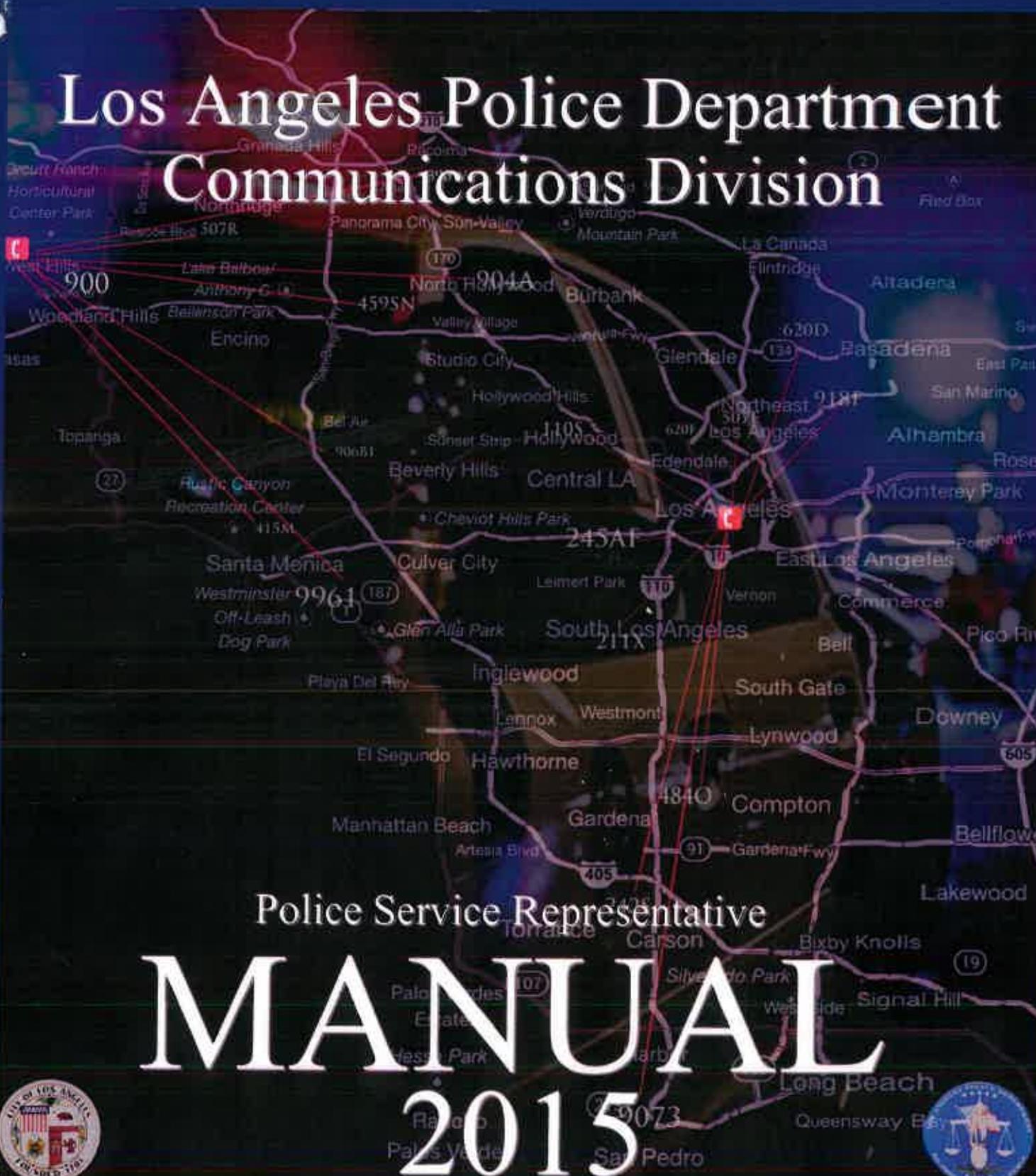


Los Angeles Police Department Communications Division



Police Service Representative

MANUAL 2015



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INTRODUCTION

101 **COMMUNICATIONS DIVISION OVERVIEW**

Communications Division (CD) includes the Metropolitan and Valley Communications Dispatch Centers (MCDC/VCDC). They are the Public Safety Answering Points (PSAP) for the City of Los Angeles. As the PSAP, Communications Division has the responsibility to staff and answer calls for service on a 24-hour basis. This includes 9-1-1 emergency calls (police, fire and paramedic). Personnel within the Division perform a variety of functions necessary to coordinate routine and emergency operations.

Communications Division serves as a support entity for the entire Los Angeles Police Department. Our mission is:

“TO PROVIDE SUPERIOR EMERGENCY SERVICES, IN PARTNERSHIP WITH THE LOS ANGELES CITY FIRE DEPARTMENT AND OTHER AGENCIES, TO THE COMMUNITY WE SERVE AND THE POLICE OFFICERS WE SUPPORT. OUR STRENGTH AND SUCCESS ARE TIED DIRECTLY TO THE INDIVIDUAL AND THEIR UNIQUE CONTRIBUTIONS, WORKING IN A SPIRIT OF INNOVATION, COOPERATION AND TEAMWORK.”

102 **COMMUNICATIONS DIVISION MANUAL**

The Manual of the Los Angeles Police Department Communications Division is hereby established for the MCDC and VCDC. It is a composite of policies, procedures, and rules as established under previous existing Divisional and Departmental orders, manuals, and approved practices. It describes the Department and Division Organization structure and lists the responsibilities and functions. All employees of the Division are to conform to the rules and provisions herein contained.

103 **EXPLANATION OF NUMBERING SYSTEM USED**

To provide quick reference to all sections of information, a modified decimal system is used to number each volume, chapter, section and subsection of the Division Manual. This system is used to afford an easy means of citing specific subjects and to maintain the flexibility of format necessary to facilitate expansion and revision of its contents.

An example of the decimal system used in the Division Manual would be “1/310.2.” The number (1) preceding the diagonal line (solidus) indicates the material is contained in the first volume of the Manual. The “310.2” conveys several facts:

- First, that the material is in Chapter 3 (1/310.2).
- Next, that it is in Section 10 of Chapter 3 (1/310.2).
- Finally, that it is located in the paragraph designated as .2 (1/310.2).

This example is read as “one, solidus, three-ten, point two.”

ORGANIZATION

201 CITY ORGANIZATIONS

The basic law of the government of the City of Los Angeles is found in the City Charter adopted by a vote of the people in 1924, effective July 1, 1925, and subsequently amended from time to time. The Charter provides for a mayor-council type municipal system, the Mayor being the executive branch and the Council being the legislative. The governmental machinery consists of approximately 45 departments and bureaus, which are headed by General Managers, advisory or controlling Boards or Commissions appointed by the Mayor subject to confirmation of the Council.

201.01 CITY LEADERS

MAYOR – Elected Executive Office of the City. Supervises the administrative processes of the City government and participates with the City Council in all matters relating to legislation, budget and finance.

CITY COUNCIL – Elected legislative body of the City government responsible for the proper solution to the main problems affecting lives and welfare of residents of the City, including traffic control, sewage and garbage disposal, fire and police services, food control, public utility regulation and many other functions. Passes ordinances and resolutions and establishes policies affecting the operation of municipal affairs.

COUNCIL COMMITTEES – The Council is organized into fifteen committees to facilitate adequate consideration of matters subject to its attention. All committees are appointed by the President of the City Council. Each Council Member is the Chair of one committee and a member of two others. Special ad hoc committees are appointed and function in accordance with the authority creating them.

CITY ADMINISTRATIVE OFFICER – The City Administrative Officer (CAO) is the chief financial advisor to the Mayor and the Council and reports directly to both. The CAO conducts studies and investigations, carries out research and makes recommendations on a wide variety of City management matters for the Mayor and Council. The CAO assists the Mayor and Council in the preparation of the City budget; forecasts and manages revenue projections; plans and directs the administration of the budget; manages the City's debt program; manages the City's risk management program; and directs the development of work programs and standards. The CAO represents the management of the City in negotiating all labor contracts, coordinates applications for federal and state grants and claims for disaster relief, provides support for the Quality and Productivity Commission, chairs and participates on many coordinating committees, and performs other duties required by the Mayor or the Council.

CITY ATTORNEY – The City Attorney is the chief legal advisor and general counsel to the Mayor and City Council, as well as all boards, departments, and officers in the City of Los Angeles. As General Counsel, the City Attorney provides advice and opinions on matters of municipal concern, drafts contracts and ordinances and approves them as to form and legality, and is frequently called upon to interpret the City Charter, federal and state statutes, and other laws that govern Los Angeles. In addition, the City Attorney litigates all civil actions on behalf

of the City and represents the City, its boards and officers in all civil trials and legal proceedings in local, state, and federal court.

CITY CLERK – Serves as the clerk of the City Council and maintains a record of all Council proceedings; administers all City elections; collects all parking meter revenues; issues Police and Fire permits.

CONTROLLER – Chief Accounting and Auditing Officer of the City and exercises general supervision over all accounts, officers and boards.

TREASURER – Receives and is the custodian of all funds of the City and affiliated entities and disburses such funds pursuant to the City Charter and other provisions.

201.02 CITY DEPARTMENTS

AGING, DEPARTMENT OF – Advocates for the interests and welfare of seniors by administering programs which provide services to older adults and caregivers in the City of Los Angeles. The functions of the Department include planning, contract development, and fiscal and programmatic monitoring of senior and caregiver programs. The Department's programs are carried out in compliance with the federal Older Americans Act and the Older Californians Act, as amended. The Department provides services directly and through contracts with community-based agencies which serve as focal points for delivery of services throughout the City.

ANIMAL SERVICES, DEPARTMENT OF – Provides services that enable people and animals to live together in safety in the City of Los Angeles. The Department houses and cares for lost and abandoned animals in its six shelters located throughout the City, enforces animal-related laws, and acts to prevent cruelty to animals. The Department issues dog and equine licenses, collects license fees, and participates in the State rabies control program. The Department also issues cat identification tags and collects tag fees. The Department enforces the Leash Law; inspects medical research laboratories; and accepts unwanted animals.

BUILDING AND SAFETY, DEPARTMENT OF – Enforces all ordinances and laws relating to the construction, alteration, repair, demolition, removal or relocation of structures, as well as the use and operation of electrical and mechanical equipment therein; tests and approves electrical and plumbing equipment for sale in the City; implements the City's program for the removal of abandoned vehicles from private property; and, inspects residential property upon request to determine compliance with City code requirements.

COMMISSION ON STATUS OF WOMEN – Assists in assuring all women the opportunity for full and equal participation in the affairs of city government and promotes the general welfare of women in the Los Angeles community. The commission informs and advises the Mayor and City Council of the needs of women; investigates conditions adversely affecting women and recommends remedies; and, maintains an active liaison with community groups.

COMMUNITY DEVELOPMENT – The Community Development Department (CDD) was created in August 1977 to improve the quality of life in the City of Los Angeles by creating economic, social and employment opportunities for individuals, families, and neighborhoods in need. Today, the Department, with a staff of more than 600 individuals, administers approximately \$500 million in Federal and State grants. Each year, through its network of service providers, the Department provides a variety of client contacts or social services to more than 130,000 poor and disadvantaged residents. The CDD administers WorkSource Centers that provide services to businesses and job seekers, and assists young people with preparing for and getting their first jobs. In addition, CDD administers programs for businesses such as: loan programs, technical assistance programs, and geographically targeted incentive programs.

CONVENTION CENTER DEPARTMENT – The Los Angeles Convention Center Department markets and rents its facilities for conventions, trade shows, public shows, private functions, meetings, banquets and other special events. The Department operates the parking facilities, provides client services and maintains the entire complex.

CULTURAL AFFAIRS COMMISSION – Appointed by The Mayor, this Department serves as an advisory body to the Department. Approves the design of structures built on or over City property and accepts works of art to be acquired by the City.

DISABILITY, DEPARTMENT OF – The Department on Disability is committed to ensuring full access to public employment, programs, facilities and services under the American Disabilities Act (ADA). The Department co-sponsors with organizations committed to providing services to individuals with disabilities through programs and events.

EL PUEBLO DE LOS ANGELES HISTORICAL MONUMENT AUTHORITY DEPARTMENT – The El Pueblo de Los Angeles Historical Monument Authority Department was established by ordinance in 1994. The Department manages 22 historic buildings surrounding Plaza Park, site of the founding of the City of Los Angeles in 1781.

EMERGENCY MANAGEMENT DEPARTMENT – The mission of the Emergency Preparedness Department (EPD) is to coordinate the emergency preparedness and planning of all City departments, over four million residents, and over 400,000 businesses residing within our 475 square miles. During major emergencies and disasters, we coordinate the response, mitigation and recovery efforts, including running a state-of-the-art Emergency Operations Center (EOC).

ENVIRONMENTAL AFFAIRS DEPARTMENT – This Department is an independent City department supported by a five-member Environmental Affairs Commission. It recommends environmental policies to the Mayor and City Council; implements and coordinates adopted policies and programs. It also serves as a liaison among other City departments and environmental agencies coordinating unified approaches to critical environmental issues.

EMPLOYEE RELATIONS BOARD – Determines representative units and arranges for elections for City employees. The board also determines the validity of charges, conducts investigations, and holds public hearings of unfair practices by management or employee organizations.

EMPLOYEES' RETIREMENT SYSTEM – This Department, under its Board of Administration, is vested with the exclusive management control of the investments of the Los Angeles City Employees' Retirement Fund. Additionally, the Department is charged with the administration of provisions of the City Charter and Administrative Code relative to the retirement, disability, and death benefits provided for all City employees, except the sworn forces of the Fire and Police Departments, and the employees of the Department of Water and Power.

FINANCE, OFFICE OF – Provides efficient, effective and responsible revenue collection services through a customer focused environment to taxpayers and City departments through management, assessment and application of best practices.

FIRE DEPARTMENT – Extinguishes fires, investigates suspected cases of arson and provides rescue and emergency medical services. It enforces laws related to fire prevention by inspecting buildings for fire hazards and carrying on educational programs.

FIRE AND POLICE PENSIONS – Responsible for administering defined retirement plan benefits for all sworn (fire, police and certain Port Police) employees of the City of Los Angeles.

GENERAL SERVICES, DEPARTMENT OF – Responsibilities include: purchasing (the General Manager acts as the City's Purchasing Agent); materials management and warehousing; mail and messenger services; maintenance and repair of the City's vehicle and helicopter fleet; testing of soils, asphalt, and building construction materials; printing and duplication services; construction and maintenance of City-owned buildings; property leasing and management (including the Los Angeles Mall); custodial, recycling and moving services, and parking services for City facilities; and coordination of and logistical support for special events, visits by foreign dignitaries, the Mayor's inauguration, and fund raisers for charitable organizations.

HARBOR DEPARTMENT – Responsible for the management and supervision of the Harbor District. It operates the Port of Los Angeles, a pilotage service, leases land and produces oil in the district.

HOUSING AUTHORITY – The Housing Authority of the City of Los Angeles (HACLA) is one of the nation's largest public housing authorities, and is the largest provider of affordable housing and rent assistance to low and very low-income households in the City of Los Angeles. The HACLA also provides extensive economic development, employment, education and social programs via its Resident Relations Division as part of a commitment to foster healthy communities and promote economic self-sufficiency.

HOUSING, DEPARTMENT OF – Coordinates, manages and directs a variety of important programs for all communities. It proposes, develops and implements citywide affordable housing policies, and promotes the production and preservation of affordable housing. The Department is also charged with the administration of the City's Rent Control Ordinance and Rent Subsidization Program.

HUMAN RELATIONS COMMISSION – The eleven board members are appointed by the Mayor to assist in assuring all people of the full and equal participation in the affairs of the community. The Commission is organized into several committees and a community advisory council.

INFORMATION TECHNOLOGY AGENCY – Furnishes centralized data processing services to user departments for system design and implementation, computer programming, data processing, data storage and retrieval, data transmittal and display, and other services allied to automated information handling techniques and equipment.

INSPECTOR GENERAL, OFFICE OF – Assists the Police Commission in providing independent civilian oversight of the LAPD. The Office of the Inspector General is available to assist members of the public and Department employees in filing complaints of misconduct involving members of the LAPD.

LIBRARY – Operates and maintains a central library including specialized reference and circulating book collections and reading rooms in Civic Center, regional, neighborhood and traveling branches.

LOS ANGELES MEMORIAL COLISEUM AND SPORTS ARENA – The Coliseum and Sports Arena are under the authority of the Los Angeles Memorial Coliseum Commission, which was formed under the Joint Exercise of Powers Act on September 25, 1945. Although this governing body is comprised of representatives from the City of Los Angeles, the County of Los Angeles and the State of California, no taxpayer funds are used to support the facilities. The complex is supported solely by revenue generated from these two facilities.

LOS ANGELES WORLD AIRPORTS, DEPARTMENT OF – Responsible for the management, supervision, and control of all airports and airport facilities under the jurisdiction of the City of Los Angeles. These airports are: The Los Angeles International Airport (LAX); The Ontario International Airport (ONT); The Van Nuys Airport (VNY); and The Palmdale Regional Airport (PMD). These airports are among the busiest in the world.

NEIGHBORHOOD EMPOWERMENT, DEPARTMENT OF – This Department created a plan for Citywide System of Neighborhood Councils. The Councils are empowered to elect or select their own leaders, choose their own boundaries, and identify the issues in their neighborhood. As the centerpieces of this system of participatory democracy, they will be as independent from government as possible. The City provides them with the resources, training and access that is needed to hold their elected officials accountable, and ensure that their priorities are given proper attention.

PERSONNEL DEPARTMENT – Classifies all civil service positions, recruits employees and holds examinations; establishes regulations governing promotion, transfer, leaves of absence, removal, and reinstatement of City employees. The department assists other departments with in-service training, placement, counseling and employee safety and coordinates a Citywide suggestion award program. It also investigates grounds of discharge of employees, conducts hearings, verifies and approves payrolls and administers a Worker’s Compensation Program.

PLANNING DEPARTMENT – This Department recommends goals, objectives, policies and implementation programs to the Mayor and City Council. Upon adoption, this Department implements and monitors programs. Its mission is to promote social, economic, physical, and environmental well-being.

POLICE DEPARTMENT – Has the duty and power to enforce the penal codes of the City Charter; the ordinances of the City, and, the laws of the State and the Nation for the purpose of protecting persons and property. The Department preserves the peace in the community by engaging in patrol, crime prevention, crime investigation, suspect apprehension, evidence gathering and traffic regulation.

PORT OF LOS ANGELES – Southern California’s gateway to international commerce is located in San Pedro Bay, just 20 miles south of downtown Los Angeles. This booming seaport not only sustains its competitive edge with record-setting cargo operations, but is also known for its groundbreaking initiatives, progressive security measures and diverse recreational and educational facilities.

PROJECT RESTORE – Established in 1986 to recapture the splendor of the Public Works Session Room in Los Angeles City Hall. Remains dedicated to the restoration and maintenance of valuable city buildings, preserving these landmarks in order to maintain the culture and history that reside within them.

PUBLIC WORKS, DEPARTMENT OF – The City’s third largest Department is responsible for construction, renovation, and the operation of city Facilities and infrastructure. The Department builds the City streets, installs its sewers, and constructs storm drains as well as public buildings and service facilities.

OFFICE OF ACCOUNTING – Provides accounting and financial services to the Department, the City Controller, the City Administrative Officer, Treasurer, and other City Departments.

BUREAU OF CONTRACT ADMINISTRATIVE – Responsible for protecting the city’s interest through serving as an independent quality control and contract compliance agency responsible for providing assurance that all Public Works projects are constructed and administered in accordance with the plans, specifications, State and Federal laws and safety provisions to achieve a quality product.

BUREAU OF ENGINEERING – Plans, designs and prepares construction drawings, estimates and specifications for all streets, bridges and other structures, sanitary facilities, storm drains and related public improvements.

BUREAU OF MANAGEMENT – EMPLOYEE SERVICES – Administers the personnel management program of the Department of Public Works.

BUREAU OF SANITATION – Collects and disposes of household refuse and dead animals; and, operates land reclamation sites for the disposal of refuse.

BUREAU OF STREET LIGHTING – Constructs, repairs, maintains and replaces street lighting on public streets.

BUREAU OF STREET SERVICES – Maintains, repairs and cleans roadways, bridges, tunnels, sidewalks, pedestrian subways and related structures. It cleans unimproved lots and removes brush from hillside properties. It also resurfaces and reconstructs streets and enforces street tree ordinances.

RECREATION AND PARKS, DEPARTMENT OF – Operates and maintains parks, playgrounds, swimming pools, public golf courses, recreation centers, a municipal zoo, recreation camps, education facilities and structures of historical significance.

TRANSPORTATION DEPARTMENT – Responsible for the development of plans to meet the ground transportation needs of the traveling public and commerce. This Department has the authority over the conceptual planning and operation of the City's streets and highways system, provides for the installation and maintenance of traffic signs, signals, parking meters, street names signs and other transportation control devices.

WATER AND POWER, DEPARTMENT OF – The Los Angeles Department of Water and Power (LADWP), the largest municipal utility in the nation, was established to deliver reliable, safe water and electricity supplies to residents and businesses in Los Angeles.

ZOO DEPARTMENT – The Los Angeles Zoo nurtures wildlife and enriches the human spirit. The Zoo is committed to education and conservation. It is accredited by the American Association of Zoos and Aquariums; the Los Angeles Zoo cooperates with a network of other zoos to save rare and endangered species.

COMMUNICATIONS DIVISION

202 COMMUNICATIONS DIVISION ORGANIZATION

Communications Division is composed of

- Metropolitan Communications Dispatch Center (MCDC)
- Valley Communications Dispatch Center (VCDC)
- Administrative Office/Office of the Commanding Officer
- Community Relations Unit (CRU)/Youth Programs Unit (YPU)
- Projects Unit
- Timekeeping Unit
- Training Unit (CDTU)
- Wellness Coordinator

Operators working the positions of Emergency Board Operator (EBO), Radio Telephone Operator (RTO), Auxiliary Telephone Operator (ATO) and Bureau Communications Coordinator (BCC) perform these functions in either the MCDC or VCDC. Personnel with knowledge of operational procedures governing these positions, who exercise attention to duty, practical judgment and decisiveness, provide the Los Angeles Police Department with the finest communications system available.

203 COMMUNICATIONS DIVISION RESPONSIBILITIES

Communications Division is responsible for the following:

- Operating the 9-1-1 and 7-digit systems for telephonic requests for emergency police service.
- Receiving and responding to calls from the public, other city departments and other agencies. The sources of these calls include the public, alarm and security companies, private businesses, a variety of city departments (Street Services, Department of Water and Power, etc.) and other agencies, such as the Los Angeles Sheriff's Department (LASD), California Highway Patrol (CHP), etc. These calls will be acted upon by either dispatching a unit, providing information to the caller, referring the caller to another agency or department entity or terminating the call if police action is not needed.
- Dispatching field units to requests for service.
- Supporting field unit operations. This includes responding to requests for services and information, querying information systems and providing responses, monitoring unit statuses and assignments and responding to officer emergencies.
- Coordinating field activities among areas and bureaus.
- Overseeing the handling of emergencies and unusual occurrences.
- Maintaining and operating 24-hour tape recorders.
- Radio dispatching service for all mobile field units.
- Relaying requests from field units to the appropriate agency or department.
- Maintaining direct radio contact with other law enforcement agencies.
- Relaying information regarding unusual incidents to Detective Support and Vice Division (DSVD)/Real Time Analysis and Critical Response Division (RACR).
- Conducting communications-related analytical surveys as required.

- Maintaining contact with the Department of Motor Vehicles via electronic communications devices.
- Monitoring certain Department radio frequencies on a 24-hour basis.
- Generating a computer printout for each vehicle pursuit.
- Forwarding the computer printouts to Traffic Coordination Section, Emergency Operations Division.

203.01 CHAIN OF COMMAND

To ensure unity of command, defined lines of authority must be drawn so there remains a structural relationship between each employee and the Commanding Officer. Employees must be aware of their relative position in the organization, to whom they are immediately responsible, and those persons who are accountable to them. Employees shall operate at all times within the chain of command and keep their supervisors informed as to their activities.

CAPTAIN III	Commanding Officer (C/O)
LIEUTENANT II	Assistant Commanding Officer (ACO)/ Watch Commander (WC)
SERGEANT II	Watch Commander (WC)/ Assistant Watch Commander (AWC)
SENIOR PSR II	Watch Commander (WC)/ Assistant Watch Commander (AWC)
SENIOR PSR I	Watch Commander (WC)/ First line Supervisor
PSR III	Personnel
PSR II	Personnel
PSR I	Personnel

204 COMMUNICATIONS DIVISION CLASSIFICATIONS

COMMANDING OFFICER

Communications Division (CD), Commanding Officer, under the direction of the Administrative Services Bureau Commanding Officer, exercises line command over the operations of Communications Division and exercises functional supervision over the operations of telephone complaint board and radio facilities maintained in outlying geographic uniformed divisions.

SENIOR POLICE SERVICE REPRESENTATIVE II

The Senior Police Service Representative II (Senior PSR II) is an Assistant Watch Commander, and has the added responsibility of assuming the role of Watch Commander in the absence of a Lieutenant or Sergeant II. The duties of a Senior PSR II on each watch include:

- Overseeing the operation in either center as subject matter experts.
- Serving as advisors on committees and issues that impact CD.
- Coordinating training and administration for entry level PSRs.

- Developing and implementing instructor training.
- Providing direct supervision to Senior Police Service Representatives I.
- Conducting and/or reviewing investigations and projects at the direction of the Watch Commander.
- Researching and completing staff reports on assigned projects and audits.
- Completing and/or reviewing personnel rating reports.
- Providing technical expertise and support to operations.
- Coordinating System Monitor Operator (SMO) and programmers regarding Computer Aided Dispatch (CAD) issues.
- Knowledge of the VESTA telephone system, Motorola MCC7500 digital radio application, Premier CAD, Call Center Management Information System (CCMIS), and MAGIC call data retrieval systems.

SENIOR POLICE SERVICE REPRESENTATIVE I

The Senior Police Service Representative I (Senior PSR I) is known as the operational supervisor and may be given the added responsibility of assuming the role of Watch Commander in the absence of a Lieutenant, Sergeant II or Senior PSR. The duties of a Senior PSR I include:

- Providing operational supervision and technical advice on a daily basis to Police Service Representatives (PSRs).
- Supervising a group of PSRs responsible for receiving and analyzing requests for service from citizens and police officers in the field and dispatching police officers.
- Conducting training for subordinates.
- Supervising emergencies and unusual situations.
- Monitoring and observing both incoming and outgoing calls.
- Making recommendations to the Watch Commander relative to the allocation of system and personnel resources.
- Monitoring emergency channels and broadcasts.
- Applying sound supervisory principles and techniques to maintain an effective work force.

POLICE SERVICE REPRESENTATIVE

The Police Service Representatives (PSRs) are assigned to the Metropolitan or Valley Communications Division Dispatch Centers. PSRs are responsible for receiving and analyzing requests for service from citizens, police officers in the field and dispatching patrol units using Premier CAD. There are three levels of a PSR:

PSR I

This is an entry-level position. Employees will receive classroom and on-the-job training to perform as a Radio Telephone Operator, Emergency Board Operator, and Auxiliary Telephone Operator in the Communications Dispatch Centers. Employees shall be advanced to the PSR II level upon completion of 24 consecutive months at the PSR I level.

PSR II

Employees at this level work more independently and perform the job duties of a Radio Telephone Operator, Emergency Board Operator, and/or Auxiliary Telephone Operator in the Communications Dispatch Centers. Employees may be assigned to field positions that require knowledge of, or experience in these areas.

PSR III

In addition to performing the duties of a PSR II, employees at this level perform as Instructors and/or Bureau Communications Coordinators (BCCs) in the Communications Dispatch Centers. Employees are eligible to be selected for this pay grade level following two years (24 months) in the aggregate as a PSR II.

205 WATCH FUNCTIONAL SUPERVISION

The Watch Commander shall assign at least one supervisor each Deployment Period (DP) the responsibility for functional supervision in the areas 1-3 and in area 4 when training is in session or a training need exists on the watch:

1. Floor (FL)
2. Queue and Emergency Board Operator (Q & E)
3. Timekeeper (TK)
4. Training Coordinator Officer (TCO)

These assignments should rotate every Deployment Period (DP). The TCO responsibility may remain the same to provide consistency. The primary function assigned to each supervisor shall be noted beside his/her name in the assignment column of the Watch Assignment and Timekeeping Record LAPD Form 15.10.0 and the Communications Division Daily Worksheet each day. Communication between supervisors is paramount. This should begin during the first hour of the watch, prior to roll call, when supervisors prepare to take over from the previous watch.

In order to provide for continuity of supervision, the supervisors performing the functions of Floor and Q & E shall have their duties assumed by another supervisor or designee when leaving the supervisor's bridge. The Floor, Q & E, TCO and Timekeeper must work together closely during the course of the watch.

ALL SUPERVISORS SHALL BE RESPONSIBLE FOR:

- Answering incoming calls from personnel reporting unscheduled absences during the first hour of watch and completing the appropriate paperwork.
- Taking necessary measures to determine the status of employees who do not report to work or do not otherwise adhere to their assigned schedule.
- Monitoring personnel in their assigned den at least once a DP and documenting the monitoring on the Employee Monitoring Form and other appropriate form as necessary.

- Conducting roll call training.
- Monitoring trainees for performance qualification when appropriate to assist the assigned TCOs.
- Completing specific assignments (projects) as assigned by the Watch Commander/Assistant Watch Commander (i.e. personnel investigations, audits, etc).
- Knowledge of rotator information and other information related to the Division.
- Utilizing Call Center Management Information System (CCMIS), Management Information Computer system (MagIC) and the Neptune Intelligence Computer Engineering (NICE) system appropriately to manage employee status and workflow.
- Answering and taking complaints from the public.
- Fielding questions and concerns from field personnel.
- Developing, mentoring, and training subordinates.
- Understanding the trends and patterns of the Division's service level; identifying and developing strategies to increase the service level.

FLOOR SUPERVISOR RESPONSIBILITIES

- Adjust the Daily Worksheet to account for staffing changes.
- Conduct roll call and ensure everyone has a work assignment.
- Consider any requests for break and/or position trades or console changes.
- Highlight all changes on a copy of the Daily Worksheet for the Timekeeper.
- Mark all timekeeping exceptions, then initial and note the end of watch time for all current watch employees on the original Daily Worksheet.
- Mark all timekeeping exceptions, then initial and note the end of watch time for all mid watch employees (as appropriate) on the original Daily Worksheet.
- Assist the Q & E supervisor as needed.

QUEUE AND EBO SUPERVISOR RESPONSIBILITIES

- Conduct queue management; this includes, but is not limited to calls holding in the pending queue, as well as calls assigned to the call stack of field units.
- Advise the Watch Commander of any potential threat of Tactical Alert declaration due to call load.
- Exercises functional supervision over Bureau Communication Coordinator (BCC) positions to ensure calls are dispatched in a timely manner.
- Routinely monitor and manipulate the CCMIS to re-deploy personnel as needed to meet the demands of the call load for specific queues.
- Monitor emergency and urgent field situations.
- Monitor and note any critical incidents, contact partner Dispatch center and notify the Watch Commander for inclusion in the Watch Commander's Log.

TIMEKEEPER RESPONSIBILITIES

- Note any changes indicated by the Floor supervisor from the current Daily Worksheet on the LAPD Form 15.10.0 for the DP.

