Healdsburg Police Department
Trainee Manual

COMMUNICATIONS TRAINING

INTRODUCTION

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

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

Welcome to the world of Computer Aided Dispatching (CAD). If you have not previously used a 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. 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 manual dispatching.

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

The term "call-taker" refers to the individual who receives the call from the reporting party and extracts enough 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. At Healdsburg Police Department, both of these functions are handled by one person….you.

Your role in performing the communications function is the vital link between the public and the police. 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 attitude which allows you to consistently function under pressure. It takes dexterity to operate the control console. You need the ability to make quick decisions and take necessary actions in following through on a call. 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.

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 punch the button on the telephone, you are about to meet someone and engage in a conversation as important as a face to face visit. The call-taker and/or dispatcher is the voice of the law enforcement agency as far as the public is concerned; the link between someone who needs help and the public safety officers who can supply the assistance needed. The impression you make on each caller will determine the effectiveness of the department.

As a member of public safety communications, 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 our law enforcement agency, which include providing efficient law enforcement services to the citizens of Healdsburg.

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 to take pride in a job well done.

TRAINING PROGRAM

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

Although your trainer has a responsibility to teach, the ultimate responsibility to learn will be yours. To be successful, you must make a commitment to learning what 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. You will be trained on a one-to-one basis by your training officer. You will have adequate time to learn and develop the skills that you will need to perform proficiently. 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 such as past experience, and time spent outside of work studying materials.

Previous experience has demonstrated that after the training process, you should be comfortably able to assume a shift with minimal supervision. After a year, you should be relatively comfortable in any situation, but it will be almost two years before you will consider yourself a seasoned communications operator. Relax and allow yourself to learn. The purpose of the training program is to make you competent.

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 also be required to review video and audio tapes as well as other assigned work.

Once trained, you will be part of a team that is the vital link between the Healdsburg Police Officers and the public they serve.

USE OF THE TRAINING MANUAL

The dispatcher training program is carefully planned and programmed 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.

The manual has been set up so that information is in small chapters, or phases, that coincide with the actual dispatch positions. It also provides a standard by which trainees can be measured as they progress through the program. Each chapter contains the information pertinent to the topic. Many chapters will contain written tests throughout your training.

As the information in the training manual is completed, both you and your training officer will sign off on the topic. At the completion of your training, the manual and tests will be placed in your training file.

Remember, you hold the key to your success—be alert and assertive. Actively participate in the process. ASK QUESTIONS.

It is your responsibility, as the trainee, 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.

PERFORMANCE STANDARDS

Performance standards are an important aspect of the training process. Your overall evaluation as a Communications Operator will contain areas concerned with 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 receive and transmit information via the radio in a clear and professional manner.

INTERPERSONAL SKILLS

The trainee is courteous, understanding, and patient in their contacts with others. They tactfully control conversations. They are positive and cooperative, with respect shown to the public and their co-workers.

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 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.

ORIENTATION

Administrative Orientation

Agency Forms

Community Relations

Public Relations

Reference Material

Allied Agencies

Records Management System

Codes and Abbreviations

Geography

Computer Aided Dispatch (CAD) System

CAD System: Files

CAD System: Unit Log On/Log Off

CAD System: Inquires

CAD System: Commands

CAD System: Incident Entry

PHASE ONE

Workstation Equipment

Station Intercoms

Radio: Introduction to Radio Systems and Equipment

RADIO: Equipment

RADIO: Console

RADIO: Demeanor

RADIO: Dispatching Calls for Service

TELEPHONE: Equipment

TELEPHONE: Skills and Tactics

Non- Dispatch Incidents Alternate Call Routing

TELEPHONE SYSTEMS: 9-1-1 Lines

CAD System: Unit Log On/Log Off

Difficult Callers

Database Systems

PHASE TWO

RADIO: 800 MHz Emergencies

RADIO: Emergency Dispatch Procedures

RADIO: Officer Safety

DATABASE SYSTEMS: Inquiry (Person Files)

DATABASE SYSTEMS: Inquiry (Drivers License)

DATABASE SYSTEMS: Inquiry (State/National Wanted Persons Systems)

DATABASE SYSTEMS: Inquiry (State/National Criminal History Systems)

DATABASE SYSTEMS: Inquiry (Property Systems)

DATABASE SYSTEMS: Inquiry (Vehicles)

DATABASE SYSTEMS: Entry Vehicle (Private Property Tow or Repossession)

