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# BELL GARDENS POLICE DEPARTMENT



## COMMUNICATIONS TRAINING MANUAL

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## WELCOME

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

Your training is divided into four training phases. The first phase will be the call-taking phase. This will cover the orientation and general information necessary to ease you into your new role. Your training officer will then teach you how to properly screen and prioritize incoming calls for service. You will learn the correct use of the various codes and the Computer Aided Dispatch System.

You will progress to the secondary position in phase two. As the secondary dispatcher you will learn how to be a viable back up for the primary dispatcher. Learning to recognize, decipher, and respond to the radio traffic will be a crucial part of this training.

In phase three you will become the primary radio dispatcher, learning to dispatch, update and complete calls for service. You will be the link between the field personnel and the citizens of Bell Gardens. During this phase you will be responsible to make critical decisions that can affect the safety of many people. This can be a stressful, yet highly rewarding time in your training.

Phase four will be an evaluation period. You will be assigned to the lead dispatcher for approximately 160 hours. During this time you will be evaluated on your knowledge and ability to be an independent dispatcher. You will be rated on your retention of all the information given to you during your training. To complete this phase you must be able to independently handle the duties of a public safety dispatcher.

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

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## CHAPTER ONE - INTRODUCTION

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

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

If you have not previously used a computer aid dispatch (CAD) system, you will be introduced to the most modern method of public safety dispatching. Although it can appear intimidating, it is a user-friendly system that will greatly increase your efficiency. You can't break the computer by pressing the wrong button. If you do make a mistake, it can be fixed. You will find the CAD to be faster, more exact, and much easier to use than the outdated manual dispatching system.

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

Your role as a public safety dispatcher in the communications division is the vital link between the public we serve and our field services personnel. It takes a special kind of person to be able to perform the jobs of call taking and dispatching accurately and responsibly.

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

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The telephone is the most available, and therefore the most important, means of access the citizen has of obtaining the services of a public safety department. It is the primary link between them and the help they need. When you answer the telephone, you are about to meet someone and engage in a conversation as important as a face-to-face contact. The call-taker and/or dispatcher is the voice of the law enforcement. In the eyes of the public they are the link between someone who needs help and the public safety officers who can supply the needed assistance. The impression made on each caller will have a direct impact on the overall effectiveness of the department.

As a member of the communications division, you are a part of a total public safety services team. You will be providing vital support functions while working toward the larger goals and objectives of the department.

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

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## USE OF THE TRAINING MANUAL

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

This training manual has been designed so that information is in small chapters, or phases, that coincide with the actual dispatch positions. Several persons can become involved in your training without duplication or gaps, ensuring standardization of the training process. It also provides a standard by which trainees can be measured as they progress through the program.

The training manual is to be used in conjunction with the training workbook. As the information in the training manual is completed, the training officer and the trainee will sign off the corresponding section(s) of the training workbook. At the completion of your training, the workbook will be placed in your training file. The training manual is yours to keep for future reference.

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

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

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

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

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## YOUR TRAINING PROGRAM

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

Although your trainer has a responsibility to teach, the ultimate responsibility to learn will be yours. To be successful, you must make a commitment to learning that may seem uncommonly intense for the first few months.



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

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

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

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

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

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## **PERFORMANCE STANDARDS**

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

### **PERFORMANCE**

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

### **INTERPERSONAL SKILLS**

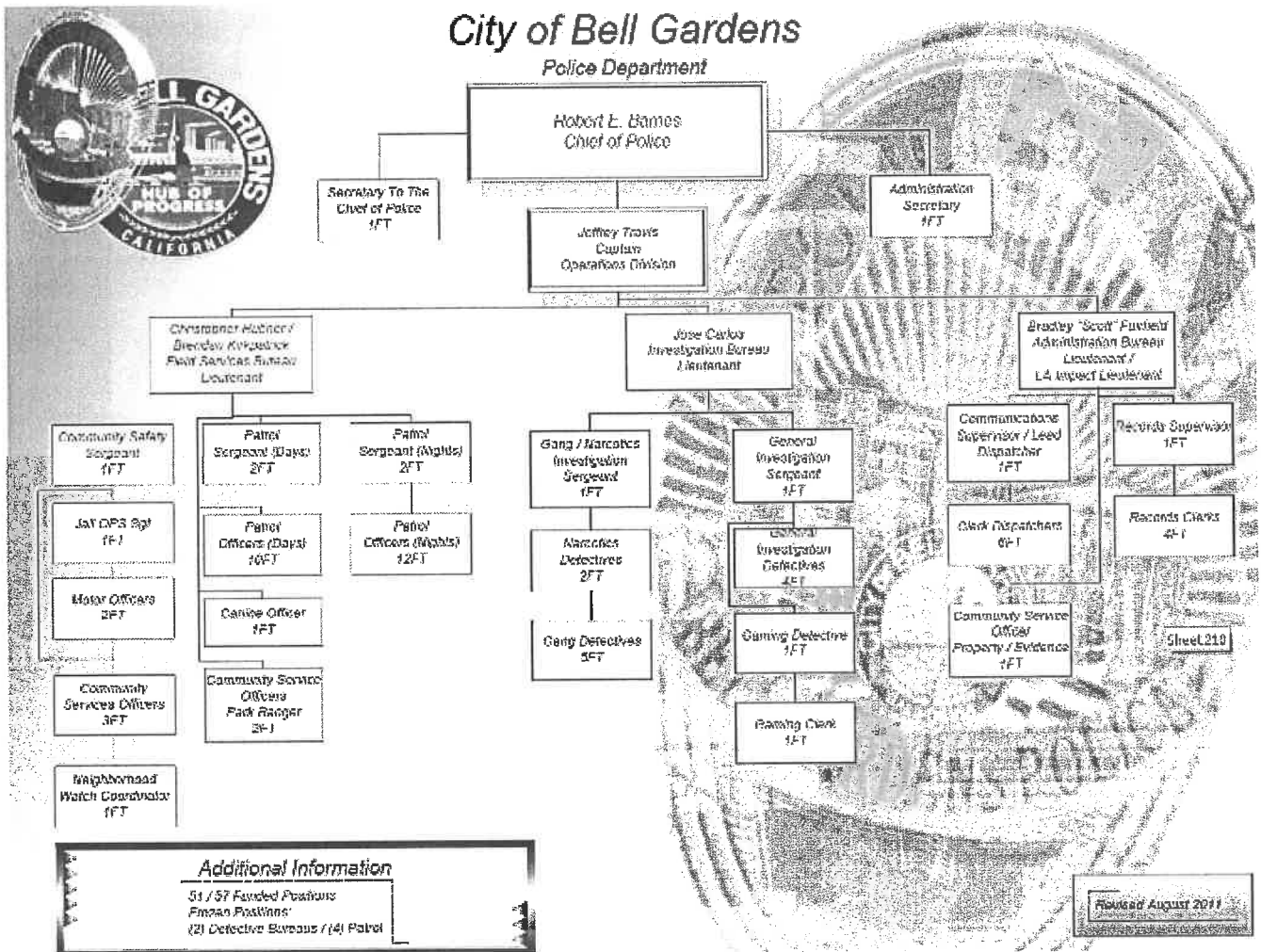
The trainee exhibits good customer service skills, relating to others with professionalism, courtesy and empathy. They tactfully control conversations. They are positive and cooperative, with respect shown to supervision, co-workers and the public.

### **JOB SKILLS**

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

### **JOB READINESS**

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





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## **POLICE DEPARTMENT ORGANIZATION**

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

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

The rank of **Captain** is second in command of the department and assumes the responsibilities and duties of the Chief in his absence.

All **Lieutenants** are administratively responsible for the work of the department within their respective areas.

**Sergeants** are responsible for the enforcement of the rules of the Bell Gardens Police Department's Manual and any special rules and regulations pertaining to their tours of duty.

**Police Officers** will be assigned to duties and responsibilities in connection with patrol of areas, preliminary investigation of crimes and apprehension of law violators as well as other functions of the police department that may be assigned by the shift supervisor. Officers will also handle traffic related activities, specialized investigation functions, training matters and any other duties as specified by the Chief of Police.

**Civilian personnel** will be deployed throughout the department to perform a variety of functions as directed by the Chief of Police.

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## **INTRODUCTION SELF-TEST**

1. Explain to your training officer the location of your mailbox.
2. Explain to your training officer the chain of command from you to the Chief of Police.
3. Where is the shredder?
4. Where are the copy machines? Can you make a copy on each?
5. Demonstrate to your training officer how you request a day off.
6. Show your training officer how to find a mailbox for a specific employee.

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## **CHAPTER TWO – GENERAL INFORMATION**

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

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## **BELL GARDENS ARTERIAL STREETS**

### **NORTH/SOUTH**

ADAMSON AV  
AJAX AV  
BELL GARDENS AV  
CALLE LAS FLORES  
CASSANDRA DR  
CHALET DR  
COLMAR AV  
DARWELL AV  
EASTERN AV  
EL CORTEZ AV  
EL SELINDA AV  
EMIL AV  
FELIX AV  
GARFIELD AV  
GEPHART AV  
GILLILAND AV  
GRANGER AV  
IRA AV  
JABONERIA RD  
KRESS AV  
LYNDA LANE  
MARLOW AV  
PERRY RD  
PRIAM DR  
PURDY AV  
RAMISH AV  
SCOUT AV  
SELFLAND AV  
SPECHT AV  
SUDANAV  
SUN LN.  
TOLER AV.

### **EAST/WEST**

AGRA ST  
ALVINA ST  
BUELL ST  
CECILIA ST  
CHARNER ST  
CLARA ST  
FLORENCE AV  
FLORENCE PL  
FOSTER BRIDGE BLVD.  
FOSTORIA ST  
FRY ST  
GAGE AV  
GALLANT ST  
GOTHAM ST  
HANNOX ST  
LANTO ST  
LIVE OAK ST  
LOVELAND ST  
LUBEC ST  
LUDELL ST  
MULLER ST.  
OTTO ST.  
PARK LN.  
PASEO DEL RIO  
PRIORY ST.  
QUINN ST.  
SHULL ST.  
SUN LN.  
SUVA ST.  
WATCHER ST.

### **FREEWAYS**

710 – LONG BEACH FWY

### **BEATS**

The City of Bell Gardens is divided into two patrol beats, which are North and South. Working a beat plan is designed to allow officers to become familiar with the streets, businesses, resources, and crime in their assigned areas.

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## **PATROL SHIFT/RADIO CALLS SIGNS**

### **PATROL SHIFTS**

#### **M-T-W Payback – Payday Thursdays**

Weekday Shift 0600-1800 hours

Weekday Night Shift 1800-0600 hours

#### **F-S-SU Payback – Alternate Thursdays**

Weekend Day Shift 0600-1800 hours

Weekend Night Shift 1800-0600 hours

#### **TH-F-S Payback – Alternate Sundays**

Cover 1400-0200 hours

### **CALL SIGNS - PATROL/TRAFFIC**

- Paul-3 digit Number (i.e. P100)
- Tom-3 digit Number (i.e. T500)

The Paul/Tom designates the unit assignment (Patrol/Traffic). The numbers designate the serial number of the officer.

### **PATROL/DETECTIVE SERGEANTS**

- Sam-3 digit Number (i.e. S200)

The Sam designates the unit assignment (Sergeant). The numbers designate the serial number of the Sergeant.

### **LIEUTENANTS**

- Lincoln- 3 digit Number (i.e. L300)

The Lincoln designates the unit assignment (Lieutenant). The numbers designate the serial number of the Lieutenant.

### **CAPTAINS/CHIEF**

- Charles – 3 digit Number (i.e. C400)

The Charles designates the unit assignment (Captain/Chief). The numbers designate the serial number of the Captain/Chief.



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## **CODES**

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

### **PHONETIC ALPHABET**

By agreement of law enforcement agencies in Los Angeles County, the Phonetic Alphabet is the standard for this county. This alphabet should be memorized and practiced daily until you are able to think in this alphabet without having to translate. A good method of practice is to say, phonetically, every license plate you see while driving, spell the name of everyone in your family, etc.

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

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## **INVESTIGATIONS**

- David-3 digit Number (i.e. D600)

The David designates the unit assignment (Detective). The numbers designate the serial number of the Detective.

## **COMMUNITY SERVICE OFFICERS**

- George-3 digit Number (i.e. G700)

The George designates the unit assignment (CSO). The numbers designate the serial number of the CSO.

## **CODE ENFORCEMENT OFFICERS**

- Edward-1 digit Number (i.e. E5)

The Edward designates the unit assignment (C.E.). The number designate the unit number of the C.E. Officer.

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## ABBREVIATIONS AND ACRONYMS

A/A	Advised/Assisted
ABC	Alcoholic Beverage Control (California)
ADDL	Additional
ADV	Advised
ADW	Assault with a deadly weapon
AKA	Also Known as
ALI	Automatic Location Identification (911)
ANI	Automatic Number Identification (911)
APB	All Points Bulletin
APT	Apartment
ASAP	As Soon As Possible
ATL	Attempt to Locate
ATF	Alcohol, Tobacco, Firearms
ATT	Attempt
AWOL	Absent Without Official Leave
AWSS	Automated Warrant Service System (O.C)
BA	Blood Alcohol Level
BB CAP	Baseball Cap
BLDG	Building
B&P	Business and Professions Code
B/O	Bad Order (broken or inoperative)
BOLO	Be On the Look Out
BRO	Brown or Brother
BURG	Burglary
CA	Citizen assist/Citizen's arrest
CAD	Computer Aided Dispatch
CAL-OSHA	California Occupational Safety & Health Agcy
CCW	Carrying a Concealed Weapon
CDL	California Driver's License
CHK	Check
CHS	Criminal History System (California)
CII	Criminal Identification and Information
CJ	County Jail
CJI	Central Juvenile Index
CLEMARS	California Law Enforcement mutual aid radio system
CLETS	California Law Enforcement Telecommunications system
CHP	California Highway Patrol
COMM	Commercial
CP	Causing Party / Command Post
CSI	Crime Scene Investigation

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CTR	Center
CWS	County Warrant System
CYA	California Youth Authority
DA	District Attorney
DBA	Doing Business As
DCFS	Dept Children family services
DEA	Drug Enforcement Agency
DL	Driver's License (used for out-of state)
DMV	Department Of Motor Vehicles
DOA	Dead on Arrival
DOB	Date of Birth
DOJ	Department Of Justice
DOT	Date of Theft / Direction of Travel
DR	Departmental Report
DROS	Dealer Record of Sale (Gun History)
DUI	Driving Under the Influence
EOC	Emergency Operation Center
EOW	End of Watch
ETA	Estimated Time of Arrival
EXP	Expired
FAA	Federal Aviation Administration
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
F&G	Fish and Game
FST	Field Sobriety Test
FTA	Failure to Appear
FWY	Freeway
GOA	Gone on Arrival
GTA	Grand Theft Auto
HBD	Has Been Drinking
HG	Handgun
H/R	Hit and Run
H&S	Health & Safety Code
IA	Internal Affairs
IID	Ignition Interlock Device
III	Interstate Identification Index
INFO	Information
INJ	Injury
INS	Immigration & Naturalization Service
IOD	Injured On Duty
I/P	In Progress
JAI	Juvenile Arrest Index

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J/O	Just Occurred
JUVE	Juvenile
KTP	Keep the peace
LASO	Los Angeles Sheriff's Office
LIC	License
LKA	Last Known Address
LOC	Location
LT	Lieutenant / Light (color)
M/C	Motorcycle
MED	Medium
MISD	Misdemeanor
MGR	Manager
MARJ	Marijuana
MO	Method of Operation (modus operandi)
MUNI	Municipal
NATB	National Automobile Theft Bureau
NCIC	National Crime Information Center
NFD	No Further Description
NLETS	National Law Enforcement Telecomm Sys
NMN	No Middle Name
NRD	No Report Desired
NRC	Nuclear Regulatory Commission (hazmat)
NTSB	National Transportation Safety Board
OBS	Observed
OCC	Occurred
OD	Over Dose
OLN	Operator's (driver) License # (out of state)
OR	Own Recognizance (To be released on)
ORI	Originating Agency Identifier
OT	Overtime
PASS	Passenger
PAWC	Parties advised, Will Comply
PC	Penal Code / Probable Cause
POE	Point Of Entry
POI	Point of Impact (Traffic Accident)
POSS	Possible / Possession
PPI	Private Party Impound
P/U	Pick Up
RE	Reference
REC	Recovered
REG	Registration
REPO	Repossession

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RES	Residence or resident
R/O	Registered Owner
RP	Reporting Party
RPT	Report
SCE	Southern California Edison
SER	Serial number
SGT	Sergeant
SOW	Sent on way
SRO	School Resource Officer
S&S	Search and Seizure
SUBJ	Subject
SUPP	Supplemental Report
SUSP	Suspect
SVS	Stolen Vehicle System
S/W	Station Wagon
SWAT	Special Weapons & Tactics Team
T/C	Traffic Collision
TK	Truck
UNK	Unknown
UTL	Unable to Locate
VC	Vehicle Check
VEH	Vehicle
VICT	Victim
VIN	Vehicle Identification Number
W/	With
W/C	Watch Commander
WIC	Welfare & Institutions Code
WIT	Witness
W/O	Without
WPN	Weapon
WPS	Wanted Persons System
YR	Year
180	CHP 180 form (GTA/Stored/Recovered Veh's)

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## **CALL TYPES**

The following codes are samples for your reference and discussion with your training officer. Your training officer will demonstrate the proper usage. Some are radio codes, some are penal and vehicle codes, and some are codes we determined were needed to relay the specific circumstances of an incident. To be a satisfactory call-taker you must be familiar with these codes, their use, and their impact on priority and manpower allocations. For instance, a call that is entered for dispatch as an "in-progress call" in error will cause several patrol officers to respond when it is not necessary and their services may be needed elsewhere. If you are not sure of what call type to use, ASK.