- Complete the Daily Worksheet for the following work day.
- Consider future requests such as vacation days and trades.
- Complete paperwork to return employees back to duty from leave.
- Mark the Timebook using the original current Daily Worksheet.
- Enter and save an “Actual” Daily Worksheet in the Deployment Planning System (DPS).

TRAINING COORDINATOR OFFICER RESPONSIBILITIES

- Ensure ratings are submitted and served in a timely manner.
- Review ratings and monitor each trainee’s progress regularly.
- Meet with trainees individually to discuss their progress.
- Meet with instructors and trainees together to resolve any issues or concerns.
- Complete Probationary Monitoring Assessment forms.
- Complete performance assessments related to termination procedures.
- Recommend watch and instructor assignments.
- Conduct one Police Service Representative (PSR) III roll call each DP.

**POLICE SERVICE REPRESENTATIVE (PSR) III/INSTRUCTOR
DUTIES AND RESPONSIBILITIES**

206 **POLICE SERVICE REPRESENTATIVE (PSR) III**

A Police Service Representative (PSR) III is a leadership position within Communications Division. A PSR III should always lead by example, keep abreast of evolving policies, procedures, Department and Divisional Orders and Notices, and seek opportunities to enhance the skills and performance of PSR IIs.

A PSR III is routinely assigned as a Bureau Communications Coordinator (BCC). When a PSR class is in session, a PSR III may be assigned as an Instructor, providing “hands-on” training to a PSR Trainee on the Dispatch Floor (see Volume I, Section 209, Training Program).

207 **BUREAU COMMUNICATIONS COORDINATOR (BCC)**

The Bureau Communications Coordinator (BCC) is responsible for coordinating communications activity within the Bureau. Personnel assigned to this position must be proficient in all PSR III duties and knowledgeable of Departmental and Divisional policies and procedures. The BCC will support and assist in the coordination of field activities, working in harmony with Metropolitan Communications Dispatch Center (MCDC), Valley Communications Dispatch Center (VCDC) and other Department personnel.

DUTIES AND RESPONSIBILITIES

1. Log-on the VESTA Telephone system. Answer all incoming telephone lines with the Division name, the assigned position and operator number.

Example: “Communications Division, South Bureau BCC, Operator 1-2-3.”

Operators will remain available unless involved in other business-related activities, which precludes them from handling calls (i.e., emergencies, assigning Priority I and II calls, etc.).

2. Train, assist and/or review policy and procedure with Communications Division personnel as needed.
3. Advise the floor supervisor and/or Watch Commander of system irregularities, emergencies, and unusual occurrences. Assemble a Mobile Field Force (MFF) when needed.
4. Perform Emergency Board Operator (EBO) functions.
 - a. Process calls for service as directed by a Communications Division Supervisor.
 - b. Upgrade/Downgrade incidents when appropriate.
 - c. Process calls for service and other miscellaneous requests received from outside agencies.
 - d. Complete Priority I incident assignments in accordance with the field unit selection sequence.

5. Assist the concerned Radio Telephone Operator (RTO) when a field unit requests support personnel (i.e., K9 Unit, Air Unit, Los Angeles Fire Department personnel).
6. Update RTO positions and radio channel assignments in the Computer Aided Dispatch (CAD) and MCC7500 systems.
7. Monitor incident queues within their assigned bureau(s) to ensure that calls for service are assigned using established guidelines and time constraints. The primary responsibility for call assignments shall remain with the RTO. However, the BCC is responsible for ensuring that the RTO dispatches calls appropriately and in a timely manner, by assisting with call assignments when necessary.

Note: RTOs, Instructors, BCCs and EBOs shall work together to ensure that calls for service are dispatched in a timely manner. As much as possible, BCCs shall allow Instructor/Trainee teams to handle assignments of Priority I and II calls in their assigned Area(s).

8. In the absence of Area Command Center (ACC) personnel, perform callback functions for calls holding in queue. Assign timed-out calls for service to appropriate Area/Division personnel.

Note: If an Auxiliary BCC is deployed, they will perform callback functions for calls holding in queue and assign timed-out calls.

9. In the event the emergency trigger is activated, all BCCs shall perform the Maintenance Menu command (MN.20) to determine the area of occurrence. If the ROVER/ASTRO is assigned, ensure that the concerned RTO makes the appropriate broadcast and handles any subsequent emergency.

If the ROVER/ASTRO is unassigned, BCC3 is responsible for making the initial broadcast while the other BCCs query the e-ROVER book on the LAN system to verify the division of assignment. The concerned BCC shall handle any subsequent emergency to its completion. If there is no acknowledgement from the ROVER/ASTRO, the concerned BCC shall create an incident and contact the Division.

Note: An unassigned ROVER/ASTRO activation for non-patrol specialized units shall be the responsibility of BCC2.

10. Monitor all officer emergencies and urgent field situations within their assigned bureaus to ensure proper handling. Assist partner BCC during urgent field situations or emergencies.

Note: BCCs shall not wait until an operator has lost control of a situation before assuming responsibility and handling the incident.

11. Assist with activating Roll Calls at the discretion of a Communications Division supervisor. Assist officers with MDC (Mobile Digital Computer) problems. Area/Division personnel requesting modifications will be referred to the Communications Division Watch Commander.

Note: Beat Plans and adjacency tables are handled by Administrative Services Bureau (ASB), Application Development and Support Division (ADSD).

12. Make telephonic notifications to the Department Operations Center (DOC)/Real-Time Analysis and Critical Response Division (RACR) of all major/critical incidents. The following incidents **require** notification to RACR (Department Manual Section 4/214.50):

A. Categorical Use of Force Incidents.

- All Officer-involved shootings;
- All uses of an upper body control hold by a Department employee, including the use of a modified carotid, full carotid or locked carotid hold;
- All deaths while the arrestee or detainee is in custodial care of the Department (also known as In-Custody Death or ICD);
- A use of force incident resulting in death; and,
- A use of force incident resulting in an injury requiring hospitalization.

B. Other Incidents Investigated by Force Investigation Division (FID).

- An incident in which a member of the public is bitten by a Department canine and hospitalization is required;
- Incidents where the Department has agreed to conduct similar critical incident investigations for a non-Department entity, such as a Los Angeles Fire Department Arson Unit.

C. Patrol Related Incidents.

- Barricaded suspect or SWAT call-out;
- Bomb Squad call-out;
- CARE/AMBER Alerts;
- All homicides;
- Missing juvenile investigations involving searches;
- Pursuits that travel out of the County, are prolonged, involve a City Property Involved collision, or are newsworthy;
- Shootings in which two or more victims are wounded; and,
- Incidents motivated by hatred (DR Number is required prior to notification).

D. Unusual/Major Occurrences

- Major demonstrations or mass arrests;
- Disasters including chemical spills, gas main leaks or breaks, major fires or disturbances, aircraft accidents;
- Department Operations Center (DOC) activation or deactivation;
- City Emergency Operations Center (EOC) activation or deactivation;
- Incident Command Post activation at the scene of a noteworthy or newsworthy incident;
- Incidents involving hazardous/toxic/radioactive materials;
- Citywide Tactical Alerts; and,
- A change in the Federal terrorism threat level (up or down).

E. Incidents Involving Department Personnel

- Alleged serious misconduct or arrest of Department employee(s);
- Death or hospitalization of Department employee(s);
- Negligent discharge of a firearm; and,
- Animal Shooting.

F. Other Notable Incidents

- Extensive damage to Department equipment;
- Newsworthy incident involving the Department in any way; or,
- Other incident that an Officer in Charge or Watch Commander feels should be brought to the attention of the Department.

NOTE: All personnel are encouraged to call the RACR at any time they are in doubt as to whether or not an incident requires notification.

13. Assist Area/Divisional Watch Commanders and Supervisors with updating Premise Hazard files.

Note: Area Watch Commanders are responsible for all information entered in their Premise Hazard files. BCCs will not make any changes to the files without the concerned Area Watch Commander's approval.

14. Upon receipt of teletypes, create an incident and broadcast all missing juvenile or critical missing information.

Note: Any request to make repeated broadcasts during a watch or past the start of the next watch must be accompanied by a teletype that indicates "hourly broadcast."

15. Handle urgent requests from field officers for Sign Language Interpreters (SLI).

Life-Signs is the contracted professional SLI for the Los Angeles Police Department. The BCC shall contact Life Signs between 0800-1700 at (323) 550-4210 or after hours 1700-0800 at (800) 633-8883 between 1700-1800 hours. Request a call back within five minutes with an estimated time of arrival (ETA). Life-Signs shall be provided with a callback number to provide an ETA. When Life-Signs provides an ETA, the information shall be broadcast to the field unit requesting and added to the incident comments.

NOTE: In all instances, if Life-Signs is unable to handle the request or does not call back within the five minute parameter, the operator handling the request shall **contact the American Disabilities Act (ADA) Compliance Coordinators,** [REDACTED].

16. Notify outside agencies of incidents that may impact their jurisdiction. Provide any pertinent information including but not limited to; suspect/vehicle information, weapons involved and direction of travel.
17. Monitor the Emergency Channel, LAPD Access Channel and AIR/K9 Channel at all times. If a request is made on any of these channels, the concerned BCC shall handle the request.

Note: Personnel assigned to a BCC position may elect to monitor other channels within his/her assigned Bureau, however, he/she shall ensure that the volume level of the additional channels does not interfere with the ability to hear and comprehend broadcasts made on the Emergency Channel, LAPD Access Channel or AIR/K9.

18. Deploy and log-on Air units. The BCC who receives the deployment and log-on information from Air Support Division (ASD) shall handle the request.

Note: If deployment information is not received by the first hour of their watch BCC1 shall call ASD and obtain deployment information.

19. All BCCs shall monitor the Electronic Satellite Pursuit (ESP) system.

Note: A BCC is only required to monitor the ESP system if the Console he/she is assigned to is equipped with a LAN computer which is configured to access the ESP system.

20. Immediately upon receipt of a Sentinel Alarm System (SAS) activation, the BCC shall create a Priority II incident broadcast for any unit on the frequency of the concerned Division and the appropriate traffic frequency. The location shall not be broadcast.

EXAMPLE: “Any Van Nuys Unit and Supervisor, Incident 1234, RD 911.”

21. Complete miscellaneous duties as assigned by the Watch Commander or Supervisor.

In addition to the previously described duties and responsibilities, each BCC has the following individual responsibilities:

BCC 1 – Central Bureau

- a. Ultimately responsible for the acknowledgement of requests made on the “Air/K9” channel.
- b. Initiate Bureau-Wide broadcast notifying field units of tactical alerts, or mobilization if the occurrence is in Central or South Bureau. Initiate City-Wide broadcast notifying field units of system degradation (Mode Two).
- c. Monitor the Network Communications System (NECS) terminal printer. Ensure the terminal is working properly, retrieve all teletypes and distribute to the concerned BCC.
- d. Monitor the “LAPD Access” channel.
- e. Contact ASD if deployment information is not received by the first hour of their watch to log on the Air units.

BCC 3 – South Bureau

- a. BCC 3 shall be staffed at all times.

Note: If a BCC is unable to be staffed, their partnered BCC shall sign on as the absent BCC.

- b. Handle initial broadcast of all unassigned ROVER/ASTRO Radio activations.

Note: The other BCCs shall query the e-Rover book on the LAN system to verify the division of assignment. The concerned BCC shall handle any subsequent emergency to its completion. If there is no acknowledgement from the ROVER/ASTRO, the concerned BCC shall create an incident and contact the Division.

- c. AM Watch shall collect the daily Mode Two tickets and completed Adam Control Cards.
- d. Deploy the Metropolitan Division, Recruit Task Force and any miscellaneous Task force units working in Central or South Bureaus.
- e. Monitor the “LAPD Access” channel.
- f. Obtain the motor code from Central and South Traffic Divisions Watch Commander two hours prior to start of their watch. Broadcast the codes at 15 minute intervals to Central and South Traffic Divisions for the first hour.

Note: BCC 1 and 3 are deployed at the MCDC and shall assist each other when needed.

BCC 2 – Valley Bureau

- a. BCC2 **shall** be staffed at all times.

Note: If a BCC is unable to be staffed, their partnered BCC shall sign on as the absent BCC.

- b. AM Watch shall collect the daily Mode Two tickets with completed Adam Control Cards.
- c. Initiate Bureau-Wide broadcasts notifying field units of tactical alerts, or mobilization if the occurrence is in the Valley or West Bureaus.
- d. Monitor the “LAPD Access” channel.
- a. Responsible for creating an incident and contacting the Division involving unassigned ROVER/ASTRO activations for non-patrol specialized units.

BCC 4 – West Bureau

- a. Monitor the Network Communications System (NECS) terminal printer. Ensure the terminal is working properly, retrieve all teletypes and distribute to the concerned BCC.
- b. Ultimately responsible for the acknowledgement of requests on the “LAPD Access” channel.
- c. Deploy the Metropolitan Division Task Force and any miscellaneous Task Force units working in the Valley or West Bureaus.
- d. Obtain the motor code from Valley and West Traffic Divisions Watch Commander two hours prior to start of their watch. Broadcast the codes at 15 minute intervals to Valley and West Traffic Divisions for the first hour.

AUXILIARY BCC

- a. Log-on the VESTA Telephone System in the BCC queue, and the CAD System as a Supervisor.
- b. In the absence of ACC personnel, perform callback functions for calls holding in queue.

- c. Monitor the NECS terminal printer to ensure the terminal is working properly. Retrieve all teletypes and handle them according to policy and procedures.
- d. Deploy Metropolitan Division and any miscellaneous Task Force units.

Note: The primary responsibility of the Auxiliary BCC is to assist the other BCCs with their duties. If the Auxiliary BCC is deployed in the VCDC, they will assist Valley and West Bureaus, and if deployed in the MCDC, they will assist Central and South Bureaus. The deployment of an Auxiliary BCC is at the discretion of the Supervisor.

208 **SELECTION/DE-SELECTION OF PSR III**

A Police Service Representative (PSR) III must be qualified to perform as Instructor and as Bureau Communications Coordinator (BCC) in the Metropolitan Communications Dispatch Center, and Valley Communications Dispatch Center. Employees are eligible to be selected for this pay grade level following two years (24 months) in the aggregate as a PSR II.

The selection process will consist of an oral interview, complete package review, and successful completion of a 3-day PSR III training course. Candidates will be placed on a list which will be valid for one year. The Commanding Officer of Communications Division will make selections from the established list.

The following guidelines are to be utilized when determining the selection and de-selection of a PSR III.

PSR III SELECTION PROCESS

1. Communications Division will publish the requirements, duties and responsibilities of the PSR III position.
2. When a position becomes available, the Commanding Officer shall notify Civilian Employment Section, Personnel Division. To ensure all employees are aware of vacancies in this advanced pay grade position, a Civilian Pay grade Advancement and Transfer Opportunities will be posted in a designated, conspicuous location on Department-wide Divisional bulletin boards, and read during roll call training sessions in Communications Division for a period of two weeks. Interested employees shall submit a Pre-Employment Questionnaire, Form EO-18, copies of their last two annual Employee Evaluation Reports (Form PDAS-28), and a Training Evaluation and Management System Report (TEAMS) to the Commanding Officer of Communications Division.
3. The first part of the application process will be a personal interview and assessment of the employee's interpersonal skills, job knowledge, communication skills and ability to handle difficult situations.

4. Evaluation will also include the candidate's attendance record, observance of work rules, courtesy, and ability to work well with others.
5. Candidates will be placed in standard categories: outstanding, excellent, satisfactory and unsatisfactory. Candidates will be assigned to attend the required courses in order, according to category. For example, all candidates in the outstanding category will be assigned to the 3-day training before all others. Each category will be exhausted before selecting from the next category.
6. The second part of the application process will be attending two, 3-day courses for BCC and Instructor. Candidates must successfully complete and pass the final examination for each position.
7. Candidates that pass both examinations will be listed according to their original category placement. The established list will be valid for one year.
8. To reapply for an appointment as a PSR III, the first part of the application process must be repeated. If more than one year has elapsed, the candidate must also repeat the second step, which is attending the training courses.

DE-SELECTION PROCESS:

The PSR III will be removed from the position if:

1. The employee requests a lower paygrade assignment.
2. The employee has unsatisfactorily performed his/her duties.
3. The position is terminated.
4. Determined by the Chief of Police as an appropriate penalty, either all or part of a recommendation, resulting from a sustained personnel complaint.

PERFORMANCE STANDARDS:

When an employee fails to satisfactorily perform the duties of the pay grade position to which he/she is assigned, the following procedures shall apply:

1. The PSR III will be immediately notified and counseled of any performance deficiencies.
2. Remedial efforts will be made to improve performance.
3. All performance deficiencies will be documented with the specific nature of the deficiencies, a plan for remedy, and a reasonable time period in which to improve.

If the employee's performance remains unsatisfactory, the Commanding Officer shall:

- a. Complete an Intradepartmental Correspondence, Form 15.2, recommending the reassignment of the employee to a lower pay grade position and citing the reasons for the recommendation.

Upon receipt of the Intradepartmental Correspondence, the employee has the opportunity to address the stated issues by responding to the Commanding Officer.

- b. Complete a Request for Transfer and/or Change in Pay grade, Form 1.40, on the employee.
- c. Cause the completion of a City of Los Angeles, Civil Service Commission, Employee Evaluation Report, Form PDAS-28, on the employee.
- d. Forward the above forms through channels to the Chief of Administrative Services Bureau.
- e. Inform the employee of the recommendation and provide him/her with a copy of the Intradepartmental Correspondence and the Employee Evaluation Report.

208.01 INSTRUCTOR POSITION-VOLUNTARY RELINQUISHMENT

A PSR III who no longer wishes to be assigned to a PSR III position, shall submit a request for relinquishment on an Employee Report, Form 15.7, to Communications Division, Commanding Officer. The Employee Report must be received 30 days in advance. Unless the needs of the Division require otherwise, request for relinquishments of the PSR III assignment will be granted. If the needs of the Division do not allow the relinquishment of a PSR III position, the relinquishment will become effective at the start of the next appropriate Deployment Period. Any voluntary relinquishment will cause the employee to be returned to a PSR II assignment and pay grade.

TRAINING PROGRAM

209 **TRAINING PROGRAM**

In order to provide high quality service to the community, it is necessary to provide exceptional training to entry-level employees. Each trainee should recognize the importance of their position and their role in enhancing the Department's reputation as a leader in law enforcement.

The PSR training program has been carefully planned to expose new employees to a comprehensive variety of public safety communications experiences during their training period. Progressive training prepares the employee to consistently perform their duties effectively and efficiently while conforming to department standards, policies and expectations.

The PSR III position is of paramount importance to the success of the training program. PSR IIIs are assigned to facilitate "hands-on" training to entry-level employees.

209.01 **RADIO TELEPHONE OPERATOR (RTO)**

The Radio Telephone Operator (RTO) is responsible for the two-way communication between patrol officers and Communications Division. The primary objective is to dispatch calls received from emergency board operators, process field unit requests and maintain the status of police officers within a geographical area.

209.02 **EMERGENCY BOARD OPERATOR (EBO)**

Communications Division, a Public Safety Answering Point (PSAP), is often the initial contact the public has with the Los Angeles Police Department. Impressions of the Department are formed by the timely, courteous manner in which calls are handled. The primary objective of the Emergency Board Operator (EBO) is to provide maximum assistance on all requests for police service while projecting a professional image.

209.03 **AUXILIARY TELEPHONE OPERATOR (ATO)**

Specific duties have been designated for the Auxiliary Telephone Operator (ATO) who assists field officers with day to day operations. The ATO is responsible for handling service requests from field units; processing alarm calls (including police monitored alarms); operating the Fire Command and Control System I (FCCS I); and, other miscellaneous duties as directed by supervisors.

INSTRUCTOR MANUAL

The PSR training program has been carefully planned to expose new employees to a comprehensive variety of public safety communications experiences during their training period. It is essential that training be consistent in its presentation so that all new employees are provided with the same instruction on procedures, policies and expectations. This training manual is designed to assist instructors in performing their duties while conforming to the Department standards, policies and expectations.

This Instructor Training Manual has been developed with the interests of trainees, instructors, supervisors and the organization in mind. In order to provide high quality service to the community, it is necessary to provide high quality training to both in-service and entry-level employees. Every instructor should recognize the importance of their position and their role in enhancing the Department's reputation as a leader in law enforcement.

Training is defined as teaching to make proficient. Additionally, it means the process of aiding employees to gain effectiveness in present or future assignments. This is accomplished through the development of appropriate knowledge, habits, actions, thoughts, skills and attitudes. It is the responsibility of the Police Service Representative (PSR) III to teach and develop their assigned trainees the skills necessary to perform the tasks at hand.

I. Police Service Representative (PSR) III Instructor Duties and Responsibilities.

A. The PSR III assigned a trainee shall adhere to the following duties and responsibilities:

1. Have a working knowledge and familiarity with the contents of the Department and Communications Division Manuals.
2. Have awareness of Orders, Training Bulletins, Directives, Notices and applicable laws. This includes the responsibility of obtaining information disseminated during an absence of duty.
3. The instructor shall provide instruction consistent with policies and procedures of the Department and Division.
4. Be familiar with Adult Learning techniques and the mechanics of the learning process.
5. Apply effective strategies to impart information to others.
6. Familiarize the trainee with situations they may encounter and assist them in developing appropriate responses and solutions.

Note: There may be instances when the only officer emergency situation the trainee encounters is through verbal simulations and your experiences.

B. Be Professional.

1. Maintain a good attendance record.
2. Observe work rules and hours. This expectation is for all employees, however as a PSR III, you are held to a higher standard.
3. Do not use profanity or inappropriate comments.
4. Social interactions shall not interfere with training.
5. Personal business shall be conducted on breaks or lunch periods.
6. Do not stretch from one position to another to hold personal conversations.
7. Do not communicate non-business related information verbally or digitally while assigned a trainee.

C. Provide on-going instruction.

1. Maximize slow periods and review policy, terminology, and/or remediate deficiencies.
2. Trainees should be instructed on the policy and procedure not an instructor's specific style.

D. Instructors shall be flexible in their teaching techniques. The longer a trainee has been in training, the less an instructor should expect the trainee's style of working to change.

1. The goal is for the tasks to be completed efficiently and correctly.
2. Monitor the position under all circumstances and conditions. The Instructor has the ultimate responsibility for what happens on the position.
3. Allow trainees to work the position as much as possible.
4. Be cognizant of the trainee's performance level. Assume control of the position when it becomes apparent the trainee cannot maintain the radio traffic and you're unable to coach them through the task.
5. Allow the trainee to resume control of the position as soon as possible.
6. Work a variety of positions that are consistent with the trainee's level of performance (i.e., single busy boards, tied boards or radio relief).

II. Instructor and Trainee Relationships.

- A. Respect the individuality and dignity of all employees. The relationship a trainee has with their instructor is often critical to their success. Therefore, it is important that instructors understand the following:
- B. Do not verbally abuse or demean the trainee; publicly or privately. The instructor should conduct themselves in a manner that will foster the greatest harmony and cooperation.
- C. Whenever possible, praise in public and correct in private.
- D. Be aware of body language, frustration levels, and facial expressions. Sighing and rolling your eyes may not be observed by your trainee; however others may observe you.
- E. Respect personal space and refrain from physical contact of any type.
- F. Interact with the trainee as an adult. Be patient and understanding. The trainee may make the same mistake more than once.
- G. Be aware of the expectations documented in the performance objectives and be cognizant of your personal expectation levels.
- H. Instructors shall provide professional learning techniques; be objective, fair, and devoid of personal favoritism.
- I. Build and maintain a positive oriented work environment for your trainee.
 - 1. Provide information and develop the skills necessary to perform the job requirements.
 - 2. When applicable explain why certain policies are used for clarification and to prevent misunderstandings.
 - 3. Information provided in the Simulator may need to be reiterated.

III. Supervisor, Instructor and Trainee Relationships.

Supervisors have the responsibility of overseeing operations and personnel, monitoring the interaction of Instructors and Trainees, and maintaining the overall integrity of the training program. Some of their roles and duties are:

- A. Monitoring the progress of instructors and trainees and ensuring the Instructors maintain objectivity.
- B. Interacting with Instructors and Trainees on a regular basis for employee motivation, development, and accurate performance evaluation.

- C. Assisting Instructor in preparation and presentation of training.
- D. Routinely review the training program for effectiveness.

IV. Seven Qualities of Highly Effective Teachers.

- A. Highly effective teachers care. They care about their students, their work and themselves. They treat others with dignity; they respect others' integrity. They give high priority to benefiting others. They affirm others' strengths and beings.
- B. Highly effective teachers share. They share their knowledge, insights, and viewpoints with others. Their willingness to share is a way of life for them. They don't withhold information for personal gain.
- C. Highly effective teachers learn. They continually seek truth and meaning. They seek to discover new ideas and insights. They reflect on their experiences and incorporate the learning into their lives. They are willing to upgrade their skills. They continue growing and developing throughout their lives.
- D. Highly effective teachers create. They are willing to try the new and untested, to take risks for worthy educational outcomes. Anything worth doing is worth failing at. They are not discouraged by an occasional failure; they reframe the error as an opportunity to do better as a result of the experience.
- E. Highly effective teachers believe. They have faith in students. They trust students and are willing to grant them freedom and responsibility. They hold high expectations for their students, as well as for themselves.
- F. Highly effective teachers dream. They have a vision of success. They are driven by an image of excellence, the best that their innate abilities allow. They always seek to improve, never being content with just "getting by" in teaching or in any other endeavor.
- G. Highly effective teachers enjoy. Teaching is not just employment to them; it is their work. They throw themselves into it with vigor. They gain major satisfaction and joy from it. And that joy often infects their students.

V. Adult Learning Theories.

Effective instruction involves understanding how adults will learn best. To ensure that trainees are provided the necessary information to effectively perform the PSR classification, instruction should be based on the following principles:

- A. Motivation – What motivates adult learners (i.e., a job, promotion, etc.). Instructors can accomplish this by:
 - Establishing a positive rapport.

- Adjusting stress levels -If stress levels are too high; it becomes a barrier to learning. Instructors can set goals, review expectations, provide positive feedback and listen to the trainees ideas in relation to improving performance.
- Challenge the trainee by allowing them to work through busier periods and correct their own errors without taking over the position.
- During conference periods set agreed upon goals that may be above the current performance standard.

B. Reinforcement - Provide positive reinforcement.

- Give positive feedback; even if there is a task that was not completed.
- Provide positive documentation on ratings.
- Acknowledge accomplishments in a timely manner (verbally or written).

C. Retention – Repetitive practice.

- Use flash cards during down time with common/uncommon terminology, codes, incident types, etc.

D. Application – Repetitive application.

- Use typing drills for speed and accuracy

NOTE: Instructors have the responsibility to impart knowledge, provide guidance, and be a resource for trainees.

VI. The Evaluation Process

The evaluation process begins as soon as the instructor and trainee start working together. As part of this rating process, the instructor must objectively assess the trainee's performance and follow the guidelines defined in the Performance Standards to determine whether or not the standard of proficiency has been met. After assessing the trainee's performance, the instructor is required to provide a written report of what they have observed. These reports are vital to the success of the training program and it is important that they be thorough and accurate. Performance evaluations are used to:

- Maintain records of employees and their performance.
- Document training to minimize liability.
- Provide documentation to justify actions taken by instructor and/or supervisor.

- Provide instructors with a performance history.
- Provide timely feedback to the trainee.
- Identify training needs, performance deficiencies and corrective actions taken.
- Provide recognition of accomplishments, motivate positive performance and set future performance goals.

VII. Writing the Probationary PSR Daily Report

The Daily will provide ongoing documentation of the trainee's performance between rating periods. It is imperative that they are completed accurately and without bias. Generalized, unsupported statements must not be used. Anyone reading the daily report should be able to understand what is written and if asked, be able to complete a bi-weekly rating based on the documentation.

Specific entries are used to describe:

1. Task
 - a. What the trainee did or did not do
2. Intervention
 - a. What the instructor did to complete the task (How you intervened).

Example: Instructor coached through slow, moderate or busy period -or- Instructor worked position to maintain position control.
3. Explained and Demonstrated
 - a. Refers to training given for a specific task or policy the trainee has not previously encountered during hands-on training.
 - b. Documentation on the daily report should include the task or policy that has been explained and demonstrated, the applicable rating section and the number of minutes explained and demonstrated.

4. Proficiency

Proficiency is achieved when the trainee demonstrates the skills necessary to consistently perform a task. If the opportunity to demonstrate proficiency in a particular task is not encountered during hands-on training, training requirements can be fulfilled by documenting simulations and/or written oral examinations related to that task.

5. Deficiency

- a. A single, error does not necessarily constitute a deficiency. (instructor's judgment shall be used in determining this factor). If a trainee requires frequent instructor intervention to consistently perform a task, the corrective action should be considered remediation.
- b. How did instructor correct deficiencies documented?
- c. Correcting deficiencies. For every deficiency there should be some form of remediation.

Example: Did the instructor conduct review, verbal quizzes, drills or mock scenarios?

6. Remediation

- a. Describes action taken to correct a performance deficiency and shall be provided in any area identified as deficient.
- b. Documentation and the number of minutes is required on all remediation provided, whether you use quizzes or simulations.

NOTE: If the trainee is not deficient, the quizzes, mock scenarios, review, etc. would be documented as "Explained/Demonstrated".

7. Instructor Intervention

- a. Allow trainees to work the position as much as possible.
- b. Be cognizant of the trainee's performance level. Assume control of the position when it becomes apparent the trainee cannot maintain the radio traffic and you're unable to coach them through the tasks.
- c. Allow the trainee to resume control of the position as soon as possible.

8. Trainee's Response

- a. It may be important to document the trainee's response to training and remedial efforts.
- b. Document if the trainee is not receptive to instructions in actual quotes or demonstrated negative action. Seek guidance from a supervisor for verbiage

VIII. Probationary PSR Evaluation Report (Bi-Weekly)

The Probationary PSR Evaluation Report (Bi-Weekly) is used to summarize the strengths and weaknesses of the trainee's performance. It is completed at the end of the second and fourth weeks of the Deployment Period (DP). Information documented on the Daily Reports shall contain sufficient information to complete a Bi-Weekly Report.

The tasks that each trainee is expected to perform are listed on the bi-weekly face sheet.

- A. Each task has a number in parentheses. The number represents the weeks of hands-on training the trainee is expected to perform the task proficiently.
- B. Proficiency or deficiency is documented the last working day of the week being rated.

NOTE: Compliance with instructions, professional conduct, attitude, punctuality and attendance are expectations from the date of hire.

A rating scale is also used for proficiency. The scale is used to most accurately describe the employee's performance. Performance is rated in the following categories:

- A. Not applicable: The category does not apply to the trainee at their level of hands-on training.
- B. Not observed: The instructor did not observe the trainee perform in the category being rated.
- C. Proficient: The trainee has consistently met the standard for a particular task or skill outlined in the Performance Standards.
- D. Not Proficient: The trainee has not consistently met a standard for a particular task or skill outlined in the Performance Standards. Remediation shall be provided.

Currently, trainees are expected to meet all performance standards for Radio Telephone Operator (RTO) and Auxiliary Telephone Operator (ATO) by **week 16**. The goal is for the trainee to be qualified in both positions by **week 20**.

For Emergency Board Operator (EBO) trainees are expected to meet all standards by **Week 8** and be qualified by **Week 9**.

The Training Coordinator Officer (TCO) will determine if the trainee's overall performance is "Satisfactory" or "Unsatisfactory". The following areas should be considered when making an informed decision:

- A. Severity and number of deficiencies.