DATABASE SYSTEMS: Entry Vehicle (Recovered Vehicles)

TELEPHONE: Call-Outs

Call-Out Procedures

Broadcasting BOLO's and APB's

CAD SYSTEM: Messages

Vehicle Locator System

PHASE THREE

Animal Services

Equipment or System Failures

RADIO: Pursuit Management

Video Equipment

Security Systems (Alarms and Emergency Generators)

Evacuation of Communication Staff

RADIO: Specialized Responses

Mutual Aid

Telecommunications Device for the Deaf (TDD) and Teletype Writer (TTY)

Geo-Policing

CAD SYSTEM: Command Line Entry

CAD SYSTEM: Manual Mode (System Down/ Crash)

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CAD System: Commands
CAD System: Incident Entry

☐ ADMINISTRATIVE ORIENTATION

1. Facility Tour	
2. Employee Orientation	
3. Organization's Chain of Command	
4. Agency Policies, General Orders	
5. Training Manual	
6. General Work Rules / Code of Conduct	
7. Training Program Overview	
8. Ergonomics	
9. Work Hazards/ Evacuation Plans	

☐ AGENCY FORMS

1. Time Sheet/Card	
2. Leave Forms (Sick Leave, Time Off, Etc.)	
3. Schedules	
4. Memo/Internal Correspondence	
5. Front Counter Forms	

☐ COMMUNITY RELATIONS

1.	Community Oriented Policing (COP)	
2.	Problem Oriented Policing (POP)	
3.	Placing Callers on Hold	
4.	Providing Direction	
5.	Controlling Conversations	
6.	Difficult Callers (see section on **Difficult Callers**)	
7.	Tone of Voice	
8.	Empathy/Patience	
9.	Denial of Public Safety Services	

☐ PUBLIC RELATIONS

1.	Confidentiality	
2.	No Specific ETA	
3.	Advice Versus Referrals	
4.	Not a Counselor	
5.	Citizen Request for Contact or No Contact From Responding Units	
6.	Providing Excellent Customer Service	
7.	Avoid Making Commitments to Callers	
8.	Directing the Interview	

9. Special Relationships	
10. Ending Conversation Positively	
11. Emergency Alert System (EAS)	
12. Emergency Notifications System	
13. Community Oriented Policing (COP) and Problem Oriented Policing (POP)	
14. Tone of Voice	
15. Empathy	

☐ **REFERENCE MATERIAL**

1. Computer Manuals	
2. Equipment Manuals	
3. CLETS/NCIC Manuals	
4. Map Books	
5. Code Books	
6. Information Books/Files	
7. Directories	
8. Internet Resources	

☐ ALLIED AGENCIES

1. Adult Protective Services (APS)	
2. Airports	
3. Alcohol Beverage Control (ABC)	
4. Animal Control	
5. Bureau of Alcohol, Tobacco and Firearms (ATF)	
6. California Highway Patrol (CHP)	
7. California State Parole	
8. Child Protective Services (CPS)	
9. Coroner	
10. County Probation	
11. Department of Motor Vehicles (DMV)	
12. Department of Justice (DOJ)	
13. District Attorney's Office	
14. Federal Bureau of Investigation (FBI)	
15. Fire Agencies	
16. Homeland Security Investigations (formerly Immigration and Customs Enforcement (ICE)	
17. Hospitals	
18. Housing Authority Police – Code	

Enforcement	
19. Mental Health Agencies	
20. Railroad	
21. Rape Crisis Center	
22. Shelters	
23. School District Police	

☐ **RECORDS MANAGEMENT SYSTEM**

Review the following files:

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

☐ **CODES AND ABBREVIATIONS**

1. Radio Codes	
2. Type Codes	
3. Phonetic Alphabet	

4. State Codes and Abbreviations	
5. Color Codes/ Abbreviations	
6. Directional Abbreviations	
7. Days of the Week Abbreviations	
8. Additional Abbreviations and Acronyms	

☐ GEOGRAPHY

1. Map Resources	
2. Mapping System	
3. Geographical Boundaries/Beats	
4. Landmarks & Common Places	
5. Directions	

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

☐ COMPUTER AIDED DISPATCH (CAD) SYSTEM

1. CAD System Overview (RIMS)	
2. Sign-on, Sign-off and Password	

3. Printer	
4. Interface with MDC/MDT	
5. Interface with Records	
6. Interface with CLETS	
7. Interface with 9-1-1	
8. Mapping	
9. Keyboard/Mouse	