<b>CALL TYPE</b>	<b>PLAIN LANGUAGE</b>
10851 VC	Grand Theft Auto
10852VC	Vehicle tampering
11357AHS	Possession of marijuana (more than 1 oz.)
11357BHS	Possession of marijuana (less than 1 oz.)
11368HS	Forged/altered prescription
11377HS	Possession of dangerous drugs
11550HS	Under the influence of dangerous drugs
11590HS	Drug registrant
29800 a 1PC	Possession of a concealed weapon
12500AVC	Driving without being licensed
14601VC	Suspended license
148PC	Resisting arrest
148.3PC	False report of an emergency
148.9PC	False information to a police officer
166.4PC	Violation of court order (restraining/custody)
187PC	Homicide
207PC	Kidnap
211PC	Robbery
211S	Robbery/silent alarm
212 PC	Residential robbery
215 PC	Carjacking
23110VC	Throwing object at a moving vehicle
23152VC	Drunk driving
23152BVC	Drunk driving/misdemeanor
23153VC	Drunk driving/felony
243PC	Misdemeanor assault
245PC	Assault with a deadly weapon
246PC	Discharge a firearm at an inhabited dwelling
25661VC	Minor presenting a false ID
26552VC	Minor in possession of alcohol
261PC	Rape

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273.5PC	Domestic Violence
273.6PC	Restraining order violation
278PC	Child stealing
2800.1VC	Evading arrest (pursuit)
288PC	Child molest
288APC	Oral copulation
314PC	Indecent exposure
374BPC	Illegal dumping
390PC	Drunk in public
415PC	Disturbance
417PC	Exhibits deadly weapon/ Knife/Gun
422PC	Criminal Threats
452PC	Arson
459PC	Burglary
459A	Audible burglar alarm
459S	Silent burglar alarm
470PC	Forgery
475PC	Passing forged noted
484PC	Petty theft
487PC	Grand Theft
496PC	Possession of stolen property
503PC	Embezzlement
505APC	Reckless driver
5150WIC	Mental case
530.5PC	Identity theft
537PC	Defrauding innkeeper
594PC	Vandalism
602PC	Trespassing
618PC	Mail tampering
646.9PC	Stalking
647BPC	Prostitution
647FPC	Subject under the influence
653KPC	Possession of switchblade
653MPC	Annoying/lewd phone call
664 PC	Attempt
666PC	Petty theft with a prior conviction
3056PC	Parole Violator
20001VC	Hit and run/injuries
20002VC	Hit and run/non injury
CA	Citizen Assist
GTA	Grand theft auto
KTP	Keep the peace



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## RADIO CODES

The following is a partial list of radio codes that are utilized. The plain language equivalents that have been listed for you have been edited to reflect the every day use of the code as we apply them in Bell Gardens.

10-1	I can't copy you, poor radio reception
10-2	Receiving Well
10-4	OK or Acknowledgment
10-5	Relay
10-6	Busy
10-7	Out of service, Unavailable
10-8	In Service
10-9	Repeat
10-10	Out of service, but subject to call
10-11	Transmitting too rapidly
10-12	Ride along
10-13	Weather or road conditions
10-14	Escort
10-15	Prisoner in custody/Enroute with prisoner
10-17	Paperwork
10-19	Station
10-20	Location
10-21	Call on the Phone
10-22	Cancel last message or assignment
10-23	Standby
10-24	Trouble at station/All units respond
10-28	Registration check
10-29	Check for Stolen or wanted
10-30	Unauthorized Transmissions
10-33	Emergency Traffic Only
10-34	Resume Normal Air Traffic
10-35	Confidential
10-36	Correct time
10-37	Identify dispatcher on duty
10-39	Message Delivered
10-42	Pick Up Officer
10-45	Service Equipment
10-49	Respond to
10-63	Prepare to Copy
10-68	Prepared to copy
10-86	Traffic check

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10-87	Meet
10-97	Arrived at scene
10-98	Finished last assignment
10-100	Restroom break

Code 1	Acknowledge
Code 3	Respond with Lights/Siren
Code 4	Everything is o.k.
Code 5	Stake out/Investigation
Code 6	Busy
Code 7	Out to Lunch
Code 9	Only Unit available

11-1	Open the Door/Gate
11-3	Prisoner Entry
11-3	South / North Jail

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901	Traffic accident, unknown if injury
901 T	Traffic accident – injury
902 T	Traffic accident, non-injury
904	Fire
909 C	Traffic control
909 T	Traffic hazard
912	Are we clear to/for
913	You are clear to/for
914 A	Attempted suicide
914 S	Suicide
917 A	Abandoned vehicle
918	Mental case (same as 5150)
919	Keep the peace
920 A	Missing adult (18 yrs & older)
920 C	Missing child (12 yrs & younger)
920 F	Found child (12 yrs & under)
920 J	Missing juvenile (13 to 17 yrs)
921	Prowler
924	Station detail
924 D	Station detail/desk
924 R	Report writing
925	Suspicious circumstances
925 C	Suspicious person in a vehicle
925 V	Suspicious vehicle
926	Tow truck needed
926 A	Tow truck dispatched
927	Unknown trouble
927 H	9-1-1- hang up
928	Found property
928 B	Found bicycle
929	Investigate person down
930	See the man
931	See the woman
932	Open door
933	Open window
961	No wants/warrants
963	Subject/vehicle wanted
966	Shots heard
966 A	Shots heard, no suspect information
982	Bomb threat
983	Explosion
984	Hazardous material/spill

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- 995 Riot or major disturbance
  - 997 Officer needs assistance, own agency only
  - 998 Officer Needs assistance, own, other agencies
  - 999 Officer Down, all units respond

## COLOR/VEH CODES

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

Amethyst	=	AME	Mauve	=	MVE
Beige	=	BGE	Multi-colored	=	MUL/COL
Blue	=	BLU	Orange	=	ONG
Dark Blue	=	DBL	Pink	=	PNK
Light Blue	=	LBL	Purple	=	PLE
Black	=	BLK	Red	=	RED
Bronze	=	BRZ	Silver	=	SIL
Brown	=	BRO	Tan	=	TAN
Camouflage	=	CAM	Taupe	=	TPE
Cream	=	CRM	Teal	=	TEA
Gold	=	GLD	Turquoise	=	TRQ
Green	=	GRN	White	=	WHI
Dark Green	=	DGR	Yellow	=	YEL
Light Green	=	LGR	2 – Tone	=	TOP/BTM
Gray	=	GRY	(i.e. "BLK/WHI" used for 2 color vehicles, convertibles, vinyl/paint styles)		
Maroon	=	MAR			

### Veh Makes:

Acura -	Acur	Lexus -	Lexs
Buick -	Buic	Lincoln -	Linc
Cadillac -	Cadi	Mazda -	Mazd
Chevrolet -	Chev	Mercedes -	Merz
Chrysler -	Chry	Mercury -	Merc
Daewoo -	Daew	Mitsubishi -	Mits
Daihatsu -	Daih	Nissan -	Niss
Datsun -	Dats	Oldsmobile	Olds
Dodge -	Dodg	Plymouth -	Plym
Honda -	Hond	Pontiac -	Pont
Hyundai -	Hyun	Porsche -	Pors
Infiniti -	Infi	Saab -	Saa
Isuzu -	Isu	Saturn -	Strn
Merker -	Merk	Suzuki -	Suzi
Jaguar -	Jagu	Toyota -	Toyt
Jeep -	Jep	Volkswagon	Volk
Landrover -	Lndr	Volvo -	Volv

### Veh Models/Styles

Trucks =	TK PK
Vans =	TK VN
SUV =	TK LL
Passenger =	PC
Coupe =	2dr
Sedan =	4dr
Convertible =	CV
Limo =	LM
Stationwagon =	SW
Hard top =	HT
Hatchback =	HB
Motorcycle =	Cyl
Style =	MC
Type =	MC

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## **DAYS/DIRECTIONS/STATES**

### **STATE CODES**

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

### **DIRECTIONS**

W/B WESTBOUND  
E/B EASTBOUND  
S/B SOUTHBOUND  
N/B NORTHBOUND

### **DAYS OF THE WEEK**

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

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## COMMON LOCATION ABBREVIATIONS

BBB	BBB Market
BEEF BOWL	Yoshinoya
BGE	Bell Gardens Elementary School
BGI	Bell Gardens Intermediate School
BGH	Bell Gardens High School
BIKE	Bicycle Club
BOYS	Boys Burgers
CLUB	Bicycle Club
DMV	Department of Motor Vehicles
EVAS	Eva's Cookery
FIESTA	Fiesta Inn
JB	JB Burgers
KFC	Kentucky Fried Chicken
PRIMO	Primo Burgers

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## **CRIMINAL LAW**

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

Police agencies deal with the criminal aspects of the law, but there are gray areas where the two spheres of jurisdiction overlap. It sometimes takes an attorney and/or judge to determine the jurisdiction.

Questions related to legal issues, unless clear cut, should be referred to a sworn police officer or watch commander. Legal advice and recommendations should not be made. Often a referral to an attorney, court, or legal aid is all the calling party may be soliciting.

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

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

Fines are paid to the state. Crime victims do not have a right to the fine monies. However, through victim-witness programs and the court system, specified victims may receive some form of restitution and/or compensation.

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

There are many instances where the distinction between injury to the individual as "people of the state" is not clear. However, when the victim is interested in recovering their loss, or damages, recourse is provided through the civil court system.

If the victim desires prosecution, and there is a statute or law that applies to the situation, it is a matter for law enforcement. It is the responsibility of the law enforcement agency to determine if a crime did occur. However, it is the decision of the District Attorney's office and the courts whether or not to prosecute a case.



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## **CRIME CATEGORIES**

Crimes are categorized by the nature of the crime, the punishment by imprisonment in state prison, and fines over \$500.

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

### **FELONY**

A crime that is very serious in nature that can be punished by imprisonment in state prison and fines over \$500.

### **MISDEMEANOR**

A crime which can be punished by up to, but not exceeding, one year in the county jail and up to \$500 in fines.

### **INFRACTION**

A minor offense, which can be punishable with a fine.

## **CODES**

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

### **VEHICLE CODE (VC)**

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

### **HEALTH & SAFETY CODE (H&S)**

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

### **BUSINESS & PROFESSIONS CODE (B&P)**

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

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## **WELFARE & INSTITUTIONS CODE (WIC)**

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

## **ADMINISTRATION CODE**

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

## **MUNICIPAL CODE**

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

## **JUDICIAL AGENCIES**

### **COUNTY/CITY ATTORNEY'S OFFICE**

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

### **MUNICIPAL COURTS**

This is the primary reviewing court and court charged with dispensing justice in all matters of misdemeanors and minor offenses. The municipal court presides over all preliminary hearings of felony cases before those cases are forwarded to the superior court. Municipal court presides over judgment, juries, and related matters. Any criminal filings made by the district attorney's office are first filed in the municipal court. Small claims court is a division of the municipal court.

### **SUPERIOR COURT**

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

### **APPELLATE COURT**

Handles appeals from the superior court.

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### **STATE SUPREME COURT**

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

### **ADJUNCTS TO THE COURT**

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

### **DEPARTMENT OF CORRECTIONS**

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

### **CALIFORNIA YOUTH AUTHORITY**

They are charged with housing and confining juvenile offenders.

### **PAROLE BOARD**

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

### **PROBATION DEPARTMENT**

They are charged with making recommendations regarding sentencing of offenders. They supervise misdemeanor offenders not serving time in the county jail.

### **GRAND JURY**

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

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## CRIME ELEMENTS

### PENAL CODES

- 148 Resisting Arrest (M)
1. Willfully resisting, delaying or obstructing
  2. A peace officer
- 148.1 False Bomb Report (M)
1. Falsely reporting a bomb threat
- 148.5 False Police Report (M)
1. Knowingly reporting a false crime report
- 148.9 Falsely Representing Self As Another Person (M)
1. False representations or identification
  2. To a police officer
  3. To evade the process of the court
- 166.4 Criminal Contempt (M)
1. Disobeying any process or order issued by any court
- 187 Murder (F)
1. Unlawful killing
  2. Of a human being
  3. With malice aforethought
- 203 Mayhem (F)
1. Unlawfully and maliciously
  2. Depriving a human being of a member of his body
- 207 Kidnapping (F)
1. Forcibly stealing, taking or arresting
  2. Any person in this state
  3. Into another part of the state or county
- 211 Robbery (F)
1. Taking of personal property
  2. In the possession of another
  3. From his person or immediate presence
  4. Against his will
  5. By means of force or fear

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- 220 Assault With Intent To Commit (F)
1. Assault another with the intent to commit
  2. Mayhem, rape, sodomy or oral copulation
- 240 Assault (M)
1. Unlawful attempt
  2. Coupled with the present ability
  3. To commit a violent injury to another
- 241 Assault On A Peace Officer (M)
1. Unlawful attempt
  2. Coupled with the present ability
  3. To commit a violent injury to a peace officer
- 242 Battery (M)
1. Willfully and unlawfully
  2. Use of force or violence
  3. On the person of another
- 243 Battery On A Peace Officer (M)
1. Willfully and unlawfully
  2. Use of force or violence
  3. On the person of a peace officer
- 243E1 Spousal Battery (M)
1. Willfully and unlawfully
  2. Use of force or violence
  3. On a person with whom the defendant is cohabiting
  4. A person who is the parent of the defendant's child
  5. Former spouse
  6. Fiancée
  7. A person with who the defendant currently has or has previously had, a dating or engagement relationship.
- 243.4 Sexual Battery (F)
1. Touching an intimate part of another
  2. While the person is unlawfully restrained
  3. Against the will of the person touched
  4. For the purpose of sexual arousal
- \* "Touch" means physical contact with the skin of another person

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- 244 Assault With A Caustic Chemical (F)
1. Willfully and maliciously places or throws
  2. Upon the person of another
  3. A caustic chemical of any nature
  4. With intent to injure the flesh or disfigure the body
- 245(a) Assault With A Deadly Weapon Or Instrument (F)
1. Assault upon the person of another
  2. With a deadly weapon or instrument
  3. By any means of force likely to produce great bodily injury
- 245(b) Assault With A Deadly Weapon Or Instrument Upon a Peace Officer (F)
1. Assault upon a peace officer or fireman
  2. With a deadly weapon or instrument
  3. By any means force likely to produce great bodily harm
- 246 Discharge Of Firearm At Inhabited Dwelling Or Vehicle (F)
1. Maliciously and willfully discharge a firearm
  2. At an inhabited dwelling house, occupied building, occupied motor vehicle or inhabited camper
- \* "Inhabited" means currently being used for dwelling purposes whether occupied or not
- 261 Rape (F)
1. Act of sexual intercourse
  2. Against a persons will
  3. By means of force, violence or fear of immediate and unlawful bodily injury
- 261.5 Unlawful Sexual Intercourse (F)
1. Unlawful sexual intercourse
  2. Accomplished with a female not the wife of the perpetrator
  3. The female is under the age of 18
- 270 Failure To Provide (M)
1. Parent of a minor child
  2. Willfully omits
  3. Without lawful excuse
  4. To furnish necessary clothing, food, shelter or medical attendance
  5. To his or her child

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- 272 Contributing To The Delinquency Of A Minor (M)
1. Commit any act that would cause
  2. Any person under the age of 18
  3. To come within the provisions of sections 300, 601 or 602 WIC
- 273(a) Willful Cruelty Toward Child (F)
1. Any person under circumstances or conditions likely to produce
  2. Great bodily harm or death
  3. Willfully causes or permits
  4. Any child to suffer or inflict thereon
  5. Unjustifiable physical pain or mental suffering
- 273.5 Infliction Of Injury On Spouse Or Cohabitee (F)
1. Willfully inflict upon his or her spouse or upon any person of the opposite sex with whom he or she is cohabitating
  2. Corporal injury resulting in a traumatic condition
- \* "Traumatic condition" is a condition of the body such as a wound/external/internal injury of a minor or serious nature caused by a physical force
- 278 Child Stealing (F)
1. Every person not having a right of custody who
  2. Maliciously takes, detains, conceals or entices away
  3. Any minor child
  4. With intent to detain or conceal the child from a person having lawful charge of the child
- 278.5 Violation Of Custody Decree (F)
1. Violation of the physical custody or visitation provisions
  2. Of a custody order, judgment or decree
  3. Takes, detains, conceals or retains the child with the intent to deprive another
  4. Of his or her rights to physical custody or visitation
- 286(a) Sodomy (F)
1. Sexual conduct
  2. Between the penis of one person and the anus of another

