitored by the Channel One dispatcher.
- It is the responsibility of the Channel One dispatcher to maintain an accurate and current status of units. Status windows, including the banner, shall routinely be checked for accuracy by the Channel One dispatcher.
- Each pending event shall be read by the Channel One dispatcher and prioritized with other pending, dispatched and in-progress events. Each event should be read before dispatching and abbreviated as much as possible, considering MDC capability and officer safety issues.
- When broadcasting, the dispatcher shall speak clearly and distinctly. Words or voice inflections which reflect or indicate irritation, disgust, sarcasm, or familiarity shall not be used. Proper codes and abbreviations shall be used.
- Conduct on the radio shall be professional at all times. Even though levity between dispatchers and field personnel can lighten the mood and help control stress levels to a degree, carried to extremes, it can be both unprofessional and create an officer safety issue.



- Numbers should be read as individual digits then repeated in combination form. For example, 10,057 would be read as, “ONE-ZERO-ZERO-FIVE-SEVEN, TENZERO-FIFTY-SEVEN.”
- The phonetic alphabet shall be used when it is necessary to spell out words, names, or to give a series of letters.
- When there is a major incident working on any primary police channel, an advisory broadcast should be made on all police channels.
- While working Channel 1, dispatchers will not use the reference computer and should close all applications. They should also not use any electronic device that will divert attention from their primary duties. .

B. Incident Assignment

When more than one unit is working an area, assignments shall be distributed fairly among all the available area units. Dispatchers shall not abuse their discretion in assigning calls to favor one unit over another. Units are not to be given a choice of which calls they wish to handle. Calls are to be dispatched according to priority and unit availability.

Typically, the oncoming units should be used as the primary units and those that have been on duty should be used as back-up or secondary units. During times when field shifts overlap, the on-coming shift should be assigned the more extensive events where suspects are in custody or a report is required. The shift that is going off duty should be utilized for back up responses and incidents that should reasonably be completed before ending the shift. Field personnel should not be dispatched to report calls for service within 60 minutes prior to the end of their shift. However, if an urgent call is pending, the dispatcher may need to utilize the off-going units. The dispatcher will attempt to advise the on-coming sergeant of the call and the on-coming units should be utilized.

Dispatchers shall not advise officers what code units are to use in responding to a call. Officers are responsible for making the determination on how they will respond depending on the type of call for service, traffic, and weather conditions.

C. Field Requests

All requests from the field shall be documented in the event, in addition to the efforts to fulfill those requests. All field initiated activity will require the Channel One or Channel Two dispatcher to verify the location. Ultimately it is the Channel One dispatcher’s responsibility to ensure the location has been verified.



D. Vehicle Pursuits

When a patrol unit goes into vehicle pursuit, the dispatcher shall change the unit's status to *TP*. This command will automatically update the unit's location and document updates every 15 seconds in the *Assigned Unit's* window, as well as in the chronology of the event. This command does not interfere with the *KAC* (Keep Adding Comments) command. *AVL Watch On* must be selected in order to track the unit on the map. This is done in the pull down menu: *AVL>Avl Watch On*. When the pursuit is over, *AVL>Watch Off shall be* selected. When the pursuit is terminated, the unit's status shall be changed to *AR* or *CLA* to take the unit out of *TP* status.

Unless requested by field personnel, it is not necessary for dispatchers to repeat all locations over the radio (Parroting)

E. Radio Distress Signals

- On-Duty Employee at a Known Location

Upon receipt of a portable radio distress signal from an employee whose location is known, the dispatcher shall immediately attempt to contact the employee assigned to the portable radio via the police radio. If there is no reply, the dispatcher shall activate a tone alert along with a Code 33 and initiate a full response consisting of a Code 20, two officer call on a 1033 portable radio. The dispatcher shall provide the employee's call sign, location, and details of the original incident. If no contact is made, a full response shall be initiated including employees believed to be inside the police department. Refer to Santa Rosa Police Department General Order P-23, *Portable Radio Distress Signal*.

If contact is made with the employee activating the distress signal, prior to the arrival of back-up officers, the dispatcher shall attempt to determine the legitimacy of the alert and provide additional assistance upon request or based upon the updated information. One officer shall be designated to continue, in a Code 2 status, for verification purposes if the contacted employee advises that the alarm was false or that the situation is now under control.

- On-Duty Employee from Unknown Location

Upon receipt of a portable radio distress signal from an employee that is at an unknown location, the dispatcher shall immediately attempt to contact the employee assigned to the portable radio. If there is no reply, the dispatcher shall activate both a tone alert and announce a Code 33, and attempt to make contact utilizing the employee's call sign or name if the call sign is unknown.



If contact is made, ascertain the employee's location and the legitimacy of the call providing assistance upon request or based upon the information provided. Dispatch a single officer, in a Code 2 status, for verification purposes if the contacted employee advises that the alert was false or that the situation is now under control.

If no contact is made, provide an immediate broadcast to all Santa Rosa Police personnel in an attempt to determine the officer's current or last known location. Additionally, contact an on-duty field supervisor for further instructions. Upon notification that an employee cannot be located, the on-duty field supervisor shall develop a plan to locate the missing employee utilizing whatever resources are available and shall ensure notification of the on-duty or on-call commander.

- Off-Duty Employee

Upon receipt of a portable radio distress signal from a radio assigned to an off-duty employee, the dispatcher shall attempt to contact the employee by radio, phone, and pager, if available, to ascertain the legitimacy of the alert and/or the location of the radio giving off the distress signal. If contact is made, ascertain the legitimacy of the alert. If the location is within the city limits, provide assistance as requested or based upon the information provided. If the location is outside the city, and if necessary, request emergency assistance from the appropriate jurisdiction. If contact is not made, notify the on-duty field supervisor.

- Employee Response

An employee contacted in response to a distress signal emanating from the portable radio assigned to them shall respond with the words *Code 4*. A Code 4 response shall be *the only* response given to indicate that the distress signal was inadvertently activated or that the situation prompting the alert is now under control. No response or any response other than *Code 4* shall be a signal that an emergency condition still exists, thus alerting Communications and responding officers of that fact.

- MDC Code 20 Button

The MDC Code 20 button activations shall be handled as if an officer had activated the portable radio emergency button.

5.2 MANUAL DISPATCHING

In the event the CAD system becomes disabled, all dispatchers must perform their duties using a manual system for dispatching and record keeping. Dispatchers shall be responsible for maintaining



an accurate status board during manual operations by utilizing the card minder. The card minder should be labeled with the current teams and identifiers.

If the system down time is planned, dispatchers will print all current events from chronology or event search. Dispatchers will check with officers to see if case numbers are needed and assign them before the system is brought down. All Event and Unit windows will be printed. Announcement to all field units will be made that CAD is going to be down, and that case and incident numbers will not be available. In the event that the Santa Rosa Police Department is the only agency affected by the down time, and it is unplanned, notifications will be made to the sergeant's office, REDCOM and Sonoma County dispatch. Depending on the type of system down time, Informer may or may not be available for CLETS inquiries.

□ Event Cards

A CAD event card shall be completed on each incident where a police unit shall be dispatched and for officer initiated CAD events. During emergency calls for service, basic information (what and where, who is involved, weapons) should be given to the Channel One dispatcher while the call taker continues information on another card with the word *SUPP* noted at the top. Call Takers shall accurately complete all appropriate areas of the card. This includes obtaining a cross street for the location and determining the beat. Administrative requests shall also be completed on the CAD cards and attached to the original event card.

The event card shall be forwarded to the appropriate radio dispatcher. When a call is completed, the cards shall be held and a supervisor will determine whether or not *Catch Up* is necessary. Instructions on how to perform *Catch Up* can be found in a SCLEC CAD Training Manual which will be maintained in the Communications Center at all times. The determination of whether or not *Catch Up* is necessary and to what extent will be made by a supervisor. Field initiated events that did not generate an arrest will be entered at the supervisor's discretion. Cards requiring case numbers will be flagged to ensure a case number is assigned. If the down time exceeds twenty-four hours, each day's cards will be bundled separately at midnight. The cards shall be retained for 366 days. They will be stored in the evidence cabinet along with the Pyxis recordings. After one year and one day the cards shall be discarded in the shred box.

When the CAD system is once again operational, normal computer operations will resume. If *Catch Up* was necessary, that process will begin as soon as is practical. When the CAD system is operational again, notification will be made to the field officers, sergeants, REDCOM, and Sonoma County dispatch, if that was originally necessary.



5.3 RADIO CODES AND IDENTIFIERS

Personnel shall not use any code for radio or MDC transmission that is not authorized for use. See Lexipol policy 804.

5.4 EVENT AND CASE NUMBERS

Event Numbers are automatically assigned when an event is entered into CAD. The format is two digit agency identifier, two digit year identifier, three digit Julian, and four digit event number, automatically resetting at midnight. Case numbers are assigned to an event when requested and consist of a two digit agency identifier, two digit year, and seven digit consecutive number automatically reset annually.