☐ CAD SYSTEM: FILES

1. Information and Referral Files	

☐ CAD SYSTEM: UNIT LOG ON/LOG OFF

1. Log-on Units	
2. Log-off Units	
3. Change Unit Information	

☐ CAD SYSTEM: INQUIRES

1. Incident/Event Search	
2. Display Incident/Event	
3. Premise Hazard/Special Information	
4. Unit Status	

5.	Unit History	
6.	CAD Reports	
7.	On Duty/Logged-on Resources	

☐ **CAD SYSTEM: COMMANDS**

1.	Types of Call Codes	
2.	Status Codes	
3.	Command Codes	
4.	Command Line	
5.	Narrative/Comments	
6.	Locations	
7.	Priority	
8.	Flags	
9.	Incident Entry Mask	
10.	Canceling an Incident	
11.	Duplicate Incidents	
12.	Call Print Out	
13.	Messages	
14.	Unit	
15.	Event	
16.	Info	
17.	View	

18. Help	

☐ CAD SYSTEM: INCIDENT ENTRY

1. Locations/Verification	
2. Database Searches	
3. Call Types	
4. Reporting Party Information	
5. Remarks/Comments	
6. Agency Override	
7. Event/Incident Times	
8. Stacked Events	
9. Accepting/Creating the Event	
10. Event/Incident Display	

PHASE ONE

Workstation Equipment

Station Intercoms

Radio: Introduction to Radio Systems and Equipment

RADIO: Equipment

RADIO: Console

RADIO: Demeanor

RADIO: Dispatching Calls for Service

TELEPHONE: Equipment

TELEPHONE: Skills and Tactics

Non- Dispatch Incidents Alternate Call Routing

TELEPHONE SYSTEMS: 9-1-1 Lines

CAD System: Unit Log On/Log Off

Difficult Callers

Database Systems

☐ WORKSTATION EQUIPMENT

1. **Printers**	
2. **Logging Recorder**	
3. **Internet**	
4. **Speakers**	
5. **Telephone**	
6. **Radio**	
7. **Headsets/Headset Jacks**	

☐ STATION INTERCOMS

1. **Doors**	
2. **Sally Port**	
3. **Interview Room**	
4. **Soft Room**	

☐ RADIO: INTRODUCTION TO RADIO SYSTEMS AND EQUIPMENT

1. **Radio System**	
2. **Federal Communications Commission (FCC) Regulations**	
3. **Overview of Radio Equipment**	
4. **Instant Recall Recorder (IRR)**	

☐ RADIO: EQUIPMENT

1. Overview of Radio Equipment and System	
2. Instant Recall Recorder (IRR) at the Radio Position	
3. FCC Regulations	

☐ RADIO: CONSOLE

1. Foot Pedal	
2. Headset/Handset	
3. Cell Sites/Repeaters	
4. Channels/Talk Groups	
5. Outside Agency Channels/Talk Groups	
6. Mutual Aid Channels	

☐ RADIO: DEMEANOR

1. Hearing Versus Listening	
2. Acknowledgement of the Radio Transmission	
3. Transmitting	
4. Radio Voice	
5. Proper and Professional Terminology	
6. Terminology and Jargon	
7. Radio Codes and Clear Text	

8. ABC's of Dispatching (Accuracy, Brevity, Clarity)	

☐ RADIO: DISPATCHING CALLS FOR SERVICE

1. How to Broadcast a Call for Service	
2. Event Priorities	
3. Response Times	
4. Premise Information & History	
5. Selection of Units	
6. Mobil Data Computer (MDC) Policy	
7. CAD Color Coding	
8. Relaying Accurate Information	
9. Tracker – Unit Locations	
10. CAD Dispatch Commands	
11. Disposition Codes	
12. Request to Cancel	
13. Issue/Cancel a Case Number	
14. Duplicate Command	
15. Change Disposition Code	

☐ TELEPHONE: EQUIPMENT

1. Handset and Headset	
2. Telephone System	
3. Transferring Callers	
4. E-9-1-1	
5. Instant Replay Recorder (IRR)	
6. Intercom	
7. Master Logging Recorder (MLR)	