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- 288(a) Lewd Or Lascivious Acts (F)
1. Willfully and lewdly commit any lewd or lascivious act
  2. Upon or with the body of a child under the age of 14
  3. With intent of arousing, appealing to or gratifying the lust or passions or sexual desires
  4. Of such child or the perpetrator of the crime
- 288a Oral Copulation (F)
1. Act of copulating the mouth or one person
  2. With the sexual organ or anus of another
- 290 Registration Of A Sex Offender-Definition
1. Any person convicted in this state of any sex crime
  2. Must register with the local police agency of their residence
  3. Within 14 days
- 314.1 Indecent Exposure (M)
1. Exposes his person or private parts
  2. In any public place or in any place where there are present other persons
  3. To be offended or annoyed thereby
- 415 Disturbance (M)
- 415(1) Unlawfully fight or challenge to fight in a public place
- 415(2) Maliciously and willfully disturb another person by loud and unreasonable noise
- 415(3) Using offensive words in a public place which are likely to provoke an immediate violent reaction
- 417(a) Exhibiting A Firearm (M)
1. Draws or exhibits any deadly weapon
  2. In a rude, angry or threatening manner
  3. In the presence of another person
- 417(b) Exhibiting a firearm In The Presence Of A Peace Officer (F)
1. Draws or exhibits any deadly weapon
  2. In a rude, angry or threatening manner
  3. In the presence of a peace officer
- 451 Arson (F)
1. Willfully and maliciously sets fire to or burns or causes to be burned
  2. Any structure, forestland or property



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- 459 Burglary (F)
1. Enters any structure or locked vehicle
  2. With intent to commit petty or grand theft or any other felony
- 466 Possession Of Burglary Tools (M)
1. Possessing tools
  2. With intent to feloniously break or enter any building or vehicle
- 470 Forgery (F)
1. Every person who, with intent to defraud
  2. Signs the name of another or fictitious person
  3. Having no authority to do so
- 476(a) Insufficient Funds (M)
1. Willfully makes or draws any check
  2. With intent to defraud
  3. Knowing at the time that non sufficient funds exist
- 484 Theft-Defined
1. Feloniously steal, take, carry, lead or drive away personal property or another
- 484g Fraudulent Use Of Credit Cards (F/M)
1. Use of a stolen credit card(s) with the intent to defraud
- 485 Misappropriation Of Lost Property (M)
1. One who finds lost property
  2. Has the ability to locate the owner and fails to do so
  3. Appropriates such property to his own use
  4. Without first making reasonable and just efforts to locate the owner
- 487.1 Grand Theft (F)
1. Theft of personal property valued in excess of \$1000
- 488 Petty Theft (M)
1. Theft of personal property valued less than \$400
- 496.1 Receiving Or Possessing Stolen Property (F/M)
1. Buy or receive any property
  2. Which as been stolen
  3. Knowing the property is stolen
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503	Embezzlement (F/M) <ol style="list-style-type: none"> <li>1. Fraudulent appropriation of property</li> <li>2. By a person to whom it has been entrusted</li> </ol>
537(a)	Defrauding An Innkeeper (F/M) <ol style="list-style-type: none"> <li>1. Obtaining food, fuel, services or accommodations</li> <li>2. With the intent not to pay</li> </ol>
537(e)	Altered Or Obliterated Serial Number (F/M) <ol style="list-style-type: none"> <li>1. Knowingly buy, sell, receive or possess any equipment</li> <li>2. From which the manufacturer's nameplate, serial number or any other distinguishing number or identification mark</li> <li>3. Has been removed, defaced, covered, altered or destroyed</li> </ol>
594	Vandalism (F/M) <ol style="list-style-type: none"> <li>1. Maliciously defaces with paint or any other liquid or</li> <li>2. Permanently damages or</li> <li>3. Destroys any real or personal property not his own</li> </ol>
597(a)	Cruelty To Animals (F) <ol style="list-style-type: none"> <li>1. Maliciously and intentionally kills, maims, mutilates, tortures or wounds a living animal</li> <li>2. Which is the property of another</li> </ol>
602	Trespass (M) <ol style="list-style-type: none"> <li>1. Entering the land or occupying real property</li> <li>2. Without the consent of the owner</li> </ol>
626.9	Firearms On Public School Campuses (F) <ol style="list-style-type: none"> <li>1. Bring or possess a firearm</li> <li>2. Upon the grounds of any public school, university or community college</li> </ol>
647(a)	Disorderly Conduct (M) <ol style="list-style-type: none"> <li>1. Solicit anyone to engage in or who engages in lewd or dissolute conduct</li> <li>2. In any public place or in any place open to the public or exposed to public view</li> </ol>
647(f)	Public Intoxication (M) <ol style="list-style-type: none"> <li>1. A person in any public place</li> <li>2. Under the influence of intoxicating liquor or drug</li> <li>3. Unable to exercise care for his own safety or the safety of others</li> </ol>

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- 647(h) Prowling/Loitering (M)
1. Loiter, prowl or wander upon
  2. The private property of another
  3. At any time
  4. Without visible or lawful business with the owner
- 647(i) Prowling/Peeking (M)
1. While loitering, prowling or wandering upon
  2. The private property of another
  3. At any time
  4. Peeks in the door or window
  5. Without visible or lawful business with the owner
- 653k Possession Of A Switchblade (M)
1. Possesses a switchblade
  2. In a vehicle or in a public place
- 664 Unsuccessful Attempt To Commit A Crime (F/M)
1. Attempt to commit any crime, but fails
- 853.7 Failure To Appear (M)
1. Willfully violated his written promise to appear in court
- 12020(a) Manufacture, Sell, Possess Weapons (F)
1. Manufacture, sell, give, lend, possess
  2. Cane gun, wallet gun, any firearm, which is not immediately recognizable as a firearm
  3. Any ammunition that contains or consists of any flechette dart, any bullet containing or carrying an explosive agent, any ballistic knife
  4. Any weapon commonly known as a blackjack, slingshot, billy, nunchaku, sandclub, sandbag, sawed-off shotgun or metal knuckles
  5. Or who carries concealed upon his person any explosive substance or any dirk or dagger
- 25400 Possession Of A Concealed Firearm (M)
1. Carry concealed within any vehicle or upon his person
  2. Any firearm capable of being concealed
- 25850(a) Carrying A Loaded Firearm (M)
1. Carry a loaded firearm on his person or in a vehicle
  2. In a public place
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## BUSINESS AND PROFESSIONS CODES

- 4149 Possession Of A Hypodermic Needle/Syringe (M)  
1. Possess needle/syringe without a prescription
- 4390 Possession Of A Forged Prescription (M)  
1. Forging the name on a prescription  
2. Passes or attempts to pass prescription  
3. To obtain any prescription drug
- 25658a Furnishing, Giving Or Sales Of Alcohol To A Minor (M)  
1. Obtaining alcohol  
2. Furnishing, giving or selling to a minor
- 26551 Minor Presenting a False ID (M)  
1. Any person under 21 years of age  
2. Who presents or offers  
3. Any written, printed or photostatic evidence of age which is false, fraudulent or not actually his own  
4. For purpose of purchasing, procuring of any alcoholic beverage
- 25662 Possession Of Alcohol By A Minor (M)  
1. Possession of alcohol by persons under the age of 21  
2. In a public place

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## HEALTH AND SAFETY CODES

- 11350 Possession Of A Controlled Substance (F)
1. Possession of following drugs:
    - Codeine
    - Cocaine
    - Demerol
    - Dilaudid
    - Heroin
    - Mescaline
    - Methadone
    - Percodan
    - Peyote
    - Quaalude
- 11357a Possession Of Concentrated Cannibis (F)
1. Possession of hashish or hash oil
- 11357b Possession Of Less Than 1 OZ. Of Marijuana (M)
- 11357c Possession Of More Than 1 OZ. Of Marijuana (M)
- 11357d Possession Of Less Than 1 OZ. Of Marijuana On School Grounds (M)
1. Violator must be over 18 yrs to be in violation
- 11377a Possession Of A Controlled Substance (F)
1. Possession of the following:
    - Amphetamines
    - Barbituates
    - LSD
    - Methamphetamine
    - Phencyclidine (PCP)
    - Preludin
    - Psilocydin (Mushrooms)
    - Ritalin
- 11550a Under Influence Of A Controlled Substance (M)
1. Influence of the following:
    - Heroin
    - Cocaine
- 11550b Under The Influence Of A Specified Controlled Substance (M)
1. Influence of the following:
    - Phencyclidine (PCP)

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## WELFARE AND INSTITUTIONS CODES

- 300 Persons Subject To The Jurisdiction Of The Juvenile Court
1. Any minor who may be adjudged to be a dependant child of the juvenile court
- 300a Dependant Child
1. Minor has suffered or there is substantial risk that the minor will suffer serious physical harm inflicted by the minor's parent or guardian
- 300b Dependant Child
1. Lack of parental control
- 300c Dependant Child
1. Mental abuse and/or neglect by parent or guardian
- 300d Dependant Child
1. Failure by parent or guardian to adequately protect minor from sexual abuse
- 602 Juvenile Offender
1. Violation of any state statute by a person under 18 years of age (does not include truancy and curfew violations)

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## VEHICLE CODES

- 31 Supply False Information To A Peace Officer (M)
  - 1. Give false information to peace officer
  - 2. During the course of enforcing the vehicle code
  
- 4000a Expired Vehicle Registration (I)
  - 1. Drive or park a vehicle upon a public roadway
  - 2. Without current registration
  
- 2800.1 Evading (M)
  - 1. Knowingly evade a peace officer
  - 2. In a motor vehicle
  
- 10851 Grand Theft Auto (F)
  - 1. Permanently or temporarily deprive the owner of his vehicle
  - 2. Without consent of the owner
  
- 10852 Vehicle Tampering (M)
  - 1. Injure or tamper with vehicle and/or contents
  - 2. Without consent of the owner
  
- 12500a Unlicensed Driver (M)
  - 1. Drive a vehicle upon a roadway
  - 2. Without a current drivers license
  
- 12500b Driving Out Of Classification (I)
  - 1. Drive a vehicle upon a highway
  - 2. That is not a type for which the person is licensed
  
- 12951a No License In Possession (I)
  - 1. Drive a vehicle upon a highway
  - 2. Without a driver's license in possession
  
- 12951b Fail To Present License (I)
  - 1. Fail to present drivers license upon demand of a peace officer
  
- 14601.1a Drive With Suspended License (M)
  - 1. Drive a vehicle
  - 2. After driving privileges have been suspended or revoked

- 
- 16000 Reporting Of Traffic Collisions
1. Driver of a vehicle involved in a traffic collision causing over \$500 damage or injury
  2. Shall report the collision to the Department Of Motor Vehicles (DMV) within 10 days
- 20001 Felony Hit And Run (F)
1. Driver of any vehicle involved in an accident
  2. Resulting in injury or death to any person other than himself
  3. Shall immediately stop the vehicle at the scene of the accident and render aid
- 20002a Misdemeanor Hit And Run (M)
1. Driver of any vehicle involved in an accident
  2. Resulting in property damage (including vehicles)
  3. Shall immediately stop the vehicle at the scene of the accident and render aid
- 22651 Authority to Tow Vehicles On Public Property
- a. Left unattended on a bridge or causeway obstructing traffic
  - b. Left unattended on a roadway obstructing traffic
  - c. Parked on highway and previously reported stolen or embezzled
  - d. Parked blocking entrance to a private driveway
  - e. Parked blocking access to a fire hydrant
  - f. Parked over 4 hours on a freeway
  - g. Parked and driver incapacitated or physically unable to move the vehicle
  - h. Driver is arrested
  - i. Parked without current registration and has received 5 or more parking violations over 5 or more days
  - j. Illegally parked with no plates or evidence of registration displayed
  - k. Parked over 72 hours
  - l. Parked blocking cleaning, repair or construction of the highway (after being posted)
  - m. Parked blocking street to be used for other than normal flow of traffic
  - n. Parked in violation of local ordinance when previously posted
  - o. Parked with registration expired over 6 months and not occupied
  - p. Driver is cited for being an unlicensed driver or driving on a suspended/revoked license



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- 22658 Authority to Tow From Private Property
    - 1. Authority for private person to tow a vehicle off private property
  
  - 23109 Speed Contest (M)
    - 1. Engage in a speed contest
    - 2. Upon a highway
  
  - 23110a Throwing Objects At A Vehicle (M)
    - 1. Throw any substance at a vehicle or occupant
    - 2. On a highway
  - 23110b Throwing Objects At A Vehicle Causing Injury (F)
    - 1. Throw any substance at a vehicle or occupant
    - 2. With intent to do great bodily injury
  
  - 23103 Reckless Driving (M)
    - 1. Drive any vehicle on a highway
    - 2. With willful or wanton disregard for the safety of persons or property
  
  - 23152a Driving Under The Influence (M)
    - 1. Driving a vehicle on a public or private property
    - 2. Under the influence of an alcoholic beverage/drug
  
  - 23152b Driving Under The Influence (M)
    - 1. Driving a vehicle on a public or private property
    - 2. Under the influence of an alcoholic beverage or any drug
    - 3. With blood alcohol level of .08 or over
  
  - 23153a Felony Driving Under The Influence (F)
    - 1. Driving a vehicle on a public or private property
    - 2. Under the influence of an alcoholic beverage or any drug
    - 3. Causing bodily injury to anyone other than the driver

### **Misdemeanor DUI Violations**

23152(A) VC will read: "It is unlawful for a person who is under the influence of any alcoholic beverage to drive a vehicle."

23152 (e ) VC will read: " It is unlawful for a person who is under the influence of any drug to drive a vehicle."

23152(f) VC will read: " It is unlawful for a person who is under the combined influence of any alcoholic beverage and drug to drive a vehicle."

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## **Felony DUI Violations**

23153(a) will read: “It is unlawful for a person, while under the influence of any alcoholic beverage to drive a vehicle and concurrently do any act forbidden by law, or neglect any duty imposed by law in driving the vehicle, which act or neglect proximately causes bodily injury to any person other than the driver.”

23153(e) VC will read: “It is unlawful for a person, while under the influence of any drug, to drive a vehicle and concurrently do any act forbidden by law, or neglect any duty imposed by law in driving the vehicle, which act or neglect proximately causes bodily injury to any person other than the driver.”

23153 (f) VC will read: “ It is unlawful for a person, while under the combined influence of any alcoholic beverage and drug, to drive a vehicle and concurrently do any act forbidden by law, or neglect any duty imposed by law in driving the vehicle, which act or neglect proximately causes bodily injury to any person other than the driver.”

The new subsections will also allow prosecutors to better prepare for trial, provide a better basis for plea considerations, and will assist in establishing appropriate conditions of probation. Rivers convicted of drug- related DUI violations will no longer be sentenced to alcohol specific conditions such as ignition interlock or alcohol treatment programs. Courts will have the option to order separate probation conditions appropriate for either alcohol or drug DUI violations.

**23222b Possession Of Marijuana In A Vehicle (M)**

1. Possession of less than 1 oz. of marijuana
2. In a vehicle upon a highway

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

1. Failure to appear in court in violation of a written promise to appear
2. For a violation of a vehicle code

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

1. Failure to pay a fine
2. For a violation of a vehicle code

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## **BELL GARDENS MUNICIPAL CODES**

### **Noise**

- 16.24.050 Loud radio, T.V.
- 16.24.080 Noise from drum/Instrument
- 16.24.090 Noise near school/hospital
- 16.34.310 Noise from business
- 17.25.20 Commercial, paid entry party

### **Curfew and Misc.**

- 5.25.165 Trespassing
- 17.56.010 Loitering from 2200 hrs - sunrise
- 15.08.050 Dog not to run loose
- 12.06.010 Alcohol in park
- 13.28.10 6000 lbs. On Eastern av.

### **Parking**

- 13.20.110 2 Hour parking –anytime zone
- 13.20.120 No parking
- 13.20.130 Alley parking / No stopping in alley over 3 minutes.
- 13.20.140 72 Hour parking – Storage on street
- 13.20.150 Parking vehicle for sale or rent
- 13.20.160 Parking repair or wash
- 13.20.170 Parking in parkway
- 13.20.180 Fire Hydrant – private property, 15 feet
- 13.20.190 2 to 4 a.m. Parking
- 13.20.300 Temporary parking restrictions
- 13.20.310 Temporary parking restrictions vehicle impound
- 13.20.400 Public or private property – no park displayed
- 13.20.410 Handicapped parking private property
- 13.20.420 Private property owner remove vehicle after notifying P.D.
- 13.20.500 Municipal lots restrictions
- 13.20.510 Municipal lots Handicapped
- 13.20.600 Angle Park
- 13.20.610 Marked parking spaces, park within
- 13.20.700 Bus zone
- 13.20.710 Taxi stands
- 13.20.800 Tow away
- 13.20.810 Tow away
- 13.28.010 Vehicles over 6000 pounds only on truck route
- 13.28.040 Vehicle over 10,000 pounds on Eastern Av.
- 13.32.010 No commercial trailer parked without hook-up to towing vehicle
- 5.08.160 Coin or token operated machines

- 
- 5.25.140 Bet Capping
  - 5.32.010 Conduct Garage/Yard sale without a permit
  - 5.56.020 Permit required for street vending
  - 5.56.040 Pushcart vendor permit
  - 5.56.070 Sale of goods from a motor vehicle
  
  - 12.06.010 Alcoholic Beverage on public property prohibition
  
  - 13.20.402 Parking on the lawn
  
  - 16.12.071 Removal of solid waste
  
  - 17.35.010 Prohibition on posted premises
  - 17.38.010 Trespassing
  - 17.56.010 Nighttime curfew hours for minors
  - 17.56.020 Curfew daytime hours

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## **LOCAL LAW ENFORCEMENT AGENCIES**

### **EAST LOS ANGELES SHERIFF**

They handle all of Commerce, Maywood and East Los Angeles area. Our boundaries with ELA SO include Gage Avenue, Greenwood Avenue and Paseo Del Rio.