In the event a Case Number has to be cancelled, it shall be done in the CAD system using the command *XCN* from the command line. The dispatcher will print a copy of the event mask, which indicates that the case number has been cancelled, and route it to the Records Section.

5.5 CHANNEL TWO

The primary duty and responsibility of the Police Channel Two dispatcher is to handle requests made over the radio by field personnel, including, but not limited to, tow requests, CLETS inquiries, CLETS entries, and miscellaneous phone calls. Call taking is a secondary responsibility for the Channel Two dispatcher. When Channel Two activity is low or non-existent, the Channel Two dispatcher shall answer phones and/or perform other duties in the Communications Center that can easily be put aside when a field unit makes a request over the radio. It may be necessary to place field units on stand-by to answer telephones when the call volume is high.

Whenever the primary police channel has a Code 33 (emergency traffic), it becomes the responsibility of the Channel Two dispatcher to handle all routine radio traffic for that channel. The Channel Two dispatcher shall monitor the status screen, dispatch all high priority incidents to available field units, and during extended periods of emergency traffic, dispatch routine calls for service. Routine administrative requests and radio traffic shall be advised to standby until the Code 33 is lifted on the primary channel. During the time that channel two is working as the primary police channel phone calls shall not be made or received.

5.6 BOL BROADCASTS/TELETYPES AND MDC MESSAGES

The following definitions shall be used to assist in determining the type of BOL called upon.



- County Wide Teletype: Teletype message sent via the CLETS system to all county agencies
- Broadcast Message: CAD function that allows information to be disseminated to all SCLEC Agencies, mobile data terminals and Netviewer.
- MDC Message: Messages sent via CAD to computer terminals in vehicles in the field.
 - Stop and hold: Sufficient probable cause exists for an arrest without a warrant.
- Stop and FI: A request for detention of a subject for the purpose of obtaining specific information that would aid in developing a criminal investigation.

If requested by a field unit the communication section shall send broadcast messages on all just occurred felony crimes and officer safety information in which sufficient information exists for a possible arrest. These requests may initially be made verbally, however written documentation must be completed by the requesting unit. If once written documentation is received, further information is available, a follow up message shall be sent. At no time shall dispatch or records personnel issue Stop and Holds without the direction of field personnel.

Stop and hold and Stop and FI requests subsequent to an investigation should be issued in the broadcast format. These shall be handled by the Communication Section.

During those hours in which the records section is available, Records personnel should send all missing person teletypes utilizing the teletype function through the CLETS system. Outside these hours, the Communication section shall send missing person teletypes utilizing the CLETS system.

The MDC message function should be used for SRPD agency specific information. These types of messages shall be for incidents in which the violation is no more than a vehicle infraction or of no interest to other county agencies.

A. SENDING BOL'S

When sending BOLs, dispatchers are expected to ask for the necessary information if it is not provided by the requestor. Dispatchers are permitted to send urgent, county-wide stop and holds initiated by field units that meet certain criteria, including that the crime occurred within the last 30 minutes and a delay in notification would jeopardize apprehension of a suspect or officer safety. BOLs that are not as urgent shall have sergeant approval prior to sending. Field personnel will fill out form SRPD 411 and once approved, will deliver the Stop and Hold to dispatch for Broadcast entry.

Dispatch shall complete a Broadcast message when field personnel request an immediate notification due to a just occurred felony crime or officer safety related incident. Dispatchers may also enter a Broadcast for Check the Welfare and At Risk Missing Persons. Dispatchers will also complete a Broadcast for a Stop and Hold or Check The Welfare when field personnel deliver an approved SRPD 411 form to dispatch. Dispatch will complete the section on the form with the Broadcast message



number. Just occurred and officer safety information also needs to be voice broadcast over channel one.

Depending on the request of the authorizing officer, dispatchers have the option of sending broadcast data to all or designated SCPSC terminals (i.e. CAD, MDC, Netviewer, specific agency). Sending the message to group “APB” will send it to all active SCPSC terminals, including all dispatch, mobile and NETVIEWER terminals. Remember not all agencies are part of SCPSC and specific CLET’s teletypes must be sent to these agencies.

Once the Broadcast Mask has been completed and sent, the Broadcast number will automatically attach to an active event. The dispatcher that created the message will need to send the BOL via CLETS to the non consortium agencies. If the event is not active when the Broadcast message is sent, dispatchers will need to make a note in the closed event of the Broadcast number.

Proof of sent teletypes must be electronically attached to the event and hard copies routed to the Records Section for attachment to the report. Notations that teletype(s) have been sent must be entered.

B. BROADCAST CANCELLATIONS:

Once a Broadcast has been initiated, it can only be cancelled by the initiating agency. Broadcast messages are valid for 10 days unless cancelled earlier by another source (originating officer, subject in custody, etc.). Dispatchers are responsible for checking the Broadcast messages daily to ensure they are cancelled after 10 days. Once the Broadcast is closed/cancelled, a notation will show on both the original event and the Broadcast.

5.7 TOW REQUESTS

Dispatchers will receive and process any request for a tow made by field personnel or fire department personnel. All requests for tow which require a field unit to remain at the scene shall not exceed an ETA of 30 minutes. Any tow company contacted for a rotation tow that gives an ETA of longer than 30 minutes shall forfeit their rotation and the next tow company in line on the rotation log shall be called. It is important to select the proper reason code for why the tow did not occur. The initial tow request, all efforts to fulfill the request, and any additional information received from the field or the tow company about the request shall be logged in the remarks field of the CAD event at the time the information occurs.

A. Rotation Tows

Upon receiving a request for a rotation tow, including 30-day impounds and abandons, the request will be completed by calling a tow service taken from the *Service Tow Request* in CAD.



The *Service Tow Request* mask shall be completed, including vehicle information and reason for tow. The towing authority and vehicle license number will be noted in the *Remarks* field. The proper SVS entry will be completed and attached to the CAD event, if necessary.

B. Owner Request Tows

Requests for an Owner Request Tow for a specific towing agency will be honored. Owner Request Tows will not be logged on any list but will be noted on the event in the *Remarks* field.

C. Evidence Impound Tows

Requests for an Evidence Impound Tow shall be processed to the towing agency designated for impounds by the police department, which is currently Performance Towing. All necessary information will be logged on the CAD event and the proper SVS entry completed and attached to the CAD event, if necessary.

D. Department Tows

Tows requested for a department vehicle shall be reported directly to the contracted tow service, which is currently Art's Tow, and not through the *Service Tow Request* in CAD.

E. Private Property Tows

Requests for private property tows can be referred to the AVA program by leaving a message at 707-543-3594. Callers can be advised that a technician will call them back to answer their questions and explain why/why not a vehicle may/may not meet the legal requirements of being towed.

5.8 SPECIALIZED UNITS

A. Accident Investigations

- Traffic collisions that are blocking the roadway require immediate responses by field personnel.
- Non-injury, property damage only collisions may be referred to their insurance companies. Criteria for referral shall include that involved parties are all licensed and insured, no one has been drinking, the vehicles are not blocking the roadway, there is no disturbance, and **all parties are agreeable to the process.**
- Hit and run accidents with property damage shall be referred to their insurance company or they can come to the station to fill out an over the counter report. Field



personnel will only be dispatched when the hit and run just occurred **and** there is suspect information and evidence to collect.

When dispatching field personnel to a collision, the order of dispatch should be as follows: Field Evidence Technician (FET), Traffic Officer, Motor unit, then beat unit. If the collision is causing a road hazard or blocking traffic, more than one unit should be dispatched to help control traffic. FETs shall not be assigned as primary to handle collisions involving a fatality, a felony, or a vehicle transporting hazardous materials.

Reports of vehicle code infractions where the reporting party can give a vehicle description and license number may be entered into CAD as a *TRACT* (traffic complaint) and a copy forwarded to the Traffic Division for a complaint letter.

B. Aviation

Any mutual aid request authorized by a sergeant for a helicopter shall be made through the Sonoma County Sheriff's Office Dispatch Center. If 10H1 is not available and the incident is of enough significance to warrant mutual aid from the CHP, their helicopter may be called for availability with the patrol sergeant's approval.

C. Bicycle Unit

The primary use of bicycle patrol units is in the downtown area. Bicycle units in the field may be dispatched to incidents in their assigned areas. Those events that require significant investigation or include an in-custody will be assigned to the beat unit. The bicycle patrol units can be utilized as back-ups.

D. Canine Units

Dispatchers will assign canine units to incidents such as alarm calls, open doors, prowlers, or any time another unit requests a canine. Typically the canine unit is not beat restricted.

E. School Resource Officers

The School Resource Officer Program establishes continuing communications between school staff and the police department. Each School Resource Officer (SRO) is assigned to a high school and select middle schools. Any in-progress incident or crime where a suspect is detained should be dispatched to a field unit if the SRO is not available.