☐ TELEPHONE: SKILLS AND TACTICS

1. Answering Incoming Calls for Service	
2. Outgoing Telephone Calls	
3. Address/Location Confirmation	
4. Effective Interviews	
5. Basic Interview Questions	
6. Description Documentation	
7. Incident Documentation	

8. Call Classification	
9. Call Prioritization	
10. Timely Routing of Information	
11. Advising the Caller	
12. Calls Involving Weapons	
13. Transferring Telephone Calls	
14. Reasonable Alternatives for Callers	
15. Appropriate Termination of Call	
16. Field Unit Safety Issues	
17. Multiple Calls for Service	
18. Translation Services	
19. Voice Inflection	

☐ **NON-DISPATCH INCIDENTS ALTERNATE CALL ROUTING**

1. Referrals	
2. Documentation Only Requests	
3. Abandoned Vehicles	
4. Mail, Telephone Reports, and On-line Reporting	

☐ **TELEPHONE SYSTEM: 9-1-1 LINES**

1. Answering 9-1-1 Lines	

2. **State Requirements**	
3. **9-1-1 Equipment**	
4. **ANI/ALI**	
5. **Manual Automatic Location Indicator (ALI)**	
6. **9-1-1 System Transfers**	
7. **Speed Dial Numbers**	
8. **9-1-1 System Failure and Alarms**	
9. **Primary and Secondary PSAPs**	
10. **Alternate PSAP**	
11. **9-1-1 Misroutes**	
12. **Wireless 9-1-1 Calls**	
13. **Voice over Internet Protocol (VoIP)**	
14. **Incomplete 9-1-1 Calls**	
15. **Address/Telephone Number**	
16. **CAD Interface with 9-1-1**	
17. **Instant Recall Recorder (IRR)**	
18. **Mapping**	

☐ **DIFFICULT CALLERS**

1. **Effective Call-taking**	

2. Rude or Angry Callers	
3. Callers with Mental or Physical Health Issues	
4. Hysterical Callers	
5. Limited/non-English Speaking Callers	
6. Child Callers	
7. Elderly Callers	
8. Callers Who May be Under the Influence	
9. Suicidal Callers	
10. Speech/Hearing Impaired Callers	
11. When Callers May be in Danger	
12. Callers with Weapons	
13. Evasive Callers	
14. Complaints Against Personnel	
15. Confidentiality and the Public	
16. Media	
17. Confidentiality and the Agency	
18. Interviewing Suspects	

☐ **DATABASE SYSTEMS**

1. Security of Information, Responsibility and Liability	

2. **California Law Enforcement Telecommunications System (CLETS)**	
3. **Criminal Justice Information System (CJIS)**	
4 **California Automated Restraining and Protective Order System (CARPOS)**	
5. **Armed and Prohibited Persons System (APPS)**	
6. **Supervised Release File (SRF)**	
7. **Stolen Vehicle System (SVS)**	
8. **Automated Boat System (ABS)**	
9. **Automated Property System APS)**	
10. **Automated Firearms System (AFS)**	
11. **Wanted Persons System (WPS)**	
12. **Mental Health Firearms Prohibition (MHFP)**	
13. **Missing Persons System (MPS)**	
14. **Unidentified Persons System (UPS)**	
15. **Violent Crime Information Network (VCIN)**	
16. **National Crime Information Center (NCIC)**	
17. **National Law Enforcement Telecommunications System (NLETS)**	
18. **Department of Motor Vehicles (DMV)**	
19. **Criminal History Systems**	
20. **Oregon Law Enforcement**	

Data System (LEDS)	
21. Immigration Violator File (IVF)	
22. Known or Appropriately Suspected Terrorist (KST) File	
23. California Law Enforcement Website (CLEW)	
24. Administrative Messages	
25. Local Systems	
26. Confirmation of Information	
27. Database Manuals	

PHASE TWO

RADIO: 800 MHz Emergencies

RADIO: Emergency Dispatch Procedures

RADIO: Officer Safety

DATABASE SYSTEMS: Inquiry (Person Files)

DATABASE SYSTEMS: Inquiry (Drivers License)

DATABASE SYSTEMS: Inquiry (State/National Wanted Persons Systems)

DATABASE SYSTEMS: Inquiry (State/National Criminal History Systems)

DATABASE SYSTEMS: Inquiry (Property Systems)

DATABASE SYSTEMS: Inquiry (Vehicles)

DATABASE SYSTEMS: Entry Vehicle (Private Property Tow or Repossession)