### **CALIFORNIA HIGHWAY PATROL**

They are responsible for all freeways, on-ramps, off-ramps, and any accidents involving an occupied school bus. They are the primary responders to all state offices such as the Department of Motor Vehicles.

### **DOWNEY POLICE**

Downey Police Department is called upon first when we need mutual aid assistance near the east end of the city.

### **BELL POLICE**

Bell Police Department is called upon first when we need mutual aid assistance near the west end of the city.

### **SOUTH GATE**

South Gate Police Department is called upon first when we need mutual aid assistance near the south end of the city.

### **LOS ANGELES COUNTY FIRE**

The Los Angeles County Fire Dept. has been contracted to handle all medical and fire related emergencies for the city of Bell Gardens. The fire station in Bell Gardens is located at: 7100 Garfield Av. Bell Gardens

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## **BOOK RESOURCES**

### **BELL GARDENS POLICE DEPARTMENT MANUAL**

The procedure manual contains regulations for the entire department. You will be held accountable for the information contained within. It will explain our division's policies, in part, for:

- A. Schedule and work hours
- B. Sick reporting procedure
- C. Shift rotation
- D. Vacation request
- E. Uniform policy

There are numerous other procedures contained in this book. You should make a copy of the procedures and keep them as a separate chapter in the back of your training manual. Many, but not all, of the procedures are discussed in other parts of this manual. You will be held responsible to know these procedures and will be tested on your knowledge of them.

### **MAPS AND MAP BOOKS**

Become familiar with the city map book that is at each console and the city intersection boundaries. There is also a Thomas Bros Map Book available for finding locations outside of the city.

### **SCHEDULE BOOK**

The schedule book contains schedules for the current shift. In order to verify overtime already signed up for, you will need to become familiar with this book. The schedule may also be viewed on the department's intranet.

### **SVS FLIP CARD**

This book lists some of the most commonly used codes for, make/model/style of vehicles you will need to enter in the Stolen Vehicle System, and this can be used as a quick reference.

### **CALIFORNIA JUSTICE INFORMATION CENTER (CJIS)**

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

### **NCIC OPERATING MANUAL**

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

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## **PENAL CODE**

Even though many of our call types and radio codes are taken from the penal code, it is for reference and need not be "memorized". The penal code contains the definitions of, and penalties for various crimes in the State of California. You will become familiar with a great deal of the information as your training progresses.

## **VEHICLE CODE**

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

## **BELL GARDENS MUNICIPAL CODE BOOK**

This book lists the BGMC violations that have been passed by the city council and approved by the city attorney. It is maintained in the watch commander's office or on the city website [bellgardens.org](http://bellgardens.org). Municipal Codes are generally misdemeanor violations and are as arrestable as any of the penal or vehicle codes. You will learn the most common violations, such as noise abatement etc.

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## **OTHER RESOURCES**

### **CAD INFO/BNS**

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

- How to access the index
- What each entry contains

### **RECORDS MANAGEMENT SYSTEM (RMS)**

The Records Management System is one of the computerized systems utilized by the Bell Gardens Police Department. Some of the information contained in the system is considered Criminal Offender Record Information (CORI). RMS contains only those events that have a specific reference number attached to them (Incident number). Calls for service that only generate an event number are contained in the Computer Aided Dispatch System. RMS includes the following systems:

- A. Alpha
- B. Location
- C. Traffic
- D. Electronic Mail
  
- E. Crime Analysis
- F. State Crime Statistics
- G. Property Manager
- H. Detective Case Management

If there is a report or record of events and arrests that were contained in the old Sanders Computer System you will need to call records to pull the report.

### **NAME INQUIRY – CLEARED CALL SEARCH/GLOBAL PERSONS**

A great percentage of the time, the dispatcher will be making an inquiry by name. A cleared call search can be made by a person's name, location or phone number. A global persons search can be made by a name, location or an alias.



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As a result of your name search, you will be given a list of possible matches. The closest matches to your name inquiry will appear first on the returned list. Determine which of the subjects on the list you wish to view. To view those pages, double click on your selection. When the information on the selected subject is returned to your terminal, it will be in a preset format. From top to bottom it will contain:

- Name, physical description and home address
- Hazard message (if applicable)
- Special registrant information (if applicable)
- AKA's (if applicable)
- Subjects contacts with the department and their involvement

### **INCIDENT RETRIEVAL -**

In your returns from the cleared call search you may determine you need further information from a particular incident. You may have a prior incident number, which is no longer in CAD, from which you need further information. The incident retrieval will return a series of responses to your terminal with information on all persons, vehicles and property involved. These responses may contain valuable information that could be of immediate aid to you and the field officer. Included could be home phone numbers, vehicles associated with a person, and particular persons known associates.

To retrieve this information on a current year, type in the necessary information in the cleared call search either by name, location or incident number.

### **"GLOBAL VEHICLES"**

To access the system via a vehicle license plate number use the Global vehicles system. This will indicate if the vehicle license number being queried has ever been input into the RMS. If there is a hit on the license plate, a description of the vehicle (including the involvement code) will be returned to your terminal.

Once you have a hit on a vehicle license plate, the description of the vehicle will be returned to you along with the case number. Types of reference numbers are as follows:

2004-12345            =        Bell Gardens Police Department Case Number

### **FRONT DESK - COUNTER REPORTS**

Not all reports need to be taken by officers in the field. Bell Gardens Police Department has a fully qualified staff of civilian personnel that are assigned to the front desk. They not only serve the walk-in public, but also are able to take certain crime reports.

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## **CAD SYSTEM CRASH**

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

In the event of a scheduled or unscheduled crash, dispatchers shall revert to manual dispatch cards to take calls for service, dispatch, and keep track of officers in the field.

Manual dispatch cards will be kept at the console for use. All appropriate information will be manually documented on the cards including a starting number, beginning with one (then continue in sequence), date, time and identification of the call taker and/or dispatcher, comments and disposition of calls. When the CAD system goes back on line, data from the manually dispatched cards will be entered back into the CAD system. You must utilize the CAD catch up mode and input all documented info from the manual cards. You will also be able to obtain an incident number for the reports that were taken during this crash by completing the CAD entry.

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## CAD COMMANDS

AC	Add comment
ALERT	Alert search
BEAT	Update unit beat
BNS	Business name search
BU	Backup unit
CC	Clear call
CM	Add narrative
D	Dispatch
E	Enroute
EW	End of watch
GT	Go to second location
MP	Make primary unit
NC	New call
OS	On scene
PC	Ped check
QC	Quick call
QA	Query Article
QG	Query Gun
VIN	Query Vin
DL	Query Drivers License
PL	Query Plate
Nam	Query Person
RR	Reroute unit to second call
SS	Start shift
SW	Switch units
TE	Unit clear
VC	Vehicle check

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## **CAD/CLETS**

### **INQUIRIES**

BIKE	-	BIKE INQUIRY
BOAT	-	BOAT INQUIRY
BOOK	-	BOOKING INQUIRY
CCHRS	-	CCHRS INQUIRY
DRIVER	-	CDL INQUIRY
GUN	-	GUN INQUIRY
JAI	-	JUVENILE INQUIRY
MISP	-	MISSING PERSON INQUIRY
ORI	-	AGENCY IDENTIFIERS
PROP	-	PROPERTY INQUIRY
RAPS	-	CRIMINAL HISTORY INQUIRY
REG	-	VEHICLE REGISTRATION INQUIRY
ROS	-	RESTRAINING ORDER INQUIRY
SRF	-	SUPERVISED RELEASE FILE
USDMV	-	OUT OF STATE VEHICLE/LICENSE INQUIRY
WANT	-	WARRANT INQUIRY – PERSON/LOCATION

### **ENTRIES**

BIKE1	-	BIKE ENTRY
BOAT	-	BOAT ENTRY
BOOK1	-	MANUAL BOOKING NUMBER
BOOK7	-	BOOKING UPDATE – JAIL LOCATION
GUN1	-	FIREARMS ENTRY
MISP1	-	MISSING PERSON ENTRY

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PROP1	-	PROPERTY ENTRY
SRF1	-	CAREER CRIMINAL RECORD ENTRY- CALIFORNIA
VEH1	-	VEHICLE ENTRY
VEH4	-	VEHICLE LICENSE PLATE/PARTS ENTRY

### UPDATES

BIKE2	-	BICYCLE UPDATE
BOAT2	-	BOAT/BOAT PART CANCEL/LOCATE
BOAT3	-	BOAT/BOAT PART MODIFICATION
BOOK6	-	BOOKING UPDATE
GUN2	-	FIREARMS UPDATE
GUN3	-	FIREARMS LOCATE/CLEAR/CANCEL
MISP3	-	MISSING PERSON UPDATE
MISP10	-	MISSING PERSON/SUSPECT/VEH CANCEL/LOCATE
PROP2	-	PROPERTY UPDATE
SRF2	-	CAREER CRIMINAL RECORD UPDATE
VEH2	-	LOCATE/CANCEL - VEH/PART/PLATE
VEH3	-	MODIFY -

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## CHAPTER THREE - CALL TAKER

### TELEPHONE OPERATIONS

The vital and specialized support role of the Public Safety Dispatcher dictates the need for highly dedicated and self-motivated persons to be responsible for this critical position. Professional demeanor and a strong personal desire to provide effective service must be the primary job goal of the men and women who provide the critical communications link between the needs of the community and the resources of the law enforcement agency.



The job requirements of the call-taker are exacting. There is an expectation that a high standard of proficiency be achieved as knowledge gained through training, on-going experience, and natural abilities all come together to enhance overall performance. As the required level of proficiency is attained, you will earn the confidence of co-workers, field personnel, and supervisors. They are aware of the contribution you make to their respective duties, the department's image, and public safety. As a public safety dispatcher handling incoming calls for service, it is your responsibility to screen these calls to determine their priority. It is also your responsibility to convey a positive image of the department, and your position, by displaying a courteous and professional demeanor during all telephone contacts. To obtain accurate and complete information, proper questioning and listening techniques must be utilized at all times.

The objective of your telephone training is to develop:

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

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## VOICE QUALITY

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

- Cheerfulness
- Distinctness
- Volume
- Speed

Every telephone call must be answered with a pleasant voice, never a brusque or gruff voice that might be intended to impress someone or is a leftover from a previous difficult phone call. It is not a sign of weakness to be empathetic or polite. Be attentive to the caller and attempt to determine from the caller's tone of voice the urgency of the call. Keep the length of all incoming calls short. Be polite, but discourage the marathon conversation. They may have a wealth of information to give you, but only a small portion of the information may be pertinent to the call.

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

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

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

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## **PROFESSIONALISM AND COURTESY**

### **PUBLIC RELATIONS**

Do you realize that you are one of the top public relations people in the department? When someone calls, you are the Bell Gardens Police Department. If you present a cheerful, knowledgeable and interested demeanor, their behavior toward the department will generally be positive.

### **IDENTIFY YOURSELF**

In the interests of professionalism and saving time, tell the caller immediately, "Bell Gardens Police" or "9-1-1 Emergency", "Dispatch" depending upon which line you have answered. The caller should never have to ask which agency or office they have reached.

### **ANSWER QUICKLY**

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

### **LEGAL JARGON**

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



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## **PERSONAL CONDUCT**

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

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

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

## **COMMUNICATION BARRIERS**

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

### **TALKING TOO FAST**

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

### **HOSTILE**

Hostility is contagious. Treat hostility with courtesy, as it is also contagious. With uncooperative or evasive callers, a great attempt must be made to control the conversation. If they are yelling, do not yell back. Speak in a soft voice and they will normally quiet down to hear you. Never place your personal and professional reputation

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In jeopardy by responding to profanity with profanity of you're own, regardless of provocation.

### **ANGRY**

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

### **HYSTERICAL**

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

### **INTOXICATED**

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

### **MENTALLY UNSTABLE**

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

### **LIMITED ENGLISH SKILLS**

The situation with a limited or non-English speaking caller may have to be more thoroughly probed to determine the exact nature of the situation. Specifically, the barrier is the difficulty to say in words what a situation is because of unfamiliarity, or lack of knowledge, of words necessary to effectively communicate. Make a concerted effort. Try to get a call back number. You may find the translating service useful:  
Language Line - 800-523-1786 – Client ID 901202

### **CHILDREN**

Extract as much information as possible. Treat the calls from children very seriously. Don't assume the child is simply playing on the phone. And remember, children are very suggestible. For example, if they are describing a car and you ask for a color, they may hesitate trying to remember and/or find the language to describe it. If you say, "Was it red?" they may agree it was red just because you are the authority figure. Do not talk down to children, but rather ensure your vocabulary matches the comprehension level of the child. Calls from children may take more time and patience.

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### **ELDER PERSONS**

Treat the senile and/or confused caller with empathy and respect. Take control of the conversation without seeming impatient or frustrated. Even though they may be calling for a non-police matter, you may consider sending an officer to check on their welfare.

### **EVASIVE CALLERS**

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

### **“I DON’T WANT TO BE INVOLVED”**

A reporting party may wish to remain anonymous by either refusing all information pertaining to their name, address and phone number, or by giving you the information and requesting that we not contact them, release the information to the offender or include the information in a report. The violator may be a friend and/or neighbor of the reporting party and the reporting party may not want the offender prosecuted. Most often the primary concern is that peace and tranquility be restored without undue and unnecessary legal proceedings, which could ultimately create additional hostility and/or future police problems. In many instances, disclosure of the reporting party’s identity could lead to further complications and retaliation by the offender. If the reporting party requests anonymity and does not wish to be contacted by the officers that should be noted in the call. However, reporting party information may be placed in the officer’s report. If the incident becomes an arrest, the arrestee’s attorney may request a copy of the report. They will then have access to the name, address and telephone number of the caller. If a caller asks if they must give their name, you must be honest and tell them it may not be required (depending on the incident).

### **LIARS**

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

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### **COMPLAINTS AGAINST OFFICERS**

In the event a communications employee receives a complaint from the public regarding a police officer, transfer the call to the Watch Commander. If the Watch Commander is unavailable, take a message and make sure they receive it. Don't take the complaint and do not give your opinion of the incident.

### **COMPLAINTS AGAINST DISPATCHERS**

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

### **CALLS FOR HOME PHONE NUMBERS OF POLICE PERSONNEL**

You will not give the home address or phone number of any sworn officer or non-sworn civilian to anyone outside of current police personnel. **There are no exceptions.** Make sure you know to whom you are speaking and that they are entitled to the information. If a person who is not a member of this department indicates an emergency exists, offer to take the name and phone number of the calling party and then make the emergency call to the employee yourself.

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## CONTROL THE CONVERSATION

In order to ascertain the urgency of the problem and assist in prioritizing calls, the call-taker must take control of the conversation. After the initial exchange and you understand the need of the calling party, cut off superfluous verbiage by leading the call into meaningful context by asking questions. Be courteous, but firm. If it appears the person calling does not have complete information, or is getting information from someone nearby, ask to talk to the most knowledgeable party. Remember you may only have seconds to obtain critical information for the citizen's welfare and officer safety. The caller may only have a few seconds to talk. The right questions must be asked first.

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

Once the reporting party has made the decision to call, found a phone and dialed the correct number, they must still explain the situation to you. The caller usually knows what they want to report, but they rarely know how to report it. In emergency situations, a person may be under such stress that they have difficulty communicating quickly and clearly. Proper questioning and control of the conversation by the call-taker can increase the quality and effectiveness of the information.

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For this reason, the call-taker must take control of the conversation in a courteous, yet professional manner and ask these direct questions:

**WHAT (type of incident)**

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

**WHERE (did the incident occur)**

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

**WHEN (did the incident occur)**

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

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## CALL SCREENING AND PRIORITIZATION

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

### HIGH PRIORITY CALLS

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

The procedure for high priority calls is as follows:

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

If the reporting party is calling from a business, get the name of that business and include it in the call. Include the suite number. If it is a 911 call, confirm that the address and phone number displayed on the automated location information screen (ALI) are accurate. This will also verify the incident is in our jurisdiction. Get the correct spelling of the names, as an officer may have to check mailboxes, driver's license files, or vehicle license files.

- If working with a partner, notify the dispatcher immediately with the partial information and then return to the caller for further details. Update the call as new information is received so that the dispatcher may, in turn, advise the responding officer(s).