5.9 CALL OUTS

No police personnel shall be called out for duty unless specifically authorized by the watch commander or a field sergeant. All notifications shall be documented on the CAD event. The order for making a call-out is home phone – Nextel – alpha page. If you still have not received a response, notify the on-duty sergeant. All efforts must be documented on the CAD event.

A. Canine Call Out

The on-duty sergeant may request the call-out of the sheriff's department on-duty canine or bloodhound.

B. Detective Call Out

The on-duty sergeant shall be notified of any requests for detectives to respond after hours. Additional personnel shall be notified as directed by the sergeant.

C. Field Evidence Technician Call Out

The on-duty sergeant shall be notified of any requests for FETs to respond to crime scenes. The designated on-call FET may request additional FETs to respond to the scene depending upon the type of crime and size of the crime scene.

D. SWAT/HNT/TST Call Out

When a dispatcher receives a request for a SWAT/HNT/TST response, the Send Word Now system will be used to notify requested personnel. The dispatcher shall select the desired group to which the message will be sent, then confirm the recipients who will receive the message. The Send Word Now request shall contain a very brief description of the incident, where personnel are to respond, and the incident commander's name. The dispatcher shall select the "Get Word Back" option, which enables responding personnel to indicate if they're able to respond. Also, select any other desired features based on the incident commander's request. Dispatch will be responsible for SWAT/HNT/TST call outs 24/7.²⁶

Note: SWAT should always respond to the station unless otherwise explicitly requested by a SWAT sergeant or other tactical incident commander.²⁷

²⁶ Removed wording for alpha page and added wording to reflect the use of the "Send Word Now" system. 7-28-2019 Supervisor Evan Adams. Changed TSU to TST in the title.

²⁷ Removed procedure for responding units to call voicemail box. New procedure indicates units are to text back rather than call voicemail. 5-12-2019 Supervisor Evan Adams



E. Blood Draw Call Out

When a dispatcher receives a request for a blood draw, a call shall be placed to REDCOM and a notation made on the incident.

F. SONCATT²⁸ (Sonoma County Auto Theft Task force) Call Out

The police department has one detective and one field evidence technician assigned to this unit. The unit operates out of the California Highway Patrol and call-out procedures are located in *Scratch Pad* under “CALL OUT, SONCATT” and is updated by Sonoma County Sheriff’s Office.³¹

G. Bomb Unit Call Out

The Sonoma County Sheriff’s office has a bomb unit available for call-outs. A request for their response must come from the on-duty supervisor and SCSO dispatch will make the notifications. Dispatchers **MUST** request “**Mutual Aid**” from the SCSO when making a bomb call out request.

H. Environmental Crimes Call Out

Call-out procedures are located in *Scratch Pad*.

5.10 ALARM RESPONSES

Alarm calls will be processed in the same manner as other incoming reports of in-progress crimes. When an alarm call is reported by an alarm company, the dispatcher will ask for the premise phone number and document it on the event. An officer has the discretion to cancel his/her back up unit. When an officer cancels a back up, that information will be placed in event remarks. A history of canceling back up units does not alter the dispatcher’s requirement to assign a back up.

A. 211 Alarm Response

- Commercial Alarms – Upon receipt of a silent robbery alarm at a business, dispatchers shall enter a call for service and dispatch two units to the scene. Upon the request from a field unit, a dispatcher will initiate a telephone call to the business. If able to make contact, the dispatcher will attempt to determine if a

²⁸ Changed SCATT to SONCATT ³¹ Added under “CALL OUT, SONCATT” and is updated by Sonoma County Sheriff’s Office.



robbery is in progress or has occurred. When a robbery has occurred, the suspect information shall be relayed to responding units as rapidly as possible. When an employee advises that no robbery has occurred, the dispatcher will coordinate with the officer and instruct the employee how to make contact with the officers.

- Financial Institutions – When an alarm is received at a financial institution during business hours, create an event using the appropriate CAD type code that will generate the SOP feature. Telephone contact with the business will only be initiated as in a commercial alarm. In the event of a robbery in progress, the dispatcher will instruct an employee of the financial institution to lock the business doors after the last suspect has left the building. Special Services Division shall be notified. Normal call out procedures will be used for all other circumstances. The Federal Bureau of Investigations shall be notified of confirmed bank robberies. Response to alarm calls at financial institutions shall not be cancelled but the units should be advised of the situation

B. 459 Alarm Response

Two officers will be sent to audible and silent commercial and residential alarms. Panic or keypad activated domestic violence alarms are a higher priority. Upon request from an officer to notify a responsible party, the dispatcher will call the alarm company or access *Special Situation* in CAD.

C. Vehicle Alarms

Permits are not required for vehicle alarms. Any patrol supervisor may designate a no response status on a vehicle alarm. One officer will be dispatched to a vehicle alarm.

D. Telematics

Calls received from call centers affiliated with telematics, such as On Star, can be entered as a Check The Welfare (CTW) and one officer dispatched unless circumstances dictate a different response.

E. LoJack

Santa Rosa police department vehicles do not have LoJack locate equipment. A LoJack unit is activated when the VIN of the vehicle is entered into SVS as a stolen vehicle. The LoJack signal can only be tracked with LoJack location equipment. SONCATT has the equipment but may not be available to respond if after business hours.



F. Lifeline/Medical Alarms

Calls received regarding medical alarms will be transferred to REDCOM and their phone number provided to the caller for future reference.

5.11 POLICE EVENTS

A. Abandoned vehicles

Reports of abandoned vehicles shall be handled by Communications by either creating a call for service using Cad code 1124G, to be referred to records or 1124 to be utilized when a field unit needs to be dispatched. The reasons for dispatch may include; registration expired over 6 months, vehicle is a traffic or pedestrian hazard, plates on vehicle do not match vehicle description given or vehicle partially stripped. In cases in which the license or vehicle identification number is available, registration and stolen checks shall be completed through supplemental.

B. Agency Assists

When REDCOM requests assistance for Fire/EMS personnel, an event will be entered using a type code appropriate for the circumstances relayed, and a unit will be dispatched in a time frame appropriate to the request. Requests for assistance from other law enforcement agencies at a location within the city will be responded to and a sergeant notified. Requests for assistance from other law enforcement agencies, outside the city limits, require approval from a watch commander prior to responding.

C. Animals

Reports of vicious animals require an officer to respond for the safety of the public and the Animal Control officer. During business hours, if there is no immediate danger to the public, the caller may be referred to Animal Control. All other live animal complaints shall be referred to animal control. After hours, an event is entered, the information is obtained, and the Animal Control on-call person is called or paged.

Dead cats and dogs in the roadway on a city street shall be referred to Animal Control for removal. An officer shall be dispatched if there is a traffic hazard. In either case, an event shall be entered. Dead, non-domestic animals are removed by city public works. Refer to *Scratch Pad* in CAD for specialty requests, such as snakes, wild birds, or bees.



D. Check Forgery or Theft

Incidents of forgery require a field unit response. Check theft may be referred to the Citizen Crime Report (CCR) options if there is no suspect information. Victims should be instructed to have all paperwork and evidence.

E. Child Abuse

Reports of child abuse in progress, just occurred, or ongoing with sufficient information for immediate follow up require an officer. Health professionals reporting past child abuse due to reporting mandates may be referred to the Records Section. When Communications receives a call for service for a child abuse investigation from Child Protective Services, the dispatcher shall notify a sergeant after dispatching an officer to the scene.

F. Child Custody

We do not assist with child custody issues unless it is a concealment case. If there is an allegation of a violation of a court order, a referral may be made to family court or the citizen may be referred to the front counter to fill out a Violation of Court Order which will then be forwarded to the district attorney's office via our department. When the allegation sounds like it could be child concealment or child stealing, create a call for service. Child custody directly related to a Domestic Violence Restraining Order will be enforced.

G. Citizen Complaints

Upon receiving a call from a citizen regarding a complaint against an employee, a dispatcher will either notify the Communications supervisor or the on-duty sergeant. If the complaint is against a dispatcher and the Communications supervisor is not on duty, the caller can be referred to the supervisor's voice mail. If that is not acceptable to the complainant, they may be referred to the on-duty sergeant. The dispatcher shall also notify the Communications supervisor of the impending complaint. If the complaint is patrol-related, the on-duty sergeant shall be notified with the complainant's name and phone number for contact. A CAD incident shall not be created.

H. Citizen Crime Reports (Mailers)

An Advised CAD Event will be created for those crimes that qualify for a Citizen Crime Report (CCR). The location where the crime occurred will be entered in the *Location* field. The address, including zip code, where the report is to be mailed will be entered into the *Remarks* field if it is different than where the crime occurred. If the locations are the same, enter the zip code after the address in the *Location* field.