DATABASE SYSTEMS: Entry Vehicle (Recovered Vehicles)

TELEPHONE: Call-Outs

Call-Out Procedures

Broadcasting BOLO's and APB's

CAD SYSTEM: Messages

Vehicle Locator System

☐ RADIO: 800 MHZ EMERGENCIES

1. **Radio Identifiers**	
2. **Emergency Activations**	
3. **Emergency Button**	
4. **Emergency Reset**	
5. **Site Trunking Failure**	
6. **Fail-soft**	
7. **Radio System Failure**	

☐ RADIO: EMERGENCY DISPATCH PROCEDURES

1. **Emergency/Alert Button**	
2. **Alert Tone**	
3. **Bomb Threats**	
4. **Code 3 Policy**	
5. **Air Support**	
6. **K-9 Officers**	
7. **Mutual Aid**	
8. **Pursuits**	
9. **"Officer Needs Help" Calls**	
10. **Special Weapons and Tactics Team (SWAT)**	

☐ RADIO: OFFICER SAFETY

1. Documentation	
2. Updating Officer Status	
3. Awareness of Officer Safety Issues	
4. Unit Response	
5. CAD (Timer) Alerts	
6. Assigning Back-up Units	
7. Response Codes	
8. High-risk Vehicle Stop	

☐ DATABASE SYSTEMS:

Person Files

1. Driver License (DL)	
2. Wanted Persons System (WPS)	
3. Sex Arson Registration (SAR)	
4. Automated Warrant System (AWS)	
5. California Restraining Order and Protective System (CARPOS)	
6. Supervised Release File (SRF)	
7. Missing Persons System (MPS) and Unidentified Persons System (UPS)	
8. National Crime Information Center (NCIC)	
9. NCIC Sub Files	

☐ DATABASE SYSTEMS: INQUIRY

Driver License

1. California Driver License (CDL) Inquiry - Number	
2. CDL Inquiry – Name	
3. Out-of-State Driver License Inquiry	
4. CDL – Suspension Response	
5. CDL – Provisional Licenses	
6. CDL – Class of License	
7. CDL – Restrictions and Court Probation	
8. Soundex Similar	
9. CDL Photos	

State/National Wanted Persons Systems

1. Wanted Persons System (WPS)	
2. WPS - Inquiry	
3. WPS – Confirmation	
4. WPS - Extradition	
5. WPS – Warrant Confirmation	
6. National Crime Information Center (NCIC)	
7. NCIC - Inquiry	
8. NCIC - Confirmation	

9. NCIC - Locate	
10. NCIC - Extradition	
11. NCIC – Warrant Confirmation	

State/National Criminal History Systems

1. Criminal History System (CHS) Definition	
2. CHS – Liability	
3. CHS – Relaying Criminal History via Radio or MDC	
4. NCIC Name	
5. Automated CHS	
6. CHS Response Types	
7. Juvenile Contacts	
8. Juvenile Liabilities and Restrictions	
9. CJI Name Inquiry	
10. CJI Number Inquiry	
11. Release of Information via Radio or MDC	

Property Systems

1. Automated Property System (APS)	
2. APS – Inquiry	
3. APS – Confirmation	

4. Automated Firearms Systems (AFS)	
5. AFS – Inquiry	
6. AFS – Confirmation	
7. AFS – Historical/Law Enforcement	
8. Automated Boat System (ABS)	
9. Automated Boat System – Parts	

Vehicles

1. Vehicle Status Inquiry	
2. Vehicle Registration Inquiry	
3. Dealer Plate Inquiry	
4. Vehicle Identification Number (VIN) Inquiry	
5. License Plate Type Codes	
6. New Owner Information	
7. Providing Vehicle Information via the Radio	
8. Routine Returns	
9. Stolen Vehicles and Officer Safety	
10. Out-of-State Stolen Vehicles – SVS and NCIC	
11. Confirmation	
12. Automated Warrant System Inquiry	

13. Parking Citations	

☐ DATABASE SYSTEMS: ENTRY VEHICLE

Private Property Impound or Vehicle Repossession

1. Private Property Tow – CAD Call Type	
2. Repossession – Liability	
3. Repossession – SVS Entry	
4. Repossession – CAD Call Type	