- B. The number of deficiencies, whether critical or not, may prompt a TCO to give an overall rating of Unsatisfactory.

Examples:

Unsatisfactory Bi-Weekly: Bi-Weekly documents 19 week RTO trainee; proficient in all areas except speed and multi-tasking during busy periods.

NOTE: The TCO is responsible for servicing “Unsatisfactory” Bi-Weeklies.

Satisfactory Bi-Weekly: Bi-Weekly documents a 19 week RTO trainee; who is proficient in all areas and the TCO is unable to monitor for qualification.

Documentation should be noted on the Bi-Weekly.

IX. Request for Remediation

It is important that trainees receive remediation on a regular basis, especially when there are performance deficiencies. Any instructor or supervisor can request remediation for a trainee by completing a Request for Remediation Form. The person completing the form should address areas of remediation sign and give the form to the Radio Telephone Operator Training Officer (RTOTO).

NOTE: The TCO is responsible for ensuring remediation is provided.

The RTOTO is responsible for providing or arranging remediation to be given. This can be done by any instructor in a one-on-one or group setting.

Additionally, at least one remediation session per week for the first ten weeks of RTO training shall be provided (normally conducted after roll call).

During these sessions, the RTOTO will:

1. Review the current weeks Performance Standards.
2. Review policies and procedures for current week tasks.
3. Review any subject(s) listed on the Request for Remediation forms.
4. Answer any general questions from the trainee.
5. Administer the weekly assessment test and review.

When an RTOTO or other instructor provides remediation, the following tasks are completed:

1. Group or Individual Review/Remediation form must be completed for each attending trainee.
2. The presenting instructor must list the subjects covered and minutes spent on each subject.
3. The “comments” section is used to note additional remediation needs or any other pertinent information.
4. The form is signed by the trainee, instructor/RTOTO, and TCO.
5. A copy is provided to each trainee and added to the RTOTO files. The original is forwarded to the Administrative Training Unit Probationary PSR Coordinator.

X. Presenting the Bi-Weekly Evaluation

After writing the evaluation and obtaining all signatures, the instructor must review with the trainee. The instructor should briefly cover all sections in general and expand on individual topics as needed.

Before discussing the evaluation with a trainee, the instructor should:

1. Consider what the trainee should gain from the session.
2. Be familiar with all aspects of the trainee’s performance.
3. Anticipate the trainee’s potential reaction and be prepared to respond appropriately.
4. Be specific. Don’t hint and expect the trainee to understand.
5. Present the evaluation in a timely manner.
6. Create a positive environment. Encourage discussion and actively solicit feedback from the trainee.
7. Maintain confidentiality. Evaluations are confidential documents and cannot be shared by the instructor with anyone who is not authorized to see them.
8. When a performance deficiency is noted, develop a corrective action plan with the trainee.
9. Work with the trainee to set attainable goals.

Whenever possible, begin and end the evaluation review sessions on a positive note. Set realistic goals with the trainee and explain what is expected by the next evaluation. This will help the trainee understand expectations and prevent misunderstandings.

The exchange of information is easiest when there are no interruptions, serve the evaluation in private. The trainee will be more comfortable if they are assured their performance deficiencies are not going to be discussed in front of their peers. If there is no alternative, a satisfactory evaluation may be served at the position.

NOTE: Do not serve unsatisfactory ratings or ratings that are likely to require in-depth discussion at the position.

An important reason for having an evaluation session is to keep an open line of communication between the instructor and the trainee. By soliciting feedback and actively listening, the instructor shows an interest in the trainee's concerns. Be open, honest, and direct; the trainee's performance is unlikely to improve if they are unclear about expectations. If a trainee is resistant or becomes confrontational with an instructor, the TCO or a supervisor shall be included in the evaluation session.

Training Coordinators will become involved in presenting the bi-weekly when specific issues must be addressed. These include addressing a trainee's attitude, problems with the instructor/trainee relationships, and negative performance. In these cases, the TCO, instructor and trainee should review the bi-weekly in private.

XI. Qualifying the Trainee

Performance qualification can be conducted by any supervisor.

NOTE: RTOTO may monitor for qualification in the Auxiliary Telephone Operator (ATO) phase only.

Once an instructor has identified that a trainee is ready for performance qualification, the RTOTO will monitor to confirm proficiency. It is important that trainees be monitored in a timely manner, and a minimum of three times, on three separate days for one hour each.

Each section of the qualification checklist for both RTO and EBO shall be signed off separately. As supervisors make observations during the assessment monitoring, comments shall be entered on the checklist. The supervisor may sign off on one section or several.

A PSR Assessment Monitoring Form, must be included for each monitoring, even if the monitoring results in qualification. This form shall include the overall performance (satisfactory or unsatisfactory), detailed comments including remediation if applicable.

When supervisors monitor trainees, the assessment shall be a fair, honest and accurately depict an entry level performance. Review of the monitoring shall take place immediately with the trainee away from the position.

Recommendations on the PSR assessment form must be specific. If the trainee has been monitored several times and is close to qualifying the recommendation should be “Continue monitoring for qualification.” In rare instances the recommendation could be “Cease training.” However, documentation should substantiate this recommendation.

The Qualification checklist and any additional assessment monitoring should be forwarded to the Training Unit Administrative Section.

XII. Conferences

Instructor and trainee conferences are used to set training goals, discuss areas of deficiency, and to motivate the trainee. Instructors and trainees are required to have a conference once a week to review the trainee’s progress. The conference should last no more than 30 minutes. The instructor and trainee will initial the conference log located in the RTOTO Watch Handbook.

XIII. Instructor Roll Call

The Training Coordinator shall conduct one Instructor Roll Call each month. Roll Calls should include but are not limited to:

1. Review of new Divisional Orders.
2. Review of inconsistent policies and procedures.
3. Review of Adult Learning Theories.

XIV. Instructor Evaluations

PSR III Evaluation Forms are to be completed every Deployment Period by a Probationary PSR who is assigned an instructor. The completion of the form is required and the information provided is confidential. The completed Evaluation form will be used to obtain objective feedback regarding the Probationer’s training experience and to identify training issues and trends.

The Instructor Evaluation Form should be completed with thoughtfulness and honesty. It is not the correct forum for reporting misconduct or making malicious statements.

1. It is suggested that the trainees be held over after roll call for the evaluations to be distributed, completed and submitted.
2. The RTOTO shall track the collected sealed envelopes and then submit to the Training Coordinator (TCO) for review.
3. The TCO’s review will determine the next step, address any negative or positive comments, and document if necessary. A brief note by the TCO will alert the Watch Commander and Training Unit that the instructor was advised

or an action taken. Additionally, positive comments should be documented and provided to the instructor.

4. Quarterly audits/review of the evaluations will determine if there is a pattern or trend of negative remarks.
5. Misconduct will be handled according to Departmental policy and procedure.
6. The Watch Commander has the final review and will forward the Evaluations to the Administrative Training Unit Probationary PSR Coordinator.
7. The Instructor Evaluations are kept in the Administrative Training Section. An instructor may request to see their evaluations at anytime; however, a supervisor must be present during the review.

NOTE: No copies of the PSR III's Evaluations shall be made.

TRAINING COORDINATION OFFICER (TCO) MANUAL

I. Training Coordinator Officer (TCO) Duties

A. Administrative Duties

1. Supervision of instructors in your den and their trainees on the Watch.
2. Review ratings for thoroughness, accuracy and content.
3. Ensure ratings are submitted and served in a timely manner.
4. Monitor and/or conduct progress conferences once per Deployment Period (DP).
5. Monitor trainees for qualification and complete qualification assessment forms.
6. Conduct a minimum of two Instructor Roll Calls per DP.
7. Instructor Roll Calls should include training and/or updates related to the Training Program.
8. Counsel instructors and trainees when applicable (including conferences).
9. Ensure remedial training is provided to trainees (Instructors when applicable).
10. Regular review of trainee's status and/or progress.
11. Review Instructor Evaluations and take appropriate action when necessary. Include positive and negative actions.
12. Complete performance assessments related to the termination procedures.

B. Instructor and Trainee Assignments

1. Prepare watch recommendations for each trainee and submit to the Probationary Training Coordinator, Training Unit, prior to the Deployment Meeting.

NOTE: Recommended assignments shall be based on training needs.

2. Instructor and trainee assignments that are changed due to personnel issues shall be documented on Employee Comment Sheets (comment cards) for both employees.

C. Instructor Roll Calls

1. Instructor Roll Calls should be conducted at least once a month.

Roll Calls should include but not be limited to:

- a) Review of new Divisional Orders.
- b) Review of inconsistent policy and procedures.
- c) Review of Adult Learning Theories.

D. Instructor Evaluations

PSR III Evaluation Forms are to be completed every Deployment Period by a Probationary PSR I who is assigned an instructor. The completion of the form is required and the information provided is confidential. The completed Evaluation form will be used to obtain objective feedback regarding the probationer's training experience and to identify training issues and trends.

The Instructor Evaluation Form should be completed with thoughtfulness and honesty. It is not the correct forum for reporting misconduct or making malicious statements.

1. It is suggested that the trainees be held over after roll call for the evaluations to be distributed, completed and submitted. The forms should be submitted in a sealed envelope.
2. The Radio Telephone Operator Training Officer (RTOTO) shall track the collected sealed envelopes and then submit to the Training Coordinator (TCO) for review.
3. The TCO's review will determine the next step, address any negative or positive comments, and document if necessary. A brief note by the TCO will alert the Watch Commander and Training Unit that the instructor was advised or an action taken. Additionally, positive comments should be documented and provided to the instructor.
4. Quarterly audits/review of the evaluations will determine if there is a pattern or trend of negative remarks.
5. Misconduct will be handled according to Departmental policy and procedure.
6. The Instructor Evaluations are kept in the Administrative Training Section. An instructor may request to see their evaluations at anytime, however, a supervisor must be present during the review.

NOTE: Copies of the PSR III's Evaluations shall not be made.

II. Instructor and Trainee Relationships

Supervisors have the responsibility of overseeing operations, personnel and maintaining the overall integrity of the training program. The interactions between instructors and trainees should be closely monitored for effectiveness.

The following duties and responsibilities for supervisors ensure effective work relationships:

1. Monitor the progress of instructors and trainees. Ensure that instructors maintain objectivity. Should a loss of objectivity become apparent; counseling shall be the first step and then additional action if necessary.
2. Supervisors will review trainee evaluations for content, accuracy, neatness, attention to detail, punctuation and grammar. When an instructor has identified a trainee's performance as substandard, the supervisor shall ensure that there is sufficient documentation to support the deficiency.
3. Supervisors must interact with instructors and trainees on a consistent basis. The interaction is essential for employee motivation, development and accurate performance evaluation. The interaction and observations of instructors will determine if training is being provided in accordance with the Training Program guidelines.

NOTE: Supervisors assigned as a TCO should also be familiar with the Instructor Manual (Volume I, Section 210).

STANDARD OF CONDUCT

213 **STANDARD OF CONDUCT**

Department policy ensures a healthy working relationship is fostered among all employees. It is essential that each employee perform to his/her fullest potential without bias or prejudices.

214 **COURTESY**

Effective law enforcement depends on a high degree of cooperation between the Department and the public it serves. The practice of courtesy in all public contacts encourages understanding and appreciation. Discourtesy breeds contempt and resistance.

Discourtesy by Department employees under any circumstance is indefensible.

I. **Courtesy and Respect for Other Department Employees**

The cosmopolitan nature of the City is reflected in the diversity of Department employees. In such a diverse environment, biases or prejudices relating to factors such as race, ethnicity, sex, age, economic status, position in the community, or employee status with the Department must not be allowed to influence decision making or conduct involving other employees. While employees are entitled to their personal beliefs, they must not allow individual feelings or prejudices to enter professional contacts. Employees must treat one another with respect and be constantly mindful that others have emotions and needs as significant as their own.

Respect for individual dignity is an integral part of the Department philosophy and must be practiced by everyone. Each employee shall treat all persons with respect and courtesy and will conduct themselves in a manner that will foster the greatest harmony and cooperation between themselves and members of the Department.

II. **Telephone Courtesy**

The telephone is the primary method by which the services of the Department are requested. All incoming telephone calls must be answered as promptly as possible to determine if a need for police service exists and, if so, to provide the required service.

When answering any telephone call, employees shall:

- Greet the caller in a courteous manner.
- Identify the answering point (i.e., Area/division, unit, section, etc.).
- Identify themselves at all times (i.e., name, rank, or operator number).
- Ask to be of assistance.

Note: Specific guidelines are in place for answering primary and secondary telephone lines.

Employees shall make every reasonable attempt to supply information requested, provide assistance or promptly refer the caller to the proper Department, or appropriate public or private agency for assistance.

215 **DEMEANOR**

One of the most important factors in job success is to have the right attitude. This is especially true in Communications Division. An employee with a positive attitude will complete their tour of duty without undue stress. There should be no need to take problems home, or to leave work in an unsettled state. Conversely, an employee with a negative attitude may experience difficulty completing their shift. It is essential that employees come to work with a positive attitude.

One of the rewards of being involved in police work is the self-satisfaction of performing a job well done. Assignment as an Emergency Board Operator (EBO) offers employees an opportunity to serve callers whose background, culture, education, and social and economic status vary greatly. Some callers are polite and considerate, while others can be demanding and difficult. Such a variety requires employees who are knowledgeable, professional and who possess a special temperament, which will enable them to deal with all individuals in a calm and efficient manner.

Employees should remember that difficult and highly emotional callers are inevitable. One technique is to consider each call as a challenge and to attempt to leave the caller with a calmer disposition.

Employees should strive to come to work with their mind free of distractions. An employee who comes to work with distractions is more likely to lose patience with difficult callers and is less likely to be helpful to anyone.

215.01 **PROFANITY/INAPPROPRIATE LANGUAGE**

Profanity is language or behavior that is considered to be obscene, vulgar, rude or offensive. What is offensive to someone may not be seen as offensive to someone else. Also, how offensive something is varies from person to person. Profane or inappropriate language can be deemed as appalling or disrespectful to those around us.

In order to maintain a professional working environment, the use of profanity and/or inappropriate language on the dispatch floor is prohibited.

216 **INTRADEPARTMENTAL COMMUNICATIONS**

The Department maintains and constantly strives to improve its Intradepartmental Communications Network to provide rapid and efficient police response and to facilitate management control. **ALL DEPARTMENT COMMUNICATIONS INCLUDING RADIO, TELEPHONE, TELETYPE, MAIL and E-MAIL** are reserved for official business and **are not** to be used for personal purposes.

216.01 INTERNET/ELECTRONIC MAIL (E-MAIL) USAGE GUIDELINES

The use of the Internet or e-mail on a Department computer shall be restricted to “official Department business. Personal use of, or time spent for personal gain is prohibited. Violation of any of these guidelines may be considered misconduct and may result in disciplinary action.

The guidelines are applicable to all City or Department-owned or controlled computers, (LAN, Personal Computers and Laptops) and telephone lines. This includes access to computers at sites and facilities that are owned, leased, rented, or utilized by Department employees.

Department employees utilizing the Internet or e-mail shall cooperate with any investigation regarding the use of computer equipment.

Department employees shall not:

- Gain access to or transmit California Law Enforcement Telecommunications system (CLETS) information through the Internet, including secondary dissemination of Criminal history Record information through a communications media such as Internet e-mail facilities and remote access file transfer;
- Conduct an unauthorized attempt or entry into any other computer, known as hacking, which is a violation of the Federal electronic communications Privacy Act (FECPA) 18 United States Code 2510;
- Copy or transfer electronic files without permission from the copyright owner;
- Send, post, or provide access to any confidential Department materials or information;
- Send private or confidential e-mail as delineated in Department Manual Section 4/105.15;
- Transmit chain letters;
- Send threatening, slanderous, offensive, racially and/or sexually harassing messages; and,
- Represent oneself as someone else, real or fictional, or send messages anonymously.

Note: Use of the Internet for certain investigations may require a deviation from the Internet guidelines. This could include the use of offensive language, impersonation, or use of an alias, and the accessing or downloading of offensive or explicit material. When conducting a Department authorized investigation that requires these tactics for investigative purposes, they are not considered misconduct.

In addition to these general guidelines, employees utilizing the Internet are advised that the Department has the right to access all email files created, received, or stored on Department systems, and such files can be accessed without prior notification. (Department Manual Section 3/788.40)

216.02 **REQUIREMENT FOR PERSONNEL TO CHECK DEPARTMENT
EMAIL DURING EACH WORK DAY**

All CD personnel are required to log onto the GroupWise Department email application, via a hard-wired or WLAN workstation, at least once during each scheduled shift. Employees are responsible for reading each email and taking appropriate action when required.

When an email is opened, an automatic date and timestamp is saved, documenting when a specific employee read the email. Therefore, once an employee opens an email, he/she is responsible for the content.

GroupWise WebAccess is available at each WLAN workstation on the Dispatch Floor, via Internet Explorer (IE). A Quicklink titled “Novell GroupWise” has been placed on the IE Favorites Bar. GroupWise can also be accessed directly at [REDACTED] from any Department computer.

217 **PROPER USE OF OFFICIAL CORRESPONDENCE**

All correspondence pertaining to police matters shall be handled in the manner outlined in the Clerical Operations Sections, Volume 5, of the Department Manual. Under no circumstances shall any employee of this Department communicate relative to such matters other than through the Commanding Officer of the Division to which he/she is assigned.

The official letterhead of the Department is the stationery bearing the Department Seal, surmounted by the words “Los Angeles Police Department.” This letterhead shall be used when corresponding to government agencies, other City departments and the general public. Intradepartmental Correspondence, Form 15.2, shall be used when corresponding to other Divisions and Units of the Department. Such forms shall always be reviewed by the Division Commanding Officer. An employee of lesser position may initiate the form; however, the Division Commanding Officer must appear as the correspondent.

Under no circumstance shall any personal correspondence appear on official Department stationery letterhead or intradepartmental correspondence.

GENERAL MANAGEMENT PROCEDURES

301 **MEMORANDUM OF UNDERSTANDING (MOU)**

A Memorandum of Understanding (MOU) is a written memorandum jointly prepared and approved by the Department and the City Council on which agreement is reached through meeting and conferring between the City's management representatives and representatives of a recognized employee organization.

Note: When a provision of MOU conflicts with the Department Manual, the MOU shall take precedence. Any further questions or concerns, employees should reference the current MOU.

302 **ABSENCES FROM DUTY**

302.01 **SICK LEAVE**

Sick leave benefits are provided to ease the financial burden of employees who are required to be absent from duty because of a legitimate illness or injury to themselves or a family member. When ill and unable to report for work, an employee shall contact a supervisor or the watch commander at least one hour prior to the start of his/her watch to report his/her absence.

Employees must maintain a satisfactory attendance record, as free as possible from absences for any reason. The Department conducts annual audits and employees who have inappropriately used sick leave, may be subject to disciplinary action.

Any employee who is absent from work in excess of three days for an illness or injury shall provide a doctor's certificate indicating the need for absence from duty. The Commanding Officer or designee, at their discretion, may request a doctor's certificate or other proof of illness at any time.

Note: Immediate family for the purpose of this section shall include the parent, father-in-law, mother-in-law, sibling, spouse, child, grandparent, grandchild, stepparent, and stepchildren of any employee of the City. The domestic partner of the employee, a household member (any person residing in the immediate household of the employee at the time of the illness/injury) and the parent, child, grandchild of an employee's domestic partner.

302.02 **PREVENTIVE MEDICINE**

Employees are allowed to use 24 hours of one hundred percent (100%) sick leave each year to secure preventive medical treatment. This may be used for medical, optical or dental treatment for the employee and for the members of the employee's immediate family. Consult the current MOU, Article 35 for further information.

302.03 **FAMILY ILLNESS**

The aggregate number of working days allowed in any one calendar year with full pay shall not exceed twelve (12) days. Such practice of allowance for leave for illness in family shall be in accordance with Section 4.127 of the Los Angeles Administrative Code (LAAC). Upon the adoption of a child, an employee will be permitted to use twelve (12) days of family illness sick leave. Consult the current MOU, Article 36 for further information.

303 **LEAVE OF ABSENCE**

A leave of absence is considered to be any period of time which an employee is absent from work except for daily lunch and approved rest breaks. A leave of absence may be granted for compelling personal reasons. The review and final decision concerning each request will be based on merit of the individual request, the effect on the Department's operation, and the availability of replacement personnel who can perform the required duties in a satisfactory manner.

Employees requesting a leave of absence shall complete a Request for Leave of Absence, Form 1.36, stating the reasons for the leave, accurate dates and any substantiating documents. Communications Division, Commanding Officer, may grant a leave of absence for up to 15 days.

A leave of absence which must be taken **without** pay are the following: educational purposes, outside employment, to work for an employee organization or joint council of employee organizations, leave pending outcome of workers' compensation appeal, personal, and leave pending Retirement Board approval of retirement and military (exceeding 30 days in one fiscal year).

Requests regarding a leave of absence for educational purposes shall be considered when full-time enrollment as a student increases the employee's value to the Department, increases the proficiency of duty performance, or enhances the employee's promotional opportunities.

A leave of absence (other than sick leave and vacation) which can be taken **with** pay are the following: jury duty, official meetings, workers' compensation and military leave (not more than 30 days in one fiscal year).

303.01 **SCHEDULE CHANGES FOR PERSONAL BUSINESS**

Management may allow an employee time off with pay, not to exceed eight hours in any one payroll period for personal business (except for changes on the 9/80 day off or the split day) provided that such time off so allowed shall either be made up in full within the same workweek that time is taken or charged against the employee's accrued and unused vacation or overtime bank on an hourly basis. Employees on a FLSA 7(b) work period shall either make up this time in full within the same pay period that the time is taken (as long as hours worked do not exceed 56 hours in a workweek or 12 hours in a day) or charged against the employee's accrued and unused vacation or overtime bank on an hourly basis.

303.02 **MATERNITY LEAVE**

A maternity leave of absence shall be granted upon written request of a pregnant employee for the period of time which the employee has been certified by a physician as unable to work. An employee shall submit to her commanding officer three copies of a Request for Leave of Absence, Form 1.36. This shall be accompanied by a private physician's written statement of the approximate delivery date. The request shall be submitted at least three and one-half months before the anticipated delivery date. The maximum length of maternity leave shall not exceed one year.

303.03 **FAMILY LEAVE**

Employees may be granted up to four months (nine [9] pay periods) of family leave for childbirth, adoption or serious illness of a family member in a 12 month period. Consult the current MOU for further information.

303.04 **BEREAVEMENT LEAVE**

Employees are allowed bereavement leave for deaths within their immediate family. Bereavement leave is a fully paid leave of absence for a maximum of three working days for each occurrence of a death in the employee's immediate family. Simultaneous, multiple family deaths will be considered as one occurrence.

Upon approval, an employee who has accrued sick leave will be allowed sick leave with full pay not to exceed two working days per occurrence for the purpose of bereavement leave if it is necessary for the employee to travel a minimum of 1,500 miles one way. Consult the current MOU for further information.

Employees are encouraged to contact the Employee Assistance Unit (EAU) to help deal with any problems they are experiencing due to death. Resources available through the Employee Assistance Unit include Chaplains, Peer Counselors, Funeral Coordinator, Family Support Program, Managed Health Network and Financial Counseling Team.

303.05 **ABSENCES DURING PROBATIONARY PERIOD**

In the event a probationary PSR is absent in excess of seven calendar days (in the aggregate, does not have to be consecutive days) except for vacation or time off for overtime, that PSRs probationary period shall be extended by the entire period or periods missed. This includes the number of days an employee is on restricted duty because of an injury on duty (IOD), illness or pregnancy. Absences such as military leave, family illness leave, or bereavement leave shall also be included as time off that will be considered an extension of probation.

Note: Holiday and regular days off, falling within the period of absence or restricted duty, **shall** be calculated as an absence, provided they do not fall at the beginning or end of the period.

303.06 **EXTENDED ABSENCE**

An employee desiring a leave of absence for a period of 16 days or more, but not to exceed one year shall submit a Request for Leave of Absence, Form General 38, together with a Request for Leave of Absence, Form 1.36, to the General Manager, Personnel Department, for approval.

An employee, who has an extended absence of 60 calendar days or longer and plans to return to work, must request to meet with his/her Commanding Officer immediately upon returning to work. The employee shall assist the Commanding Officer in identifying ones needs and accomplish all reintegration tasks as directed by the Commanding Officer.

An employee granted a leave of absence without pay that exceeds 30 days, but is less than one year shall, prior to the effective date of the leave, surrender all City-owned property in the employee's possession to his/her immediate supervisor. The immediate supervisor shall ensure that all City-owned property in the possession of the employee is surrendered and held in the Commander Officer's Administrative Office for safekeeping pending the return of the employee.

303.07 **MILITARY LEAVE**

An appointing authority must grant a military leave to any employee who enlists or is drafted, whether or not the employee has passed probation. Employees who are called to active duty with the Armed Forces of the United States and who have served one year continuously with the City or who have one year combined military and City Service, are entitled to a 30 calendar day leave of absence with pay each fiscal year.

Employees are not entitled to their base salary or 30 days, if under disciplinary suspension at the time he or she enters active duty. Upon completion of 30 calendar days of active duty, City employees called for military duty are to receive the difference, if any, between their military earnings (including house and dependent allowances) and their regular city salary. The 30 days must be used for either temporary or extended active duty, or a combination of both, but may not exceed a total of 30 calendar days for both in any one fiscal year. Attendance at reserve drills is not considered active duty.

In order to secure such leave of absence, an employee shall, upon the receipt of written orders to report for active duty within the Armed Forces of the United States, report this information to his/her commanding officer. The employee shall deliver three certified copies of his/her military order to the Records Unit, Personnel Division, where the application for the leave of absence will be completed.

Note: Only a regular or reserve commissioned officer of the United States Armed Forces may certify military orders.

In the event an employee remains in the Armed Forces more than one year, written application to the Personnel Department shall be made each succeeding year for extension of the leave of absence.

304 **JURY SERVICE**

Upon being summoned the employee shall, as soon as possible, submit a copy of the summons to his/her supervisor, who shall submit a copy to the Project Unit Deployment Coordinator. If the concerned Commanding Officer determines that an excuse or deferment is not necessary, the employee shall report for jury duty.

Employees attending jury duty are also “on-duty” working for the Department, and shall conduct themselves accordingly. If an employee does not have to attend jury duty on a regularly scheduled court day or any part of the day, the employee shall notify his/her supervisor as soon as practicable to receive a duty assignment. If deployment needs permit and the employee so desires to be excused from his/her duty assignment, the employee may use any time off to which he/she is entitled.

Upon completion of jury service, the employee shall obtain a copy of his/her "Certification of Jury Service" form from the Clerk of the Court. This form should be turned in to the supervisor on the first day the employee returns to work. The employee shall present the attendance record to his/her supervisor within five days.

Employees who are duly summoned to court for performing jury service or who are nominated and selected to serve on the Grand Jury shall receive his/her regular salary. Jurors receive mileage compensation and a daily attendance fee. Employees receiving such compensation shall, within ten working days of receiving compensation, cash the check and forward to Fiscal Operations Division a personal check, money order, or personally deliver cash in the amount of the compensation. Fiscal Operations Division will then issue a receipt to the reporting employee.

Note: If the employee used his/her personal vehicle, the employee shall retain mileage fees.

Should any employee fail to reimburse jury attendance fees as required by this section, within 30 days from the last day of jury service, the Department shall notify the Controller who shall deduct an equivalent amount from said person's paycheck.

I. Watch Commander's Responsibility

Upon being presented a jury duty summons by an employee, the concerned Watch Commander shall determine if a deferral of jury duty is preferable based on deployment needs. The Watch Commander shall inform the employee that the request for deferral and copy of the summons will be forwarded to the Commanding Officer.

The Watch Commander, or his/her representative, shall meet with the employee before the start of jury duty to review their duties and responsibilities while on jury duty.

The Watch Commander shall monitor timekeeping entries for employees on jury duty status, to ensure compliance with Department timekeeping policy and procedures.

II. Commanding Officer's Responsibility

Upon receipt and review of the Watch Commander's request, the Commanding Officer will initiate correspondence to the concerned jury commissioner, requesting the employee's jury duty service be deferred.

If a reply from the jury commissioner is not received prior to the employee's first scheduled day of jury duty, the Commanding Officer, or his/her representative, shall telephonically contact the office of the jury commissioner to ascertain whether the employee's jury service has been deferred.

304.01 **SUBPOENAS/CIVIC DUTY**

Any employee who is served a subpoena by a court of competent jurisdiction or an administrative body to appear as a witness during his/her scheduled working period (unless he or she is a party to the litigation or an expert witness), shall be granted time off with pay. Any witness fees received by the employee receiving regular pay be paid to the City and deposited in the General Fund (as with jury service fees). This is not applicable to an appearance for which the employee receives compensation in excess of his/her regular earnings. Any money received as compensation for mileage is not to be considered as part of the employee's pay for these purposes.

A court of competent jurisdiction is defined as a court within the county in which the employee resides or, if outside the county, is within 150 miles of the employee's residence.

304.02 **COURT APPEARANCE/DEMEANOR**

Occasionally, PSRs may receive a subpoena to appear in court and testify on work related issues. This may include, but is not limited to, translating information contained in Communications Division records (i.e., comment section of the incident). Employees are reminded that they represent the Los Angeles Police Department and Communications Division when appearing in court and shall be appropriately attired as follows:

1. Female PSRs shall wear either their full uniform (i.e., tie, pants/skirt, long/short sleeve blouse and jacket) or business attire.
2. Male PSRs shall wear either their full uniform (i.e., tie, pants, long/short sleeve shirt and jacket) or a business suit.

Note: Under no circumstances are employees to wear casual attire, (i.e., denim material, sandals, shorts, sweat-pants/shirts, etc.) when appearing in court.

It is recommended that employees who are served with a subpoena to appear in court prepare for their testimony by contacting the Deputy District/City Attorney indicated on the subpoena.

When appearing in court, employees should have their subpoena on hand for reference. Employees may review the audiotape prior to their appearance if they are able to provide the

date/time of occurrence and/or the requesting attorney's name, etc., to the Communications Division Tape Custodian.

304.03 **ON-CALL STATUS FOR ON-DUTY EMPLOYEES**

Employees on the on-call status shall advise the Communications Division Watch Commander and notify the Subpoena Control Officer of his/her "on-call" status.

On-duty day watch employees who are on call for court shall report to roll call for normal duty assignment. Employee's "on-call" status will terminate at 1300 hours unless the employee is notified that it has been extended. On-duty employees shall not submit an overtime request for on-call status.

304.04 **ON-CALL STATUS FOR OFF-DUTY EMPLOYEES**

An off-duty employee, at the employee's option, may report to court when subpoenaed or remain on call. If the employee elects to appear in court, the division supervisor must be notified, at the latest, one administrative day prior to the scheduled court appearance.

If the employee wishes to remain on call, the employee must be able to appear in court no more than one hour after being notified that the employee's appearance is required in court. If the employee appears in court more than an hour after having been notified, this will void the employee's right to on call compensation. An employee need not remain at home, but must be available for telephone notification at a location where the supervisor knows the employee can be reached.

305 **ATTENTION TO DUTY**

The workload operations in the Metropolitan Communications Dispatch Center (MCDC) and Valley Communications Dispatch Center (VCDC) are such that it is essential for all personnel to be attentive and available to handle any routine or emergency requests for service. Personnel within the MCDC/VCDC must not engage in activities that will impede their attention to duty or access to the console.