I. City Ordinance Violations

Most calls regarding a city ordinance violation shall be entered as CO. Examples of a CO violation include construction noise, leaf blowers, bongo drums in the downtown area, vendors, and door-to-door solicitors.

J. Civil Standby

Callers requesting civil standby must come to the station and speak to a watch commander or on-duty sergeant to obtain approval. Contacts will be limited to reasonable hours. Once approved, enter a *KP* event including, but not limited to, how many units are required, which watch commander approved the response, where the officers are to meet the reporting party, and the location of the final destination.

K. Crimes on State Property

The California Highway Patrol (CHP) will take the lead in criminal investigation on state properties, including the freeway. At times, due to varying experience levels, they may ask us for assistance with the investigation. Additionally, if a major incident occurs such as a homicide, they may ask us to take a lead role in the investigation. Should the CHP make such a request, the watch commander or on-call lieutenant shall be contacted for additional direction.

L. Curfew Violations

There is no curfew in Santa Rosa. City Ordinance does specify that after 2300 hours a minor must be in transit and not loitering; a 415J event can be used for call entry.

M. Domestic Violence

Domestic violence is defined as injury, or the threat of injury, willfully committed against a spouse, former spouse, cohabitant, former cohabitant, person with whom the suspect has had a child, or has had a dating relationship. Two units shall be dispatched when the following circumstances apply: physical fight, verbal argument, and violations of a restraining or protective order and the suspect is still on scene or has just left.

Whenever domestic violence is occurring, threatened or imminent, or there is a violation of any protection order and the suspect is still at the scene or has just left, and the dispatcher can determine that the event falls within the definition of domestic violence, a Priority One emergency call for service will be entered and classified as a 415D.

When a dispatcher receives secondhand information and cannot determine the relationship of the parties involved, an event will be entered using an appropriate CAD event for the



circumstances known. Dispatchers will attempt to determine the following information from the calling party:

- Physical fight or verbal argument
- Need for medical aid
- Weapons involved and, if so, what type
- Anyone been drinking or using drugs
- Current location of suspect
- Suspect and/or vehicle description, and direction of travel
- Whether or not the victim has a copy of a protective order
- Whether or not there are children in the home
- If verbal only, whether or not the victim fears for their safety

The radio dispatcher shall provide responding officers with any pertinent premise and/or previous events information, and any pertinent supplemental information added to the call while officers are enroute.

Only one unit shall be dispatched when the suspect is not on scene, there is a violation of a restraining or protective order, the incident did not just occur, and/or the suspect(s) involved are separated by distance and the imminent arrest of the suspect is not likely. Such calls shall be classified using the lower priority codes of 415DR, or if it is a restraining order violation, 273.6R.

N. Emergency Protective Orders (EPO), Temporary Restraining Orders (TRO), Civil Protection Orders (CPO), Miscellaneous Court Orders, and Proofs of Service

Communications shall enter all EPOs into CLETS without delay using the *California Restraining and Protective Order System (CARPOS)* mask in CAD. Under the firearm provision section (FAP), dispatchers must always enter *B* for *cannot purchase or receive and must surrender all firearms*. A restraining order face sheet (SRPD Form 425) shall be completed and attached to the entry. The EPO shall be checked by a second dispatcher and filed in the restraining order filing cabinet.

Dispatchers shall also update the *Proof of Service* information when received. If the *Proof of Service* is from another agency, the dispatcher shall generate an EPO event and use the event number as entry for the case number required in the CARPOS mask. All restraining orders are retained in the Communications Center until they expire. Each order shall be run through CLETS and verified that it has been properly entered per Family Code 6380. When any TRO, OAH, or CPO is received and has not been entered into the CARPOS system, and is over 24 hours old, the dispatcher shall complete the following steps:

- Run the involved party in CLETS
- Enter the order in CARPOS



- Attach a face sheet (SRPD form 425)
- File the order in the appropriate section of file cabinet

All restraining orders shall be kept in the restraining order file cabinet. All-court orders shall be filed in alphabetical order.²⁹

O. Explosive Ordinance Detail (EOD)

- Bomb Threats – Create a *C10* event and obtain the name and address of intended victim or victim business, stated time of detonation, specific location of the device within the building or grounds, whether or not an evacuation plan exists for the premises, and whether or not they plan to evacuate. REDCOM shall be notified. At least one officer shall be dispatched and a sergeant notified.
- Found Device or Suspicious Package – Create a CAD event and dispatch an officer. If the officer requests the fire department to standby, notify REDCOM.

P. Extra Patrol Requests

Only under special circumstances, may an *EXPAT* event be entered in CAD. The event shall then be forwarded to the MDC of the officer working the beat and a hard copy of the event routed to briefing. The citizen will be told that we cannot guarantee extra patrol but that the request will be forwarded to the beat unit.

Q. Field Initiated Event

When a unit notifies Communications of self-initiated activity, a CAD event shall be generated using the appropriate codes and location. When a license plate is given, the plate shall be run through Supplemental. Event location shall be verified on all events. If the event circumstances stated by the officer would normally require a two-unit response, or if the officer requests, a back up shall be sent.

When an MDC emergency is initiated by a field unit, and the unit is not on an event, CAD automatically creates a *C20* event. If the unit is on an event, a dialog box appears associated with the event. When a radio distress signal is received, and if the officer cannot be contacted and is not on an event, access the map to determine the current location of the unit. Create an event in CAD and send a back up. If the officer is not on duty, attempt to contact the officer via home phone and/or Nextel. If the officer is logged on duty and the MDC GPS is working,

²⁹ Reworded: . All restraining orders shall be kept in the restraining order file cabinet. ~~Domestic Violence Orders shall be filed alphabetically in the top drawer of the cabinet. All other court orders shall be filed directly behind the domestic orders, also in alphabetical order. Both sections shall be periodically checked to purge expired cases.~~



the dispatcher can Window the Unit (WINU) or Poll the Unit (POLL). WINU will place the unit in the middle of the map and their last known location, POLL will track the unit as it moves through the city. To POLL unit, highlight the unit and on the command line type *POLL*.

R. Found Property

If the property appears to be valued at less than \$100 and has no identifying information, the caller should be encouraged to leave it where it is or throw it away. If the property appears to be valued at more than \$100 or has identifying information, a field unit should respond. Any type of ammunition that is standard, purchased, or commercially available may be brought to the front counter or a field unit dispatched to pick up. Any reports or requests regarding extra large caliber, military issue, or individually constructed munitions shall be handled as a potential explosive. Officers shall be dispatched to secure found guns before sending a Field and Evidence Technician.

S. Fraud

Any fraud call where there is sufficient information for immediate follow up will require a field unit to respond. If a citizen is reporting a NSF case, they may be referred to the front counter where they can pick up a packet to fill out for the district attorney's office.

T. Graffiti

If the graffiti is extensive and gang related, a call for service can be entered. Typically, if it's on a school campus they will request officer contact. If it is routine graffiti, the caller can be referred to the Graffiti Hotline phone number found in *Scratch Pad*.

U. Hazardous Materials

A hazardous materials event is defined as any unplanned or unlawful occurrence which results in the release of any material that presents a threat to the safety of persons, property, plants, wildlife, or the environment. CAD event type *HAZMAT* shall be used to generate a fire and police response. Hazardous materials information may be obtained via CLETS.

A *SEWER* event shall be created and an officer will respond on reports of sewer spills with the material not leaking into the storm system. If the material is leaking into the storm system, a *HAZMAT* event for police and fire will be created. In either case, a sergeant shall be notified.

Any reports of an unidentified substance released (liquid, solid or gas) shall be entered as a *HAZMAT* (i.e., white powder in the roadway). The call type, *HAZMAT*, creates a call for REDCOM.



V. Hijacked Airlines

If a cellular call is received from a person reporting they are aboard an airplane that has been hijacked, the following questions should be asked:

- The name of the airline carrier
- The flight number
- Where did the flight originate from
- What is the next destination of the flight
- Do you know where the plane is now located (i.e., somewhere over Oregon, Lake Tahoe)
- What is the caller's name
- What seat are they in
- Are they calling from a wireless/cellular telephone or an on-board phone
- If a wireless telephone, what is the number
- What is the wireless telephone carrier
- What is the on-board emergency

W. Identity Theft

Per Penal Code 530.6a, our agency is obligated to take a report when the victim or suspect resides within the city limits of Santa Rosa, even if the crime occurred outside the jurisdiction of Santa Rosa.

X. Internet Crime

When a caller has been a victim of a crime that originated on the internet, such as stalking, threats, or fraud involving monetary loss, an officer should be dispatched to initiate an investigation. When the caller reports seeing something on the internet such as child pornography or illegal items for sale, the caller should be referred to the FBI as the origin is unknown and may be interstate or international.