Recovered Vehicles

1. Liability Related to Recovered, Located, Cleared Vehicles	
2. Recovered Stolen Vehicle in the Reporting Agency's Jurisdiction (CLEAR Procedure)	
3. Recovered Stolen Vehicle Outside of the Reporting Agency's Jurisdiction (LOCATE Procedure)	
4. Dissemination of Paperwork on Recovered Stolen Vehicles	
5. Notification to Owners of Recovered Stolen Vehicles	

☐ TELEPHONE: CALL-OUTS

1. Tow Trucks	
2. Blood Technician	
3. Taxi **PENDING**	
4. Utility Company	

5. **Coroner**	
6. **Mutual Aid**	
7. **Other Calls-outs**	

☐ CALL-OUT PROCEDURES

1. **Call-out of Specialized Teams**	
2. **Call-out Lists**	
3. **Call-out for Utility Companies**	
4. **Call-out for Public Works**	
5. **Call-out for a Tow Company**	

☐ BROADCASTING BOLOs AND APBs

1. **BOLO**	**See attachment – Sonoma County Law Enforcement Chiefs' Association, Teletype Messages**
2. **Receiving BOLO's from Outside Agencies**	
3. **Officer Initiated BOLO's**	
4. **Notifying Surrounding Agencies**	

☐ CAD SYSTEM: MESSAGES

1. **Send Message**	
2. **Update Message**	
3. **Receive Message**	
4. **Retrieve Message**	

5. Officer Safety	

☐ VEHICLE LOCATOR SYSTEMS

1. Overview of the Vehicle Locator System	
2. Type Code	
3. LoJack Inquiry	
4. Stolen Vehicle System (SVS) Entry	

PHASE THREE

Animal Services

Equipment or System Failures

RADIO: Pursuit Management

Video Equipment

Security Systems (Alarms and Emergency Generators)

Evacuation of Communication Staff

RADIO: Specialized Responses

Mutual Aid

Telecommunications Device for the Deaf (TDD) and Teletype Writer (TTY)

Geo-Policing

CAD SYSTEM: Command Line Entry

CAD SYSTEM: Manual Mode (System Down/ Crash)

☐ **ANIMAL SERVICES**

1. Animal Control Procedure		

2. Calls for Service	
3. Event Entry	
4. After-hours Emergency Calls	
5. Animal Services Resources	

☐ **EQUIPMENT OR SYSTEM FAILURES**

1. Power Failure	
2. CLETS System Failure	
3. 9-1-1 Equipment Failure	
4. 9-1-1 System Transfer to/from Alternate PSAP	
5. ANI/ALI Failure or Errors	
6. Headset Maintenance and Failure	
7. CAD Failure	
8. Equipment Malfunction Reporting Procedures	
9. Radio Failure	

☐ **RADIO: PURSUIT MANAGEMENT**

1. **Pursuits**	
2. **Pursuit Documentation**	
3. **Radio Control**	
4. **Pursuits Exiting the Jurisdiction**	
5. **Pursuits Entering the Jurisdiction**	

☐ **VIDEO EQUIPMENT**

1. **Display of Camera Views**	
2. **Cameras and Monitors**	

☐ **SECURITY SYSTEMS — ALARMS AND EMERGENCY GENERATORS**

1. **Duress Alarms**	
2. **Fire Alarm**	
3. **Alarm Panels**	
4. **Emergency Generators**	

☐ **EVACUATION OF COMMUNICATION STAFF**

1. **Evacuation Routes**	
2. **Notifications**	
3. **Evacuation Kit**	
4. **9-1-1 Switch Over to the Alternate PSAP**	

☐ RADIO: SPECIALIZED RESPONSES

1. Hazmat Team	
2. Crime Scene Investigators	
3. Traffic Accident Investigators	
4. Parking Enforcement Officers	
5. Motorcycle/Traffic Officers	
6. Community Service Officers	
7. Emergency GPS Tracking System	
8. Telematics Equipped Vehicles	
9. Mobile Command Post (MCP)	

☐ MUTUAL AID

1. Local (Allied Agencies)	
2. County Office of Emergency Services (OES)	
3. California Emergency Management Agency (Cal EMA)	

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

1. Keyboard	
2. Recognizing a TTY/TDD Call	

☐ GEO-POLICING

1. Geo-policing (AKA Beats)	
2. Beat Structure	

☐ CAD SYSTEM: COMMAND LINE ENTRY

1. Access	
2. Format	
3. Functions	
4. Interfaces Multiple Command Line Windows	

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

1. Tracking Method	