- 
- Ascertain if anyone is injured as soon as possible. Keep the party on the line. Update the call if there is an injury involved so that paramedics can be notified.
  - For officer safety, it is imperative that you obtain the following information immediately, preferably in this order:
    - Vehicle description and license number
      - Color – be specific – light blue, dark blue
      - Make/model – Chev/Camaro, Ford/T-Bird
      - Body style – station wagon, convertible. If a truck, is a full-size or mini pick up, a van, stake-bed, etc.
      - Year – at the minimum, newer or older model
    - Direction of travel, whether on foot or in a vehicle, and toward what street or landmark. Giving north/east/south/west in Bell Gardens may be confusing since some streets do not run true to the compass.
    - Weapon(s) used, if any – never assume anything. Just because no weapon was mentioned does not mean no weapon was involved. **ASK.** Be sure the caller observed the weapon and didn't just assume the suspect(s) had one because they were talking about it.
    - Number of suspects
    - Suspect's description (one suspect at a time)
      - Sex
      - Race
      - Age
      - Height (at least tall or short)
      - Weight or build
      - Hair/eye color
      - Physical oddities, i.e. glasses, mustache, scars/marks/tattoos
      - Clothing description – start at the top and work down the body (i.e. hat, jacket, shirt, pants, shoes, carrying anything)

### **SECONDARY PRIORITY CALLS**

These calls for service do not require an immediate response, but should be dealt with as expeditiously as possible. However, a situation such as a combative shoplifter in custody could well fall within the priority 1 classification. All calls of this type must be carefully and accurately evaluated by the call-taker to ensure no person is in immediate danger. The procedure would be the same as a high priority call, except you need not send an incomplete call to the dispatcher and you need not keep the caller on the phone.



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### **ROUTINE CALLS**

The majority of calls received fall into this category. They are informational in nature, or the time element dictates that no person or property is in jeopardy. Calls in this category are handled in the order in which they are received and/or according to the circumstances of the individual incident.

### **QUESTIONING**

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

### **TRANSFERRING A CALL**

Only transfer calls when necessary. None of us likes the proverbial “run around”. In time you will become proficient in answering many questions, but you will never be able to handle them all. When it is necessary to transfer, tell the caller what you are going to do. Make sure the transfer is to the proper person. Never give the caller misinformation and never guess. Rather, refer them to the appropriate person and/or agency.

### **PUTTING A CALL ON HOLD**

Offer patience and tolerance. Regardless of how busy you are, the caller should never be treated with impatience. Explain when it is necessary to put any caller on hold, such as “Hold on please, I have another line ringing”. When you put a caller on hold, try not to leave the caller for more than 60 seconds. Remember the information already provided and don’t make the caller start over each time you come back on the line. If you see a call on hold and you are available, offer to take over the call and explain to the caller you will help them as the other call-taker is in the middle of an urgent call. Don’t be afraid to ask for help from others in the room should you become overburdened with calls or if you have left lines on hold and are in the middle of a potentially lengthy phone conversation. A caller should **never** be put on hold while you are on a personal call, unless it is to terminate that personal call.

### **TERMINATING A CALL**

Often a “thank you for calling” will go a long way towards building a positive rapport that would not otherwise exist.

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## TELEPHONE MECHANICS

### VESTA - CASSIDIAN

The telephone system utilized in the communications center of the Bell Gardens Police Department is an intelligent workstation known as "VESTA – Cassidian 4.0". It allows access to telephone information and performs various functions on a windows based PC monitor. It is comprised of the following major components.



- **Line Status Window** – This displays ringing, holding and currently active calls at your terminal. Calls can be answered from the keypad or by using the mouse.
- **Call Control Window** – The call control window provides the resources to hold, conference, answer, or release calls at your workstation.
- **Recent Calls** – This allows storage of frequently dialed numbers for easy access. Telephone numbers can be dialed with a point and click operation.
- **ALI Window** – (View list) This displays and/or stores information received from 911 calls into the communications center.
- **Dispatch Extensions** – To dial out you will be shifted to a dispatch extension which does not use one of your incoming business lines.

The VESTA toolbar provides additional features to the telephone system to assist the communications personnel.

- **TTY Module** – This opens a TTY call window, from which you can communicate with hearing impaired callers on a TTY device.
- **Instant Recall Recorder** – The IRR allows you to select and play back a telephone and/or radio call recorded in the previous 30 minutes.
- **Master Volume** – This allows you to adjust the volume of your voice as well as the caller's.

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## **BUSINESS LINES**

Although emergency lines must be answered first, remember that emergency calls can come in on the business lines. These lines should be answered as soon as possible.

The business lines are located in the second column of incoming lines at the bottom of the Vesta monitor. They are to be answered, "Bell Gardens Police this is (your name) how may I help you". To answer the telephone line that has been ringing the longest, click on the priority button "ANS" with the mouse or on the keypad. Using the priority button will answer 911 lines first, then business lines and then in-house lines respectively. To put a call on local hold, click on the "hold" button (only you will have access to pick up that line on hold), or select the drop down to place on a system hold (this allows all users to pick up a call on hold). You can tell which line you put on hold as the bar line turns yellow. This signifies your workstation put the call on hold. To retrieve the call you must select the drop down "retrieve" To hang up, hit the "RLS" button.

The Vesta keypad affords an alternate method of answering incoming telephone calls. The keys are marked as follows.

Ans -Answer  
Hold -Hold  
Rls -Release  
B/S -Back Space  
Flash -Transfer  
Enter -Enter (to dial a number)

## **INTERNAL LINES**

The phone line at the bottom of the Vesta screen titled "Lobby" is a ring down line for the station lobby.

## **TRANSFERRING CALLS INTERNALLY**

When a call is received that should be transferred to another extension within the department, check to see if that extension is on the auto-dialer. If it is on the auto-dialer, keeping the caller on the line, use the mouse to click on the needed extension to highlight it and then click on dial (or double click on the extension). You may then disconnect if you are not going to announce the call even though no one has answered. The call will either be answered by voice mail or call forwarding. If it is not on the auto-

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dialer, use the mouse to click on the “flash” button, or depress the “flash” key on the keypad, and wait for a dial tone. You may then dial the four (3) digit extension.

## **TRANSFERRING OUTSIDE CALLS TO OUTSIDE NUMBERS**

Often an officer in the field will ask you to call them at an outside location. After you get the officer on the line he will then ask you to connect him to another number outside the department. You may also be placed in the position of transferring a call from a citizen to another outside agency. Our phones allow us to do this by:

- click on the “flash” button without putting the caller on hold;
- get a dial tone;
- dial the number requested by the caller;
- when the phone rings, before anyone answers you can release the line and your caller will be connected. If you want to conference with the other caller you must click on the “flash” button again and press (\* 1)

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## **TELEPHONE MESSAGES FOR PERSONNEL**

Communications personnel will take work related telephone messages, for on-duty sworn personnel (avoid personal messages) when the occasions arise. All messages should be as complete as possible, including an incident number. Messages for on and off duty communications personnel can either be taken and left via their electronic mail, or written and placed in their mailbox.

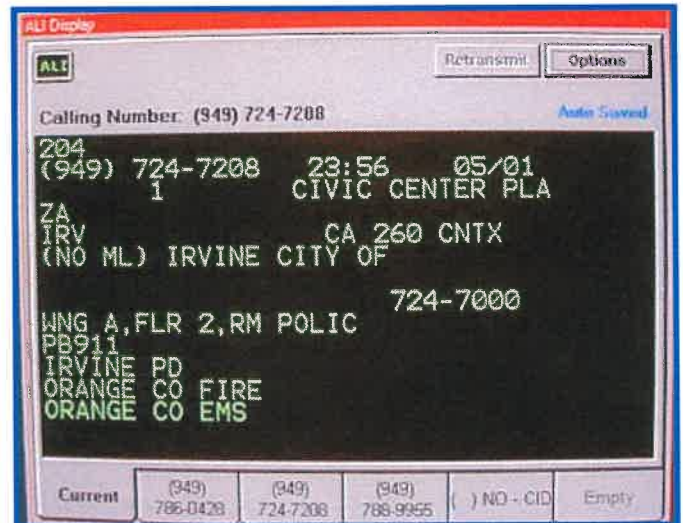
### **OBTAINING NON-PUBLISHED NUMBERS**

- To enable a response to a possible life threatening situation you may utilize the "Manual Request" button located on the ANI/ALI
- Click once
- It will display a box "ANI:"
- Type in the complete phone number with area code.
- Once you have entered all 10 digits the address will display on the screen.

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## 911 LINES

The State of California, like many other states, has adopted the 911 emergency phone systems to expedite emergency police, fire and medical assistance. This emergency telephone system enables the Public Safety Answering Point (PSAP) to immediately identify the telephone number and address of the calling party. 911 calls can be answered at both console positions in the communications center. Each position is independently supported by Automatic Number Identification (ANI), and Automatic Location identification (ALI) systems. Additionally all positions are supported by a database that records the phone number, address of the caller, name of the caller if it is listed, trunk number, and time of each 911 call. The Bell Gardens Police Department Communications Center is the primary answering point for police and fire service. Therefore, the proper operation and maintenance of the 911 system is vital importance to the welfare and safety of the residents of Bell Gardens.



The 911 phone lines (not nine-eleven) are to be answered within ten seconds by state law, however we at Bell Gardens pride ourselves on answering by the third ring whenever possible. The appropriate way to answer 911 is by saying "911 Emergency". After you say "911 Emergency", listen to see if the call has an emergency. If the caller says his call is not an emergency, and you confirm from a short conversation it is not urgent enough to continue the conversation, it is recommended you ask the caller to call back on our non-emergency, police business line of (562) 806-7600.

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

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Be sure to verify that what is showing on the screen is accurate. If the person has recently moved, the address may not be accurate. The 911 system is comprised of four components;

- The Transfer unit, which allows the 911 caller to be transferred to pre-programmed destinations.
- The ANI (Automatic Number identification) unit, which displays the number calling the 911 system.
- The ALI (Automatic Location identification) unit, which displays the address of the calling party. The window automatically saves ALI information for up to 10 previous calls. The most recently saved calls appears in the “View list” tab to see the previous calls click on this tab.

The Vesta supports control keys that are standard on all consoles. To use the control keys you must use the mouse and click on the “options” button at the top of the 911 screen.

➤ Options

- Retransmit ALI - attempts a new transmission ALI information to the display window. Use this option if your first ALI message is garbled or if you receive a message indicating that ALI is not downloading.
  - Manual - allows you to manually request ALI information.
  - Incorrect ALI Report - indicate the update and click on print. (not utilized)
  - Clear ALI from Display - clears the ALI tab. Clearing the displayed tab does not affect the remaining four tabs. If a middle numbered tab is cleared, the higher numbered tabs are moved down one.
- Recent Calls - Click on the “Recent Calls” tab to display a list of 911 calls received. The most recent will be at the top of the list. Highlight the desired number and double click.
- 911 Transfers - Click on the “Dial directory” section to display a list of other public safety agencies to which 911 calls can be transferred. Highlight the desired number and double click to dial. When the phone is answered you will have a three-way conversation. If you do not need to remain on the line, click on “release”. This will provide the caller and the agency a two-way conversation.

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A 911 call can also be transferred to a number not on the quick dialer buttons. Keep the caller on the line, click on the “flash” button, wait for a dial tone, then dial the number you wish to call. You do not have to dial 9 to get an outside line. The 911 system is independent of our phone system. When the phone is answered, you can listen in or disconnect, as common sense dictates. You do not need to place the call on hold to maintain the connection.

If you receive a 911 call where there is obviously a child playing on the line, you may call the number back and attempt to talk to the child’s parents to advise them of the circumstances.

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

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

If a 911 call is answered and the line goes dead, there is a hang up, or the conversation is cut short, the dispatcher shall call back the listed telephone number to check on the status of the caller. If the line is busy, do an emergency breakthrough via the telephone operator. If you are unable to contact the caller or verify the status of the caller, make an incident so an officer can be sent to the location. If contact is made and you have verified a misdial, complete an advised incident entry and indicate the name of the person contacted.



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## INCIDENT /STOLEN VEHICLE

**Call type:**            **Status:**            **Caller name:**            **Contact phone:**            **Call phone:**

**Call source:**            **Priority:**            **Location:**            **Qualifier:**            **Venue:**            **Geo verify:**

**Narrative entry:**

Primary question:    When and where did it occur?

### General questions

- A. Did you see who took it?
- B. Victims vehicle description including license plate?
- C. Direction of Travel?
- D. Suspect(s) description?
- E. Suspect(s) vehicle?
- F. How do you know it was stolen?
- G. Do you know who stole it?
- H. Where are the keys?
- I. Does anyone else have keys or permission to drive it?
- J. Are both license plates on the vehicle? If not, which one is missing and indicate in the call history.

### No suspect information:

- A. Run license plate to see if it has been stored or repossessed
- B. How long was it parked?
- C. Was it legally parked?
- D. Is it possible that an apartment or condominium association towed it?
- E. Make sure the reporting party is the registered owner of the vehicle.
- F. There may be a delay for the towing agency to notify us of a repossession or private property impound. Also check with records to see if it has been called in to them and not entered into the stolen vehicle system (SVS) yet.

### **NOTE:**

- A. Private property impounds involve illegal parking as deemed by apt or condominium association rules (must be properly posted).
- B. Repossession's are not only for back payment due, but can be for failure to maintain auto insurance or failure to pay parking tickets

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## INCIDENT /RAPE

Call type:            Status:            Caller name:            Contact phone:            Call phone:

Call source:            Priority:            Location:            Qualifier:            Venue:            Geo verify:

Narrative entry:

- A.    Where did the rape occur?
- B.    When did this occur?
- C.    Where is the victim now?
- D.    Do you know suspect(s) or how did you encounter suspect(s)?
- E.    Did the suspect leave in vehicle?
- F.    Vehicle description?
- G.    Direction of travel?
- H.    Suspect description?
- I.    Any weapon(s) involved?
- J.    Do you need paramedics?

**\*\* If rape occurred recently, advise victim not to bathe or change clothes**

Often a hospital will call with a rape victim in the emergency room. If the hospital is outside of Bell Gardens, obtain clearance from the watch commander before sending an officer out of the city to take the report.

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# INCIDENT /PROWLER

**Call type:**            **Status:**            **Caller name:**            **Contact phone:**            **Call phone:**

**Call source:**            **Priority:**            **Location:**            **Qualifier:**            **Venue:**            **Geo verify:**

**Narrative entry:**

**A prowler call can be anytime, day or night.**

- A. How long ago?
- B. Was suspect seen?
  - 1. Shadow only?
  - 2. Noises only?

**With suspect description**

- A. Where was he and where did he go?
- B. What was he doing?
- C. Does he know you saw him?

**General questions**

- A. Any dogs or other pets in the yard or house?
- B. Do you have a gun out?

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# INCIDENT /SUICIDE

**Call type:**            **Status:**            **Caller name:**            **Contact phone:**            **Call phone:**

**Call source:**            **Priority:**            **Location:**            **Qualifier:**            **Venue:**            **Geo verify:**

**Narrative entry:**

- A. Method
  - 1. If pills:
    - a. What kind?
    - b. How many?
    - c. When taken?
  - 2. If weapon:
    - a. Does reporting party have personal knowledge of victim having a weapon?
- B. Alert LAFD after method established
- C. When was last time caller talked to victim
- D. How was contact made, in person or by phone
- E. Did victim contact caller, or did caller contact victim
- F. Victim's information
  - 1. Name
  - 2. Age
  - 3. Victim's phone number and address
  - 4. Does victim live alone
  - 5. Does victim have previous history of and the method used
  - 6. Any history of other mental or physical problems
- G. Make sure the caller does not disturb the crime scene if the victim is obviously dead, i.e. do not undo the knot on a hanging victim.

Keep the caller on the line in case the responding officer's have any further questions

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## INCIDENT /MISSING CHILD

**Call type:**      **Status:**      **Caller name:**      **Contact phone:**      **Call phone:**  
**Call source:**      **Priority:**      **Location:**      **Qualifier:**      **Venue:**      **Geo verify:**

**Narrative entry:**

Critical missing = 12 years and under

- A. Name?
- B. Age?
- C. Sex?
- D. Clothing?
- E. Last seen how long ago?
- F. Where seen?
- G. Have you checked the house thoroughly, including under the beds and in the closets?
- H. Is the child's bicycle, tricycle or skateboard gone?
- I. Any problems involving child custody or visitation?
- J. Have you checked with the neighbors or the child's friends?
- K. Stay at your house until officer arrives

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## INCIDENT /FAMILY DISPUTE

**Call type:**      **Status:**      **Caller name:**      **Contact phone:**      **Call phone:**  
**Call source:**      **Priority:**      **Location:**      **Qualifier:**      **Venue:**      **Geo verify:**

**Narrative entry:**

- A. Who is involved?
  - 1. Husband vs. wife?
  - 2. Boyfriend vs. girlfriend?
  - 3. Mother vs. son?
    - a. If son or daughters are involved, get age
  - 4. Are the parties' adults or juveniles?
- B. Verbal or physical altercation? If physical;
  - 1. Weapons?
    - a. What kind?
    - b. Where in house (even if not displayed during fight)
- C. Anyone been drinking or using drugs?
- D. What is happening now and what have you been hearing?
  - 1. Arguing?
  - 2. Thumping or slapping?
  - 3. Screaming?
  - 4. Breaking glass?
  - 5. Any dialogue?
  - 6. Shots fired?
  - 7. Does this happen often?
- E. Are their children present?
- F. Did the children witness the dispute?