Y. Missing Persons/Runaway Juveniles

A missing person is an individual, adult or juvenile, whose whereabouts are unknown by the reporting party. Mandates require a report be taken regardless of jurisdiction.³⁰

³⁰ Removed 10/09: "If the caller spontaneously acknowledges they should have called another agency and asks for the number, this can be provided. If the caller asks for direction on whom they should file the report with, and there is no connection to Santa Rosa, and/or they live a significant distance from the police department, appropriate referral may be made."



Most missing person reports may be taken over the phone or at the front counter. Exceptions are:

- The victim is under 14 years of age and does not have a history of running away,
- The victim is at risk medically,
- The victim is mentally impaired,
- The victim has been abducted or kidnapped, or
- There is other foul play.

Missing persons entries and locates for outside agencies are entered by the Records Section. However, when they are closed, dispatchers are responsible for the entries and are to adhere to the following procedures:

- Any juvenile who has been committed to a custodial facility who voluntarily leaves shall be deemed an escapee. Sonoma County custodial facilities include: Sierra Youth Program, Juvenile Correction Program, and Juvenile Hall which are all located at Los Guillicos and the Sonoma County Probation Youth Camp in Forestville. Only a BOL is required on escapees; no MUPS entry is required since an arrest warrant will be issued by Sonoma County.
- Enter missing persons using the Missing Person – Entry mask in Informer. In addition to the required fields, include the following optional fields: ○ DOR – Date of Report ○ APN – Agency Phone Number (██████████) ○ IMM – Last Name and Badge (do not use symbols)
 - MISC – something extraordinary (not on meds, officer safety, suicidal, etc.)
 - If a vehicle is associated with a missing person, make that entry after the MUPS entry using the Missing Persons – Physical Descriptor/Vehicle Entry mask in Informer. Enter the FCN from your MUPS entry and the NAM exactly as entered. Fill out the vehicle information at the bottom of the mask and it will be connected to the missing person entry. Note: when clearing a missing person from the system, this entry will automatically be deleted.
- After the missing person has been entered into MUPS, send an Administrative Message (ADMIN) to include the following fields: ○ California Destinations – SRO/3249/UPS ○ To – Sonoma County Agencies
 - Attention – BOL Runaway Juvenile
 - Message – list whatever information is included in the report
 - Reference – Officer’s name ○ Telephone – (██████████)
 - Case Number – the case number of the report
 - Agency – SR ○ Mnemonic – (██████████)



- When receiving a faxed missing juvenile report from a facility, enter and print out the MUPS entry and BOL and attach them to the report and forward them to the Records Section.
- When officers locate other agencies missing persons, a locate must be placed in MUPS using the Missing Persons – Locate/Cancel mask after confirmation has been made with the entering agency.
- When receiving a telephone call from a reporting party advising that a missing person has been located, obtain the report number and entire name of the missing person. Create a CAD event and cancel the entry in MUPS using the Missing Persons – Locate/Cancel mask. If it is determined that the report was filed by another agency, have the reporting party contact that agency for the cancellation. If there is anything suspicious about the phone-in cancellation, take the information and refer it to the Records Section.
- Refer to the *Records Duties* binder for more information and samples of reports and entries.

Z. NSF Checks

Checks on closed accounts and Non-Sufficient Funds (NSF) are referred to the district attorney's office.

AA. Notifications

- Death – Gather all pertinent information from the requestor and enter a call for service. Request a teletype from the requesting agency identifying the address, person to be contacted, and whom the person should contact at the requesting agency. The call for service will be held until the teletype has been received. Once received, attach the teletype via Informer into the CAD event and advise the on-duty sergeant of the pending event. Depending upon the circumstances, the sergeant may opt for the assistance of a chaplain. If that is the case, the assigned unit(s) will await the chaplain's arrival and respond together from the station to the location. (Reference Numbered Memorandum 06-08, *Death Notifications*.)
- Release of Inmate/Victim Notification – On a regular basis we receive calls from the jail to notify the victim of a violent crime that a suspect is being released. Create a *NOTIFY* event and respond a police officer to make the notification.
- Attempt to Contact – We will assist other agencies or the public with attempts to contact people.



BB. Parties

A party shall be defined as an event with multiple subjects in attendance. Two subjects in a hot tub is not an example of a party. An event shall be entered for dispatch on any complaint of a party. The event requires at least a two unit response. If the officer takes a case number for the first response citation, that information will be included in the remarks field. Prompt the officer for the actual address of the party and update the CAD event to reflect it. Dispatchers shall always inquire as to the approximate number of subjects in attendance.

CC. Private Property Tows

When the Records Section is closed, Communications is responsible for entering private property tows using the following procedures:

- Enter a CAD event using TOW as the event type and include all pertinent information regarding the vehicle and where it was towed from/to.
- Using the Vehicle Entry mask in Informer, enter the vehicle as a stored vehicle. Be sure to include where the vehicle was towed from and to in the entry.
- Attach the entry to the CAD event via Informer and print out the CAD event, registration information, and vehicle entry and forward all to the Records Section after the second-party check has been completed.
- Refer to the *Records Duties* binder for samples of entries.

DD. Promiscuous Shooting

Reports of shots heard in the area by a caller without a specific location require an officer to be dispatched. Multiple callers or shots may require additional units to respond. Note: this creates a Priority 2 call for service. In the event the caller has specific information or knowledge that a shooting has occurred, the applicable type code will be used.

EE. Prowlers

Any time a call is received regarding an individual(s) prowling around property, as much pertinent information as possible shall be obtained and a call for service shall be entered into CAD. Two units should be dispatched and the caller should be kept on the phone until the officer arrives.

FF. Repossessed Vehicles

When the Records Section is closed, Communications is responsible for entering repossessed vehicles using the following procedures:

- Enter a CAD event using REPO as the event type and include all pertinent information regarding the vehicle and where it was towed from/to.



- Using the Vehicle Entry mask in Informer, enter the vehicle as a repossessed vehicle. Be sure to include where the vehicle was towed from and to in the entry.



□

Attach the entry to the CAD event via Informer and print out the CAD event, registration information, and vehicle entry and forward all to the Records Section after the second-party check has been completed.

- Note: SRPD does not accept repossession information on private party repossessed vehicles. Those wishing to report private party repossessions are referred to the Department of Motor Vehicles.
- Refer to the *Records Duties* binder for samples of entries.

GG. Shoplifter in Custody

If a retailer reports a shoplifter in custody and they are not on the shoplifter program, an officer is required to respond. Some retailers are on our shoplifter program. If this is the case, an *ICR* event shall be created and suspect information obtained and run through CLETS. If the suspect is clear, has a photo ID, and the theft is under \$900, the retailer will be provided with an event number and the call closed, using disposition code ARR for arrest. If the suspect has a warrant, or a CLETS response indicating a need for a contact message, an officer will respond and the event classified as an *IC*. If it is a citable warrant and the subject is in custody for a misdemeanor, the officer may chose to cite the subject on the warrant and allow the store to continue with the *ICR*. In this case, the event type needs to be changed to *ICR* before closing the call, and the caller given the event number.

HH. Stolen Vehicles

Past reports of stolen vehicles with no suspect information can be handled by an FET, the SONCATT technician or filed at the front counter. Reports of in-progress or just occurred stolen vehicles require an officer to respond, as do reports with sufficient information for immediate follow up. If a reporting party calls in to report their vehicle as stolen and the SVS return shows the vehicle has been impounded for a hit and run (20001 or 20002 CVC), take the call as a *10851R* and dispatch a field unit for a report. Make sure all pertinent information is provided to the responding unit so that officer(s) can make appropriate decisions concerning the call.

II. Suspicious Persons and/or Vehicles

Any time a call is received regarding a suspicious person and/or vehicle, all pertinent information will be obtained and an event entered into CAD. Suspicious means the vehicle is not known to the neighborhood, it may match the description of a vehicle involved in a crime or other questionable activity, or the occupant(s) are acting odd or suspiciously (i.e., driving up and down the street with no obvious destination, sitting in front of a particular building and watching it for long periods of time, etc.).



JJ. Traffic Control Duties

In those instances where department personnel are assigned to traffic control duties, assignment shall be made in the following priority:

Volunteer in Police Services (VIPS)

- Field Support Technician (FET)
- Beat Officer
- Adjacent Beat Officer
- Traffic Enforcement Officer
- Accident Prevention Officer

KK. Traffic Control Signal Failure

Traffic control signals can be rendered inoperative by power outages or other unforeseen events, such as traffic collisions. Section 21800 of the California Vehicle Code sets forth the “right of way” for intersections with inoperative traffic control signals. Unless other control devices are in place, the provisions of this section apply to an intersection with inoperative traffic control signals.

When there is a traffic control signal failure at an intersection, dispatchers should take immediate action to address roadway conditions associated with the signal failure. Actions taken may include:

- Notification of city public works, Cal Trans, and/or utility company personnel
- Notification of an FSD supervisor for direction
- Assignment of police personnel to assess risk and/or provide traffic control until the failure is corrected, other traffic control devices are in place such as portable stop signs, or traffic conditions no longer require police personnel.