Reading is permitted as long as the material does not exceed 8 ½ X 11 when closed and is not offensive. Knitting, crochet and needlepoint are permitted as long as the material does not interfere or obstruct the console screens and its accessories (i.e., mouse, Genovation Key Pad).

Employees wishing to use personal computers for **Department Business** shall submit their request on an Employee's Report Form 15.7 to their Commanding Officer. The Employee Report should describe the functions to be performed by the computer and the objectives to be achieved. Under no conditions will video games or movies be allowed in the MCDC/VCDC.

If at any time these activities result in a substandard performance by any employee, supervisors have the authority to suspend the privilege at their discretion. Instructors and trainees engaged in training are not permitted to participate in such activity.

306

AREA LIAISON PROGRAM

The CD Area Liaison Program was established to facilitate the exchange of information between CD and Area station personnel. This is accomplished by the assigned Police Service Representative (PSR) making periodic visits to his/her designated Area station, conducting roll call training, answering questions and clarifying CD procedures for field personnel, attending community meetings, participating in “ride-a-longs,” and other related activities.

I. Area Liaison Officer-in-Charge (OIC) Duties and Responsibilities:

- A. The Area Liaison OIC shall be responsible for overall program application and coordination. They shall ensure that all Area Liaison assignments are filled at all times.

NOTE: The Area Liaison OIC position is appointed by the Commanding Officer, Communications Division.

1. All vacancies shall be filled as soon as possible after the vacancy exists.
 2. Senior PSR/Bureau Coordinator vacancies will be selected by the Area Liaison OIC in conjunction with the Assistant Commanding Officer (ACO).
 3. Selection and de-selection of Area Liaison PSRs shall be at the discretion of the Area Liaison OIC or Bureau Coordinator.
- B. Bureau Coordinators and/or the Area Liaison OIC shall review Area Liaison Reports and are encouraged to add comments or recommendations.
- C. Area Liaison topics of discussion shall be forwarded to the Bureau Coordinator in order to develop future lesson plans.

II. Senior PSR I/Bureau Coordinator Duties and Responsibilities

- A. One Senior PSR I shall be assigned to coordinate the liaison program for each geographic Bureau and handle issues or problems from the Metropolitan or Valley Communications Dispatch Center (MCDC/VCDC) as they arise. The Senior PSR I shall be known as the Bureau Coordinator.
- B. Bureau Coordinators may spend one day at an Area within their assigned Bureau. This may include roll call training, supervisor meetings, or Basic Car Plan meetings. Bureau Coordinators may establish liaison with Watch Commanders in their assigned Bureau, as well as with the concerned Community Relations Office so that involvement in community meetings can be initiated. A CD Watch Commander may accompany a Bureau Coordinator during a visit to an Area station.

- C. Bureau Coordinators ensure that Area Liaison PSRs under their command conduct roll call training every other DP for the assigned Area, and that Area Liaison Reports are completed and forwarded to the concerned Bureau Coordinator following each training session. Bureau Coordinators shall review the Area Liaison Reports and forward to the applicable entity when necessary for follow-up.
- D. Bureau Coordinators may meet regularly with the Area Liaison PSRs to ensure uniform application of the program among watches.
- E. Any change in assignment shall be forwarded to the Area Liaison OIC.
- F. Upon selection to an administrative position, Senior PSRs I shall relinquish their Bureau Coordinator assignment.
- G. Bureau Coordinators may conduct a telephonic follow up or appear in person during the PSR Area Liaison's tour of duty to ensure with the Area Watch Commander that the required material was covered and that no problems exist.

III. Police Service Representative Duties and Responsibilities

- A. One PSR shall be assigned to each Patrol Area and Traffic Division based upon their Dispatch Center assignment (i.e. the Area Liaison for Topanga Area shall be assigned to the VCDC and the Area Liaison for Newton Area shall be assigned to the MCDC). Visits to Areas/Divisions are as follows:
 - 1. Odd numbered Areas should be visited during odd numbered DPs (i.e. Central Area should be visited during DP Nos. 1, 3, 5, 7, etc.).
 - 2. Even numbered Areas should be visited during even numbered DPs (i.e. West Valley Area should be visited during DP Nos. 2, 4, 6, 8, etc.).
 - 3. Visits to specialized Divisions (Metropolitan, Valley Violent Crime Task Force) or outside agencies (California Highway Patrol, Department of Transportation) shall occur during even numbered DPs.
 - 4. No Area Liaison visits shall take place during DP No. 13.

Note: Assignment to more than one Area or watch will be left to the discretion of the Area Liaison OIC.

- B. PSRs assigned to the Area Liaison program must maintain satisfactory attendance.
- C. PSRs assigned to the Area Liaison program must maintain a good employment record.

- D. Personnel visiting an Area station shall arrive on time are required to be in Class A or Class C uniform with no exceptions. They shall be neat and professional in appearance and display their Department identification card.
- E. Upon arrival at his/her assigned Area, the PSR shall telephone an on-duty Supervisor at their respective Dispatch Center to “check-in.” When the visit is completed, the PSR shall telephone his/her respective Dispatch Center to “check out” with an on-duty Supervisor. Arrival and departure times shall be noted on the PSR’s Area Liaison Report.

Note: Personnel assigned to an Area Liaison visit are subject to recall to their assigned Dispatch Center should the deployment need arise.
- F. Roll call training will cover current events/topics and lesson plans will be provided in order to maintain consistency.
- G. Liaison activities may include a Basic Car Plan meeting or, once per quarter, a ride-along at the discretion of the concerned CD Watch Commander.
- H. Upon completion of each visit, the Area Liaison PSR shall complete an Area Liaison Report via the www.911lapd.com website. This report shall be completed even if the PSR is denied a visit (i.e. due to deployment issues) or is on scheduled vacation.
- I. Area Liaison PSRs should be prepared to provide a short synopsis of their Area visit during CD Roll Call Training.
- J. Area Liaison PSRs are also encouraged to participate in community meetings. Whenever possible, Area Liaison PSRs shall encourage field personnel to visit the MCDC or VCDC to listen to radio traffic with the Radio Telephone Operator (RTO) assigned to his/her Area.
- K. Upon selection to an administrative position, PSRs shall relinquish their Area Liaison assignment.
- L. Area Liaisons are required to attend the annual National Night Out (NNO) event, and may be assigned to an Area other than their assigned Area. Assignments for NNO are at the discretion of the Area Liaison OIC.
- M. Area Liaison PSRs may be assigned miscellaneous duties as deemed by the Bureau Coordinator.

A yearly audit shall be conducted in DP No.1 of each calendar year to evaluate the progress and effectiveness of the Area Liaison Program.

307 **BEHAVIORAL SCIENCE SERVICES (BSS) REFERRALS**

The Behavioral Science Services (BSS), under the direction of the Commanding Officer, Personnel Group serves the needs of Department employees, both sworn and civilian, who seek professional, confidential, psychological therapy and crisis intervention through voluntary, recommended or directed referrals. BSS is also responsible for the Peer Counseling Program whose mission is to provide a support network of individuals willing to be of service to employees who express a need for assistance. Peer counselors are selected from all ranks of sworn and civilian personnel and training is conducted under the direct supervision of a licensed psychologist assigned to BSS. An employee seeking counseling assistance may contact either a peer counselor, or the Employee Assistance Unit for a referral.

308 **BREAK ROOM REFRIGERATORS**

All sworn, civilian and contract personnel assigned to the MCDC and VCDC may use the refrigerators located in the break room. The items placed in these refrigerators shall be labeled with the owner's name and date.

The refrigerators shall not be used for long term storage and items shall be removed at the end of each watch. Any items left past the end of a watch or that are unmarked will be discarded.

309 **USE OF CELLULAR PHONES, PERSONAL COMPUTERS, HAND-HELD GAME DEVICE, KNITTING, ETC.**

A primary responsibility of all personnel is to maintain focus and attention to duty at all times. The vital function of a Police Service Representative (PSR) requires one to be ready to handle an urgent field situation, officer emergency, life-threatening phone call or other critical incident without delay.

During downtime, personnel are authorized to participate in a variety of non-work-related activities such as reading, board games, scrapbooking, knitting, etc. These activities **must not** interfere with an employee's primary duties and must only occur during slow periods.

The limited use of portable electronic devices is authorized with the following exceptions:

- All cellular phones are **prohibited** and **shall not** be taken out at any time while on the Dispatch Floor.

Note: If an employee anticipates receiving an important or urgent call, personnel shall direct callers to their respective Watch Commander's office.

- No electronic device shall be connected to the Internet at any time. In addition, no two or more devices shall be connected to one another via Wi-Fi, Bluetooth or other wireless technology.
- The use of Personal WiFi "Hotspots" is prohibited.
- Handheld gaming devices are prohibited.

- The use of electronic tablets and similar devices (iPad, iPod Touch, Kindle Fire, Samsung Galaxy, etc.) are limited to reading applications only. Games, texting, instant messaging applications, etc. are prohibited.

The use of personal laptop computers for work-related activities will be considered on a case by case basis.

Personnel who fail to comply with this policy may be subject to disciplinary action.

310 **DISPATCH CENTER ASSIGNMENT POLICY**

This proposed policy as contained in this concept paper eliminates the Change of Location bump policy and establishes a Center Assignment Policy (CAP) to meet staffing needs. Center Assignment will be at the discretion of the Commanding Officer based on operational necessity. This policy also outlines procedures for personnel to request reassignment from their permanent center to their preferred center.

The Commanding Officer (CO) exclusively reserves the right to change the dispatch center assignment of any employee when the needs to the Department of the Division will be better served. The CO also reserves the right to resolve any situations and or interpretation not covered by this policy.

Permanent Center Assignment Desired Staffing Levels

- I. MCDC – [REDACTED] PSRs to be permanently assigned to the MCDC.
- II. VCDC – 4 [REDACTED] PSRS to be permanently assigned to the VCDC.
- III. PSR III and Bilingual Cadres – Minimum Deployment
PSR III – [REDACTED] PSR IIIs at VCDC with a minimum of [REDACTED] per watch per center.

Bilingual PSRs – [REDACTED] PSRs at the MCDC and [REDACTED] [REDACTED] at the VCDC.

Permanent Center Assignment

- I. Each employee shall submit a request for a permanent center assignment. An employee's Request will be granted if a vacancy exists at the center requested. The Center Assignment shall be based upon Civil Service seniority within the PSR classification.
- II. An employee posted to a center that is not a preferred center will be placed on a Wish List. The initial reassignment Wish List will be established based on Civil Service seniority within the PSR classification. Any center reassignment request made after the initial Permanent Center Assignment is determined, will be placed at the end of the center reassignment Wish List and will be granted based on vacancies and on a first come first

served basis. Employees shall submit a request with a form 15.7 to be placed on the center reassignment Wish List.

- III. Time spent on loan to another center or specialized unit will not have any impact on an employee's permanent center assignment. Upon conclusion of the loan/special assignment, the employee must request to return to his/her center of assignment. If an employee is deployed to staff either center that was not their permanent and/or preferred center, the employee will not lose their placement on the initial reassignment Wish List.

The initial reassignment Wish List will be established based on Civil Service classification seniority within the PSR classifications. When a request to change the initial permanent Center Assignment is submitted, the requestor's name will be placed at the end of the Wish List as indicated in paragraph II of this section.

- IV. Center Assignment request shall be submitted to the Deployment Coordinator before 0900 hours on the first Friday of the Deployment Period (DP). Employees who request and are granted assignment to a specific center must remain at the center for six DPs before becoming eligible to return. However, employees will be eligible to add their names to the center reassignment Wish List by the first Friday of each DP. The request may be granted if an opening exists; the request will not adversely impact another employee; and with the approval of the CO.
- V. Vacation requests will be based on seniority within the Civil Service Classification. This will accommodate the Department's mandate that no more than 12% of assigned personnel are to be on vacation during any DP.
- VI. Up to 20% of PSRs II and III with 20 years of Civil Service seniority within the PSR classification will be exempt from involuntary redeployment from their preferred center.
- VII. Employees subject to the one DP redeployment will not have any watch bumping rights. However, all efforts will be made to place employees on their preferred watch, based primarily on operational and deployment needs. The reassignment of the employee will not affect the PSR's watch status at the permanent and/or preferred center. Assignment will be made to any vacant position regardless of Civil Service Seniority that would otherwise be used to determine a Permanent Center Assignment.
- VIII. When employees are redeployed to an alternate center, their time on the watch will be frozen and will not affect the watch status at the original center. All effort will be made to return employees to the watch they left. This will be based on operational and deployment needs.
- IX. PSRs who are eligible to be redeployed will not be moved a second time until all other eligible PSRs have been redeployed.
- X. If an employee is to be redeployed to the alternate center and is on vacation or will not be fully deployable, the employee will be omitted from the Redeployment Rotation list for

that DP. Upon returning to work, the employee will be immediately reinstated on the list and subject to redeployment for the following DP.

- XI. PSRs will be permitted to trade or work for another employee who is not assigned to their permanent or preferred center. However, the employees must be of the same rank and/or cadre, be fully deployable and have approval of the affected Watch Commanders. These trades are limited to a maximum of three DPs in a calendar year. An Employee Report, Form 15.7 documenting the request shall be submitted to the Watch Commander by each employee for review and approval.

The exchange or trade between personnel will have no impact on the involved employee's Permanent Center Assignment. Employees involved in the mutual trade will be carried as loaned and will return to their center of assignment upon completion of the time span of the mutual trade. In addition, during such exchange or trades, the employees who are not subjected to redeployment will not have their time on the original watch status frozen. Employees subject to redeployment will be responsible for fulfilling their redeployment obligation when their loan period expires.

- XII. It is the primary goal of the department to fully staff both centers. In order to accomplish this, consideration will be given to staffing the vacant assignments at VCDC until the minimum staffing is achieved. In furtherance of our desired staffing goals, promotions, bilingual bonus and hiring priority will be assigned until the minimum desired staffing levels are met in each center, regardless of Civil Service Seniority.
- XIII. PSRs wishing to work a Memorandum of Understanding holiday will be given the opportunity based on seniority regardless of centers. This does not impact the existing holiday compensation provisions.

Bilingual PSR Cadre Deployment

- I. PSRs receiving a bilingual bonus may be moved, as necessary, to fill vacancies at either center.
Note: Bilingual PSR III may be deployed as instructors if there are not sufficient PSR IIIs to meet the division training needs.
- II. In the event that a sufficient number of Bilingual PSRs are not available to adequately staff either center, Bilingual PSRs may be redeployed to either center in reverse seniority. Redeployment to an alternate center will be for one DP to address training and/or deployment needs.
- III. Bilingual PSRs who are eligible to be redeployed will not be moved a second time until all other eligible Bilingual PSRs have been redeployed.

PSR III Cadre Deployment

- I. PSRs IIIs may be redeployed as necessary to fill vacancies at either center. This will be determined based on the needs of the division and the training needs of entry-level employees. The needs of the trainee PSRs shall take precedence.
- II. In the event that sufficient PSR IIIs are not available to adequately staff either center, PSR IIIs may be redeployed to a center in reverse seniority. Redeployment to the center where the need exists will be for one DP to address training and/or deployment needs.

311 CHANGE OF WATCH

The Change of Watch policy for the MCDC and VCDC is at the discretion of the Commanding Officer, based on the needs of the Department and the public.

The Commanding Officer reserves the right to change the watch of any employee based on operational needs. The Commanding Officer will resolve any situations or interpretations not covered by this policy.

311.01 SWORN PERSONNEL/SENIOR POLICE SERVICE REPRESENTATIVE II

In general, the change of watch policy does not pertain to the Senior PSRs II, Lieutenants and Sergeants who shall change watch at the discretion of the Commanding Officer.

In order to establish and preserve continuity of command, the watch tenure will normally be six deployment periods (DP). However, sworn supervisory personnel and the Senior PSR II may submit change of watch requests after three DPs on an assigned watch. It shall be the policy to permit such changes when staffing and deployment needs allow.

311.02 SENIOR POLICE SERVICE REPRESENTATIVE I (SENIOR PSR I)

- I. Senior Police Service Representative I (Senior PSR I)
 - A. A Change of Watch request may be submitted at anytime; however, the primary consideration for change of watch will be watch seniority.
 - B. When a change of watch request is granted, six DPs must be completed on that watch before the employee can be bumped.
 - C. A Senior PSR I who is bumped to a watch may submit a request for a change of watch as soon as he/she desires; however, he/she may not bump an employee on the requested watch until three DPs have been completed on the assigned watch.
 - D. Time spent on loan, special unit or project will not count towards watch seniority.

The employee may return to his/her previous watch and assume the watch seniority accrued before the assignment.

311.03 **POLICE SERVICE REPRESENTATIVE I-III**

I. Police Service Representative I-III/Police Service Representative Bilingual Assignment

- A. The primary consideration for change of watch for PSR I-III will be seniority within the civil service classification. The primary consideration for change of watch for the PSR receiving an instructor or bilingual bonus will be training, the needs of the Division and service to the public. A change of watch may be submitted at any time.
- B. A PSR I-III who has requested a watch assignment will not be bumped until six DPs have been completed. The PSR who requests a change of watch shall be required to complete a minimum of three DPs on that watch. Any employee requesting to change watches after three DPs may do so if a vacancy exists on another requested watch. However, if no vacancy exists, an employee may not bump until completion of six DPs on the watch that was originally requested.
- C. PSRs who are receiving the instructor and bilingual bonuses will be moved as necessary to fill vacancies on all three watches. Attempts will be made to adhere to the change of watch policy governing PSR I-III whenever possible; however, the needs of the division, training requirements and service to the public will take precedence.
- D. The PSR I-III who is bumped to a watch must complete a minimum of three DPs on that watch before he/she may bump an employee on a requested watch. A bumped employee shall be allowed to change watches prior to the completion of three DPs if a vacancy exists on a desired watch. A bumped employee who does not request to change watches shall be allowed to remain on the watch for a total of six DPs.
- E. The PSR I-III with the least civil service classification seniority and six or more DPs on the requested watch will be subject to be bumped.

Note: Time spent on loan to another watch, special unit or project will not count as part of the number of DPs that are required in order to accrue watch seniority. The employee may return to his/her previous watch and assume the watch seniority accrued prior to the assignment, or request a change of watch if the requirements were fulfilled prior to selection for the special assignment.

311.04 **PERSONNEL ASSIGNED TO PROJECTS OR SPECIALIZED UNITS**

In general, the Change of Watch policy does not pertain to personnel who are assigned to a specialized unit (i.e. Training Unit, Projects Unit, Timekeeping). The majority of these

assignments will be day watch hours, but the watch assignments will be at the discretion of the Commanding Officer and will be based on the needs of the Division and/or the requirements of the task.

Time spent on loan to another watch, specialized unit, or project will not count as part of the number of DPs that are required in order to accrue watch seniority. Upon conclusion of the special assignment, the employee may return to his/her previous watch and assume the watch seniority accrued prior to the assignment, or request a change of watch if the requirements of the Change of Watch Policy were fulfilled on the watch of assignment prior to selection for the special assignment.

311.05 MID-WATCH DEPLOYMENT GUIDELINES

The Mid-Watch deployment guidelines for Communications Division will be at the discretion of the Commanding Officer based on the ability to provide service to the public. The Commanding Officer reserves the right to change the watch of any employee when, in his or her opinion, the needs of the Department or the Division will be better served. The Commanding Officer will resolve any situation or interpretation not covered by these guidelines.

- I. If there are not sufficient employees requesting to work the Mid-Watch assignment, employees will be bumped to meet deployment needs. Employees will be bumped by inverse seniority until all eligible employees have been bumped.

Note: Employees may be eligible to be bumped upon change of watch based on their seniority.

- II. Employees with a minimum of 20 years of Civil Service seniority, in the PSR classification, up to a maximum of 20% of each watch will be exempt from being bumped to the Mid-Watch.

Note: Each deployment period (DP) management will determine the employees who meet the exemption.

- III. Any employee that is bumped to Mid-Watch is required to remain for a minimum of one DP.

Note: Employees can request unlimited shift trades throughout their assignment; however, all trades should be within the same rank/cadre and shall be approved by their Watch Commander. Trades of PSRs II and III can be made as long as the rank/cadre needs are met

- IV. An employee will not be bumped to Mid-Watch during their scheduled vacation period, or other scheduled leave. Once the employee returns to duty, they will become eligible to be bumped based on their place on the list by inverse seniority.

- V. Assignment to Mid-Day watch does not fulfill the Mid-PM Watch obligation and vice versa.

- VI. Requests for Mid-Watch assignments shall be submitted to the Watch Commander by 0800 hours on the first Friday of the DP. Management will post a Tentative Mid-Watch Assignment list by end of watch on Wednesday before days off are due.
- VII. If an employee is off, for whatever reason, for 5 or more days during the deployment period that they were bumped whether or not those days are consecutive, that employee will be required to produce a Doctor's note. Additionally, that employee may be required to remain on that watch for another deployment period.

Note: This section does not supersede or change, in any way, Communications Division Manual Volume I 302.01, whereby an employee who is absent from work in excess of three days for injury or illness shall provide a doctor's certificate indicating the need for absence from duty. The Commanding Officer or designee, at their discretion, may request a doctor's certificate or other proof of illness at any time.

312 CHANGE OF WATCH PROCEDURE

Change of Watch requests shall be submitted to the Deployment Coordinator no later than 0800 hours on the first Friday of each Deployment Period (DP). Requests received after 0800 hours will not be considered in determining deployment for the subsequent DP. Late requests will not be retained for consideration for the following DP. Employees must resubmit their request each DP to be considered for the subsequent DP.

Requests for change of watch which result from unforeseen circumstances and which cannot be handled in the usual manner shall be detailed and submitted in writing on an Employee's Report, Form 15.7. They shall require the approval of the Watch Commander and concurrence of the Commanding Officer.

313 DAYS OFF REQUESTS

All Police Service Representatives (PSRs) and sworn personnel assigned to the MCDC and VCDC shall request eight (8) days off within a 28 day deployment period. Sworn personnel also receive a holiday each deployment period in addition to their eight scheduled days off. The following guidelines shall be followed when submitting days off requests:

1. Personnel **may** select four (4) red circle days of their requested days off to indicate special requests.
2. If there is a preference of one (1) red circle day over another, it should be numbered one through four to indicate order of preference so the supervisor scheduling the days off does not have to make the decision.
3. Red circle days **are not** guaranteed, but every effort is made to grant days off as requested.

4. Military leave days and reserve duty weekend days should be requested as number three and four red circle days.
5. Days off are not granted on a seniority basis.
6. Single Vacation (VC) and Time-off (TO) days, which are not part of a scheduled vacation period, are the first to be eliminated to meet deployment needs.
7. Indicate the last day off in the left margin of the days off request.
8. TO or VC days may or may not be granted based on deployment needs beyond the scheduled vacation period.

Note: Employees shall adhere to the Fair Labor Standards Act (FLSA) rules regarding days off.

The paid holidays are granted on seniority basis; however, Christmas and New Years holidays shall be granted as follows:

1. Christmas and New Years holidays are scheduled by seniority:

<u>AM WATCH</u>	<u>DAY WATCH</u>	<u>PM WATCH</u>
December 25	December 25	December 24
December 26	January 1	December 25
January 1		December 31
January 2		January 1

When it is announced by their respective watch commander to submit requests for Christmas and New Year's Holiday days off, PSR's shall submit their requests listing their choices in priority order. The watch commander shall:

- Determine the deployment for each of the affected days.
- Grant a holiday day off by starting with the highest in seniority, using the requests submitted by the PSRs.
- After going through the roster of PSRs on their watch, start with the highest seniority to grant an additional holiday day off, if available. Repeat the process until the allotted holiday days off are granted.

314 DISSEMINATION AND ACCOUNTABILITY FOR DIVISIONAL ORDERS

All Communications Division employees shall receive a copy of each Divisional Order as it is issued, including those issued during their absences from duty. Supervisors shall ensure that

subordinates receive a copy of each Divisional Order. Each employee shall be responsible for maintaining all valid Divisional Orders.

At the discretion of the Commanding Officer, Divisional Orders and Notices may be distributed electronically to all employees via email. Employees opening an email containing an Order, Notice or other directive are responsible for its contents.

315 DISSEMINATION OF UNAUTHORIZED MATERIAL

Personnel shall not compose, revise or disseminate any written information concerning functions, policies, procedures or operations of Communications Division without the direct consent of the Commanding Officer, Communications Division.

Personnel are reminded that only those publications approved by the Commanding Officer, Communications Division, or the Commanding Officers of other Divisions, are official. All others are invalid.

316 FEDERAL COMMUNICATIONS COMMISSION (FCC) REGULATIONS

The following is a list of the pertinent Federal Communications Commission (FCC) Regulations that pertain to Communications Division personnel.

1. The FCC license covers all Communications Division Personnel, and every operator is directly responsible, to the FCC for the propriety of radio broadcasts.
2. The FCC regulations prohibit any unauthorized or profane transmissions.
3. The radio system may not disseminate any commercial or private promotional broadcast.
4. No unauthorized person may answer or monitor incoming calls.
5. Under no circumstances shall any simulated incident be broadcast.

317 FOOD OR BEVERAGES IN THE COMMUNICATIONS DISPATCH CENTER

Under no circumstances shall food be permitted on the MCDC or VCDC floor. However, employees may possess a beverage at their assigned position if it is contained in a Department approved spill-proof cup. Water bottles are permitted if the bottle has a sport-top with a cap.

318 LATE POLICY AND LATE LOGS

The nature of police emergency services and the complexities of Public Safety Answering Points require that adequate personnel be present at the change of watch. It is imperative that proper emphasis be placed on employees reporting for duty on time. The purpose of the Division's late policy is to ensure that accountability is applied fairly and consistently. It is each employee's responsibility to report for duty on time and prepared for work. It is the supervisor's responsibility to maintain an effective work force.

All lates will be documented. Two or more lates per Deployment Period (DP) will be considered unacceptable.

PROCEDURE

1. An employee is considered late when he or she enters the Roll Call Room after the supervisor has announced “Roll Call.”
2. The time an employee enters late will be documented by the Q and E Supervisor; however the supervisor and the Watch Commander may use discretion to excuse a late that may affect **numerous** employees.

NOTE: This may be the result of major traffic accidents or a freeway shut down, etc.

3. Review will be conducted monthly by the employee’s Den Supervisor to ascertain if there is excessive tardiness.
4. Decisions to initiate a Notice to Correct Deficiencies (NTCD), impose discipline or to establish a follow up audit period will be made by the Watch Commander who will consider input from the employee’s den supervisor.
5. Favorable entries should be made for employees who have not been late **or** who have shown improvement.

EMPLOYEE RESPONSIBILITIES

- If an employee is going to be late it shall be their responsibility to call Communications Division and to **notify a supervisor**. The employee shall also advise approximately how late they will be.

NOTE: Making a same day late notification will not excuse the late. Late-ins that were previously approved will be evaluated on a case by case basis by the supervisor and or watch commander.

SUPERVISOR’S RESPONSIBILITIES

- The Floor supervisor is responsible for documenting employees who have called before their watch starts and reported they will be late. The line-up shall be updated to provide coverage based on how late the employee will be.
- The Q and E supervisor will be responsible for documenting the time that late employees arrive to Roll Call.
- Each DP late logs shall be reviewed by Den supervisors to identify excessive tardiness.

At the time of review, counseling sessions or verbal warnings shall be conducted. The **counseling session or warning** shall be documented on an Employee Comment Sheet.

The revised late policy **shall be consistently applied** by all Watch Commanders and supervisors at both Dispatch Centers and on all watches.

319 **LOCKER FACILITIES**

The Metropolitan/Valley Communications Dispatch Centers are equipped with a women and men's locker facility. The lockers are assigned by seniority. Employees may secure their belongings with a lock or combination lock and must provide a key or combination to the Locker Coordinator for emergency access. Judgment should be used when selecting items to store inside the locker. Supervisory personnel will immediately dispose of any personal item(s) left on or around the lockers. Failure to provide a key or combination to any lock will result in its removal. Audits are conducted to ensure that access information is current and available to supervisory personnel.

320 **MANDATORY OVERTIME**

Reverse seniority is the basic criteria used when assigning mandatory overtime to PSRs, at their end of watch, to meet deployment needs. Therefore, to ensure uniform, equitable assignment of mandatory overtime the following procedures are in place:

1. A seniority list compiled from the yearly vacation schedule of all PSRs assigned to MCDC or VCDC will be used to assign mandatory overtime.
2. Supervisors will assign mandatory overtime in reverse seniority order beginning with the PSR that has the least seniority and continuing in ascending order until the list is exhausted.
3. If a PSR volunteers to work overtime when another PSR would otherwise be assigned mandatory overtime, that volunteering PSR will be considered to have served his/her mandatory turn, until the list has been exhausted. Thereafter, reverse seniority will again apply and new volunteering information tracked.
4. Supervisors will again assign mandatory overtime to the PSR with the least seniority once all PSRs have been assigned.

321 **MISUSE OF NETWORK COMMUNICATIONS SYSTEM (NECS)/
CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS
SYSTEM (CLETS) TERMINALS**

Specific guidelines and procedures are necessary to ensure that information contained in various computer systems are secure and that access to the information can be traced.

All transactions performed through the Network Communications System (NECS) terminals and Premier Computer Aided Dispatch (CAD) and Open Query applications are logged and these systems are continuously monitored.

All personnel assigned to Communications Division are reminded that there is a proper use for all terminals located in the Metropolitan/Valley Communications Dispatch Centers. Employees who access and misuse NECS/California Law Enforcement Telecommunications System (CLETS) information risk disciplinary and/or criminal action.

322 **NO SMOKING POLICY**

No public employee or member of the public shall smoke any tobacco product inside a public building (building owned and occupied, or leased and occupied, by the state, a county, a city, a city and county), or in an outdoor area within 20 feet of a main exit, entrance, or operable window of a public building.

323 **OUTSIDE EMPLOYMENT**

An employee shall submit a Permit for Outside Employment, Form 1.47, to the Commanding Officer of Communications Division for review and determination of compatibility with Department employment. Upon approval, the Permit for Outside Employment shall be valid only on the specific days and dates indicated. No permit shall remain valid for more than one year from the date of approval. It is the responsibility of the employee to ensure validity of the work permit.

Employees on entry-level probation shall not engage in outside employment. The Commanding Officer may recommend exception in special cases.

324 **PERSONNEL UPDATE**

Employees shall make appropriate changes or when practicable complete a new Employee Record Form, Form 1.38 and the Address and Phone Number Record, Form 01.20.00 upon a change to the following:

- A change of address or telephone number.
- A change in the person to be notified in case of emergency.
- A change of marital status.
- The death of a spouse or child.
- The birth or adoption of a child.
- A change of religious or fraternal organizations to be notified in event of death.
- Membership or change of status in an armed forces.
- A change in selective service status.
- Any information of value to the department.

All Department employees are required to provide their current residential addresses. A Post Office Box number shall **not** be used to indicate the employee's current address on the Employee Record Form, Form 1.38 or the Address and Phone Number Record, Form 01.20.00.

The employee's supervisor shall ensure the form is reviewed by the employee, for accuracy, at each annual or semi-annual rating.

324.01 TELEPHONE AND ADDRESS REQUIREMENT

All sworn and civilian personnel designated by their commanding officer are subject to recall during off-duty hours. Department personnel must be available to be reached by either a residential telephone (landline) or cellular telephone while off-duty and must keep the Department advised of their most current landline and/or cellular telephone number(s) and residence address.