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## INCIDENT /HIT AND RUN 20001 VC

**Call type:**        **Status:**        **Caller name:**        **Contact phone:**    **Call phone:**  
**Call source:**    **Priority:**        **Location:**        **Qualifier:**    **Venue:**    **Geo verify:**

**Narrative entry:**

20001 = Hit and run with injuries (felony - respond LAFD)

20002 = Hit and run with no injuries (misdemeanor)

- A. Are there injuries?
- B. How long ago?
- C. Suspect vehicle description?
- D. Direction of travel on suspect vehicle?
- E. Probable location of damage to suspect vehicle?
- F. Are you a witness or the victim?
  - 1. If a witness, be sure to ask for name and phone number so the officer can contact later for a statement
  - 2. Include that information in the call history

**\*\*Since hit and run is a crime, we take a report whether or not it occurred on public or private property.**

**\*\*If a note is left on the victim's vehicle by the other driver which identifies them, it is not a hit and run. The driver has complied with the law prior to leaving the scene. However if a note is left that contains misinformation that does qualify as a hit and run.**

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## INCIDENT /ILLEGAL PARKING

**Call type:**        **Status:**        **Caller name:**        **Contact phone:**    **Call phone:**  
**Call source:**    **Priority:**        **Location:**        **Qualifier:**    **Venue:**    **Geo verify:**

**Narrative entry:**

- A.    Typical violations
1.    Parked in a posted "no parking" zone
  2.    Parked in a fire lane
  3.    Parked within 15 feet of a fire hydrant
  4.    Parked in a handicapped space
  5.    Blocking a driveway or sidewalk

\*\*On private property we only enforce handicapped and fire lane violations.



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# INCIDENT /ACCIDENTS

**Call type:**        **Status:**        **Caller name:**        **Contact phone:**    **Call phone:**  
**Call source:**    **Priority:**        **Location:**        **Qualifier:**    **Venue:**    **Geo verify:**

## Narrative entry:

- A. Are there any injuries?
  - 1. Yes = (Notify LAFD)
  - 2. Unk = (Notify LAFD)
  - 3. No =
- B. For the text of the call, be sure to include:
  - 1. How many vehicles involved?
  - 2. What kind of accident?
    - a. vehicle vs. vehicle?
    - b. vehicle vs. bicyclist?
    - c. vehicle vs. pedestrian?
    - d. vehicle vs. pole (pole or wires down?)
- C. If you are advised of an injury or no-detail accident;
  - 1. Advise the L.A. County Fire either by transferring the 911 call to "fire" or calling them on the auto-dialer after disconnecting with the caller.
  - 2. Indicate in the call history that the fire department is en route to the accident.
- D. If you are advised of a non-injury accident;
  - 1. Determine if accident occurred on the road or on private property.
    - a. We do not take reports of non-injury accidents on private property
    - b. We will respond to stand by if one of the parties is refusing to give information.
    - c. We will respond if there is an argument that would classify the call as a "415".
  - 2. Determine if the vehicles are still in the roadway.
  - 3. Try to determine which direction the vehicles are from the intersection or if they are exactly in the intersection.
- E. Try to get a basic vehicle description.
- F. If the accident occurred on the road, but the reporting party is now in a parking lot, ask them to flag down the officer when they see the unit.
- G. Try to ask each caller if they witnessed the accident. Get their name and phone number if they are not remaining at the scene. Include that information in the call history so the dispatcher can advise the officer taking the report for follow up contact.

- 
- H. Indicate in the narrative if an officer will be responding code 3.
  - I. Be alert for pending or actual fights between parties in all accidents.
  - J. A police report is not required in California unless there is injury or death.
  - K. If the damage to any vehicle is over \$500, the state requires the victim to file a financial responsibility form (SR 1) that is available from the Department of Motor Vehicles, most insurance companies, and at the front desk of the police department.
  - L. Parties are required to exchange information with each other, regardless of who is at fault.
  - M. The police department will not determine fault on private property accidents.
  - N. Send an officer if a caller advises they are having problems with the exchange of information with the other driver.

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## INCIDENT /MALICIOUS MISCHIEF 594 PC

Call type:            Status:            Caller name:            Contact phone:    Call phone:  
Call source:           Priority:            Location:            Qualifier:    Venue:    Geo verify:

Narrative entry:

Where did this occur / When did this occur?

- A.    What damage was done? Is the damage permanent?
- B.    Suspect/Susp vehicle description - DOT?
- C.    Do you know who did this or why?
- D.    Are you willing to prosecute?
- E.    Malicious mischief is **permanent** damage to property.

---

## INCIDENT /MAN WITH A GUN

**Call type:**      **Status:**      **Caller name:**      **Contact phone:**      **Call phone:**  
**Call source:**      **Priority:**      **Location:**      **Qualifier:**      **Venue:**      **Geo verify:**

**Narrative entry:**

- A. Did the suspect point the weapon at anyone?
- B. How long ago?
- C. Type of weapon?
- D. Any shots fired?
- E. If so, is anyone injured?
- F. Description of suspect and/or vehicle?

1.    417            =    Brandishing a weapon

---

## INCIDENT /PARTY DISTURBANCE

**Call type:**            **Status:**            **Caller name:**            **Contact phone:**    **Call phone:**  
**Call source:**        **Priority:**            **Location:**            **Qualifier:**    **Venue:**    **Geo verify:**

**Narrative entry:**

- A. Determine the main complaint of the caller;
  - 1. Live band or loud music? Coming from a Residence/vehicle?
  - 2. Any fighting?
  - 3. Anyone in possession of alcohol?
  - 4. Any illegal drugs?
  - 5. All of the above?
- B. Approximately how many people at the party?
- C. Do you know if the party is adults or juveniles?
- D. Is the caller willing to be contacted if the host of the party does not comply with the officer's request to quiet the party?

---

# INCIDENT /BURGLARY

**Call type:**        **Status:**        **Caller name:**        **Contact phone:**    **Call phone:**  
**Call source:**    **Priority:**        **Location:**        **Qualifier:**    **Venue:**    **Geo verify:**

**Narrative entry:**

- A. If occurring now or just occurred;
  - 1. Description of suspect?
  - 2. Suspect vehicle? (or any unknown vehicles parked nearby that could be associated with the suspect)
  - 3. Direction of travel on the suspect?
  - 4. What does the building back up to? (to establish possible escape routes)
  - 5. Keep the caller on the line until the officers are on scene to update the officers on the suspect(s) activity.
  - 6. If the caller does not know the exact address, have them advise where it is from their location (how many doors down, across the street, behind the caller's location, description of location, landmarks, etc)
- B. If past;
  - 1. Time element?
  - 2. The loss?
  - 3. The point of entry?
  - 4. Suspect information.
- C. The business name, if applicable

---

# INCIDENT /VEHICLE BURGLARY

**Call type:**        **Status:**        **Caller name:**        **Contact phone:**    **Call phone:**  
**Call source:**    **Priority:**        **Location:**        **Qualifier:**    **Venue:**    **Geo verify:**

**Narrative entry:**

- A    If occurring now or just occurred;
  - 1.    Description of the victim vehicle?
  - 2.    Exactly where is it parked? (to help determine from which direction the officers should respond)
  - 3.    Description of suspect?
  - 4.    Suspect vehicle? (Or any unknown vehicles parked nearby that could be associated with the suspect)
  - 5.    Direction of travel on the suspect?
  - 6.    Keep the caller on the line until the officers are on scene to update the officers on the suspect(s) activity.
  
- B.    If past;
  - 1.    Time element?
  - 2.    The loss?
  - 3.    The point of entry?
  - 4.    Description of the victim vehicle?
  - 5.    Exactly where is the vehicle parked?
  - 6.    If in a business parking lot;
    - a.    The name of the business?
    - b.    Where in the lot? (Small lot vs. a parking structure)
  
- C.    Remember, the vehicle must be locked for it to be a burglary. If the vehicle was not locked, it will be a petty theft (484) or grand theft (487).

---

## INCIDENT /ROBBERY

**Call type:**      **Status:**      **Caller name:**      **Contact phone:**      **Call phone:**  
**Call source:**      **Priority:**      **Location:**      **Qualifier:**      **Venue:**      **Geo verify:**

**Narrative entry:**

- A. When did it occur?
- B. Was there a weapon involved? (Often a person calls in a robbery when it is actually a burglary)
  - 1. What type of weapon?
  - 2. Where did the suspect place the weapon when leaving?
  - 3. Did the caller actually see the weapon or did the suspect only state that he had a weapon?
- C. Is anyone injured?
- D. Description of suspect vehicle?
- E. Direction of travel on the suspect and/or vehicle?
- F. Description of the suspect?
- G. What is the loss?
  - 1. What was it placed in?
  - 2. Was a dye pack or bait money taken?
- H. Continue to assure the caller throughout the questioning that the police are on the way, but you need to continue to ask important questions.
- I. Tell the caller not to touch any place that the suspect may have touched so that we may collect fingerprints (counter tops, cash registers, etc.)
- J. Tell the caller not to touch any evidence the suspect may have left at the scene (note, clothing, etc.)



---

## INCIDENT /DEAD BODY

**Call type:**      **Status:**      **Caller name:**      **Contact phone:**      **Call phone:**  
**Call source:**      **Priority:**      **Location:**      **Qualifier:**      **Venue:**      **Geo verify:**

**Narrative entry:**

- A. Are you sure the victim is dead?
- B. How did you happen to locate the victim?
- C. Where exactly is the victim?
- D. Do you know how they died?
  - 1. Have they been ill?
  - 2. Is suicide possible?
  - 3. Could this be a homicide?
- E. Identification of the victim?
- F. Always treat every dead body call as a possible homicide.
- G. Advise the caller not to disturb anything around the victim.
- H. Remember most of these calls originate as a call for the paramedics on 911. Stay on the line and listen to the circumstances. When you determine that this is a dead body call, start your own questioning when the fire department has disconnected.

---

# INCIDENT /HOMICIDE

**Call type:**      **Status:**      **Caller name:**      **Contact phone:**      **Call phone:**  
**Call source:**      **Priority:**      **Location:**      **Qualifier:**      **Venue:**      **Geo verify:**

**Narrative entry:**

- A. Where exactly is the victim?
- B. Are you sure the person is dead?
- C. What did you see?
  - 1. Is the victim bleeding?
  - 2. Did you see a weapon?
  - 3. Did you see who did it?
    - a. Are they still there?
    - b. Description of suspect?
    - c. Description of suspect vehicle?
    - d. Direction of travel on the vehicle/suspect(s)?
- D. Is there anyone with the victim?
- E. When did this occur?
- F. Continue to assure the caller that the police are on the way, but you must continue to ask these important questions?
- G. Tell the caller not to disturb the crime scene and keep the caller on the line until the officers are on scene. If they are on a cell phone or cordless phone, you may want to have them wait outside of the residence or crime scene if conditions are safe.
- H. Remember, this type of call may come in as a request for paramedics. Stay on the line. When you determine that this is a crime, question the caller.

---

## INCIDENT /INDECENT EXPOSURE

**Call type:**        **Status:**        **Caller name:**        **Contact phone:**    **Call phone:**  
**Call source:**    **Priority:**        **Location:**        **Qualifier:**    **Venue:**    **Geo verify:**

**Narrative entry:**

- A.    When did the incident occur?
- B.    Is the suspect still there?
- C.    Where was the suspect when he exposed himself?
- D.    Description of suspect vehicle?
- E.    Description of suspect?
- F.    Direction of travel on the vehicle/suspect?
- G.    What did the suspect do to gain your attention?
- H.    Where is the victim now?
- I.    Remember, this is a misdemeanor and we need the victim to file a crime report for us to arrest and prosecute the offender.

Use specific questions to determine exact body parts exposed and any other pertinent circumstances.

---

# INCIDENT /PLANE CRASH

**Call type:**      **Status:**      **Caller name:**      **Contact phone:**      **Call phone:**  
**Call source:**      **Priority:**      **Location:**      **Qualifier:**      **Venue:**      **Geo verify:**

## **Narrative entry:**

- A. Where is the aircraft down?
- B. Did it strike any buildings, vehicles, or pedestrians?
  - 1. Type of building, i.e. office, residence or garage?
  - 2. Was the building occupied?
- C. Do you know if anyone is injured?
  - 1. Did the pilot get out?
  - 2. Was anyone hit on the ground?
- D. Is it on fire?
- E. Size of the aircraft?
- F. What type of aircraft is it?
  - 1. Civilian?
    - a. helicopter?
    - b. jet?
    - c. private aircraft/how many engines?
  - 2. Military?
    - a. helicopter?
    - b. jet?
- G. Can the caller read the tail number (it starts with an "N")
- H. Respond the fire department on all calls of aircraft down.
- I. If a military aircraft make sure you notify the proper agency.
- J. If a civilian aircraft, it is our responsibility to notify the F.A.A. (Federal Aviation Administration) and the N.T.S.B (National Transportation and Safety Board).

---

## INCIDENT /TRAFFIC HAZARD

**Call type:**      **Status:**      **Caller name:**      **Contact phone:**      **Call phone:**  
**Call source:**      **Priority:**      **Location:**      **Qualifier:**      **Venue:**      **Geo verify:**

**Narrative entry:**

- A. A traffic hazard can be any of the following;
1. A vehicle stalled in the traffic lanes
  2. An object in the roadway
  3. A substance (i.e. wet or dry concrete, sand, oil, etc) on the surface of the road.
  4. A person in the roadway
  5. Flooding
    - a. Due to rain
    - b. Due to long running sprinklers
      1. Water running on street can be a hazard to vehicles and pedestrians.

---

# INCIDENT /HAZMAT

**Call type:**            **Status:**            **Caller name:**            **Contact phone:**    **Call phone:**  
**Call source:**        **Priority:**            **Location:**            **Qualifier:**    **Venue:**    **Geo verify:**

## **Narrative entry:**

- A. Hazardous materials can be;
  - 1. Gasoline
  - 2. Pool chlorine
  - 3. Oil
  - 4. Paint
- B. Is the material in a container(s)?
  - 1. How large?
  - 2. Any placards or markings?
  - 3. Any leaks (liquid, powder, smoking)?
- C. Is the material spilled?
  - 1. Is the spill a liquid, powder, or gas (smoking)?
  - 2. How large of an area does it cover?
  - 3. From what container did it spill?
    - a. Are there any identifiable placards, marking, numbers, or the name of the product on the container(s)?
- D. Is anyone injured?
- E. Do you know who owns the container or how it got there?
- F. A HAZMAT incident can be anything from a spill of a gallon of motor oil into the storm drains to a spill of radioactive material from a train.
- G. Remember, the information you obtain will be relayed to the responding officers and can be vital to their safety.

---

## INCIDENT /ABANDONED VEHICLE

**Call type:**      **Status:**      **Caller name:**      **Contact phone:**      **Call phone:**  
**Call source:**      **Priority:**      **Location:**      **Qualifier:**      **Venue:**      **Geo verify:**

**Narrative entry:**

It is illegal to park a vehicle on a public street for over 72 hours in Bell Gardens.

A vehicle left on a freeway is subject to tow in 4 hours. California Highway Patrol handles these violations.

The 72 hour countdown starts from the time an officer marks the vehicle. The officer makes note of odometer reading, so just rolling over chalk mark won't suffice. Significant mileage must be registered on the odometer.

We cannot enforce 72 hour violations in private condominium or apartment spaces. They must contact a board member of their association or the leasing company.

We cannot enforce 72 hour violations in shopping centers or business parking lots. They must contact the property owner or property management for a private party impound.

---

## INCIDENT /BURGLARY ALARMS

**Call type:**            **Status:**            **Caller name:**        **Contact phone:**    **Call phone:**  
**Call source:**        **Priority:**            **Location:**            **Qualifier:**        **Venue:**            **Geo verify:**

**Narrative entry:**

- A .    Include in text
1.    Indicate if the alarm co. has called the premise and what the response was (i.e. no answer, answering machine, if someone there, a name and who they claimed to be).
  2.    Indicate if any armed guard will be enroute. Include ETA.
  3.    Indicate if any responsible is enroute. Include ETA and their vehicle description.



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## INCIDENT /ROBBERY ALARM

**Call type:**            **Status:**            **Caller name:**        **Contact phone:**    **Call phone:**  
**Call source:**        **Priority:**            **Location:**            **Qualifier:**        **Venue:**            **Geo verify:**

**Narrative entry:**

If the alarm company advises you of a 211 Silent at a residence, confirm if it is truly a 211 alarm or a panic alarm (which can also indicate medical and fire emergencies as well as a robbery). If the alarm company advises it is a panic alarm, type code should be "Alarm Panic".

For business only - after 5 P.M. Ask for normal hours of operation (to determine if business should still be open)

For banks only - know the "procedure" for exiting the building after we place a call to them. Ask your training officer about our procedure. **Never** tell anyone the procedure over the phone.

A panic alarm can be canceled at a residence only when the cancellation is received from the alarm company. **No cancellations** for robbery or panic alarms will be accepted for business locations.