Where a traffic control signal failure occurs simultaneously at more than one location, a variety of factors will govern the response. Notification of city public works, Cal Trans and/or utility company personnel should be made to facilitate the return of signal operation. Before assignment of department personnel to affected intersections, the following factors may be considered by an FSD supervisor.

- Availability and effectiveness of temporary traffic control devices
- Traffic volume and potential for collision
- Availability of personnel
- Other calls for police services
- Potential length of signal failure



LL. Traffic Control Signal Malfunction

Where there exists a malfunctioning traffic control signal creating hazardous roadway conditions, department personnel shall take immediate action intended to address the hazard. Remedial action may include:

- Notification of city public works or Cal Trans personnel to respond to repair the malfunctioning signal
- Notification of an FSD supervisor for direction
Assignment of available police personnel to provide traffic control until the malfunction is corrected or the traffic control devices are in place

In cases where there is a malfunctioning traffic control signal that does not create hazardous roadway conditions, field personnel shall notify city public works or Cal Trans. Dispatchers should be requested to make notification(s) only if impractical for field personnel.

MM. Welfare Checks

Police shall respond to check the welfare of an individual that a reporting party has not been able to contact for an unreasonable period of time. Depending on the location of the reporting party and relation to the individual in question, the reporting party may be asked to respond to the scene.

5.12 MANDATORY SUPERVISOR NOTIFICATION

A. Criminal Activity

Any dispatcher receiving a call reporting the possibility that an employee of any police agency may be involved in criminal activity shall immediately notify the Communications or Field Supervisor. When the employee is with this agency, the Communications Supervisor shall immediately notify the appropriate level of supervision. When the suspect is an employee of another agency, communications shall notify a field supervisor. Responsibility for notifying another agency of employee criminal activity shall rest with field or investigations supervisors.

B. The severe injury or death of an employee of the Santa Rosa Police Department.

C. Sick Calls

When dispatchers receive sick calls from field personnel TeleStaff should be updated. It is the responsibility of the employee to notify their supervisor.



D. Command Staff Notification Criteria

A Specific Notification Event (SNE) is a department-related incident or occurrence that requires the notification of a member of command staff.

It is the responsibility of the highest ranking on-duty employee to be aware of a SNE to ensure that timely contact is made with a command staff member. If the identified command staff member is not on-duty, the highest ranking on-duty employee aware of the event shall immediately notify *any* other on-duty command staff member. If there is no on-duty command staff member, the designated on-call lieutenant shall be contacted. In the extraordinary event that the on-call lieutenant is unavailable, contact shall be made with *any* member of command staff. The on-duty employee making notification is only required to make direct contact with one member of the command staff. Actual notification of command staff may be made by personnel other than the highest ranking employee if that ranking employee directs it due to necessity.

5.13 INCIDENT PRIORITY AND TYPE CODES

Incident priorities and dispatch requirements are defined as follows in order to provide for the consistent assignment of incidents for response by field units. Type codes within the CAD system shall have a set priority assigned per CAD activity code. Priorities are pre-designated and are not to be changed by a dispatcher. If you need a different priority, use a different type code. The dispatcher receiving the call shall assign the type code of the highest priority that most closely defines the incident upon entry.

EMERGENCY

Considered to be of the highest priority are incidents that have caused or are likely to cause serious injury to peace officers of any jurisdiction or firefighters, and incidents involving, or with the potential for mass casualty. These incidents shall be broadcast immediately to all units. All available units may respond until instructed otherwise. The primary dispatcher will confirm a field supervisor is responding.

PRIORITY 1

Also of the highest priority are incidents that have caused or are likely to cause serious injury to citizens. Priority 1 incidents are class-one felonies where suspect contact or arrest is likely and any incident involving actual, threatened, or imminent domestic violence. Class one is defined as any collision which results in the death of an involved party, any collision where an involved party may be prosecuted for a felony violation, any collision involving a city vehicle and any party suffers an injury (including a complaint of pain), and any collision involving an emergency vehicle being driven with a forward red light and/or siren in operation (Code 3). These incidents shall be broadcast to the closest



available units immediately. If no units are indicated as available, the information shall be broadcast for any unit that may respond. If no units acknowledge they are responding, a field supervisor shall be notified.

PRIORITY 2

Priority 2 calls are incidents or circumstances that may lead to serious injury to citizens, or involving damage or loss of personal property. These incidents shall be assigned to the first available area unit. When no area units are available, the incident may be held for the next available area unit. When it is unlikely area units will be available soon, the call shall be dispatched to the nearest available unit.

PRIORITY 3

Priority 3 calls are past occurrences of felonies or misdemeanors when rapid police intervention will not mitigate circumstances or damage. The incidents may be assigned to the first available beat unit or an FET. When no field units are available, the incident may be held. When it is unlikely that the beat unit will be available soon, the call may be dispatched to the nearest available unit.

PRIORITY 8

Past occurrences of crimes and suspicious circumstances, generally INFO calls. These incidents may be assigned to the first available beat unit. When no beat units are available, the incident may be held. When it is unlikely beat units will be available soon, the call may be dispatched to the nearest available unit.

5.14 STATE FACILITIES

The California Highway Patrol (CHP) is responsible for law enforcement at all state facilities, including: the armory, the state building downtown, and the park-and-ride under Hwy 12 near the fairgrounds. Incidents of criminal activity at these locations shall be referred to the CHP. Due to the extended response time for the CHP, in-progress incidents where citizens or property are at risk shall be dispatched to city units to respond and assist the CHP.



CHAPTER 6 - SYSTEMS

6.1 DUTIES AND RESPONSIBILITIES

Dispatchers shall be responsible for entering and updating all assigned records as accurately as possible in compliance with Department of Justice guidelines and mandates. All Communications personnel shall be certified as Full Access Operators in compliance with Department of Justice training standards. A dispatcher is required to sit at position four from Monday-Saturday from 0700-1900. Position four is the location where all incoming, unsolicited CLETS messages and Records mnemonics are received. The dispatcher will monitor and respond to incoming teletypes and requests from the CLETS and NCIC systems. During all other times, a dispatcher must sit at position two and perform the same tasks. When receiving a ten-minute Hit Confirmation, the dispatcher at Position 2 or Position 4 will immediately respond to the requesting agency and contact Records for further follow up, or in the event Records is closed, contact a Communications supervisor or Sergeant.^{34 31}

6.2 WARRANTS³²

A. Warrant Inquiries

Local warrant check requests shall be made via CAD either through *Supplemental* or the Informer *Person* mask. This inquiry will also result in returns from DOJ and NCIC. If an event has been created, all Informer requests shall be entered through *Supplemental* information. Positive responses shall be relayed to the officer as an *unconfirmed warrant* unless it is local. The officer will then advise whether they desire confirmation. Responses where the name, spelling, or date of birth is close, but not exact, shall be returned to field units as a near miss with the information retrieved. It is the officer's discretion to determine if it is a correct match.

The Santa Rosa Police Department holds and maintains our own warrants. Dispatchers will be responsible for a number of duties pertaining to warrants outside of the Records Bureau's regular business hours. This will involve confirming warrants, sending abstracts in

³¹ Deleted "All Communications personnel shall be certified as Full Access Operators in compliance with Department of Justice training standards. A dispatcher is required to sit at position two at all times. Position two is the location where all incoming, unsolicited CLETS messages and Records mnemonics are received. The dispatcher will monitor and respond to incoming teletypes and requests from the CLETS and NCIC systems. When receiving a ten minute Hit Confirmation, the dispatcher at srd2". Added new wording, Supervisor Evan Adams 5/12/2019

³² Change from Warrant Checks to Warrants 5/12/2019 Supervisor Evan Adams



CLETS, adding remarks in Criminal.net, changing statuses of warrants held by the Santa Rosa Police Department, and entering Ramey warrants.

All teletypes received pertaining to warrants after Records normal business hours shall be routed to the Records section for review. Upon receipt of a teletype, notate receipt in the remarks field of Criminal.net.

Upon request made by an outside agency that doesn't use the CJIS system (Criminal.net) to confirm an SRPD warrant, dispatchers will access the requested subject's name record in Criminal.net to verify the warrant's status. Dispatchers will determine this by viewing the status and remarks of the warrant in Criminal.net. If it's determined the subject has an active warrant held by the Santa Rosa Police Department, dispatchers shall check if the warrant is citable, not citable, or extraditable.³³

B. Warrant Abstracts

An abstract will be initiated only when a field unit requests it. On out-of-area warrants our confirmation for the officer needs to include the warrant number, the violation, the bail amount, the issuing court name, and the name of the individual confirming the warrant. If the warrant is citable, the officer also needs the court address and the date and time to appear. If it is not citable, the warrant needs to be abstracted to Sonoma County Jail (mnemonic STJ) within California or ██████████ for outside California. If it is an out-of-county, non-citable juvenile warrant, the warrant will be abstracted to the Communications Center, mnemonic SRG. Upon receipt of the abstract, the dispatcher will then fax it to Juvenile Hall. If the abstracting agency is willing, they could fax the warrant to Juvenile Hall directly.