When an employee changes place of residence, they shall immediately submit an Address and Telephone Number Record, Form 1.20. If an employee is not scheduled to work a tour of duty within 24 hours following any changes requiring the completion of the Form 1.20, he/she shall notify his/her Watch Commander. The Watch Commander shall ensure the prompt completion of the Form 1.20.

325 RELIEF PERIODS

Each operator is granted a lunch period and breaks that are assigned by a supervisor. These scheduled breaks are determined by request and assigned by seniority. Relief operators, at the beginning of watch, shall ensure employees on the off-going watch have been relieved of their posts, all consoles are supplied with paper, mode two equipment and rover sheets. When relief periods are completed, operators shall check with a supervisor for possible reassignment to miscellaneous duties.

An operator may take an emergency relief period to use the restroom or to receive or make an emergency telephone call with supervisor authorization. The operator should then return directly to his/her assigned position. Any operator can be selected to provide an emergency relief period depending on operations workload.

326 RESTRICTED REMOVAL OF ANY INFORMATION FROM THE WATCH COMMANDER'S OFFICE

All official files, documents, records, reports, and information held in the custody or control of the Watch Commander and his/her office shall be regarded as confidential. Employees shall not remove, or permit the removal of such files except as required in the performance of their official duties, or as directed by the Watch Commander. The unauthorized use of information obtained through any other means can subject the employee to possible disciplinary action and/or criminal prosecution. This includes information obtained from manually stored records, as well as information obtained from automated records.

327 RETENTION OF TRANSMISSION RECORDS

All transmitted records (both analog and digital) and hard copies of incidents shall be considered the property of the Los Angeles Police Department and retained by the Divisional Custodian of Records. Unless a request is made to hold a transmitted record in connection with a court trial or other dispute, or the record is considered historical, transmitted records are retained for 15 months after which a request for destruction is submitted to and must be approved by the City

Council. Hard copies of incidents are retained for 10 years then purged from the computer system and no longer accessible.

327.01 **REMOVAL OF METROPOLITAN/VALLEY DISPATCH CENTER DOCUMENTS**

All hard copy incidents or message printouts that originate from divisional printers, mode two incident tickets, teletypes, logs or any material not purposely distributed to all personnel as reference material shall be considered official documents. These documents shall not be removed from the premises without the direct consent of the Commanding Officer, Communications Division or the Divisional Custodian of Records. Individual employees shall not use any document for personal gain or retention nor provide information contained within to any unauthorized person(s). Failure to comply with these restrictions may result in disciplinary action.

327.02 **RELEASE OF METROPOLITAN/VALLEY DISPATCH CENTER TAPE RECORDINGS**

All tape recordings shall be considered the property of the Los Angeles Police Department and shall not be removed from the Metropolitan or Valley Communications Dispatch Centers without the direct consent of the Commanding Officer or Divisional Custodian of Records. Restrictions apply to the duplication and release of any of these records. Any requests for tape recordings involving patrol activities, emergency field occurrences or unusual incidents may be made by Sergeants and above, Detective personnel, and supervisors. Police officers may request with supervisor approval or if they are assigned to Force Investigation Division (FID), Media Relations, Legal Affairs Division (LAD) or they are the investigative officer in the Detective unit, Collision Accident Investigation Follow-Up Unit (CIFU) or Officer Representation Section (ORS).

Tape recordings of officer involved shooting incidents **may only** be released to the FID, RMG, or the Office of the Inspector General. All other Department entities requesting information require permission from the Commanding Officer, FID.

After receiving a **written request**, the Projects Unit will release copies of tape recordings, printouts or computer searches to the City Attorney, District Attorney, outside police and government entities. Public Defenders and private attorneys can only request information with a signed subpoena. Private citizens/organizations in civil court cases can order tapes and printouts through the LAPD Discovery Unit.

Failure to comply with these restrictions may result in disciplinary action.

328 **PROCEDURE FOR LOSS OR THEFT OF COMMUNICATIONS EQUIPMENT**

Loss or theft of Communications Division equipment shall be reported to the employee(s) supervisor as soon as practicable. The supervisor shall conduct an investigation to determine if

the loss or theft is a result of negligence or carelessness on the part of the Department employee. The supervisor shall also ensure:

1. A Lost or Theft Investigation Report (IR) is completed and approved. The report will include all missing item(s), and an explanation of the circumstances of the loss or theft.
2. A Division of Records Number (DR number) must be obtained from the Records and Identification (R & I) Unit before any item(s) can be replaced.

Employees are responsible for all City owned equipment issued to them. If at any time during an investigation a supervisor becomes aware of negligence or carelessness, appropriate action will be taken.

329 RETIREMENT

The Los Angeles City Retirement System (LACERS) was established in 1937 under the exclusive management and control of the Board of Administration. The Board manages, administers and invests funds for retirement benefits of civilian City employees, with the exception of the Department of Water and Power. It determines the health providers and coverage for retired employees and approves service and disability retirement applications. Any civilian employee seeking information or questions regarding service or disability retirement should contact a LACERS counselor.

330 ROLL CALL

Communications Division shall conduct a roll call period each day before the time established for the watch to start its tour of duty. All personnel shall attend the roll call for their watch and remain present during the entire roll call period. Each employee shall report for roll call dressed in proper uniform or business attire and wearing the proper accessories (i.e., name tag, supervisor or instructor bars). Roll call shall be conducted as follows:

- Roll call and assignment of duties of the employees of the watch. A notation shall be made of those who are present, absent or tardy.
- Training period, issuance of instructions, dissemination of information and discussion of problems and special duties.
- Dismissal of certain employees to perform specific duties.
- Dismissal of the remainder of the watch to assume the assigned duties.

A supervisor conducting roll call may direct a deviation from this protocol in unusual circumstances.

331 TOUR OF DUTY

The tours of duty shall be known as watches, the hours of which shall be set by respective Commanding Officers in accordance with operational needs. Each full-time civilian employee shall be on-duty for a minimum eight hours per watch, excluding lunch period, to constitute one working day.

Employees regardless of their duty assignment, shall work the full time assigned for their tour of duty, and shall not leave their assigned post until they are properly relieved. There are three main watches and two mid-watches deployed by Communications Division:

AM Watch	Hours to Hours
DAY Watch	Hours to Hours
Mid-Day Watch	Hours to Hours
Mid-Day Watch	Hours to Hours (Daylight savings time)
PM Watch	Hours to Hours
Mid-PM Watch	Hours to Hours
Mid-PM Watch	Hours to Hours (Daylight savings time)

332 VACATIONS

The scheduling of vacation periods for Communications Division personnel during any one period is based on the percentage of total personnel. Assignment of employees to vacation periods shall be made to maintain adequate deployment on all levels. The Commanding Officer shall ensure that no more than 12 percent of Communications Division personnel are scheduled for vacations during any of the designated deployment periods. PSRs who have completed one to four years of City service are entitled to one vacation period per year (eleven vacation days). PSRs who have completed five or more years of City service are entitled to split their vacation period.

Vacation requests shall indicate annual vacation accrual only. Employees who take a vacation period(s) they do not have sufficient benefits for could be subject to disciplinary action.

In accordance with the City Administrative Code, Division 4, Chapter 6, Article 1 Vacations, the American Federation of State, County and Municipal Employees (AFSCME) and Memorandum of Understanding the following guidelines for vacation request have been established.

332.01 SENIOR PSR II AND SWORN

Assignment of the Senior PSRs II and sworn personnel to vacation periods shall be made to maintain adequate deployment at all levels of rank. Commanding Officers shall ensure that no more than 12 percent of the personnel under their command are scheduled for vacations during any of the designated deployment periods. Military leave shall not be included in the 12 percent allotted for vacations.

Ranks and positions within the Department may be grouped together to ensure that no more than a minimum number of essential employees are on vacation at a given time. Senior PSRs II vacation periods shall be selected first by rank and then by seniority within each rank.

For the ranks of Lieutenant and below, vacation periods shall be selected by rank. Once ranks are grouped, seniority will be based upon time as a sworn Department employee.

332.02 **SENIOR PSR I AND PSRS I-III**

Initial Vacation Request

1. Initial vacation request forms shall be distributed in the month of November to all personnel upon receipt of the seniority list provided by the Projects Unit.

Note: It shall be the responsibility of the Watch Commander to distribute and obtain vacation requests from those employees who are on vacation or long term leave during the time when vacation requests are required.

Completed vacation request forms shall include the employee's seniority number and the following information for each vacation period indicated:

- a. The vacation period(s) listed by Deployment Period (DP) and week(s) A, B, C and/or D.
- b. The total number of days an employee is requesting, including regular days off.
- c. Any special notations (i.e., if willing to accept all or part of request.)

Note: It is the employee's responsibility to indicate a sufficient number of requests (up to 15) so that every opportunity is exercised to grant a desired vacation period.

2. Personnel entitled to a split vacation period shall indicate their primary and secondary request on the vacation request form. Seniority **shall only** be applied to primary vacation requests. **Reverse seniority** shall be applied to secondary vacation requests.

Note: Pre-approval of any vacation period more than 28 days must be obtained from the Commanding Officer. Employees shall not be allowed to trade vacations with other employees.

3. If an initial vacation request is not submitted or granted an arbitrary vacation period will be assigned.

Subsequent Vacation Request

During each deployment period, a Vacation Period Availability Advertisement (VPAA) schedule is composed that lists vacancies for the year. The VPAA schedule shall include the date the advertisement will be published, the corresponding due date, and the involved DP(s). These available periods are assigned by seniority.

Probationary Police Service Representative Vacation Request

As probationary personnel complete one year of service, they receive eleven vacation days. Probationary employees shall submit their vacation request directly to their immediate supervisor on an Employee's Report, Form 15.7. The Employee Report shall then be forwarded to the Projects Unit for processing. If there are no vacation periods available for the employee(s), a request for a vacation period shall be submitted for the following calendar year.

332.03 **MILITARY LEAVE AND COMPENSATION FOR VACATION TIME**

Department employees who take extended leave of absence for active service in the military **may** accrue more than the maximum allowable number of vacation hours. Vacation time accrued over the maximum allowance will be credited to the Catastrophic Illness Leave Donation Program Bank. Therefore, employees should consider requesting a cash payment of their accrued vacation time prior to the start of the leave. The following is required to receive payment of accrued vacation time:

- Submit an Employee's Report, Form 15.7, to the Commanding Officer, Fiscal Operations Division (FOD), requesting such payment prior to the start of the leave.
- Request cash payment for a portion, or all accrued vacation time including the proportionate part of the vacation time accrued during the year the leave is granted.
- Submit certified copies of orders, or certified forms provided by the City Controller, as evidence of entry into the Armed Forces of the United States. Certification required by this section may be made by any commissioned officer.
- Employees must have completed their qualifying year of service for the City and have actually accrued vacation time.

333 **WATCH COMMANDER LOANER HEADSETS**

In an effort to prevent the loss of loaner headsets issued by the Watch Commander, Communications Division shall adhere to the following procedures:

- The Watch Commander Loaner Headset Log shall be filled out and signed by both the employee borrowing and the employee providing the headset. Serial numbers of both employees shall be listed. The employee providing the headset shall require acceptable

identification (ID) from the employee borrowing the headset. Acceptable ID: California Driver's License/ID Card and Los Angeles Police Department ID.

- The loaner headsets are numbered 01-10. Each headset is in its corresponding numbered box. When a headset is loaned out, the ID of the employee borrowing the headset shall be placed in the corresponding headset box.
- The box shall be placed in a designated locked cabinet in the Watch Commander's office. The employee's ID shall remain in the box inside the locked cabinet until the headset is returned to the Watch Commander's office.
- The watch that loaned the headset is responsible for documenting its return. If the loaned headset is not returned by the end of the employee's shift, the Watch Commander's Aide or supervisor who loaned the headset shall notify a Senior Police Service Representative or the Watch Commander so that proper measures can be taken to ensure that the headset is returned and properly documented.

334

WATCH PREFERENCE

An Employee Watch Preference Roster has been established and is used as a guide when determining preference of watch assignment. When possible, an employee who is bumped will be given his/her second choice of watch preference as long as no other employee is bumped from that watch as a result. Employees requesting to change their watch preference shall submit an Employee's Report, Form 15.7, to the Commanding Officer, Communications Division.

DISCIPLINARY PROCEDURES

335 **DISCIPLINARY PROCEDURES**

Employees shall be subject to disciplinary action for acts of misconduct. Misconduct defined is the commission of a criminal offense, neglect of duty, violation of department policies, rules, procedures and/or conduct that may tend to reflect unfavorably upon the employee or the Department.

336 **COMPLAINTS**

The definition of a complaint includes any public complaint, anonymous or third person, regarding Department service, policy or procedure, claims for damages, or employee misconduct, regardless of whether the complaint alleges misconduct as defined by Department Manual Section 3/805.25, and any complaint or misconduct initiated by a Department employee.

337 **INVESTIGATION OF COMPLAINTS**

In addition to existing procedures set forth in both the Department Manual and the Professional Standards Bureau (PSB), functional manual, *Complaint Investigations: A Guide for Supervisors*, the following procedures shall apply to complaint investigations:

- Identifying all involved employees.
- Obtaining names, addresses, and telephone numbers of all witnesses, and a summary of their statements. (Indicate the times, locations, and business and residence phone numbers where witnesses will be available for re-interview).
- The interviews of all complainants, involved Department employees, and witnesses shall be conducted individually (no group interviews) and shall be recorded. An attempt shall be made to tape record any refusal to be interviewed or obtain a signed statement of refusal.

338 **ADMINISTERING DISCIPLINARY ACTION**

Disciplinary action shall be administered by the Chief of Police, or the designee of the Chief of Police, in cases other than those in which discipline is administered by the concerned employee's Commanding Officer.

339 **SKELLY PROCEDURES**

The California Supreme Court has determined that public employees have certain due process protections on the job. In a landmark case, the Skelly case, the Court ruled that public employees are entitled to a "pre-disciplinary hearing."

This means that an employee must be given a written notice of proposed disciplinary action. The notice must include:

- A statement of the nature of the proposed discipline.
- The effective date of the proposed discipline.
- The reasons for the discipline.
- The specific policy or rule violated.
- A statement advising the employee of the right to respond orally or in writing.

The main purpose of the Skelly rule is to allow employees an opportunity to respond to the charges and to request a reduction or elimination of the proposed discipline.

340 SUSPENSION PROCEDURES

When directed by the Chief of Police, the Commanding Officer, PSB, shall cause a Notice of Discharge or Suspension, Form General 77, to be prepared. After the Chief of Police signs the Form General 77, it shall be forwarded via Professional Standards Bureau to the employee's Commanding Officer who shall:

- Execute the order.
- Complete the portion of the form entitled "Service of Notice."
- Give one copy to the concerned employee.

There is no time limit on the period that a civilian employee may be suspended. Any suspension in excess of five working days may be appealed to the Civil Service Commission.

**GENERAL APPEARANCE
UNIFORM STANDARDS**

341 GENERAL APPEARANCES/UNIFORM STANDARDS

All fully qualified Police Service Representatives (PSRs) shall possess, at all times, a serviceable uniform and equipment necessary to perform their duties. All PSR uniforms and equipment shall meet the specifications outlined in the Department's Uniform and Personal Equipment Manual.

341.01 GENERAL APPEARANCE

All uniforms shall be kept in clean, serviceable condition and shall be ready for immediate use. All employees shall have their Department issued identification card in their immediate possession. Anytime a request is made to verify an employee's status as a Department employee, the employee shall present the identification card.

341.02 UNIFORM APPEARANCE STANDARDS

The uniform specifications for Police Service Representatives (PSRs) were established in 1983 and are revised in accordance with MOU guidelines. All non-probationary employees regardless of rank shall wear the prescribed uniform.

The **basic** (Class C) PSR uniform consists of a blazer/jacket, shirt, trousers/slacks or skirt. Optional items have been included which allow for limited individual preferences.

The **formal** (Class A) uniform shall consist of the complete PSR uniform with a long-sleeve shirt, tie and blazer/jacket. The formal uniform shall be worn at inspections, ceremonies, funerals, and other appropriate formal events determined by the Commanding Officer, Communications Division.

NOTE: Communications Division supervisors will ensure compliance with the uniform appearance standards.

341.02.1 FEMALE UNIFORM

BLAZER/JACKET – The navy blue jacket made of a polyester-wool blend, open front v-neck cardigan style, fully lined. The sleeves have 3 blue buttons wrist level on each sleeve, one inside breast pocket and 2 outside lower pockets.

NAME PLATE – The name plate shall be the same style and size as worn by the Department's uniformed personnel and shall be worn on the right breast area of the blazer. The brass or bronze nameplate will have engraved black lettering and contain the surname only.

SHIRT – The tailored white shirt, made from broadcloth or oxford fabric, has a buttoned down collar and long or short sleeves. Unless dressed in formal uniform attire, the long sleeve shirt may be worn without the uniform tie or as directed by the C/O of Communications Division.

TIE – The necktie made of polyester, is crossover or cascade style. The coloration is plain navy, navy ground with red stripes & white pin dot stripes, or red ground with navy stripes & white pin

dot stripes. The crossover style tie has a covered button snap allowing for adjustment in length to accommodate the build of the individual. The cascade style has a “redited” knot and bend-over metal clip, or self tie.

SLACKS – The navy blue slacks, made of a polyester-wool blend, has a straight leg style with quarter top front pockets and two pleats on each front panel. A solid waistband supports belt loops and a zipper fly front. Female employees may substitute the men’s trousers for the women’s slacks above.

SKIRT – The navy blue skirt, made of a polyester-wool blend, is fully lined and has a slight A-line style. A solid waistband supports seam side-pockets and a zipper closure in the center of the back.

NOTE: The skirt hemline shall be no higher than the top of the kneecap and no lower than mid-calf.

BELT – The black belt and buckle shall be plain without design. The exposed end of the belt shall have a shaped point and the opposite end shall be squared. The belt shall be 1-inch wide and cut in a length that accommodates the individual.

HOSIERY/SOCKS – Socks shall be black or midnight blue and free of design or ornamentation. Hosiery shall be an appropriate tone; as close to flesh color as possible, without pattern and full length when worn with the uniform skirt.

FOOTWEAR – The shoes shall be black, lace or non-lace, open or closed toe, sling or closed back and the heel shall not exceed three inches in height. Boots shall be zippered or pull on and worn with the slacks only. No western-style or work/combat type boot shall be worn. The boot or shoes shall be either leather or vinyl. Plain black athletic shoes with a crepe sole may also be worn, free of ornamentation.

OPTIONAL ITEMS

SWEATER – The navy blue uniform sweater is made from acrylic fiber and is a unisex item. The cardigan style, four or five-button, v-neck front sweater has two lower front pockets.

NOTE: The sweater may be worn in place of the uniform jacket except when formal uniform is the uniform of the day or at the direction of the C/O, Communications Division.

UNIFORM VEST – The sleeveless, navy-blue vest made of a polyester-wool blend is fully lined and has 4 or 5 buttons with two set-in pockets. The vest is an optional uniform item and is not a part of the basic or formal uniform.

SWEATER VEST – The sleeveless, navy-blue sweater vest made of acrylic fiber, cardigan style, is v-neck or pullover with 5 buttons and two lower pockets. The sweater vest is an optional uniform item and is not part of the basic or formal uniform.

POLO SHIRTS and APPROVED T-SHIRTS– Optional divisional polo shirts, Baker to Vegas, Picnic and Holiday T-Shirts shall be worn as designed and sold. The shirts shall not be modified to change appearance in any fashion, i.e. cut to v-necks or sleeves removed. The shirts can only be worn at the discretion of the Commanding Officer or designee.

MIXED CLOTHING – Employees shall wear only the uniform specified for their particular rank and assignment. Civilian clothing shall not be worn with any distinguishable part of the uniform.

WEEKEND ATTIRE - Specific attire for male and female personnel has been designated for the weekends (for AM watch personnel Friday night for Saturday night).

Approved Communications Division Polo shirts with embroidered lettering (Division identification and employee's name) and tan or black khakis pants may be worn. The Polo shirts should be free of any other embellishments that are not consistent with the ornamentation standards for uniformed employees. The polo shirts shall not be faded and shall be free from tears or holes.

341.02.2 MALE UNIFORM

BLAZER/JACKET – The navy blue jacket, a traditional two button coat style, is fully lined and made of a polyester wool blend. The lapels have 2 or 3 gold frost buttons depending on the size of the jacket with two inside breast pockets and 2 lower patch pockets with flaps.

NAME PLATE – The nameplate shall be the same style and size as worn by the Department's uniformed personnel and shall be worn on the right breast area of the blazer. The brass or bronze nameplate will have engraved black lettering and contain the surname only.

SHIRT – The tailored white shirt made from broadcloth or oxford fabric has a buttoned down collar and long or short sleeves. Unless dressed in formal uniform attire, the long sleeve shirt may be worn without the uniform tie or as directed by the C/O, Communications Division.

TIE – The necktie made of polyester, is a clip-on tie with buttonholes. The coloration is red or navy ground with red, navy and/or white pin dot stripes. Pre-tied on a bend-over clip with a black clasp, the tie is approximately 20 inches from the topknot to the tip of the tie.

TROUSERS – The navy blue trouser made of a polyester wool blend has a straight leg style with quarter top front pockets and a plain or pleated front panel. A solid waistband supports belt loops and a zipper with a hook-eye closure. The rear left hip pocket has a button and buttonhole.

BELT – The black belt and buckle shall be plain without design. The exposed end of the belt shall have a shaped point and the opposite end shall be squared. The belt shall be 1-inch wide and cut in lengths to accommodate the individual.

SOCKS – Socks shall be black or midnight blue and free of design or ornamentation.

FOOTWEAR – The shoes shall be black, lace or non-lace, leather or vinyl and have a plain tip toe. Boots shall be zippered or pull on and free of ornamentation. No western-style, work or

combat type boot shall be worn. Plain black athletic shoes with a crepe sole may also be worn, free of ornamentation.

OPTIONAL ITEMS

SWEATERS – The navy blue uniform sweater is made from acrylic fiber and is a unisex item. The cardigan style, four or five-button, v-neck front sweater has two lower front pockets.

NOTE: The sweater may be worn in place of the uniform jacket except when formal uniform is the uniform of the day or as directed by the C/O, Communications Division.

UNIFORM VEST – The sleeveless, navy-blue vest made of a polyester-wool blend is fully lined and has 4 or 5 buttons with two set-in pockets. The vest is an optional item and is not a part of the basic or formal uniform.

SWEATER VEST – The sleeveless, navy-blue sweater vest made of acrylic fiber, cardigan style, is v-neck or pullover with 5 buttons and two lower pockets. The sweater vest is an optional item and is not part of the basic or formal uniform.

POLO SHIRTS and APPROVED T-SHIRTS– Optional divisional polo shirts, Baker to Vegas, Picnic and Holiday T-Shirts shall be worn as designed and sold. The shirts shall not be modified to change appearance in any fashion, i.e. cut to v-necks or sleeves removed. The shirts can only be worn at the discretion of the Commanding Officer or designee.

MIXED CLOTHING – Employees shall wear only the uniform specified for their particular rank and assignment. Civilian clothing shall not be worn with any distinguishable part of the uniform.

WEEKEND ATTIRE - Specific attire for male and female personnel has been designated for the weekends (for AM watch personnel Friday night for Saturday night).

Approved Communications Division Polo shirts with embroidered lettering (Division identification and employee's name) and tan or black khakis pants may be worn. The Polo shirts should be free of any other embellishments that are not consistent with the ornamentation standards for uniformed employees. The polo shirts shall not be faded and shall be free from tears or holes.

341.02.3 INSIGNIA/ORNAMENTATION

RANK AND ADVANCE PAYGRADE INSIGNIA – All civilians of a supervisory or advanced pay grade rank shall wear the appropriate insignia as provided in this section.

SENIOR PSR II CHEVRON – The Senior PSR II Chevron Insignia shall be a three-bar rocker, standard flat black military issue. The chevron insignia shall be worn on each side of the uniform shirt collar with the centerline of the chevron placed directly on the bisector of the collar 1 ¼ inches above the point of the collar.

SENIOR PSR I CHEVRON – The Senior PSR I Chevron Insignia shall be a three-bar, standard flat black military issue. The chevron insignia shall be worn on each side of the uniform shirt collar with the centerline of the chevron placed directly on the bisector of the collar 1 ¼ inches above the point of the collar.

INSTRUCTOR CHEVRON – The Instructor Chevron Insignia shall be a two-bar, standard flat black military issue. The chevron insignia shall be worn on each side of the uniform shirt collar with the centerline of the chevron placed directly on the bisector of the collar 1 ¼ inches above the point of the collar.

SERVICE STRIPES – (Optional)

Civilians. For each five years of sworn service under honorable conditions or service in non-sworn positions, civilian uniformed employees shall wear one service stripe on the uniform shirt. e.g., an honorable retired officer who returns to employment with the Department as a uniformed civilian employee shall be entitled to wear service stripes indicating his/her total sworn and civilian service on his uniform shirt.

Service as war-emergency personnel with the Department shall be counted in computing length of service. The service stripe may be worn six months prior to the five year period represented if the wearer so desires.

LOCATION. Service stripes shall be sewn on the lower left sleeve of the uniform shirt with the lower edge of the bottom stripe one-half inch above the top edge of the cuff. The complete stripe shall be in front of the center Media of the sleeve.

ORNAMENTATION (APPROVED PINS WHERE WORN)

INSTRUCTOR PIN – The instructor pin shall be affixed on the left lapel of the uniform blazer/jacket or the left breast area of the sweater.

COMMUNICATIONS DIVISION PIN – The Communications Division Pin shall be affixed to the left lapel of the uniform blazer/jacket or the left breast area of the sweater.

SERVICE PIN – Personnel may wear their most current City of Los Angeles Service Pin on their uniform or civilian attire. The City Service Pin shall be affixed to the right lapel of the uniform blazer/jacket or the right side of the sweater. Employees dressed in civilian business attire may wear the service pin on their jacket lapel.

DARE PIN – Department employees may wear Drug Abuse Resistance Education (DARE) pins. The pin, when worn by on the uniform, shall be worn on the right lapel on the uniform blazer/jacket or the right side of the sweater. Employees dressed in civilian business attire may wear the DARE pin in an appropriate manner.

AMERICAN FLAG PIN – Department personnel may wear a miniature enameled American flag pin on their uniform or civilian attire. The pin is to be worn on the left lapel of the uniform blazer/jacket or the right side of the sweater.

LAPEL PINS – All other award pins shall be worn on the lapel of the uniform blazer/jacket in ascending order of occurrence.

JEWELRY – Unauthorized jewelry or personal ornamentation shall not be affixed to any parts of the uniform.

342 NON-UNIFORMED APPEARANCE STANDARDS

BUSINESS ATTIRE

Due to Communications Division's high visibility and professional standards, it is imperative that business attire worn by on-duty Communications Division personnel project a professional and appropriate appearance. Civilian clothing worn by an employee while on duty shall be appropriate to his/her assignment.

FEMALE PERSONNEL

Appropriate attire for female personnel consists of business clothing, including dresses, blouses, skirts, full-length pants, matching pantsuits, and conservative shoes. Consistent with the Police Service Representative (PSR) uniform standards, shoes may be open or closed toe, with a sling or closed back, and heels shall not exceed three inches in height. Hosiery (nylons or socks) shall be worn, and must be appropriate to garments worn (i.e., full-length hose with skirts and dresses).

MALE PERSONNEL

Appropriate attire for male personnel consists of business clothing including collared shirts, sweaters, slacks, and conservative shoes. Socks shall be worn. Jackets and ties are optional.

INAPPROPRIATE ATTIRE

Inappropriate attire includes: halter tops, tank tops, camisole tops, midriff-baring tops, tops with low-cut fronts, tee-shirts (short or long-sleeved), leggings or stretch pants, shorts, Capri pants, Cargo pants, denim clothing of any color (including jeans), miniskirts or skirts with high slits, sweat suits, work-out apparel, sandals of any kind, back-less shoes (commonly known as mules), colored plastic shoes, and athletic or tennis shoes (with the exception of plain, black athletic shoes). Revealing and/or tight clothing of any sort shall not be worn. Underclothing shall not be visible. Any clothing that depicts violence, racial statements, profanity, vulgarity, or is otherwise offensive shall not be worn. The Watch Commander shall have the final decision regarding discrepancies.

343 **GROOMING STANDARDS AND PERSONAL APPEARANCE**

An employee shall be neat and clean at all times while on-duty. The Department Manual Section 3/605 defines Personal Appearance and Grooming Standards.

BEARDS –Employees shall be clean-shaven when reporting for duty. Beards shall be permitted only when required by the nature of the assignment or for a bona fide medical condition. To request a medical exemption to wear a beard, the employee shall be provided his commanding officer with the following:

- A doctor’s note from the employee’s personal physician stating the employee needs a medical exemption from shaving; and
- A completed Authorization for Release of Medical Information, Form OHSD MR 101.

GOATEES- A short, neatly trimmed goatee of a natural color may be worn. The goatee shall not extend wider than the mouth or grow past the chin.

MUSTACHES – A short and neatly trimmed mustache of natural color may be worn. Mustaches shall not extend below the vermilion of the upper lip or below the corners of the mouth and may not extend to the side more than one-half inch beyond the corners of the mouth.

SIDEBURNS – Sideburns shall not extend beyond a point even with the bottom of the earlobe and shall extend in a clean-shaven, horizontal line. The flare (terminal portion of the sideburn) shall not exceed the width of the main portion of the sideburn by more than one fourth of the unflared width. Sideburns shall be trimmed and neat in appearance.

HAIR STANDARDS – Employees both male and female shall maintain their hair in a neat, clean, and well groomed manner to reflect a professional and businesslike appearance. Male employees shall keep their hair properly trimmed, the hair shall be at least moderately tapered and not extend below the top of the shirt collar or cover any portion of the ear.

Unacceptable hair styles for both male and females include, but are not limited to, a design(s) sculpted into the hair or wearing long hair over a shaved (to scalp) portion of the head, e.g., a tomahawk style. Dyeing or highlighting the hair is acceptable provided it is consistent with a natural hair color, conservative, without obvious blocks, patterns or spots of color.

WIGS AND HAIRPIECES – Wigs and hairpieces may be worn. The wig or hairpiece and the employee’s overall appearance must conform to the Department’s general hair standards.

JEWELRY – Employees both male and female shall adhere to the **Department** Manual Section 3/605.70- Ornamentation. Employees shall not wear any type of body ornamentation including but not limited to; nose studs or rings, eyebrow studs or rings, tongue studs or rings, lip studs or rings. Bracelets and necklaces may not be more than one strand or chain. Female earrings shall not be more than one inch in length or width and the female shall wear a single pair, one earring per ear.

NOTE: While in uniform, weekend, business attire or attire designated as free-dress, men shall not wear an earring, earrings or stud(s) in the ear of any type.

FINGERNAILS – Employee’s fingernails shall be neat, clean, and shall not display decals, designs or ornamentation. Fingernails shall be a reasonable length and the length of the nail should not interfere with the employee’s duty performance.

344 USE OF NAIL POLISH AND NAIL POLISH REMOVER

Employees shall not use nail polish or nail polish remover while seated at console positions.

345 VISIBLE TATTOOS AND BRANDINGS

Division uniformed and non-uniformed employees, while on-duty, shall not display tattoos and/or branding. Employees who are on duty and in uniform, shall cover all tattoos/branding by wearing an authorized long-sleeved uniform shirt. If the employee is in weekend, business attire, or during free dress days, the designated attire shall cover all tattoos.