---

## INCIDENT /BOMB

**Call type:**            **Status:**            **Caller name:**            **Contact phone:**            **Call phone:**

**Call source:**            **Priority:**            **Location:**            **Qualifier:**            **Venue:**            **Geo verify:**

**Narrative entry:**

- A. Did caller state time of detonation?
- B. Did caller advise exactly where bomb was placed?
- C. Any suspicious packages observed in the area?  
(do not have them investigate, only if they recall anything unusual)
- D. Suspect description?
  - 1. Male/Female?
  - 2. Young/old?
  - 3. Accent?
- E. Did suspect give a reason for wanting to bomb location?
- F. Did he call anyone by name?
- G. Are you evacuating the building? (It is up to the business whether to evacuate. If a strange package or wiring has been located, we can strongly advise them to evacuate)

---

## INCIDENT /PRIVATE IMPOUND

**Call type:**            **Status:**            **Caller name:**            **Contact phone:**            **Call phone:**

**Call source:**            **Priority:**            **Location:**            **Qualifier:**            **Venue:**            **Geo verify:**

**Narrative entry:**

- A.    Run a 10-28/29 on the plate
- B.    Confirm the license/year/make/vin matches tow company information
- C.    Enter into SVS (as stored vehicle) using information from the 10-28
- D.    Supplement the original call, indicating vehicle entered into the SVS system.

---

## CALL TAKER – SELF TEST

1. You receive an in-progress call that needs to be dispatched immediately. Answer the following:
  - A. What is the quickest way to start a unit rolling into the area while you obtain further information?
  - B. Name the minimum amount of information needed on the incident to send the call to the dispatcher.
  - C. How do you send supplemental information?
2. You receive a phone call from an alarm company requesting to cancel an alarm call. Using the computer, explain how:
  - A. You check to see if the call has been dispatched.
  - B. If it has been dispatched, if the officer is on scene?
  - C. If it has not been dispatched or the officer is not on scene, explain the two methods to cancel the call.
3. You receive a phone call from a citizen requesting to speak to a specific officer. Using the computer, explain how:
  - A. You see if the officer is on duty.
  - B. If the officer is in the field, how do you deliver the message to the officer?
4. You receive a phone call from a citizen that has one of the following characteristics. Explain to your training officer a phrase or technique you could use to deal effectively with this caller.
  - A. Hostile towards police
  - B. Angry
  - C. Hysterical
  - D. Profane
  - E. Inebriated
5. List five direct questions you would ask in order to gain control of a telephone conversation.
6. List four examples of an incident that would require notification of a supervisor or watch commander.

- 
7. Assuming each of the following categories of calls is of a non-critical nature; list the questions you would ask that would be unique to that type of call.
    - A. HAZMAT
    - B. Vandalism
    - C. 415 Music
    - D. 415 Family
    - E. Keep the peace
    - F. Check the welfare
    - G. Prowler
    - H. Suspicious Vehicle
    - I. Suspicious Person
  8. Show your training officer the steps necessary when a teletype is received from an outside agency notifying us they have located one of our stolen vehicles.
  9. You have received a locate from Downey Police Department over the teletype for one of our stolen vehicles. What do you do with it?
  10. Send an email.
  11. An officer needs to locate an incident # he took on a call that he handled on the previous Tuesday at approximately 1300 hours. He does not know the exact location or the type code. How do you find the information?
  12. How do you obtain an unlisted phone number in case of an emergency? Under what circumstances may you obtain an unlisted number?

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## **CHAPTER FOUR – SECONDARY DISPATCHER**

The secondary dispatch position is truly the right-hand person of the primary dispatcher. Their duties are many and varied, and will be relied upon heavily to assist and anticipate the needs of the primary dispatcher.

The secondary dispatcher has the same exact visual information on the computer monitor as the primary dispatcher. At a moments notice the secondary dispatcher may need to take over the responsibilities of the primary dispatcher. Secondary has the ability to input all calls for service received via the radio or phone. The secondary dispatcher must be able to utilize the CAD system to its fullest potential in order to be an effective back-up for the primary dispatcher.

A good secondary dispatcher helps the primary dispatcher listen. A radio transmission may have been heard more clearly by the secondary dispatcher. The primary dispatcher should be able to depend upon the secondary to help listen to radio transmissions.

The secondary dispatcher is responsible for listening to, and responding to, all Bell Gardens officers and other agencies on our frequency.

The secondary dispatcher is primarily responsible for answering 911 calls, incoming business lines and in-house phone lines.

Other phone responsibilities (primary dispatcher) include backing up the calltaker when that person is inundated with calls or asks for assistance. It is also your responsibility to make calls for field officers, at the direction of the primary dispatcher, for tow trucks, taxis, animal control, parents, public works, alarm companies, etc.

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## **RADIO CONTROL PANEL**

To become proficient, a dispatcher must be familiar with the radio equipment and its capabilities. Before operating the radio control position, carefully study the purpose and function of each switch and indicator. Become comfortable with the operating procedures given in this section.

### **EMERGENCY ALERT TONE 10-33**

Each radio console is equipped with an emergency alert tone (10-33 button). When activated it will emit a periodic tone, which alerts field personnel to emergency radio traffic only. To activate the 10-33 tones, press the "Aux-I/O" which is a light blue button on the console then select the button labeled in red "PRITY MARKER". To deactivate the tones, press the same button again.

### **ALERT TONE**

The alert tone transmits a piercing note to alert field personnel that an important broadcast follows. When depressed, this button causes an attention-getting tone to be broadcast on the radio. The tone will be transmitted continuously as long as the button is depressed. To activate the alert tone press the "Aux-I/O" which is a light blue button on the console, and then select the button labeled in white "Alert 1". To deactivate the tone, press the same button again.

### **VOLUME CONTROL**

A channel control module includes an individual volume control to adjust the audio level for that channel. When a channel is first selected, the volume is set to the maximum level. Adjust the volume level on each channel to the desired listening level by using volume control on each control module.

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## TELETYPES

You are the primary person responsible to run teletype queries for field officers for warrant checks, registration, stolen vehicle checks, and all other teletype inquiries. As the telecommunications operator you are the link between the police officer, a subject or piece of property, and the computer data bank that determines if a subject is to be arrested or a piece of property seized. You must be familiar with the corresponding systems. You must be accurate in your data taking, data input, and the ability to read and interpret the data you receive from the various systems.

Communications at Bell Gardens mainly deals with the querying of data, with the exceptions of entries into the stolen vehicle system, and the missing persons system. The records division has been given the responsibility to enter and delete property and most missing persons.

**BELL GARDEN'S MNEUMONIC - BGS (COMMUNICATIONS)**  
**- BGS3 (RECORDS)**

The NCIC (National Crime Information Center) identifier is similar to a mnemonic used within the State of California. A letter/number identifier is assigned to each agency in the United States. All of California starts with "CA". The "19" is a county code and identifies it as a Los Angeles County location. The remaining numbers identify the specific agency and terminal. It is also referred to as an "ORI" (Originating Agency Identifier).

**BELL GARDEN'S NCIC ID - CA0190900**

There are three types of systems into which you will inquire; automated, non-automated and pointer. An automated system is a system where, for any given transaction, "no person is involved". We can query the computer, and the computer answers us without the intervention of another human. A non-automated system is a manual system where an administrative message is sent via the computer. A person on the other end would have to physically look up the information and send a teletype response back to us. Some systems are partially automated. We can query information via computer, however we would have to call the agency that input the data and validate the information (hit) before an arrest or property seizure can be made. This is called a pointer system. The data bank points you to a location to verify the information received.



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## **THE FEDERAL SYSTEM**

The National Crime Information Center (NCIC) is the federal system used to access property and warrant information that are of a significant enough nature to merit placement in the nationwide system. In order to place a warrant in NCIC the agency must be willing to extradite out of state. This would be a felony warrant, of a significant severity and bail amount to justify bringing a prisoner back from another state for trial. This is obviously a lengthy and costly venture. If an NCIC "hit" is received on a person and/or property, plan to spend a significant amount of time making phone calls to verify information. Since this system "points" us into the direction of whom to call to verify this information, it is one of the "pointer" systems.

## **THE STATE SYSTEM**

The state property and warrant systems are maintained and monitored by the Department of Justice (DOJ). The data is entered by the agency holding the report and/or warrant. They must meet the criteria to enter property or persons, and must use the approved state codes when entering information. Any property item with a brand name and a serial number can be entered. It is a very useful tool in putting persons in possession of stolen property in jail and returning property to the rightful owner.

## **CRIMINAL HISTORY SYSTEM**

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

The criminal history system also contains a nine (9) digit number, without an alpha (999000116). This number indicates a non-fingerprint supported felony conviction disposition and provides documentation when no prior criminal history record exists.

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

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## **MISSING/UNIDENTIFIED PERSONS**

The California Department of Justice (DOJ) has developed a Criminal Justice Information System (CJIS) that keeps a computerized record of Missing and Unidentified Persons (MUPS).

The MUPS will automatically forward copies of all missing/unidentified persons reports to NCIC. This works in the same fashion as the Stolen Vehicle System, automatically forwarding information to the NCIC Vehicle File. Copies of selected reports of persons missing "at risk" (as defined in 14213(b) CPC) and all unidentified persons will automatically be forwarded to DOJ's Violent Crime Information System (VCIS). These reports will be compared against reports of homicide cases and records of registered sex offenders in an effort to generate leads to assist local law enforcement agencies in solving violent crimes.

Records will have primary responsibility to enter missing/unidentified person into the system. Communications personnel may have to make periodic entries, but will primarily be concerned with inquiry into the MUPS. Inquiry can be made via name, vehicle, driver's license number, guns, originating agency case number, or body parts status.

## **DEPARTMENT OF MOTOR VEHICLES**

The California Department of Motor Vehicles maintains fully automated vehicle registration and driver's license files. This system is often referred to as "AMIS" (Automated Management Information System). It is interfaced with the Department of Justice's statewide California Law Enforcement Telecommunications System (CLETS). The information contained within this system is one of the largest persons and property files in the country. It can be accessed within seconds via messages transmitted over the telephone lines and returned to your terminal. Information contained in this system is intended strictly for the purpose of enforcing the law and may not be given out to unauthorized second parties.

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## PERSONS

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

Inquiries into the system can be made via names or numbers. Names are run through the Automated Name Index ("ANI"), which is structured the same as "AMIS". The system is designed to cross reference a drivers name to their drivers license number and contains over 20 million drivers, ID card holders, and index number holders. The "ANI" records are stored in soundex code in a file separate from "AMIS". (Soundexing is a method of coding names so that sound alike names are grouped together)

When querying information for a field officer on a suspended or revoked license it is necessary to relay the followings suspension data:

- Effective date of suspension
- Ending date of suspension (if noted)
- Authority code
- Reason for suspension
- Service code

The service code is essential to the officer in determining if the subject is to be cited for 14601 CVC (driving with a suspended license) or 12500a CVC (driving without a valid California drivers license). If the suspension has not been served, the subject will be cited for 12500a CVC and given official notice of the suspension.

Service codes are as follows:

- A - Mailed, not returned unclaimed
- B - Served, signed document on file
- D - Personal service document on file
- H - Acknowledged, no signature
- I - Returned unclaimed
- J - Written notice served by officer
- K - Refused
- L - Deceased
- M - Verbal notice document on file

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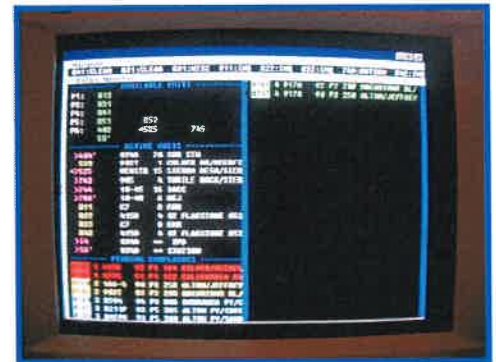
## CHAPTER FIVE PRIMARY DISPATCHER

This chapter is designed to provide an overview of the responsibilities and duties of the primary dispatcher.

### COMPUTER AIDED DISPATCH TERMINALS

The primary dispatcher will find the CAD system to be of great benefit. Remember that the CAD system is a tool and never replaces the good judgment and discretion of a trained dispatcher. Through a series of preset commands the dispatcher can update an officer's status and activity. The CAD will generate an easy to read call with cross streets.

All dispatch positions have two CAD monitors. The actual dispatch terminal is used to update events and make system inquiries. The second terminal is the status monitor. At a glance, the dispatcher can determine the status of all available units, busy or active units, and pending calls. The display of active units contains the Unit ID, type of call, location, and the time the officer has been on the call. The status monitor is an invaluable aid to effective dispatching.



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## DISPATCHING A CALL

When one is ready to assume the dispatching responsibilities, it is important to be comfortable at the radio console. Sit down, sign on, and adjust the chair and the lighting to your comfort level. Configure the radio work area in a manner that is satisfactory to you. Allow time to be properly briefed by the off-going shift as to the status of pending and active calls. Make sure every unit is where they show to be and that you understand any other pertinent information. Make sure all of the volumes are adjusted comfortably so that no radio transmissions are missed. Be prepared to work.



Practicing proper day to day radio techniques will tend to make emergency radio procedures automatic and reduce confusion. All communications, regardless of nature, should be restricted to the minimum practical transmission time. Use of the standardized radio code facilitates both brevity and clarity. Be familiar with the radio codes listed in this book.

There is no perfect way to dispatch a call. Dispatching is more an art than a science. Each department, and certainly each dispatcher, has their own unique style. The actual mechanics of dispatching a call may be very different from another person or department. If you are a brand new dispatcher, follow the manner in which your training officer instructs you while you are in training. Their experience will afford you a style that is understandable and effective during any situation. When you are on your own, listen to the speech patterns and phraseology of other dispatchers and if there is a style someone uses that you think sounds better, try it. If you like it and it is effective, keep it. If it doesn't feel comfortable, go back to the original way you were taught. If you are not a new dispatcher, only new to Bell Gardens, listen to the way calls are being dispatched. Make every effort to mesh what you have been doing with the current practice here. You may or may not have a better way. It is usually only a different way. The primary goal is getting accurate and pertinent information to the field personnel in a timely manner. They are used to hearing information in a certain rhythm. Breaking that rhythm may disrupt the speedy flow of information and negate your entire dispatch. Be flexible. No manual of policies will cover all of the possible circumstances that a dispatcher will be faced with in the realm of the operational realities. Your response must be within departmental guidelines, and must be logical, effective and thorough.

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When dispatching, speak in a normal tone of voice, at a normal volume and at a normal speed. Speaking too loudly will distort your voice. If officers are having a difficult time hearing you, don't get louder; try dropping the tone of your voice. A deeper voice carries better on the radio. Speak distinctly and clearly. Learn to control your breathing so you do not run out of breath in mid-transmission. This will reduce repeat transmissions.

The normal radio transmission rate should be about 40 to 60 words per minute. Never sacrifice accuracy for speed. No call is so important or urgent that you can afford to do it wrong. It is always faster to take your time and do it right the first time, rather than having to repeat yourself.

Make your voice as emotionless as possible on the air regardless of the situation, but don't sound bored, disinterested or robotic. Emotion tends to distort your voice and render it unintelligible. Emergency messages require no expression, but a high degree of intelligibility. Don't let anger or impatience show in your voice. Don't laugh on the radio. A smile can be heard and be just as effective.

Be impersonal on the air. Refrain from using names of the person receiving the message or the term "I" when referring to yourself. Use the term "partner" to designate someone else in the room i.e. let me check with my (partner). Also use "partner" when addressing one officer but making reference to the second officer in a unit.

Any lengthy transmission should be broken into intervals to allow others access to the radio frequency. Saying "Break" after a long transmission lets the receiving unit know there is more information to follow.

Think before you speak. Read the call for service entry completely and formulate your broadcast into proper codes, phrases and sequences.

Remember not to chop transmissions by speaking too soon after the mike is keyed or by letting the foot pedal up too soon. There is a short delay built into the system. You can alleviate cutting off portions of your radio transmissions by pausing for a second.. Do not shorten the identification number of the unit to just the numbers, e.g. "21". There may be several units on duty that have similar call signs, i.e. "321" and "421". When dispatching, call the officer or officers and give them a chance to answer. Even with the MDC's, they must answer so you are assured that they are listening to your radio transmission. It is a matter of simple radio courtesy that you will want, and expect, to be reciprocated.

Get to know the voices of the officers on your shift. Sometimes it is the only clue you have as to whom is talking. It also helps you gauge the amount of stress in the voice

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and not be misled by officers who have stressful speech patterns. You can identify the stress in a voice and respond more appropriately when you are aware of the officer's normal voice. Sometimes you can tell an officer is involved in a stressful situation more by their tone of voice than their actual words. For example, you may not know specifically what an officer is saying, but the stress level alone alerts you that they need help. You can respond units based on the incident and the stress in the officer's voice.

Make sure each of the dispatched units answers or acknowledges the dispatch. This can be tricky when you are sending 2 or more units to one call. Don't assume they heard you and are responding just because you sent them.

Use clear, simple terms and avoid the more "colorful" language. For example;

<u>Use</u>	<u>Don't Use</u>
Unable	Can't
Affirmative	Yes
Negative	No
Assaulting	Beating Up
Pending	Brewing

Do not confuse "affirmative" and "10-4". "10-4" means you heard and understood. It is simply an acknowledgment of the transmission. If you want to say "yes", say "affirmative".

Another good word is "clarify". If you heard the officer, but do not understand the request or information, don't have them "10-9". "10-9" will cause them to repeat the radio transmission; However if you ask them to "clarify" the last transmission (or ask a specific question about the information), they will then understand the need to rephrase.

Officer safety is paramount and will not be compromised. It is imperative you know what field personnel are doing and constantly maintain a status check for those that may be out of service for an inordinate amount of time. Use common sense. If an officer is on a high-risk type of call, have in mind who you would send as a back up and even a second back up. Once a call has been dispatched, you cannot dismiss it from your mind. You must remain alert to any additional information, a second call at the same location, etc.