³⁴ Reworded: "A dispatcher is required to sit at position six at all times. Position six is the location where all incoming, unsolicited CLETS messages are received. The dispatcher will monitor and respond to incoming teletypes and requests from the CLETS and NCIC systems."

Local warrants will be abstracted through CAD by the dispatcher upon request, and the warrant hit return attached to the CAD event. Once the abstract has been sent, the Informer return must also be attached to the event indicating the warrant was abstracted. When a local, citable warrant has been abstracted to the department, it must be cleared in the CJIS warrant system. To clear a warrant you must access the county warrants through the reference PC by

³³ Added this paragraph 5/12/2019 Supervisor Evan Adams



using Criminal.net. It is the responsibility of the person abstracting the warrant to ensure it is cleared from the county warrant system. When the local warrant has been abstracted to CJ, the jail personnel clear the warrant. The three locations a dispatcher may abstract a warrant are [REDACTED] – Sonoma County Juvenile Hall, [REDACTED] – Sonoma County Jail, and SRPD3 – SRPD Communications Center.

When Santa Rosa officers arrest a subject on our own warrant that contains a WPS entry, dispatchers must clear the WPS entry via CLETS, print a copy of the WPS and WPS clear, and route to records. Dispatchers shall then notate that the WPS was cleared and whether the warrant was booked or cited in the remarks field in Criminal.net. For cited warrants, clear the warrant as “cited” under the “Abstracted Warrants” section.

When Santa Rosa officers arrest a subject on a warrant held by another agency, the dispatcher must send a locate to the agency that holds the record.³⁴

Upon request made by an outside agency, dispatchers will send warrant abstracts on active warrants to the requesting agency’s mnemonics or ORI as well as [REDACTED] by using the CLETS “WARRANT ABSTRACT” mask. A copy of the abstract will be printed and routed to records for follow up during Record’s business hours. For citable warrants, the dispatcher will provide a warrant abstract which includes cite information for the Sonoma County Superior Court, 600 Administration Drive #105J, Santa Rosa, CA 95403. The court date shall be set for 08:00, 30 days out on the next non-holiday business day. For citable warrants when there are local charges, indicate in the abstract that it’s a citable warrant and to notify us for cite information upon release. For do not cite, no bail warrants, the abstract shall advise the arresting agency to “Please place our hold and send locate.³⁵ When subject is ready for pick up, please send a teletype to [REDACTED] or [REDACTED] and fax the Sonoma County Transportation Unit at [REDACTED]. Thank you.” For do not cite, bail warrants, the abstract shall advise the arresting agency to “Please place our hold and send locate.³⁶ When subject has posted bail or is ready for pick up, please send a teletype to [REDACTED] or [REDACTED]. If the subject is to be picked up, fax the Sonoma County Transportation Unit at [REDACTED]. Thank you.” The dispatcher will ask the requesting agency to send their locate to [REDACTED]

When an abstract is sent, the dispatcher must update the remarks in Criminal.net to include the requesting agency’s name, mnemonics, callback number, and whether the arresting agency booked or cited the subject. If the warrant was cited, include all cite information in the remarks. If the subject is being held on additional charges, notate this in the remarks field.³⁷

³⁴ Added complete paragraph 5/12/2019 Supervisor Evan Adams

³⁵ Added “and send locate.” Supervisor Evan Adams

³⁶ Added “and send locate.” Supervisor Evan Adams

³⁷ Added complete paragraph 5/12/2019 Supervisor Evan Adams



C. Warrant Locates

Upon receipt of a locate on our warrant, the dispatcher will change the status of the warrant from active to O/C Hold, add remarks indicating a locate was received, from which agency, their mnemonic or ORI, and booked or cited. All locates must be printed and routed to Records for follow up during Record's business hours. Do not clear the WPS hit; Records will do this when they receive paperwork from dispatch.³⁸

D. Warrant Locates From Non-Criminal.net Agencies Within Sonoma County

The exception to subsection C. is when an agency that doesn't use Criminal.net arrests on a Santa Rosa Police warrant and books the subject in the Sonoma County Jail. In this case, abstract the warrant to "BOOK1" in informer. Upon receipt of the locate, add all notations to Criminal.net as in subsection C., and route all information to Records..³⁹

E. Ramey Warrants

Upon request from an officer or detective, dispatchers will enter Ramey warrants into the CLETS WPS. Photo copy the Ramey warrant and print two copies of the entered Ramey warrant. One Ramey warrant and entry will be routed to records via the "Warrants" folder, the other will be kept in dispatch in the "Ramey Warrants" folder.⁴⁰

F. Due Diligence

Attempted warrant service shall be documented on the front of the warrant abstract or worksheet. The officer will note the date, time, and badge number. Records personnel, upon purging the zone folders, or police officers will forward all warrant worksheets noting due diligence to the Communications Section for entry into the Sonoma County Central Warrant Index. Dispatchers are responsible for entering due diligence in a timely manner through the Criminal.net system.^{41 42}

6.3 CRIMINAL HISTORY

A. I/LEADS

Upon receiving a request from a field unit for I/Leads, the dispatcher will run the name via *Supplemental* or the *Informer Person* mask in CAD and review the information retrieved. The

³⁸ Added subsection C. and its complete paragraph 5/12/2019 Supervisor Evan Adams

³⁹ Added subsection D. and its complete paragraph 5/12/2019 Supervisor Evan Adams

⁴⁰ Added subsection E. and its complete paragraph 5/12/2019 Supervisor Evan Adams

⁴¹ Added "...through the Criminal.net system."

⁴² Changed from subsection C. to D. 5/12/2019 Supervisor Evan Adams



information that should be given to the field unit includes any alert comments. Other than officer safety information, it will not be necessary to release arrest information unless specifically requested by the officer. There may be times when officer safety information will be in the arrest data. In these cases, that information should also be released immediately. I/Leads information is considered criminal history and dispatchers must use discretion when relaying information. In some cases it may be necessary to advise the officer to refer to his MDC for detailed information.

B. CII Record of Arrest and Prosecution (RAP) Sheets

During hours that the Records Section is open, officers will contact a records technician to access RAP sheet information. When the Records Section, is closed, the request can be made through the Communications Center.

Officers or detectives requesting a RAP sheet will be required to provide a case or incident number. Broad reasons such as *narcotic investigations* are not an acceptable reason to access the



criminal history files. If the officer or detective is unable to provide the case number or specific reason, the RAP sheet will not be run.

C. Violent Felon File

The Bureau of Alcohol, Tobacco, and Firearms (ATF) has established the Violent Felon File. A response will be received when a wanted person inquiry is run through NCIC. Field units shall be promptly advised of a positive hit on this file. This is officer safety information that the subject has a history of violence. Upon a telephone confirmation with ATF, persons listed in this file are subject to federal prosecution if found in possession of a firearm. The phone number for ATF will display on the NCIC computer response. A telephone confirmation must be made prior to any arrest for possession of a firearm.

D. Supervised Release File

The Supervised Release Files (SRF) contain information regarding registrations for arsonists, drug offenders, sex offenders, and probation and parole status. Field units shall be promptly advised of any positive hits from this file. Dispatchers will complete the contact message through CLETS when the necessary information is provided by the officer. If no crime report case number exists, the event number of the contact will be listed in the *Comments* field.



6.4 VEHICLE ENTRIES

Dispatchers will make entries and updates in the Stolen Vehicle System (SVS) as requested by department personnel. All transactions shall be made in accordance with DOJ and NCIC requirements. If, at any time, there is uncertainty regarding a type or method of entry that can not be resolved by contacting a supervisor or by doing research, dispatchers will contact the appropriate DOJ unit for clarification and direction. The name of the DOJ employee who provided information or direction shall be noted on the CAD event or entry paperwork.

The *Miscellaneous* (MIS) field of all vehicle entries shall contain the Department ID number of the person requesting the entry and the dispatcher making the entry. The *Reference* (REF) field shall contain the name and phone number of the tow company handling the tow. Once the SVS entry has been made, the confirmation response will be attached to the event using Informer. Additionally, each entry shall have the complete registration record, entry record, and a copy of the event attached in a manner that permits all information to be read. All CLETS entries require a second-party check for accuracy. The person performing the check will initial the entry record page.

A. Stolen Vehicles

All stolen vehicles shall be entered into SVS unless there is no identifying information available or an investigator directs otherwise. All pertinent victim data shall be entered into the SVS record whenever a stolen vehicle is being entered. Victim data to be included is the victim's name, home address, city, state, zip, and phone numbers where the victim may be reached day and night. All located and recovered vehicles shall be updated in SVS as soon as possible. The disposition of the vehicle being located or recovered shall be included in the (MIS) field for all vehicles (i.e., *released to owner in field* or *22651c by Performance Tow [REDACTED]*). Before the call is completed, the dispatcher will ensure the victim notification has been made. Abbreviations in the MIS field may be used.