NOTE: On duty, in uniform is **defined** as: employees reporting for duty or representing the Division, wearing the Police Service Representative (PSR) Uniform, business attire, week-end attire, or designated free-dress.

If an employee has **only one** tattooed/branded area of a three-inch square or less to cover, the employee may, instead of wearing a long-sleeved shirt, cover that area with **one patch**. The patch should be of a color as close to the wearer’s skin color as is reasonably available; **up to a three inch square**.

If the tattoo/branding area cannot be covered by a three-inch square skin patch, the employee shall wear the long-sleeved uniform shirt or appropriate long-sleeved weekend, business or free dress shirt.

NOTE: The intent is that no tattoo/branding shall be visible and that **no more than one** three-inch square skin patch shall be visible.

DEPARTMENT EQUIPMENT

101 **USE OF DEPARTMENT EQUIPMENT**

The Department's communications system consists of the Emergency Command Control Communications System (ECCCS) Division, radio, microwave, closed-circuit television, telephone, mail, computer, and messenger service.

The communication system shall be used only for official police communications. Employees shall not use the system for transmitting messages of a personal nature, disseminating commercial advertising or for the purpose of promoting any commercial or business needs, as directed by the Department Manual Section 4/105.10.

Communications Division personnel having access to confidential information shall complete an Operator Security Statement, Form 1.58. Procedures governing the use of computer terminals include, but are not limited to, Department Manual Section 3/788.20.

102 **EVANS CONSOLES**

The Evans Public Safety Console meets the demands of the Metropolitan and Valley Communications Dispatch Centers and is the standard for most high intensity computer environments.

The consoles are ergonomically engineered to address the unique requirements of our centers and to ensure operator productivity. The desk layout consists of an equipment bay, a central control unit and pedestal unit. The adjustable sit-to-stand work surface accommodates six (6) flat screen Liquid Crystal Displays (LCD), a keyboard drawer Genovation Key Pad and mouse.

103 **CONSOLE DESCRIPTION**

- The Evans console has moving parts and contains electrical and heating equipment. Pinch points and other safety hazards have been designed out of the console as much as possible; however, they could not be entirely eliminated. To avoid injury or damage, it is important to understand and heed the safety information contained in the user's manual.
- The Equipment Bay contains a slide out height adjustable shelf with locking front and rear access doors. It houses the computer processing unit (CPU) and has a ventilation grill with a fan to exhaust heat from the processor. Only the Systems Maintenance Operator (SMO) or other trained technician shall access the equipment bay and any areas contained within.
- The Pedestal unit has three sliding drawers. The lower drawer may be used for files or personal effects. The middle drawer was designed for the Electronic Business Set (EBS) and the top drawer may be used for supplies.
- The adjustable work surface has a turret with two slide-out writing surfaces, a keyboard drawer, and provides a mounting point for the monitors.

- The turret contains the control panel for the personal environment control unit. The three sets of two-handed switches adjust the work surface, monitor height and angle positions. The monitor arms move with the work surface and can be adjusted manually from front to back.
- The personal environment control panel lets the operator adjust the heat, sound damping, dimming for the task lights and airflow. It has dual air diffusers to direct controlled air and a sensor control that shuts the system down when the console is left unattended for 20 minutes.
- The multiple headset jacks are located on both sides of the keyboard, mounted underneath the work surface. A third headset jack is located in the rear, on the left side of the console. Each headset jack has a mute button that illuminates when activated and a volume control dial to increase/decrease volume in the headset.

104 PLANTRONICS NOISE CANCELING HEADSETS

Police Service Representatives (PSRs) rely on effective communication with the public and field officers. The Plantronics Encore Noise Canceling Headset provides every PSR a communication device that is lightweight, durable and ergonomically designed to provide all day comfort. The Sound Enhancement System (SES) allows the operator to select a preferred setting for a richer sound quality and improved voice clarity. The Quick Disconnect feature allows the operator to place an ongoing conversation on hold and walk away from the position.

105 VESTA DMS 100 TELEPHONE SYSTEM

Vesta is an “intelligent” telephone interface that runs on a personal computer (PC) and is Windows based. Used to access telephone information and perform other functions through a graphical user interface (GUI), VESTA works in conjunction with the DMS-100 switch to distribute calls among Emergency Board Operators (EBO), establish queues and allow for Automatic Call Distribution (ACD).

The DMS-100 switch provides translation and prepares calls to be directed to one of five (5) appropriate call queues. The Electronic Business Set (EBS) receives the call and communicates with the VESTA software for audio to the headset and Automatic Number Identification (ANI) translation. The EBS also serves as the back-up telephone in the event of VESTA failure.

VESTA is connected to and interacts with a server that holds pertinent user profile information. User profiles include logon information.

106 MCC 7500 ELITE DISPATCH APPLICATION

The Motorola MCC 7500 Elite Dispatch Application (MCC 7500) is a configurable Windows based interface that allows the dispatcher to effectively communicate via digital radio with field officers/Area stations and telephone resources, specifically VESTA’s Instant Recall Recorder

(IRR) and Intercom systems. MCC 7500 is multi-functional and its graphical interface allows for a complete overview of dispatch activity.

107 **ORION VELA ADVANCED MAPPING APPLICATION**

The ORION VELA is a map display program that enables you to view the location of emergency calls and manage incident and unit information. The ORION VELA application presents a standard, easy-to-use interface that remains consistent, regardless of the configuration of a call center.

108 **ELECTRONIC BUSINESS SET (EBS) – BACK UP TELEPHONE**

The Electronic Business Set (EBS) serves as the back-up telephone system for VESTA ACD. It is located in the center drawer on the right hand side of each console.

109 **PREMIER COMPUTER AIDED DISPATCH (CAD)**

Premier Computer Aided Dispatch (CAD) is used to track available resources, information, and hazards, and to dispatch emergency personnel.

110 **DISPATCHER USER INTERFACE (DUI)**

Dispatcher User Interface (DUI) is a custom-built interface for MCC 7500 that allows an operator to quickly select and de-select channels for broadcast. It provides for pre-configured multi-select groups and addresses the need for priority transmit, request to transmit, and automatic incident group creation.

TELEPHONE SYSTEM AND EQUIPMENT

202 **VESTA DMS 100**

VESTA is an “intelligent” telephone interface that runs on a personal computer. VESTA is Windows based and used to access telephone information and, in conjunction with the DMS-100 Switch, distributes calls among Emergency Board Operators (EBOs), establishes queues and allows for Automatic Call Distribution (ACD).

The following steps in the DMS System occur when a caller dials 9-1-1 or a seven-digit emergency number:

1. The call is routed to the telephone exchange (a telephone company computer).
2. The telephone number the caller is dialing from is routed to a Tandem. (A Tandem is a switching system used to route telephone traffic within a network.) There are 6 Tandems that provide 68 incoming and outgoing trunk lines.
3. From the Tandem the caller is routed to the DMS-100 switch located at a central office. Communications Division central office is located at 4th and Spring. (Today the caller reaches the Meridian system in the switch-room located on the ■■■ level).
4. The DMS-100 will then translate what type of incoming call it has and prepares it for ACD. Calls are then directed to the appropriate queue.
 - a. There are five call queues:
 - Primary
 - Secondary
 - ATO
 - Spanish
 - BCC
5. The Electronic Business Set (EBS) receives the call, communicates with VESTA software, and translates to provide audio to the headset and Automatic Number Identification (ANI) data to VESTA. The EBS set also serves as a back-up telephone in the event of VESTA failure.

203 **LOGGING ON TO VESTA**

The purpose of logging on to VESTA Intelligent Work Station (IWS) is to be assigned to the ACD queue.

An operator shall log on to one of the following five queues using his/her user name:

- Primary 911
- Secondary 912
- ATO 913

- Spanish 914
- BCC 916

Note: The RTO queue should already be logged on to the system and should remain logged on. If it is necessary to re-launch VESTA as an RTO, the operator should log on as the specific RTO assigned to that position.

The user name is comprised of the employee’s last name, a space, first initial followed immediately by the applicable queue.

Examples:

- SMITH J911 (John Smith logging into the Primary Queue)
- DOE J912 (John Doe logging into the Secondary Queue)
- WILLIAMS M913 (Mary Williams logging into the ATO Queue)
- SMITH J914 (John Smith logging into Spanish Queue)

Note: An operator must log into VESTA in order to have use of the Instant Recall Recorder (IRR) and Master Volume.

204 **LOGON SCREEN**

The Logon screen, containing the Logon Dialog Box, will be displayed on Monitor No. 2.



The operator shall click in the User Name box on the Logon Dialog Box and type his/her user name and click OK, or use the enter key. User names are not case sensitive and the password field will not be used. Upon successful logon the operator will see all of the configured VESTA modules on Monitor No. 2.



In most instances the Logon Dialog Box will be visible on Monitor No. 2. If it is not visible, the operator must launch VESTA.

To launch VESTA and cause the Logon Dialog Box to appear the operator must use the mouse and click on the **START** button located on the taskbar, point to **VESTA** on the menu and click. After a few seconds the Logon Dialog Box will appear.

The VESTA Titlebar reflects the user name.



205 LOGGING OFF VESTA

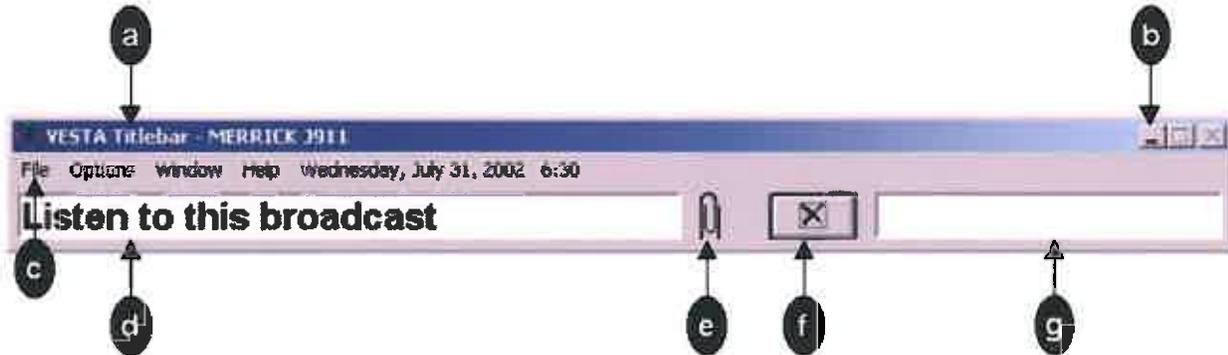
To log off VESTA, click FILE on the taskbar that is located at the top left side of the screen. A drop down menu will be presented. The only option is LOG OFF, click on this and the VESTA system will be logged off. All windows will be closed and the Logon Dialog box will once again be accessible.

To completely shut down VESTA click on CANCEL in the Logon Dialog Box.

206 VESTA TITLEBAR

The purpose of the TITLEBAR is to perform basic functions of VESTA from a centralized location. The TITLEBAR is always visible and is located at the top of your VESTA screen.

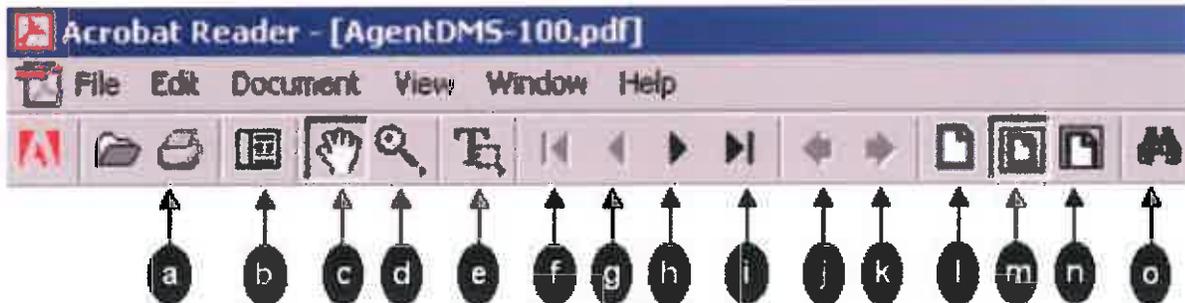
206.01 **COMPONENTS OF THE TITLEBAR**



The components of the TITLEBAR are as follows:

- a. **Caption** – Identifies the name of the TITLEBAR and the user signed on to the workstation
- b. **Underscore symbol** – Signifies a Window minimize button. This button will minimize the VESTA screen to the Taskbar at the bottom of the page. Clicking the VESTA TITLEBAR box in the Taskbar at the bottom of the screen will restore the VESTA TITLEBAR.
- c. **Menu bar** – Runs across the top of the screen and includes the selections File, Options, Window, Help, etc.
 - 1. **File** – Logoff is the only option on this menu.
 - 2. **Options** – Includes the Message Wizard and Message Viewer. (Password selection is disabled.)
 - 3. **Window** – Includes the option to Restore Window Settings and bring up any of the VESTA modules by name.
 - 4. **Help** – Allows the operator to access the VESTA Agent Guide and a technical information screen.
 - 5. **Date and Time Display** – Current date and time. Clicking on this option will show/hide the seconds counter.
- d. **Message Display** – Message text appears in this area.
- e. **IRR Attachment Indicator** – Accesses the Instant Recall Recorder which allows the user to replay specific calls or radio transmissions attached to the message.
- f. **Command button** – Indicates how many messages are currently waiting to be displayed.

Selecting Agent's Guide from the Help menu starts the Acrobat Reader and opens a copy of the guide. The Acrobat Reader includes its own toolbar and navigation section.



- **Printer Icon** – Prints selected page or pages

Note: The default option for printing from the Agent's Guide is to print all 110 pages. PSRs shall not print from the Agent's Guide without the supervisor approval.

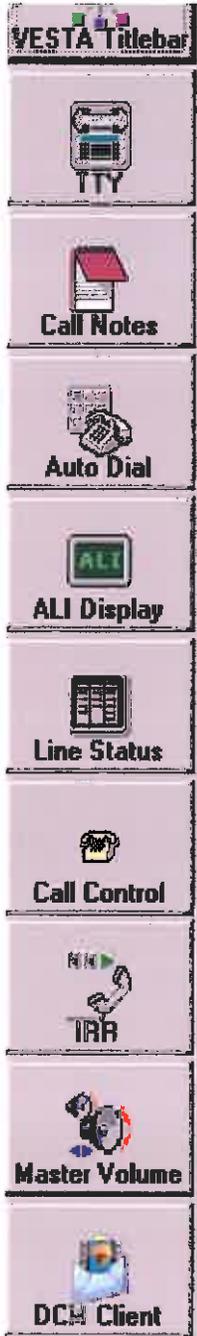
- **Square Icon** – Hides or displays document navigation
- **Hand Icon** – Moves the page on screen
- **Magnifying Lens Icon** – Enlarges text print
- **Text Select** – Highlights selected text
- **Bar Left Arrow** – Goes to the first page
- **Left Arrow** – Goes to previous page
- **Right Arrow** – Goes to next page
- **Bar Right Arrow** – Goes to last page
- **Previous View**
- **Next View**
- **Turned Down Page** – Actual size
- **Turned Down Page/Window** – Fits inside the window
- **Turned Down Page 3D** – Fits width of screen
- **Binoculars** – Find subject or word

Selection about VESTA on the drop down menu gives technical, copyright and licensing information. The most common information an operator would use from this section is the Console Identification Number. For example, this number would be needed if the console were being reported for repairs.

208

VESTA TOOLBAR

The VESTA Toolbar allows the operator to access the various VESTA modules quickly and easily.



TTY – Teletypewriter for communicating with the hearing and/or voice impaired

IRR – Instant Recall Recorder

MASTER VOLUME – Adjusting various volume levels

CALL NOTES – To add notes to the call record of the most recently received call

AUTO DIAL – To quickly dial out or transfer callers to destinations

VESTA TITLEBAR – Allows operator to perform basic functions and monitor the system

ALI DISPLAY – Allows operator to view and save a caller’s ANI and to review some call record information

LINE STATUS – Answer incoming calls and initiate calls

CALL CONTROL – Indicates Ready/Not Ready status, used to place a call on hold or contact a supervisor

DCM- Data Content Module, used to obtain pictures and videos from callers pertaining to a crime. This feature is currently not used.

209 **MASTER VOLUME**

Master Volume adjusts the volume for conversation, ringing, and recording playbacks through VESTA.

To launch the Master Volume window and adjust the volume for the console and headset, perform the following steps:

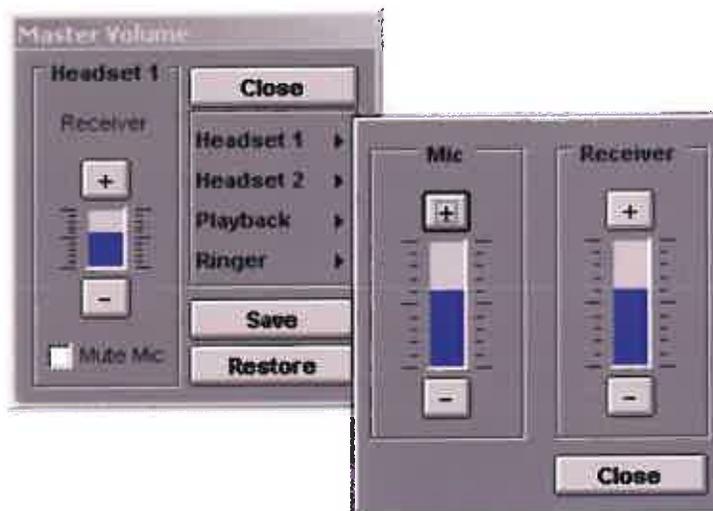
On the VESTA Toolbar, click on Master Volume



The Master Volume window appears:



From this window the operator can adjust the headset microphone and speaker volume. On the Master Volume window, click to select the Headset 1. The Headset Volume dialog box appears.



Using the mouse, perform any of the following functions to change the volume:

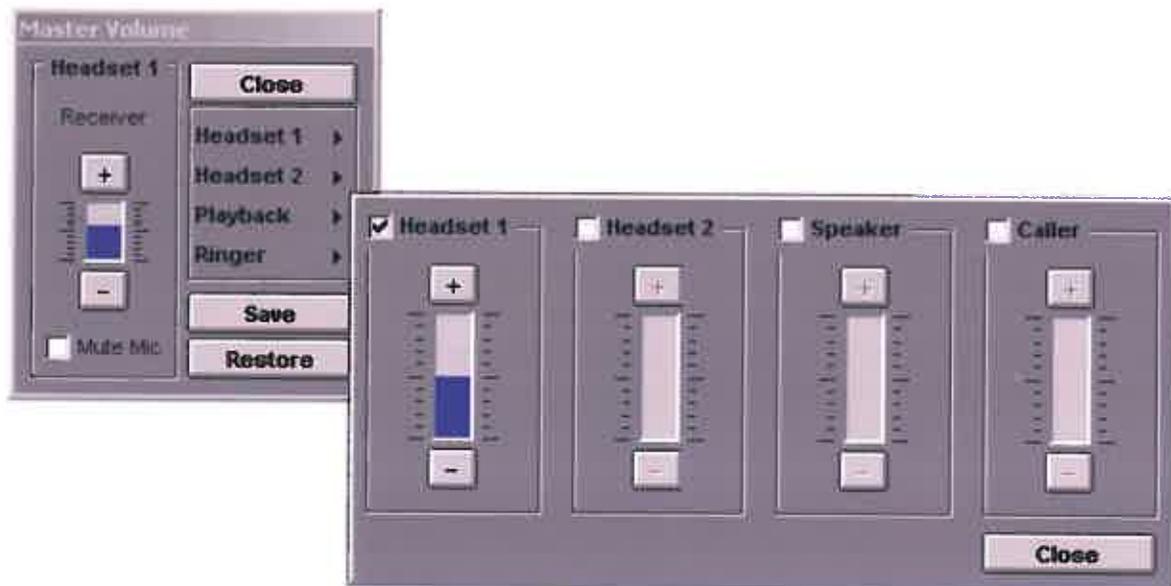
- Click the + or – buttons to increase or decrease the volume respectively
- Click and drag the color bar up or down
- Click anywhere inside the color bar; the volume adjustment will be set to the position of the mouse

After adjusting the volume, click close to apply the setting.

In order to mute the microphone for Headset 1, click to select Mute Mic in the Master Volume window. The volume adjustment in the Headset Volume dialog box will be disabled.

To adjust the ringer volumes, use the Ringer Volume control window to adjust the volume of the Zip Tone (tone heard through the headset when a call is presented), or the External Ringer (ringing heard from an external speaker). Click Ringer and the Ringer Volume dialog box appears. Adjust the volume to your personal preference as previously described in headset microphone and speaker volumes.

An operator can select the playback devices that will play back recordings. The volume can also be set for each device selected. In the Master Volume window click Playback.



When the Playback Volume dialog box appears, use the mouse to select one or more of the following options:

- For recordings played back on Headset 1, click to select Headset 1.
- For recordings played back on Headset 2, click to select Headset 2.
- For recordings played back on a speaker, click to select Speaker.

- For recordings played back to be audible to a caller, click to select Caller.

210 **CALL CONTROL WINDOW**

The purpose of the Call Control Window is to allow the operator to be ready/not ready, place a caller on hold, release a call, or get help from a supervisor with an emergency call. The Call Control Window will automatically be presented when an operator logs on to VESTA.



The Call Control window contains four buttons:

- A. Ready/Not Ready – Tells whether the operator is ready or not ready to receive an Automatic Call Distribution (ACD) call. If an operator is on an active call, clicking this button will not cause the operator to disconnect the call.

Note: In order to receive an ACD call the Ready/Not Ready toggle button must be green. VESTA has been configured for call forcing. Call forcing allows automatic presentation of an ACD call to an available operator.

- B. Hold – When the Hold button is clicked, it places the caller on hold. To return to the caller, click the line the caller is on.
- C. Emergency – When the Emergency button is clicked, it advises the supervisor of the operator's ACD group that the operator is in need of immediate assistance.

Note: This function **SHALL NOT** be used.

- D. Release – When the Release button is clicked, it releases (disconnects) the active call that the operator is on.

211 **LINE STATUS WINDOW**

The purpose of the Line Status Window is to enable the operator to answer and place calls, monitor the status of a call, and to contact a supervisor. The Line Status Window will automatically be presented when an operator logs onto VESTA.



- The Telephone Display panel displays basic call information
 - The Active Call Duration panel indicates the amount of time the operator has been on line with the caller
 - The In Calls button allows an operator to receive calls from the DMS in accordance with the queue that they are logged into.
 - The Directory Number (DN) button allows an operator to initiate outgoing calls and receive internal (within the CDC) calls.
1. To place an outgoing call, click in the dial box in the Auto Dial Window and enter the phone number. The operator can then either click on Dial or press Enter on the keyboard.
 2. To answer an internal call click on the DN button.
- The Call Supervisor button is used to alert a supervisor that assistance is needed for a non-emergency issue. If the operator is on an active call the caller is placed on hold automatically. It can also be used when there is no call active.

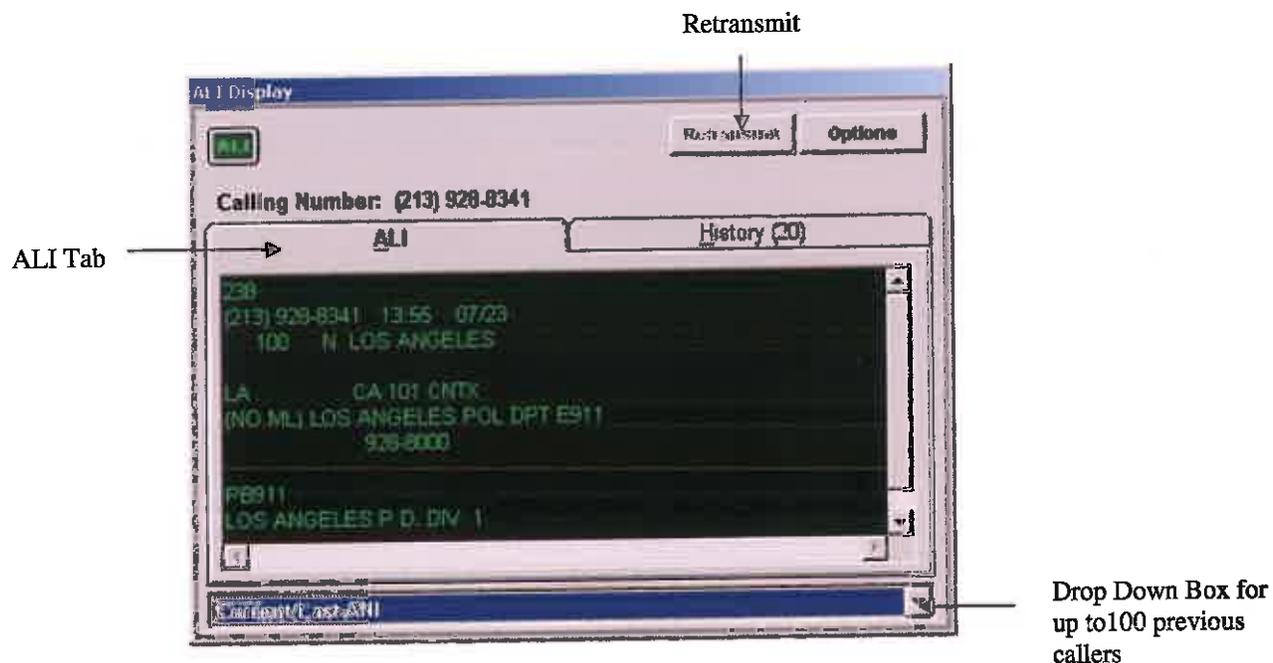
Note: If an operator is **not** on an active call the operator should be on Not Ready status prior to using the Call Supervisor button. If the operator shows Ready while on the line with a Supervisor, an ACD call may be presented. If the operator does not answer the ACD call, after two rings the system will log the operator out of the ACD queue and send an error message to the operator, which requires the operator to logoff and re-login to take more calls.

Color Codes denote the status of the telephone lines:

- Gray indicates an inactive telephone line.
- Red with a flashing arrow indicates an incoming call.
- Green with a solid arrow indicates an answered call.
- Yellow with a blinking arrow indicates a call is on hold.

212 AUTOMATIC LOCATION IDENTIFICATION (ALI) DISPLAY WINDOW

The ALI Display Window is where a caller's Automated Location Identification (ALI – caller's address) and Automatic Number Identification (ANI – caller's telephone number) will be reflected. The ALI display Window will automatically be presented when an operator logs on to VESTA.



The contents of the ALI Display Window are as follows:

- ALI Tab – The ALI tab contains a screen with the ANI/ALI of the current caller or the last caller that the operator spoke with. The screen will also reflect the law enforcement and fire department agencies responsible for servicing the caller's area.

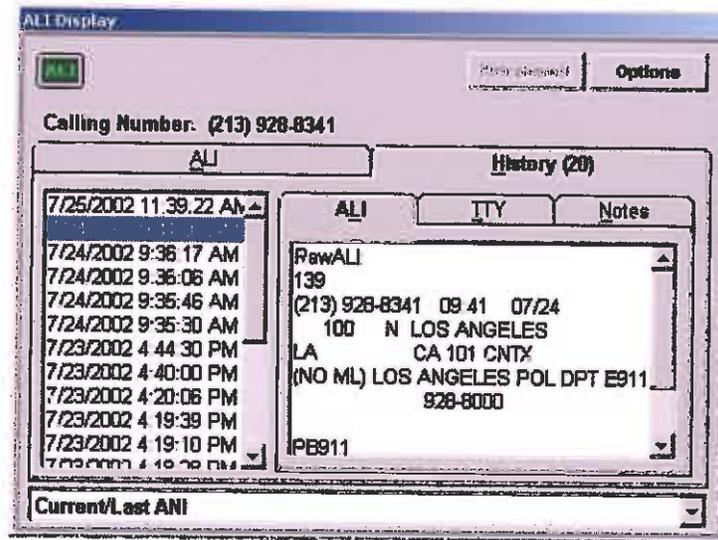
The current or last caller's ALI will be identified by green lettering on the black background. Right below the ALI Display window is a drop down box that will also reflect "Current/Last ANI."

- B. Retransmit – If the first ANI/ALI is garbled, or if the operator receives a message indicating that ALI is not downloading, he/she can request that the ALI be sent again. Click Retransmit. VESTA then sends a new request to the ALI database.

An operator may recall the ANI/ALI information for up to the last 100 callers by using the drop down box located below the ALI Display Window. To obtain previous ANI/ALI information the operator should click on the down arrow located on the right hand side of the drop down box and while holding down the left mouse button drag the cursor to the ANI/ALI needed.

Note: Recalled ANI/ALI information will be identified by dark blue lettering on a light blue background.

- C. History Tab – The history tab provides the operator with additional call record information related to a specific ANI. Clicking on the History Tab will bring the History Tab forward and cause the ALI tab to move to the back.



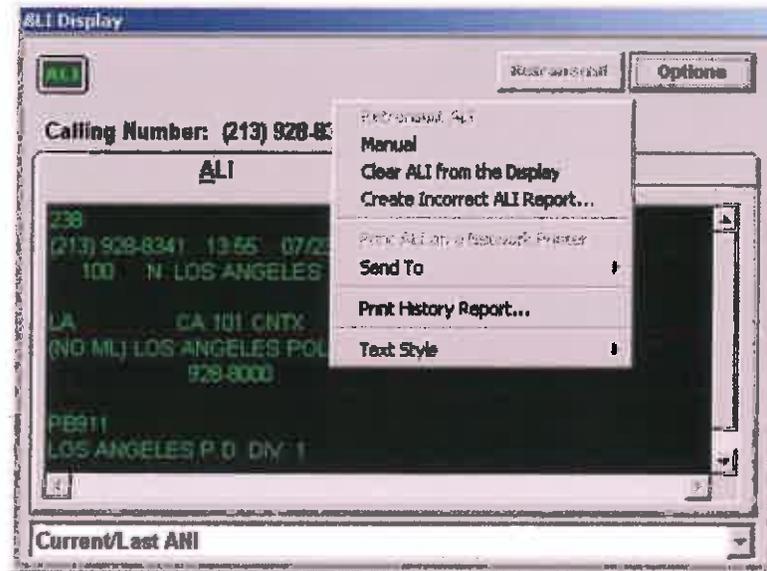
The number in parenthesis following the word History is the number of calls made from that ANI.

On the left hand side of the history tab is a listing, by date and time, of all calls made from the telephone number within a pre-defined time frame. To access the ANI, Teletypewriter For the Hearing Impaired (TTY), or call note information for a particular day's call, the operator must first click on the call in the left hand box and then click the appropriate tab.

The sub-tabs under the main History tab are ALI, TTY and Notes.

- The ALI tab reflects the caller's ANI/ALI information.

- The TTY tab reflects any TTY information tied to that particular call.
 - The Notes tab reflects any call notes entered by an operator for that particular call or, at times, a system generated message.
- D. Options – The options button on the ALI Display Window provides two ALI related options for an operator and a supervisor. While other options may be displayed/available, they will not be used.



- Manual – This feature is similar to a reverse telephone directory (obtaining an address from a phone number.) The phone number is input and after submission, the address is displayed on the ALI screen.

Note: To insure compliance with security mandates, this feature requires the approval of a supervisor prior to access.

- Clear ALI from the Display – This feature will clear the ALI screen of the last caller information.
- Create Incorrect ALI Report – This feature allows an operator to submit a correction for incorrect ALI information received.