Be sure you know the true status of a two-officer unit. The unit may contain two officers, however one may be in training or a new reserve and not considered, for officer safety, a fully qualified officer.

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Know when to send two units or a two-officer unit to a call. Consider the type of call, time of day or night, location, amount of traffic, weather, amount of other radio traffic, etc. Follow deployment procedure when dispatching alarm calls. Send, at least, two units on any in progress or just occurred call, domestic disturbances, fights, suspicious circumstances, party complaints, and any other time you feel there is a potential officer safety issue. Know whom to send as a follow.

Understand beat integrity vs. response time. This is the on-going battle between keeping an officer in his beat and getting the calls dispatched within expected time frames. In an emergency situation (priority calls or requests for a back up officer) send the closest unit(s), regardless of beat assignment. A beat officer can be sent later to take any required report.

Normally, report calls will be held for a Community Service Officer (CSO) or the police officer assigned to the beat. If the call is held for an extended period of time, have the secondary dispatcher or one of the call-taker's call the reporting party and advise them of the delay. Try to supply a response time estimate.

If it is a report call and there is no CSO, or the CSO or assigned beat unit(s) is going to be out of service for more than 30 minutes, or there are so many calls in one beat that there is no likelihood of a timely response, dispatch a unit from another beat area. Be sure to include in the dispatch that the call is out of their area. This will advise the officer that you are aware you are sending them out of their area and are not making an error. If you have no units to send on a call, document that information in the call.

When radio traffic is heavy, it is possible that two or more officers may try to speak on the radio in quick succession. It is very helpful to know the officer's voices as you may only hear a portion of the transmission. Try to pick out and identify a lower priority call, such as a 10-28. Have "the unit with the '28 stand by, and reply other unit with traffic." Or you may clearly hear one unit ID. Ask the officer you have identified if they have emergency traffic. If they do not, have them stand by and ascertain who the other officer is and the priority of their traffic. Be sure to get back on the air and have the other unit go ahead with its traffic.



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## MOBILE DATA COMPUTERS

Patrol vehicles are equipped with mobile data computers (MDC's). These are an invaluable aid in communicating with field personnel. Many calls for service can be dispatched via the MDC without any radio transmissions.



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## **OFFICER SAFETY**

Your main responsibility, as a dispatcher is to promote the safety of the citizens and officers. It is imperative you are aware of the activity of the officers in the field at all times. You are the lifeline between the officer and the help they may need. This is an exciting and challenging profession, but one that must be taken seriously. Enjoy your work, but always be aware and alert. Remember, officer safety is our number one priority. Guidelines and/or procedures have been developed to ensure all field personnel respond to each situation in as safe and comprehensive manner as possible. You will be responsible for all procedures and policies that relate to the communications division and the safety of the officers. Maintaining officer safety is the goal of every member of the Bell Gardens Police Department.

**Bell Gardens PD Call Sign:** KRS304

### **OFFICER NEEDS HELP (999)**

The 999 response is for immediate, urgent and emergency need for police assistance. A situation necessitating 999 assistance would present overwhelming emergency conditions beyond the immediate capabilities of the originating agency, as in the case of a riot.

### **EMERGENCY BUTTONS**

All police portable radios and unit radios are equipped with an emergency button to notify communications when an emergency exists. When activated, this button immediately transmits an emergency alert to Dispatch. When an emergency activation is received; immediately check the units status.

- Confirm that the officer is code 4

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## PRIMARY SELF –TEST

1. You receive an emergency call and have no units available to handle the call. Explain to your training officer what steps you would take to properly handle the call.
2. Explain to your training officer how you would activate 10-33.
3. An officer broadcasts that he is in pursuit of a vehicle going northbound on the 710 freeway at Florence Av. Tell your training officer what information you would obtain from the officer and any instructions you would give them. What command would you use to enter his activity into the CAD system? What command do you use to enter the progress of location?
4. You have two officers on a call. The first officer is cleared with a disposition to be the handling officer. The second officer then advises you that he is going 10-8 and will be handling the report. How do you show him as the handling officer in the computer?
5. You have dispatched an officer to a possible 10851 that just occurred. While driving to the call he observes the suspect vehicle leaving the area at a high rate of speed. The officer goes into pursuit of the vehicle. What do you do?
6. An officer on a petty theft report advises you he is actually taking a residential burglary report. Explain the method of changing the type code on the incident while it is still open. Explain how to change the type code while closing the call.

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# RIDE ALONG CHECKLISTS

## NORTH BEAT

Trainee: \_\_\_\_\_

Officer Signature: \_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_

Date: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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# RIDE ALONG CHECKLISTS

## SOUTH BEAT

Trainee: \_\_\_\_\_

Officer Signature: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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## ITEM CHECKLIST

The following is a list of items that you will be issued prior to, or during, your training. You will not be issued new uniforms until the successful completion of your training.

ITEM	DATE	ISSUED BY
TRAINING MANUAL	_____	_____
TRAINING WORKBOOK	_____	_____
CAD QUICK-CODES	_____	_____
RADIO CODES	_____	_____
LOCKER	_____	_____
MAILBOX	_____	_____
ID CARD	_____	_____
ACCESS KEY	_____	_____
LISTEN TO TAPES	_____	_____
BADGE	_____	_____
HEADSET	_____	_____

## BELL GARDENS POLICE DEPARTMENT DAILY EVALUATION

Trainee: \_\_\_\_\_

CTO: \_\_\_\_\_

Date: \_\_\_\_\_

Phase: I \_\_\_\_\_

Rating instructions: rate observed performance of trainee to the following categories.

**NI = NEEDS IMPROVEMENT**

**C = COMPETENT**

### A. PERFORMANCE

- |     |                                 |                             |                            |                             |
|-----|---------------------------------|-----------------------------|----------------------------|-----------------------------|
| 1.  | WRITTEN SKILLS                  | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 2.  | VERBAL SKILLS                   | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 3.  | LISTENING SKILLS                | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 4.  | KNOWLEDGE OF CALL TYPES         | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 5.  | KNOWLEDGE OF CAD COMMANDS       | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 6.  | KNOWLEDGE OF GEOGRAPHY          | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 7.  | STRESS CONTROL                  | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 8.  | DECISION MAKING/PROBLEM SOLVING | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 9.  | INITIATIVE                      | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 10. | RADIO: TRANSMISSIONS/RECEPTION  | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 11. | VERSATILITY/ADAPTABILITY        | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 12. | RETENTION OF INFORMATION        | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 13. | OFFICER SAFETY                  | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |

### B. INTERPERSONAL SKILLS

- |    |                              |                             |                            |                             |
|----|------------------------------|-----------------------------|----------------------------|-----------------------------|
| 1. | COMMUNICATION SKILLS         | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 2. | ACCEPTANCE OF CRITICISM      | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 3. | BEHAVIOR TOWARD CITIZENS     | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 4. | SELF IMAGE/CONFIDENCE        | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 5. | BEHAVIOR TOWARDS CO-WORKERS  | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 6. | BEHAVIOR TOWARDS SUPERVISION | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |

### C. KNOWLEDGE

- |    |                              |                             |                            |                             |
|----|------------------------------|-----------------------------|----------------------------|-----------------------------|
| 1. | DEPT/COMMUNICATIONS POLICIES | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 2. | C.A.D./TRAINING MANUALS      | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 3. | RESOURCES                    | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 5. | COMMUNICATION EQUIPMENT      | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |

### D. JOB READINESS

- |    |                           |                             |                            |                             |
|----|---------------------------|-----------------------------|----------------------------|-----------------------------|
| 1. | GENERAL APPEARANCE        | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 2. | PUNCTUALITY/DEPENDABILITY | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |
| 3. | MENTAL ALERTNESS          | <input type="checkbox"/> NI | <input type="checkbox"/> C | <input type="checkbox"/> NO |

\_\_\_\_\_  
Trainee Signature

\_\_\_\_\_  
CTO Signature

\_\_\_\_\_  
CTO Supervisor

Calltaker: \_\_\_\_\_

Secondary: \_\_\_\_\_

Primary: X \_\_\_\_\_

Total: \_\_\_\_\_

## Bell Gardens Police Department Weekly Evaluation

Trainee's Name \_\_\_\_\_

Date \_\_\_\_\_

CTO's Name \_\_\_\_\_

Phase \_\_\_\_\_

Address topics "A" through "D": covered in the daily evaluation. Summarize the past 2 weeks of training. Be specific about strong and weak areas. Include examples, and list steps taken to improve deficiencies. Use additional sheets if necessary.

CTO Signature \_\_\_\_\_ Trainee Signature \_\_\_\_\_

CTO Supervisor Signature \_\_\_\_\_

Calltaking \_\_\_\_\_ Secondary \_\_\_\_\_ Primary \_\_\_\_\_ Total \_\_\_\_\_



## BELL GARDENS POLICE DEPARTMENT TRAINING WORKSHEET

**Trainee:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Phase:** \_\_\_\_\_

Your training officer has identified one or more areas of performance difficulties that need your immediate attention for improvement. You will be expected to fully complete the training assignment by:

### **PERFORMANCE DEFICIENCIES:**

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

### **TRAINING ASSIGNMENT:**

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

CTO: \_\_\_\_\_ Trainee: \_\_\_\_\_

### **ASSIGNMENT COMPLETION:**

1. Has the trainee satisfactorily completed the training plan?     Yes     No
2. Is the trainee now performing at a competent level?     Yes     No
3. Has an additional assignment been given?     Yes     No

### **COMMENTS:**

CTO: \_\_\_\_\_ Trainee: \_\_\_\_\_

CTO Supervisor: \_\_\_\_\_

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## **PHASE I CALL-TAKING**

Phase I training will consist of the call-taking position. This is a critical position for the smooth operation of the communications center. You are the first contact the citizens will have with the police department. It is imperative you personify a helpful and professional demeanor. The dispatcher, and subsequently the officer, will be relying on you for accurate, thorough and timely information. This information will not only assist the citizens of the City of Bell Gardens but also provide the necessary tools for officer safety. Your quick and efficient work has the potential to supply emergency help to those in need.

It is essential you comprehend and retain all the information your training officer presents to you. If you do not understand a topic fully, ask clarification questions of your training officer. Remember, it is your responsibility to ask and to learn. All assignments and study areas are to be completed on time. You will be tested, both verbally and in written form, on the materials covered.

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# PHASE I TELEPHONE EQUIPMENT

- |                       |                                 |
|-----------------------|---------------------------------|
| 1. Handset/headset    | 7. Understanding of taped lines |
| 2. Business lines     | 8. Voice Mail                   |
| 3. Internal lines     | 9. Phone messages for employees |
| 4. 911                | 10. Translation Services        |
| 5. Transferring calls | 11. Console Functions           |
| 6. Intercom           |                                 |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE I CASSIDIAN COMMUNICATIONS

- |                              |                                      |
|------------------------------|--------------------------------------|
| 1. Speed dial lines          | 6. Instant Recall Recorder (IRR)     |
| 2. 911 Lines /Business Lines | 7. Master Volume                     |
| 3. Recent calls              | 8. Manual ALI Request                |
| 4. Agents                    | 9. 911 Misroute (Incorrect Location) |
| 5. Dial Directory            | 10. View List                        |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE I TTY

- 1. Responsibility/Liability
- 2. Silent Calls
- 3. California Relay Service

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE I

## REFERENCE MATERIAL

- |                                     |                     |
|-------------------------------------|---------------------|
| 1. Reference manuals                | 4. Information book |
| 2. Map books                        | 5. Schedule book    |
| 3. Crisscross directory-White pages |                     |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Office \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE I SECURITY SYSTEM

- |              |                            |
|--------------|----------------------------|
| 1. Cameras   | 3. Police Department Gates |
| 2. Intercoms | 4. Jail alarm              |
|              | 5. Building evacuation     |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE I CUSTOMER SERVICE

- |                            |                                   |
|----------------------------|-----------------------------------|
| 1. Placing callers on hold | 4. Difficult callers              |
| 2. Providing directions    | 5. Tone of voice                  |
| 3. Transferring Calls      | 6. Empathy/Patience               |
|                            | 7. Sometimes you have to say "no" |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE I COMPUTER AIDED DISPATCH

- |                       |                              |
|-----------------------|------------------------------|
| 1. Basic Commands     | 6. Start Shift               |
| 2. System Inquiries   | 7. Assigning Beats/Equipment |
| 3. CAD Codes          | 8. Responsibility & Usage    |
| 4. Records Management | 9. BNS                       |
| 5. Global Persons/Veh |                              |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE I ENTERING A CALL

- |  |                                 |
|--|---------------------------------|
| 1. Priority of calls/changing priorities | 5. Text of calls                |
| 2. Proper questioning of callers         | 6. Vehicle/suspect descriptions |
| 3. Controlling conversations             | 7. Tracking                     |
| 4. Locations                             |                                 |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE I CODES

- |                                    |                                  |
|------------------------------------|----------------------------------|
| 1. State codes                     | 5. Directional codes             |
| 2. Color codes                     | 6. Days of the week              |
| 3. Police Agency Identifiers – ORI | 7. Common Abbreviations/Acronyms |
| 4. Abbreviations/Station Numbers   | 8. Radio Codes                   |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE I GEOGRAPHY

- |                 |                  |
|-----------------|------------------|
| 1. Schools      | 5. Casino        |
| 2. Parks        | 6. Common Places |
| 3. Plaza        | 7. DMV           |
| 4. Market Pl    | 8. Restaurants   |
| 5. Fire station |                  |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

ITEM	EXPLAINED	DEMONSTRATED	PERFORMED	COMPETENT
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# PHASE I

## GENERAL INFORMATION

- |  |                                |
|--|--------------------------------|
| 1. Patrol shifts   | 7. Call outs – S.I.U.          |
| 2. Radio call signs                                      | 8. Call outs – G.I.U.          |
| 3. Basic court structure                                 | 9. Call outs – Public works    |
| 4. Surrounding law enforcement agencies/responsibilities | 10. Call outs – Utilities      |
| 5. Call outs – documentation and notification            | 11. Call outs – Crime Lab      |
| 6. Mutual Aid  | 12. Call outs – Tow trucks     |
|  | 13. Call outs - Administration |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_

Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_

Date \_\_\_\_\_

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# PHASE I TELETYPES

- |                                 |                        |
|---------------------------------|------------------------|
| 1. Responsibility and liability | 9. Vehicles – “VEH3’   |
| 2. CLETS codes                  | 10. Vehicles – “VEH4”  |
| 3. CWS                          | 11. Vehicles – “REG”   |
| 4. Drivers License              | 12. Vehicles – “USDMV” |
| 5. Vehicles – “VEH1”            | 13. Wanted Persons     |
| 6. Vehicles – “VEH2”            | 14. DVROS              |
| 7. NCIC                         | 15. MUPS               |
| 8. DMV                          | 16. SRF                |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I

## STOLEN VEHICLE SYSTEM

- |                       |                          |
|-----------------------|--------------------------|
| 1. Vehicles – Inquiry | 6. Vehicles – Cancel     |
| 2. Vehicles – Entry   | 7. Boats – Inquiry       |
| 3. Vehicles – Locate  | 8. Boats – Entry         |
| 4. Vehicles – Modify  | 9. Boats – Locate        |
| 5. Vehicles – Clear   | 10. Boats – Modify       |
|                       | 11. Boats – Clear/Cancel |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I LOJACK

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|---------------|---------------|
| 1. Definition | 3. "SVRN"     |
| 2. Type code  | 4. SVS entry  |
|               | 5. LPR system |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I VEHICLE ENTRY

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|-----------------------------|------------------------------|
| 1. Private property impound | 5. Repossessions – CAD entry |
| 2. PPI – CAD entry          | 6. Repossessions – SVS entry |
| 3. PPI – SVS entry          |                              |
| 4. Repossessions            |                              |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I

## RECOVERED VEHICLES

- |                                    |                               |
|------------------------------------|-------------------------------|
| 1. Responsibility/liability        | 6. Outside B.G. – CAD entry   |
| 2. Within Bell Gardens – CAD entry | 7. Outside B.G. – SVS entry   |
| 3. Within Bell Gardens – SVS entry | 8. Dissemination of paperwork |
| 4. Within Bell Gardens – “REC-VEH” | 9. Notification to owner      |
| 5. Outside B.G. – Teletype locate  |                               |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I ANIMAL SERVICES

1. Calls for service
2. Incident entry
3. Emergency call-outs
- 4.
- 5.

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I

## CAD CRASH

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|-------------------------------|----|
| 1. Call takers responsibility | 5. |
| 2. Call Card system           | 6. |
| 3. Map book/Beat maps         | 7. |
| 4. Catch-up mode              |    |

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

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Trainee \_\_\_\_\_ Date \_\_\_\_\_

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# PHASE I MATRON DUTIES

1. Responsibility
2. Hands on training
3. Types of searches

*I have explained and/or demonstrated the above critical tasks and feel that my Trainee can perform these tasks in a competent manner.*

Training Officer \_\_\_\_\_ Date \_\_\_\_\_

*The above tasks have been explained and/or demonstrated to me and I feel I can perform these tasks in a competent manner.*

Trainee \_\_\_\_\_ Date \_\_\_\_\_

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