The dispatcher who receives the entry information from the field unit is responsible for ensuring the vehicle is entered into SVS. Once entered, attach the entry to the event via Informer.

When a SRPD stolen vehicle is recovered with plate(s) missing, the vehicle shall be cleared and then cancelled in SVS with the reason of "admin." The plate(s) shall be entered as lost/stolen. The same case number shall be used. In the Miscellaneous field, note that the plate(s) are missing from a recovered stolen vehicle. You will need to abbreviate due to the space restriction of the field.



When we receive notification that another agency has located our stolen vehicle, per 10500a CVC, the dispatcher will:

- Clear the vehicle from SVS
- Ascertain if the vehicle was released to the owner or that notification was made to the owner. If the *locate* says anything other than vehicle released to owner, the dispatcher will create a CAD event with the type code FU and the location being SRPD. Use the LINK command to apply the original case number to the event and/or cross reference the new event to the original event.
- Attach the *locate* to the newly created CAD event
- The dispatcher will attempt to call the victim by using the information in the SVS entry. If contacted, advise the victim that their vehicle has been recovered and where the vehicle has been taken (note: the victim may already have this information, however, we are just ensuring that they do).
- The dispatcher will note on the CAD event the disposition of the notification, print the event, attach the *locate* and *clear* printouts, and route to the Records Section.

B. Embezzled Vehicles

Effective January 1, 1993, California legislature allows rented or leased vehicles which have been embezzled to be entered into SVS as stolen. This requires proof that the rental or lease company has mailed a registered or certified letter to the suspect demanding the return of the vehicle once it has not been returned within five days of the due date. Officers or front counter personnel are to obtain photo copies of the demand letter and registered or certified mail receipts. If the company has followed the correct procedure and can provide copies of the documentation, a report will be taken and a dispatcher will enter the vehicle as stolen. If a demand letter has not been sent, an officer will take the initial report, advise the company of

the proper procedure, and request that the company mail copies of the letter of demand and receipts to the Investigations Division. This legislation does not apply to vehicles borrowed or loaned to friends, relatives, or acquaintances. In this situation, the vehicle is not entered until charges have been filed by the district attorney's office.



C. Impound/Storage Authority for Vehicles

The statute that authorizes the towing or impound/storage of any vehicle shall be entered on the SVS entry record in the *Miscellaneous* (MIS) field.

D. Private Property Tows/Repossessions

Tow companies reporting repossessed vehicles or vehicles towed from private property shall be referred to the Records Section during their public work hours. After hours, Dispatch will receive and process the information. Santa Rosa Police Department does not accept such reports from private citizens. Upon receipt of vehicle information of a repossessed vehicle or vehicles towed from private property, the dispatcher shall enter all details onto a CAD event using REPO or TOW as the event type. The event will include the name of the RP, the tow company and phone number, as well as the vehicle information. The vehicle will be entered into SVS as a repossessed vehicle if repossessed and as a stored vehicle if towed from private property. If applicable, the words *private property tow* will be entered into the MIS field. The SVS entry will be attached to the CAD event via Informer. Printouts of the CAD event, vehicle registration record, and SVS entry will be stapled together and forwarded to the Records Section after a second party check. The CAD event shall then be closed using the TOW disposition code.

If Communications receives a report of a stolen vehicle and determines the vehicle has been repossessed, a referral may be made to the reporting party regarding the company who repossessed the vehicle.

6.5 FIRE DEPARTMENT CLETS ACCESS

DMV registered owner information and SVS status may be released to any fire personnel involved in the investigation of a fire where the vehicle is involved. When a firefighter requests DMV information, an event will be created using AASR. Their request will be run through *Supplemental* information and their ID or name will be put on the call.



CHAPTER 7 – COMMUNICATIONS CENTER EMERGENCIES

7.1 EMERGENCIES IN OR ADJACENT TO THE COMMUNICATIONS CENTER

A. Emergency Procedure

In the event of a fire or other emergency within the Communications Center, the following procedure will be followed:

- Circumstances permitting, the appropriate incident for police and/or fire response will be entered into the CAD system.
- If unable to remain within the Communications Center, evacuate all personnel to a safe location outside the building.
- Immediately notify the watch commander, a Communications Supervisor, the Technical Services Division Manager, and REDCOM of the situation.
- When possible, notify police field units of the emergency within the Communications Center by radio broadcast. If radio consoles are not operational, use a portable radio.

B. Evacuation Procedure

If at any time circumstances dictate the necessity for personnel to be evacuated from the Communications Center, the following guidelines will be followed:

- The Communications Supervisor, or person designated in charge, shall determine the need to evacuate the Communications Center and select a safe assembly point for all personnel. Upon notification, all personnel shall begin evacuation procedures and exit the center in an orderly fashion. All personnel will report to the assembly point.
- Dispatchers assigned to police radio channels shall notify all field units of the evacuation by radio and instruct all units to stand by for further instructions.
- Dispatchers assigned to radio positions shall obtain all the handheld radios and, if possible, their chargers and leave the building for the evacuation assembly point.
- Dispatchers assigned to telephone positions shall take the available cellular phones and the emergency bag and leave the building for the assembly point.
- Before leaving the center, or as soon as possible after, the Communications Supervisor shall notify Sonoma County Sheriff's Office Communications of the evacuation and ask that all 9-1-1 calls be forwarded to that location. Time



permitting, non 9-1-1 emergency lines, i.e., 528-5222, shall be forwarded to the nearest available answering point.

- At the assembly point, the Communications Supervisor designee will account for all personnel and verify that all employees safely exited. Dispatchers assigned to radio positions will establish contact with field units using the hand held radios. Dispatchers assigned to phones shall contact Sonoma County Sheriff's Office and provide available numbers of cellular phones for the relay of information.
- When it is safe, and appears the evacuation shall last for only a short period of time, an hour or less, operations shall be set up outside the PSB. Dispatchers shall use a manual system of logging and dispatching calls. Dispatched calls should be limited to those of a Priority 1 nature. The Communications Supervisor or the watch commander shall determine which calls for service are dispatched.
- When it appears evacuation will be required for more than one hour, the shift supervisor will designate personnel to respond to Sonoma County Sheriff's Communications to assist with incoming calls and relay information.
- If neither the PSB nor SCSO is inhabitable, the mobile command post may be used.

C. Injured Personnel

If personnel require medical aid for any reason, a call will be placed to REDCOM for Fire/EMS response. If they are already enroute to the situation, advise REDCOM of the need for medical attention for personnel and the location of the injured person. Any time personnel in the Communications Center are injured on the job, or while performing duties as an employee of the Santa Rosa Police Department, a supervisor must complete an injury report and a workers' compensation form. Those forms can be found in the file cabinet in the Communications Supervisor's office or on line.

7.2 EQUIPMENT AND UTILITY FAILURES

A. Radio Failure

In the event radio power to the consoles is lost, portable radios are available behind consoles 2 and 7. Handheld radios have been programmed with police and fire frequencies and are maintained in the Communications Center. These radios should be obtained and communications established by a dispatcher. Information shall be relayed by cellular phone or in person.



If we cannot communicate via the consoles or portables, all radio traffic will have to be routed to the Sonoma County Sheriff's Office. They should be notified immediately and a dispatcher will be sent to their office to handle Santa Rosa's communications. Normally they will clear a radio channel for our use.

B. Telephone Failure

- Loss of VESTA 9-1-1 – If, for any reason, the VESTA 9-1-1 system fails, the phones immediately available to dispatchers are phones in the supervisor's office, the phone in the break room, the phone in the equipment room, and cellular telephones. Sonoma County Sheriff's Office Communications should be notified immediately to divert 9-1-1 calls to their office. AT&T should be notified immediately. The seven-digit phone lines can be forwarded to the cellular telephones. Directions for forwarding those lines are posted on the wall in the equipment room to the left of the door and inside the pod binders.
- Loss of 9-1-1 Service – 9-1-1 service is provided by AT&T. Any interruption in service should be reported to AT&T.

7.3 CRITICAL INCIDENTS

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7.4 DEBRIEFING AND STRESS MANAGEMENT

The continuing mental health of all dispatchers is a primary concern for both management and line level employees. Peer counseling shall be available to all dispatchers in accordance with The *Peer Support Program*. Employees involved in critical incidents shall be provided professional counseling services as needed or requested. Every effort shall be made to include involved dispatchers in formal debriefing after critical incidents. Individual counseling shall be available as needed. In itself, a request for counseling is not a claim of injury for workers' compensation benefits. The on-duty supervisor will check in with the dispatchers and facilitate breaks.