The screenshot shows a software window titled "Incorrect ALI Problem Report". It contains several input fields for correcting information: "ANI incorrect Change to", "ESN incorrect Change to", "Address incorrect Change to", "ALI misrouted Route to", "EMS Agency incorrect Change to", "Fire Agency incorrect Change to", and "Police Agency incorrect Change to". There is also a checkbox for "Other error in ALI (see Remarks for detailed explanation of error)". A large text area labeled "Remarks" is provided for additional comments. At the bottom right, there are three buttons: "Print", "Cancel", and "OK".

The operator will fill in the applicable boxes with the correct information. If an operator wishes to add additional comments or an explanation regarding the incorrect ALI he/she must check the “Other error in ALI” box and enter the comments/explanation in the large box.

An operator shall also use this form to report GEOfile problems. The “Other error in ALP” box must be checked and the appropriate information entered in the text box.

In only very rare circumstances will an operator complete the following boxes:

- a. EMS Agency incorrect
- b. Fire Agency incorrect

Note: The operator shall **never** complete the ESN incorrect box.

After completing the form, the operator shall click the print key and give the printed report to a supervisor.

213 CALL NOTES

The Call Notes feature enables the operator to create notes for the most recent call received. The operator can only create notes as long as current ALI data is visible. These notes may include any special circumstances or details about the call, and will be automatically saved as part of the call record. On some consoles the Call Notes window automatically appears when VESTA is launched. To access this feature, click Call Notes on the VESTA Toolbar.



In the text area of the Call Notes window, type the note(s) specific to that call. The text cannot exceed 950 characters. VESTA will automatically save the call notes when the operator receives another call or logs off from VESTA. Click the Clear button to erase and the Close button to close the Call Notes window.



214 AUTO DIAL WINDOW

The purpose of the Auto Dial Window is to enable an operator to quickly transfer calls (i.e., to another agency or to another call queue within the center). Single-button transfers and lists of Auto Dial numbers are also available. The Auto Dial Window will automatically be presented when an operator logs on to VESTA.



Dial Box

There are several components of the Auto Dial Window which will assist an operator:

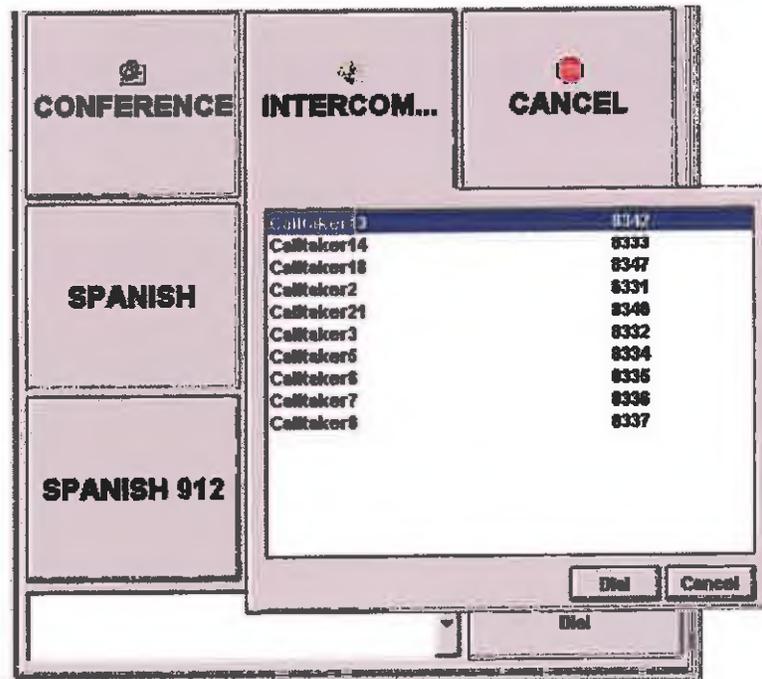
- A. The Last Number Dialed display located at the top center of the window allows an operator to view the last number dialed whether it was done manually or selected from a list.

- B. The Dial Box display allows an operator to manually enter a number and then click on the dial button to process. An operator can also click on the drop-down list to view the last 10 numbers dialed. The operator may then select a previously dialed number to dial.
- C. The Auto Dial Buttons allow an operator to dial a number using a single click.

Examples:

- Fire
- CHP
- 912 (secondary)
- Spanish
- ATO
- ASK LAPD

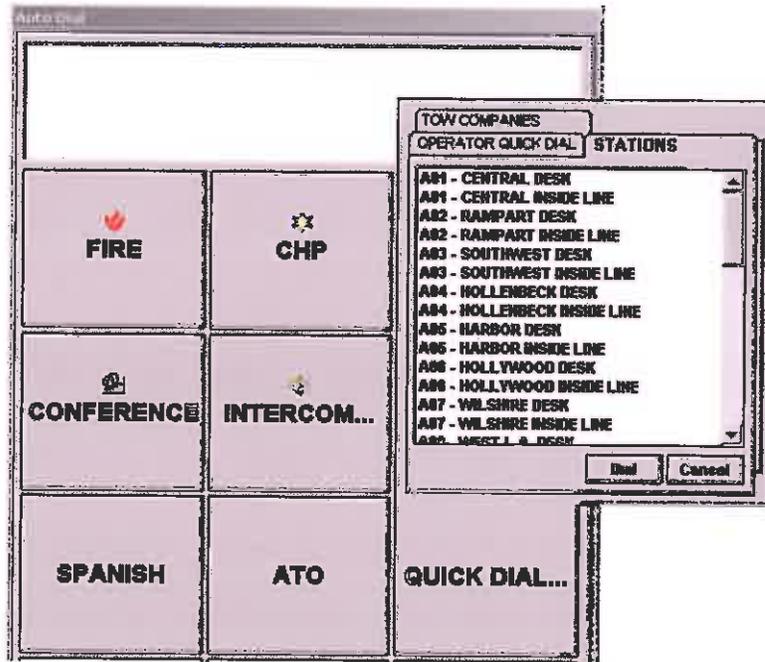
- D. The Simple List button allows an operator to dial a number using a number selected from a presented list. An Auto Dial button containing a list will have three dots following its label. Clicking on the button will cause a secondary window, displaying a list of numbers, to appear. An operator can either double click on the number selected or click once on the number and then click on the dial button.



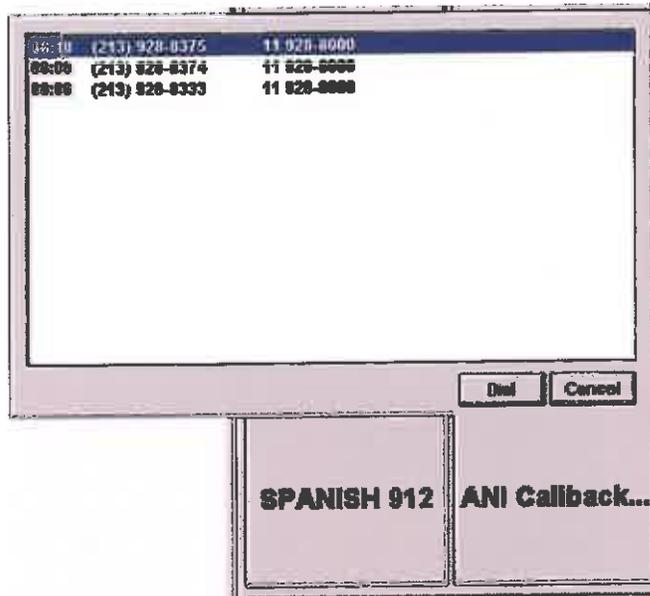
- E. The Tabbed List Buttons allow an operator to select and dial a number from a grouping of related simple lists. An Auto Dial button containing lists will have its label followed by three dots. Clicking on the auto dial button containing the list causes a secondary

window, displaying the tabbed lists, to appear. Click on the appropriate tab and a simple list will appear. Select and dial the number as described above.

Note: Quick Dial is the only tabbed list configured at this time.



- F. The ANI Callback Button allows an operator to dial a number by selecting a caller's ANI. The ANI Callback Button lists the last 10 caller's ANI info. Clicking on the ANI callback button causes a secondary window with a list of previously received ANI's to appear.



- G. The Conference button allows an operator to conference and/or transfer a call. To conference a call, click the conference button in the Auto Dial window. Type the number in the Dial Box, or select an Auto Dial entry and click dial. The caller is placed on hold while the number is dialed. An automatic three-way conference is established as soon as the number has been dialed. An operator may then disconnect from the call by clicking the Release button, the caller and receiving party will remain connected. The third party can also be disconnected from the call by clicking on the Cancel button in the Auto Dial window. The operator will still be connected to the caller.

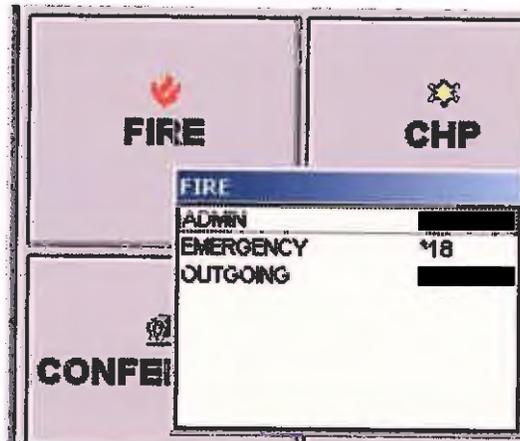
To transfer a call, click on the Conference button. Type the number in the Dial Box, or select an Auto Dial entry and click Dial. An Automatic three-way conference is established. Clicking on the Release button will complete the transfer.

- H. The Cancel button allows an operator to disconnect a third party and still remain on the line with the caller. It also allows an operator to terminate a conference in progress and automatically return to the caller.
- I. The Intercom button allows an operator to contact another operator. In the Auto Dial Window, click on the Intercom button. A list of logged on operators will appear. Click on the operator you want to contact and then click Dial. Dial the number as described above.

215 VIEWING NUMBERS FOR AUTO DIAL BUTTONS

The Auto Dial Buttons allow the operator to view the number to be dialed. After placing the pointer on the Direct Number button, to view the number right-click. A list of line types such as emergency, admin, or outgoing lines will appear. The corresponding numbers will be indicated.

For the Simple List or Tabbed List Entry, click on the list button selected. For a Tabbed List, click on the tab containing the entry needed. A list of entries will appear. Right-click on the entry for viewing. A list of line types such as emergency, admin, or outgoing lines will appear. Their corresponding numbers will be indicated.



216 MESSAGES

The purpose of the Message Display is to view messages from the VESTA system and other VESTA users. The Message Display is located on the Titlebar.

216.01 READING MESSAGES



When an operator receives a new message the Command button blinks for two seconds. If there are several messages waiting to be read, the Command button blinks and displays the number of unread messages. If an unread message has an attached Instant Recall Recorder (IRR) recording, a paper clip icon will appear beside the Command button.

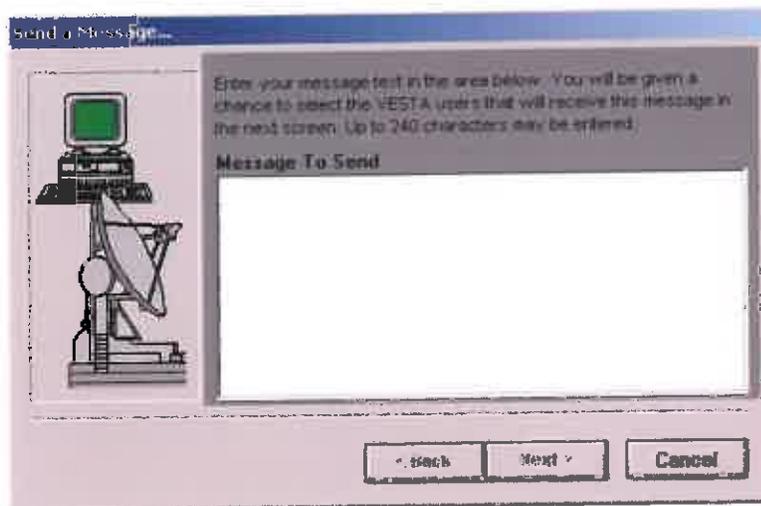
The most recent message is displayed first. If it appears that the entire message is not displayed, click in the white background of the message display to open the Message Viewer.

Click the Command button to display the next message. The previous message is replaced by the next message and the number caption decreases by one.

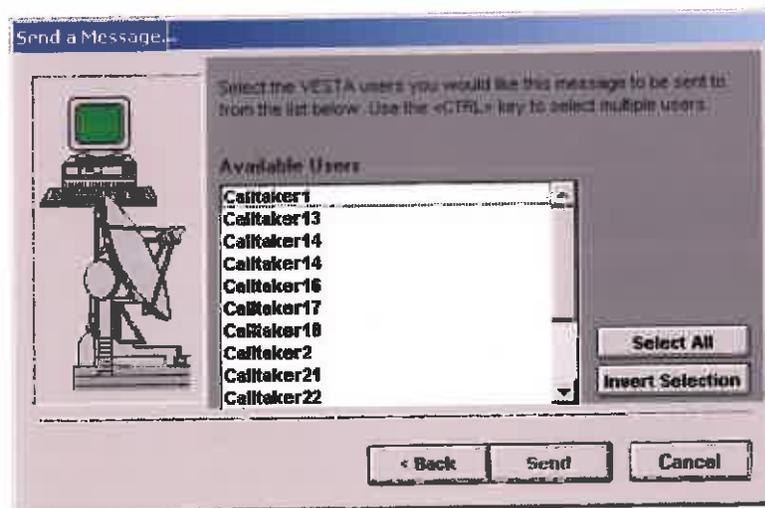
The Message Viewer accesses additional message information. Clicking anywhere in the Message Display causes the Message Viewer window to appear and the remainder of the message is available.

216.02 SENDING MESSAGES

To send a message on the VESTA Titlebar, go to the Options menu and select Message Wizard. The Send a Message window appears. In the Message to Send box, type the message. Once any character is entered the Next button will darken, allowing you utilize it. Click the Next button.



The Send a Message window lists all of the operators who are currently logged on.



To send the message to users selected by an operator, the operator should press and hold the CTRL key and click the appropriate user(s). Only highlighted users will receive the message.

To send the message to all users except the ones selected, press and hold the CTRL key and click the appropriate user(s), then click the Invert Selection button. Again, only the highlighted users will receive the message.

To send the message to all available users, click the Select All button. All of the users are highlighted. Click the Send button. The message will appear in the Message Display for the selected users.

Note: The message will not appear in the sender’s message screen.

217 INSTANT RECALL RECORDER (IRR)

The purpose of Instant Recall Recorder (IRR) is to allow the operator to play back the last 30 minutes of each type of previously recorded transmissions (Radio/Phone/Transferred Call) received at the workstation.

On the VESTA Toolbar, click the IRR button.



The IRR window appears. Each item in the Call List indicates the date and time a call was received, the length of the call, and the ANI/line number or radio type.

Time	Length	Description
07/25/02 7:02:52 AM	0:01.9	RADIO
07/24/02 5:51:10 PM	0:02.0	RADIO
07/23/02 5:52:45 PM	0:01.9	RADIO
07/23/02 4:19:38 PM	0:09.6	(213) 928-8333
07/23/02 2:49:26 PM	0:18.1	(213) 928-8346
07/23/02 2:46:26 PM	0:11.2	Line 8338
07/23/02 2:41:07 PM	3:52.6	(213) 928-8346

Phone Rec: Idle	Radio Rec: Idle	Locked Files: 0
Phone Total: 29.23.2	Radio Total: 19.13.0	Transfer Total: 6.14.2

The operator may choose which types of recordings are visible. The operator may also sort the recordings by the time they were received or group them by recording type.

An operator can specify how the recordings are listed. Select the Status by choosing Locked or Unlocked recordings, or both, in addition to the recording type such as Radio, Phone or Transferred. Clicking each option box will allow the operator to view all radio, phone and transferred recordings. (Transmissions are listed in descending order, with the most recent call at the top of the list).

To view the Call List organized by the time each call was received, click on the bar labeled **Time**.

To view the Call List organized by the recording type, click on the bar labeled **Description**. Phone recordings appear before radio recordings. Transferred recordings appear last.

By default, each recording is “recorded” over after 30 minutes of recording has been logged. To avoid this, the IRR allows an operator to “lock” one or more IRR recordings on the workstation. From the Call List, right-click the recording you want to lock, and then select Lock Recording. The lock icon (small key) appears in the Lock column (left side) of the Call List. The recording remains in the current Call List until you unlock the recording.

To unlock an IRR recording, from the Call List, right-click the recording you want to unlock, and select Unlock Recording. The lock icon (small key) is removed from the Lock column of the Call List.

To close the IRR window, click the Close button.

217.01 **PLAYING A RECORDING**

The operator may select which recording to play. Recordings are listed in chronological order, with the most recent call at the top of the list. To play a recording do one of the following:

- On the IRR window, double-click the appropriate transmission in the Call List.
- On the IRR window, click once on the appropriate transmission in the call list, then click the Play button.
- To jump the playback forward or backward by one-second intervals, click the arrow buttons at either end of the browse bar.
- To jump the playback forward or backward by 10% intervals, click the browse bar itself.
- To jump the playback forward or backward to a selected location, drag the Browse Bar Thumb button (the moveable square button in between arrow buttons) in the slide bar to the left or right.

- To return to the beginning of a recording click the Stop button (the 5th button), and then click Play (the 3rd button).
- To play the next recording in the Call List click the Skip ahead button (the 2nd button).
- To play the previous recording in the Call List click the Skip Back button (the 1st button).

217.02 SENDING A RECORDING TO ANOTHER USER

On the VESTA Toolbar, click the IRR button, and the IRR window appears. After right-clicking on the **recording** you want to transfer, a short menu appears.



Click Send recording to another user and the Send a Message window appears. In the Message to Send box, type your message. Click the Next button. The Send a Message window lists all of the available users. The operator shall send messages as described in the Message section.

217.03 LISTENING TO AN ATTACHED RECORDING

The operator shall launch the Message Viewer window. In the Message Viewer window, click on the speaker. The IRR window will appear. The attached recording plays automatically and the recording is saved to the IRR Playback list. The speaker button is then disabled for the current message. After the transferred recording ends, click the Close button.

218 TELETYPEWRITER FOR THE HEARING IMPAIRED (TTY)

The Americans with Disabilities Act (ADA) requires that hearing/speech impaired persons receive an equal level of service.

An operator may receive a TTY, a Voice Carry Over (VCO), or a Hearing Carry Over (HCO)

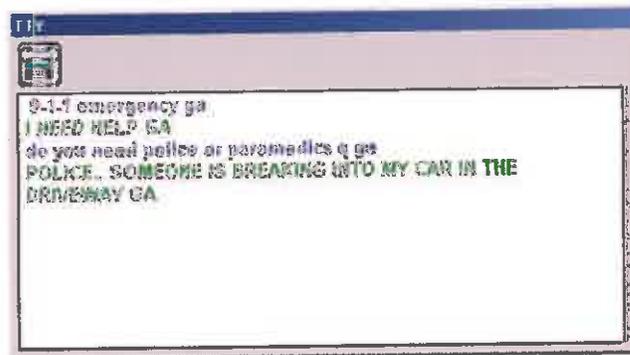
call on the VESTA System. The usual TTY call involves a hearing-impaired caller who does not speak. A VCO caller is one who is hearing-impaired and can speak. A HCO caller is one who is speech-impaired and can hear.

The TTY window has three areas: the Button area, the Conversation area, and the Preset Response area.

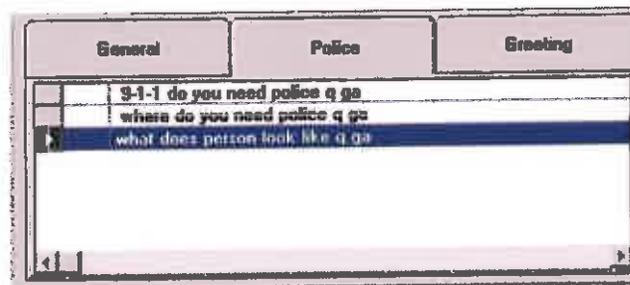
- A. The Button area displays the current status of the TTY window and buttons for the different functions you can perform.



- B. The Conversation area displays the text of your conversation with a TTY caller.

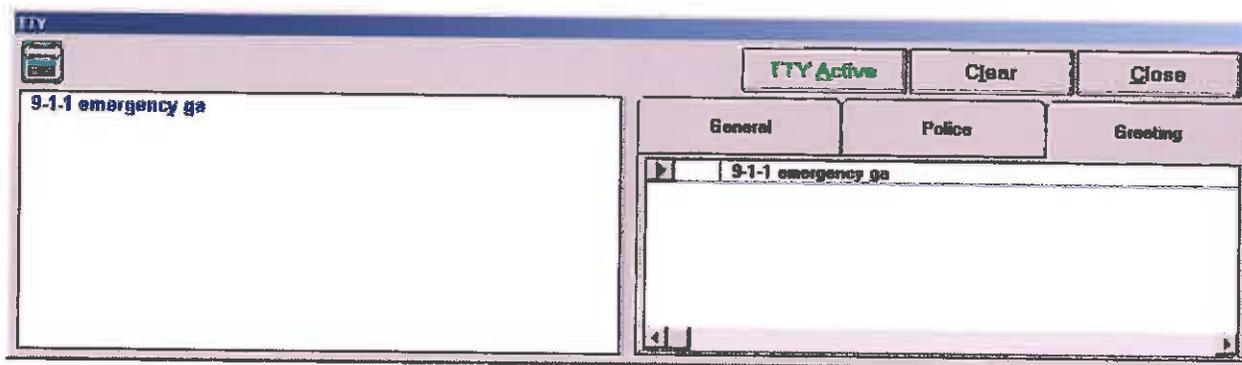


- C. The Preset Response area displays pre-programmed messages that can be sent by pressing a function key or double-clicking the message itself. The preset responses are organized in tabs.

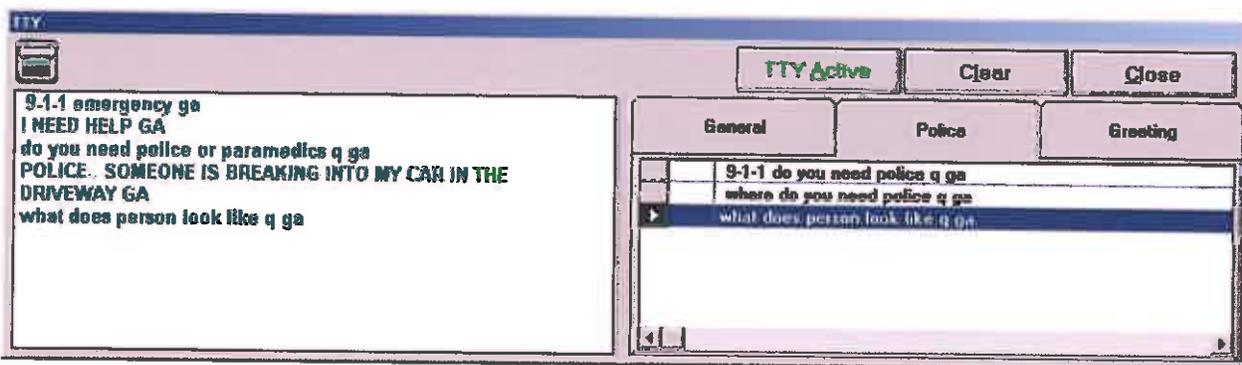


The TTY window is automatically launched if the caller is using a Baudot TTY device. The TTY window will appear in Active mode. The TTY greeting message will automatically be sent to the caller.

Example: 911 emergency ga



The caller's response will appear in the Conversation area. Continue the conversation by typing a message or by selecting a pre-programmed message from the Preset Response area.



The TTY module must be launched and activated upon receiving an open line. To launch and activate the TTY window, click on the TTY button located in the VESTA Toolbar. The TTY window will appear in Disabled mode. Click the TTY Disabled button. The TTY window will now appear in Active mode and the TTY greeting message will automatically be sent to the caller.

218.01 COMMUNICATING WITH A TTY CALLER

When processing a TTY call, the operator has three options for communicating with the caller.

- Double-clicking the appropriate response in the displayed tabs.
- Pressing the function key assigned to the appropriate message.
- Typing a manual response.

The caller's messages as well as the operator's messages appear in the Conversation area. A scroll bar will automatically appear when the text exceeds the size of the window. A different color is used to represent each speaker. The caller's text is green and in upper case while the operator's text is blue and in lower case. Any third party that joins the conversation, (i.e., the Fire Department or a supervisor) will be upper case green.

An operator may receive a HCO/VCO caller. In order to communicate with the caller, the operator will toggle the TTY Disabled/TTY Active button when appropriate (to turn TTY capabilities on and off).

218.02 HOW TO PROCESS TTY CALLS

Once a connection is established with a TTY caller, the operator may perform call tasks as he/she would with voice calls.

To place a TTY caller on hold, click the Hold button (Refer to Call Control panel). Placing a TTY call on hold disables the TTY window, but retains the TTY conversation on the screen.

The TTY window is not automatically reactivated when the operator retrieves the held call. The TTY window must be re-activated.

Conferencing or Transferring a TTY caller is accomplished as described about (refer to Auto Dial Window). Conferencing a call disables the TTY window, but retains the TTY conversation on the screen.

Note: When you conference or transfer a TTY caller, the TTY text is not transferred.

218.03 HOW TO PLACE A CALL TO A TTY USER

The operator may manually enter a TTY user's phone number in the Dial Box. While the number is being dialed, the operator shall launch the TTY module and activate it. Continue the conversation as above.

The operator may also place a call to a TTY user using the ANI Callback list.

218.04 CLEARING TTY CONVERSATIONS/CLOSING THE MODULE

The TTY conversation area is automatically cleared whenever an operator takes a new TTY call or logs off VESTA. To clear the TTY conversation area, click the Clear button on the TTY window. All the text is removed from the TTY conversation area and saved to the call record.

Closing the TTY window does NOT release the line on which the TTY call was received. To release an active TTY call, click the Release button in the Call Control window. Closing the TTY window does not clear the text in the Conversation area until you receive another TTY call or you clear the conversation area manually.

See Teletypewriter for the Hearing-Impaired (TTY), Manual Section 2/218 for additional information on TTY calls.

DISPATCHER USER INTERFACE (DUI)

219 **DISPATCHER USER INTERFACE – DUI**

DUI is a custom-built interface for MCC 7500 that allows an operator to quickly select and de-select channels for broadcast. It provides for pre-configured multi-select groups and addresses the need for priority transmit, request to transmit, and automatic incident group creation.

220 **LAUNCHING DUI**

Place the point of focus on the Premier CAD working screen and depress the ALT key on the keyboard to display the Menu Bar. Click on the Communications tab, scroll to the Channel Groups Icon and click to launch DUI.

- A. The DUI will appear on screen 4 over the working format.
- B. The DUI display remains on Monitor #4 and should be placed on the lower right hand corner next to the lower command line area. It will work in conjunction with MCC 7500 to allow the operator to quickly select and de-select channels for broadcast.

221 **CHANNEL SELECT**

The Channel Select area has three tabs containing single or groups of channels:

- A. Channels – An alphabetical listing of all channels available.
- B. Groups – A numerical listing in predefined groups.
- C. Geographic – A numerical listing of predefined group select, additional unit, following/back-up and ASTRO ROVER selections. **Selections from this tab shall not be used.**

222 **MULTI-SELECT TRANSMIT (MSEL)**

The MSEL is a configuration used to multi-select frequencies. The MSEL option corresponds to the MSEL's found in the MCC 7500 display. DUI allows for the use of MSEL 3.

Note: It is recommended that MSEL 3 be used for the DUI application.

223 **CHANNELS IN GROUP**

Channels In Group display allows the operator to view what channels are being selected for use in a multi-select broadcast.

To add a channel or group of channels the operator shall:

- A. Select the concerned channels from the “Channel Select” window. There are 4 ways to add channels:
- Double-click in the selection
 - Click and drag the entry
 - Click to highlight and click “Add” button
 - Click “Add All” to select all channels from the channels tab.
- B. The operator may use a maximum of ■ channels in the Channels in Group window at one time. The operator will receive an error message indicating the number of channels exceeds the limit when attempting to load more than ■ channels.

Note: The “Add All” button may only be used with the channels tab.

224 CHANNEL STATUS

The status of each channel in the Channels In Group list will reflect an updated status. The change occurs in MCC 7500

- White Background – the channel is idle and available for transmissions.
- Red Highlight – the channel is currently being used by the operator.
- Yellow Highlight – the channel is being used by another operator.
- Black Background with white diagonal lines – the channel is not available to the particular operator/workstation.
- Black Background with white criss-cross lines – the channel is not valid with MCC 7500, but the operator/workstation is attempting to use it.

225 REMOVING CHANNELS

Any channel or group of channels in the Channel Select window may be removed by highlighting the entry and clicking the “Remove” button or by double-clicking on it. The “Remove-All” button will remove all entries from the Channels in Group list.

226 LOAD MSEL

Once the desired channel(s) have been added to the Channels in Group list, the operator must load them into the desired MSEL.

Note: Adding channel(s) to the Channels In Group does not immediately make those channels available for broadcast.

To load the channels, click on the “Load Msel.” This will cause the channel(s) to be reflected in the MSEL 3 window on the MCC 7500 display. Once the MSEL has been loaded it is locked to the operator and the “Load MSEL” button will be disabled (grayed out).

227 **OPEN MSEL**

The “Open MSEL” button will cause all the channels to become available for broadcast. Their audio will be routed to the operator’s headset. The Channels in Group list will have a green border indicating that the list has been loaded into an MSEL and the channels selected.

Note: The operator may bypass the “Load MSEL” step and cause the MSEL to be loaded and opened in a single step with the “Open MSEL” button.

228 **CLOSE MSEL**

The “Close MSEL” button will allow the operator to close the MSEL. This will de-select the audio (of those channels) in the headset and re-select the channel(s) that had been selected prior to the “Open Msel.” The list of channels within the MSEL and “Channels in Group” remain intact. They will not be active. The “Open MSEL”, “Reset MSEL” and “Chnl Grp Reset” button will then be enabled.

229 **RESET MSEL**

The “Reset Msel” button will issue a “Close MSEL” and then clear the channels in the specified MSEL. This will de-select the audio of the channels, clear them from the MSEL and re-select the channel(s) that had been selected prior to the “Open Msel.” The “Load MSEL” buttons will then be enabled.

230 **GENERAL TRANSMIT WITHIN DUI**

Once the channels have been loaded into the multi-select and opened, the operator may perform a general transmit via the foot pedal or transmit button on the toolbar.

Upon activation of the general transmit, all available channels will be keyed immediately and the operator will have the air. As busy channels become available, they will be added to the broadcast. A green “Ready” button will indicate that all channels are available. An absent “Ready” button indicates that at least one of the selected channels is being used by another operator.

Note: As the channel(s) becomes available, they will be added to the operator’s transmission (in mid-broadcast).

231 **CHANNEL GROUP RESET (CHNL GRP RESET)**

The “Chnl Grp Reset” button will issue a “Reset MSEL” and then clear the Channels in the Group list. This will also de-select the audio (of those channels) in the headset and re-select the channel(s) that were selected prior to the “MSEL Open.” The “Load MSEL” and “Open MSEL” buttons will then be enabled.

232 **PRIORITY TRANSMIT**

Priority Transmit allows the operator to preempt other operators currently transmitting in order to make immediate/urgent broadcasts. When the operator clicks on the “Priority Transmit” button, a broadcast data message will be sent to all workstations. If the selected channel is being used at another workstation, a tone will sound in the headset of that operator.

The “Priority Xmit” button will change to a “Cancel” button. If the “Cancel” button is pressed, the Priority Transmit sequence is aborted. When the priority transmit button is pressed, a five-second timer is initiated. Once the timer expires, the DUI will automatically toggle to the APB Transmit. The initiating operator will have all channels automatically made available and may begin his/her broadcast. Once the broadcast is complete, the operator shall press the “APB End” button. This will cause the button to change to “APB Xmit.” The operator may continue broadcasting by toggling on/off the button.

Note: Using the APB Xmit button a second time causes all channels to be available (no additional alert tones will be heard).

Should an operator desire to exit the Priority Transmit mode without closing or clearing the multi-select, he/she need only to press the “End” button. This will return the operator to normal channel group operation with the currently selected group open and ready to use (i.e., general transmit).

Note: The initiating operator must remember to toggle the “APB Xmit” button on and off or there will be open air.

233 **CHANNEL REQUEST**

The Channel Request feature allows the operator to request a set of channels. When the operator clicks on the “Channel Request” button a broadcast data message will be sent to all workstations. If the selected channel(s) is being used at another workstation, a tone will sound in the headset of that operator. At this point the signaled operator can opt to drop the air. Unlike the Priority Transmit sequence, no channels will be taken away within a prescribed time frame. This operation can be used with urgent field situations.

234 **ADVISORY WINDOW**

The Advisory Window notifies the operator when a message has been sent from another operator by displaying a red dot on the Advisory Window Toolbar. (i.e., another dispatcher issues a Priority Transmit). Click on the red dot to view the Advisory Messages.

MCC 7500 ELITE DISPATCH APPLICATION

235

MCC 7500 ELITE DISPATCH APPLICATION

The MCC 7500 Elite Dispatch Application (MCC 7500) is a configurable computer-based interface that allows a dispatcher to communicate with:

1. Radio resources – field officers and Area stations.
2. Telephone resources – intercom

The MCC 7500 configuration for Communications Division has been restricted to radio and telephone resources only. There is a maximum of ■ channels for Multi-selection. The configuration also works in conjunction with the VESTA Instant Recall Recorder (IRR) to instantly play back recorded radio transmissions.

236

LOGGING ON TO MCC 7500

1. An operator will log on as a Radio Telephone Operator (RTO), an Emergency Board Operator (EBO), Bureau Communications Coordinator (BCC) or an Auxiliary Telephone Operator (ATO).
2. In the event that an RTO is working a tied frequency, the RTO shall log on with the original RTO position for the assigned frequency.

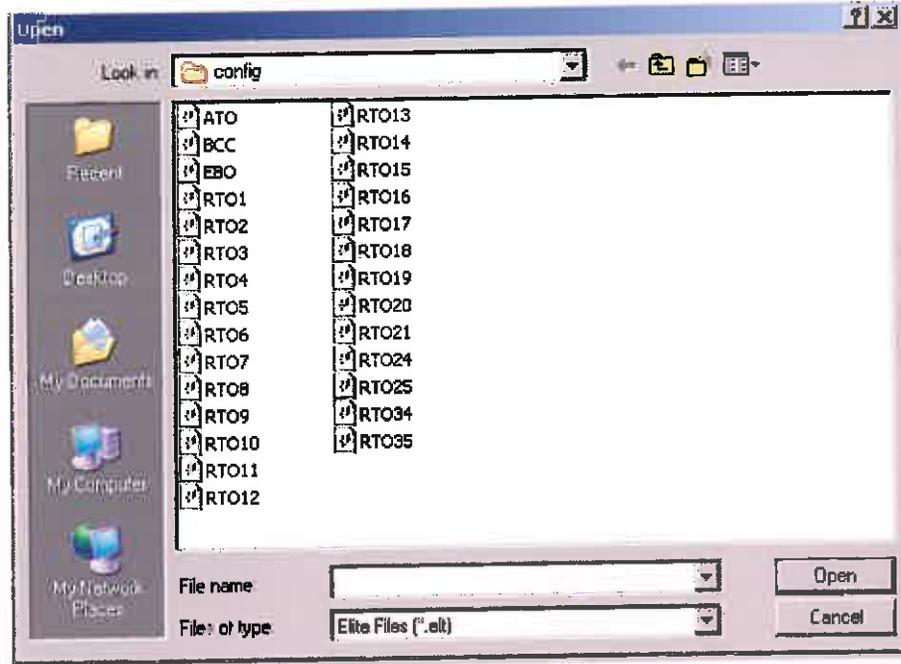
Note: PSR's will log on the Premier CAD system separately.

3. In most instances, the MCC 7500 interface will be visible on Monitor #5. If it is not visible, the operator must launch MCC 7500.
 - a. To launch MCC 7500, the operator will locate and click START on the Taskbar on monitor #5. Then point and click on the ELITE CONSOLE tab. The operator will then be presented with configuration options on screen #5.



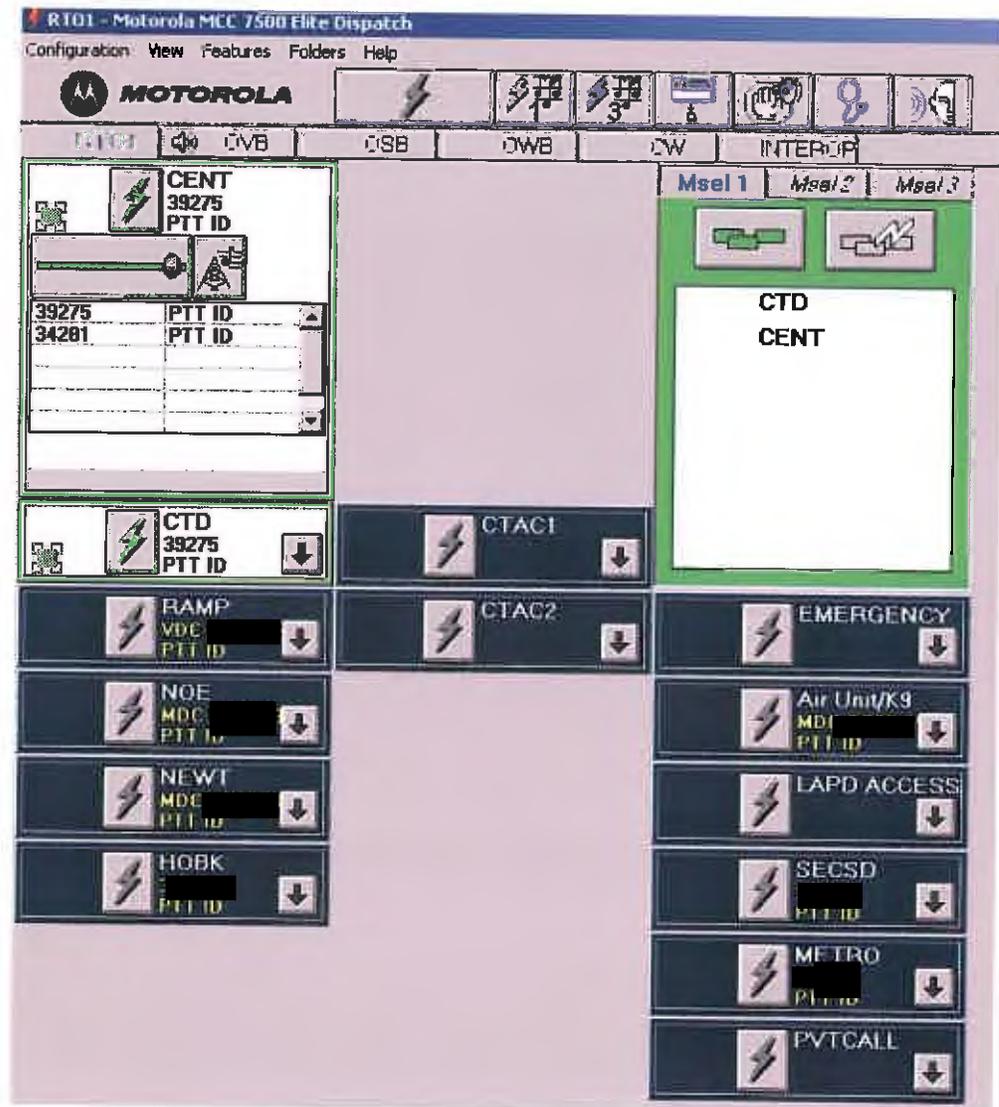
Then select 'Elite Console'



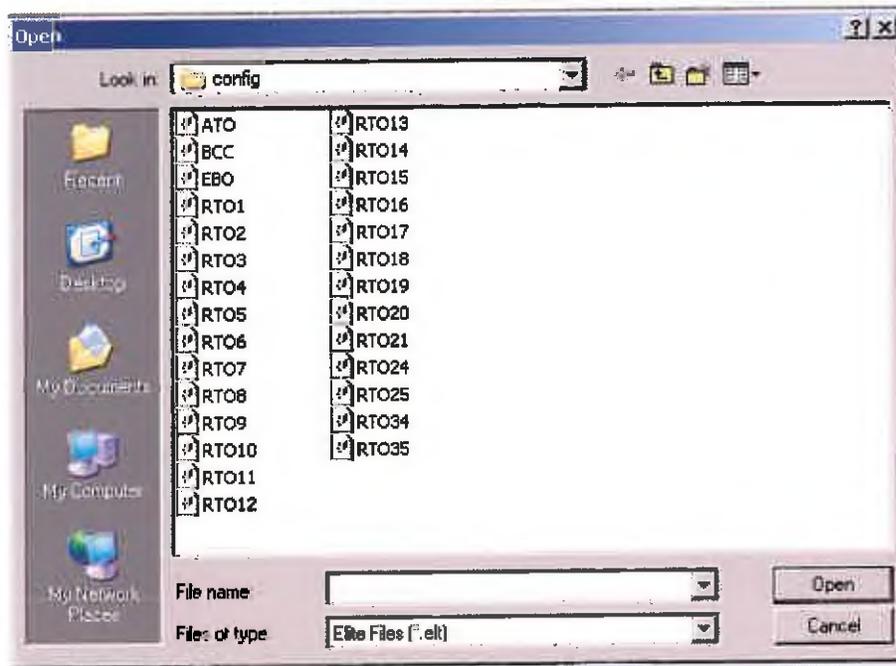


Select the appropriate configuration and click on 'Open'

- b. The operator will then be presented with the login screen. The user login name and password will be 'operator'. The login and password must be input by typing in each field and then click on the OK tab.
- c. Upon successful logon the configured display will be visible on Monitor #5. (Example below is RTO1)



- d. To change from one position to another, the operator will locate the configuration button on the Menu Bar and point and click on "Open". the configuration option box will appear. The operator will have the option to highlight the appropriate Radio position and click 'open', or double-click.



- e. The configuration option will display the sign-ons for the console. The operator may also select one of these by clicking and highlighting it, or double-clicking the selected configuration.

237 LOGGING OFF FROM MCC 7500

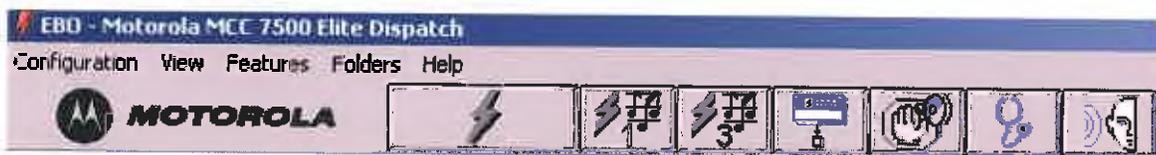
1. To log off from MCC 7500, click the Configuration button on the Menu Bar then click Exit.



Note: MCC 7500 shall not be closed if there is an active Emergency Trigger Activation.

238 COMPONENTS OF THE TITLEBAR

PSR's perform basic radio functions from a centralized screen with the use of the Titlebar.



1. The Caption identifies the name of the Titlebar and the operator logged on to the workstation.
2. **Configuration** - this menu allows the operator to choose one of the configurations set up by the system administrator. It also allows the operator to close MCC 7500 completely.



- a. **Open** - opens a form listing all the configurations available.
 - b. **Numbered listing** - the numbered menu choices listed below Open are the last four desktop configuration files loaded on the console. Users can quickly load one of these configurations by clicking it.
 - c. **Last Configuration** - reloads the most recently used configuration.
 - d. **Exit** - exits the Dispatch program.
3. **View** – allows an operator to display the dialogs for the Activity Log.



4. **Features** - this menu lists miscellaneous items that are enabled in the loaded configuration.



- a. **All Mute** - Silences all audio from unselected channels.
- b. **System status** – Shows the status of the radio system.
- c. **Secure operations** – Configuration of encrypted (secure) radio transmissions (not currently used).
- d. **End emergency** – Silences the audible tones generated during an Emergency Trigger activation.
- e. **Clear status line** – Clears

5. **Folders menu** – another way to switch between desktop folders.

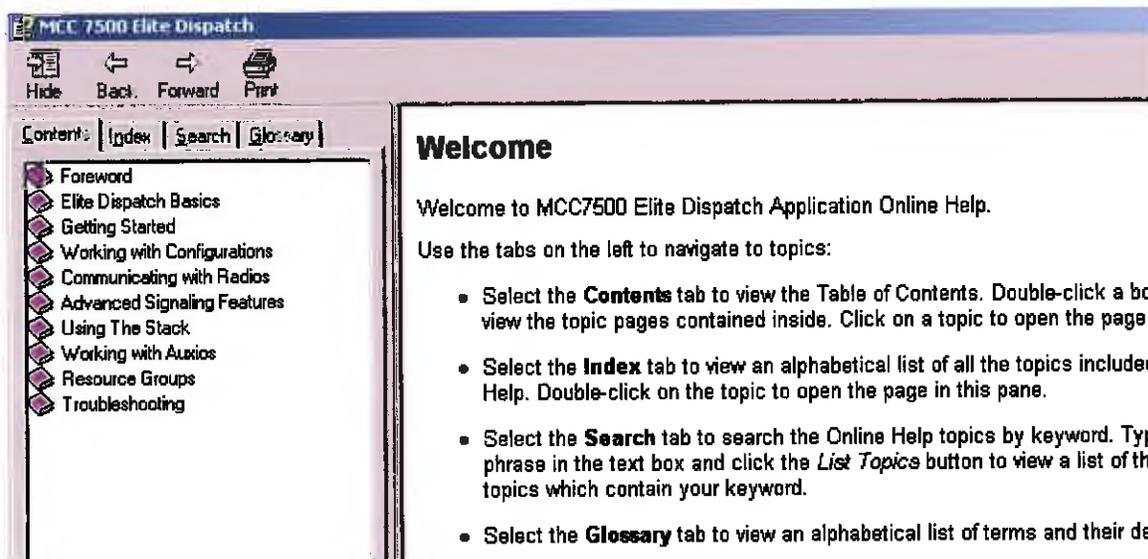


6. **Help menu** - Accesses MCC 7500's help files.

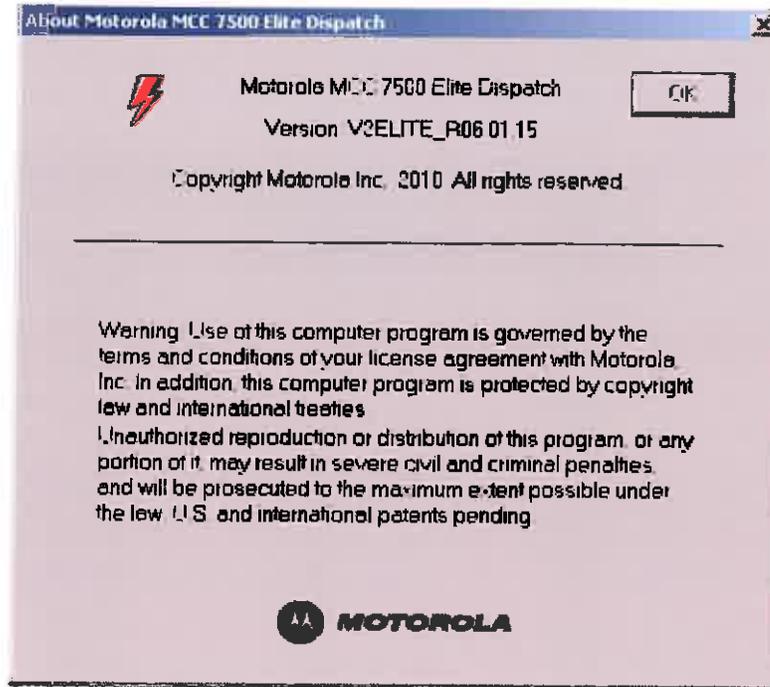
- a. **Contents** - lists all Help topics.



- b. **Using Help** describes how to use the help files.



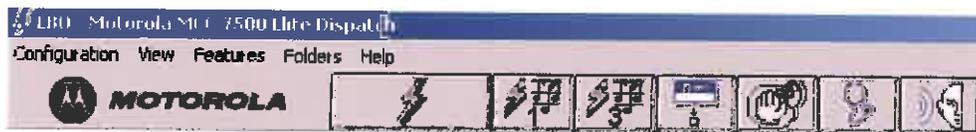
- c. **About Motorola MCC 7500 Elite Dispatch** displays MCC 7500 copyright information and software version number.



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TOOLBAR

The toolbar provides quick access to the most frequently used menu items.



1. General Transmit Button



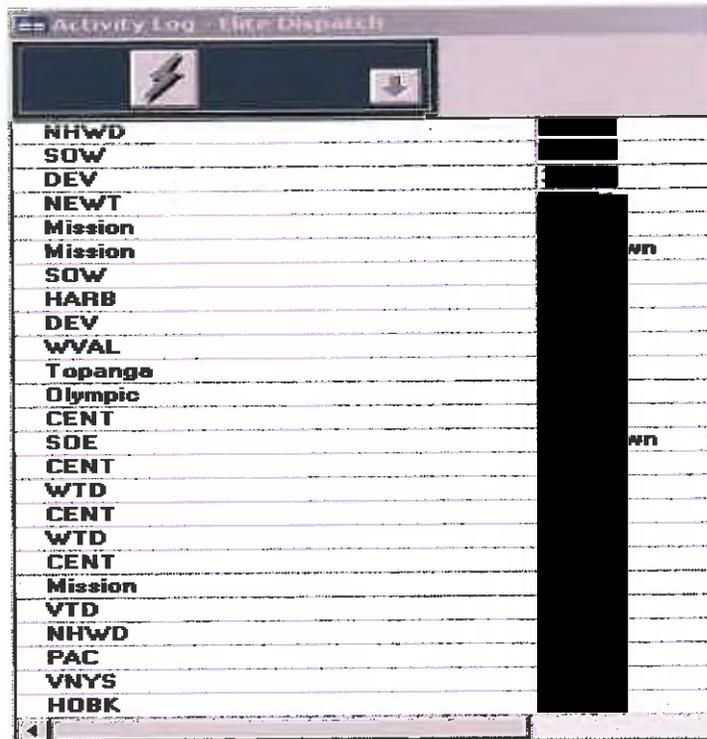
The General Transmit button allows the operator to transmit and is equivalent to pressing the foot pedal.

2. Alert Tones Button



The Alert button allows the operator to send an audible tone to field officers prior to making a broadcast. These tones are used for Priority I calls, and retones.

3. Activity Log:



- d. The Activity log is a window that reflects a chronological record of system-wide radio activity.
- e. An operator will respond to any of the transmissions by scrolling through the list, highlighting the desired transmission and transmitting as normal. This allows the operator to respond to a broadcast without first selecting or multi-selecting that officer's channel.

Note: This is the first place an operator should look upon notification of an emergency trigger activation, as the involved unit's ID will be reflected (in red).

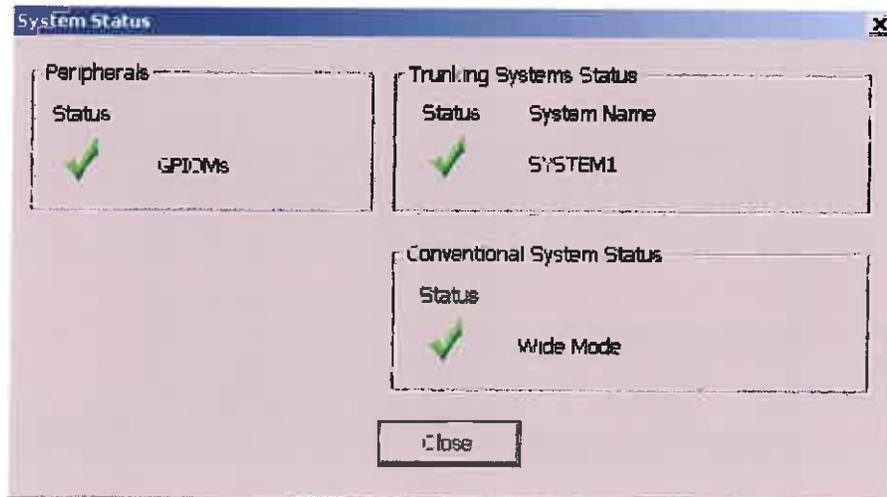


4. End Emergency Tones Button

- a. Emergency tones are activated when a rover is activated. The Emergency Tone button allows an operator to silence the tones at their console. It does not change the status of the emergency. The BCC's or supervisor's have the ability to silence the tones at all positions.



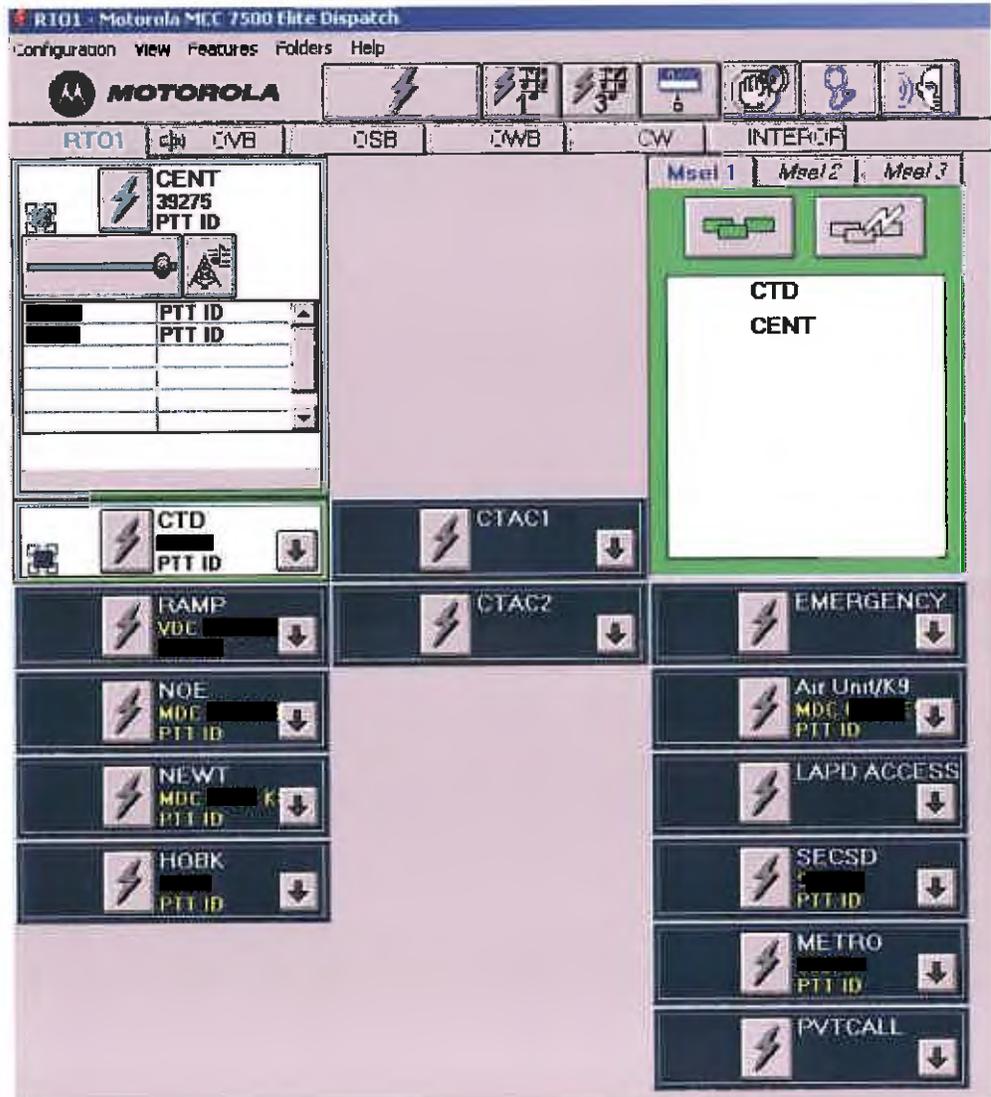
5. System Status



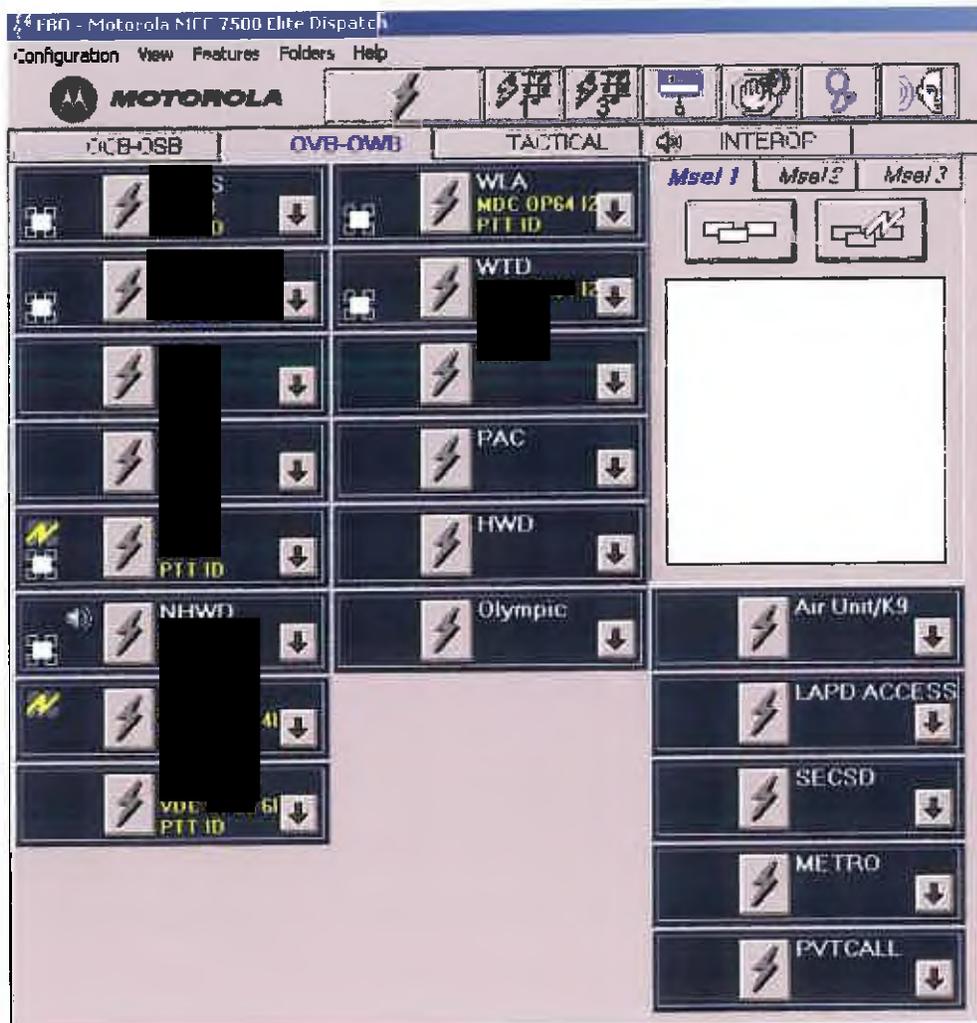
- 6. All Mute – Allows an operator to mute the external speaker for 30 seconds at a time, silencing unselected audio. Depress the 'All Mute' tab on the title bar:

RADIO CHANNEL FOLDERS

1. All radio channels available to an operator have been divided into folders. Folder Tabs, located right below the Toolbar, reflect all the folders in the current configuration.

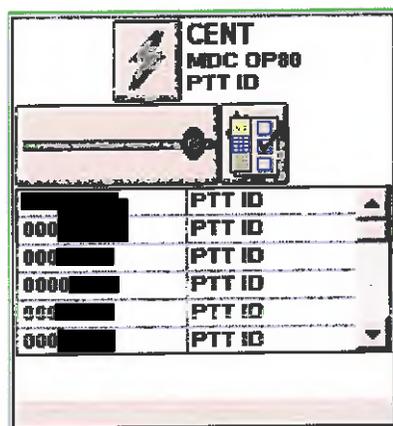


Radio channels are sorted into folders by bureau, Citywide and Interop. BCC, ATO and EBO configurations are slightly different. Operators can click on any folder tab to access the channels assigned to that folder.



240.01

CHANNEL DISPLAY



1. The RTO's base channel appears in extended mode in the upper-left hand corner of the MCC 7500 display.

2. All other available channels will be displayed in compressed mode. To display the extended mode for channels other than base, click on the down arrow in the channel box. The channel's name and current volume are always displayed within the box.
3. After log on, the RTO's base will appear dark blue. In order to transmit on the channel click anywhere in the dark blue area. This will cause the box to turn white with a green border. This indicates that the operator may broadcast on the channel.

240.02

CHANNEL DISPLAY COMPONENTS

1. Instant Transmit



This feature allows an operator to immediately begin transmitting, overriding all other broadcasts. No warning is given to other operators.

Note: The Instant Transmit feature should be used with discretion and/or at the direction of a supervisor for officer emergencies only.

2. Volume control



Channels can be viewed selected or de-selected. The Channel's volume ranges from 0 to 7. All de-selected channels are preset at zero. When de-selecting a base channel the volume range is preset to 5. When selecting channels the volume range is preset to 7. To adjust the range, drag the volume slider from left (decreases) to right (increases).

3. Stack
 - a. The Stack (streamer) consists of two columns and displays radio transmission information on a channel. The information is listed in chronological order with the newest entry at the top.



- 1) The left column displays the ASTRO radio ID# of the unit that is broadcasting.
 - 2) The right column displays the type of broadcast (i.e. Emergency Alarm, Push to Talk ID) and the time it was received. To view the time click in the right hand column and toggle between type and time.
- b. An active emergency in the stack remains at the top of the stack until it is acknowledged.
 - c. Duplicate entries are placed at the top of the stack. The oldest entry is deleted.

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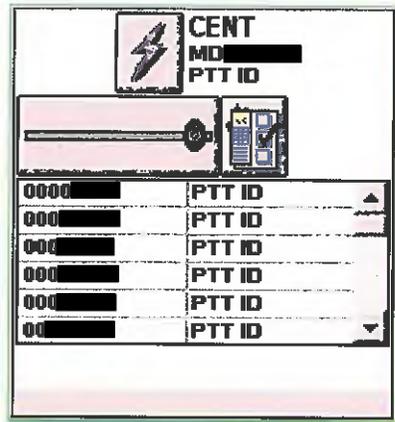
BROADCASTING AND RECEIVING RADIO TRANSMISSIONS

1. An operator can broadcast and receive transmissions from field officers in one of four ways:
 - a. General Transmit allows the operator to talk on the selected channel or channels using the lightning bolt on the toolbar or foot pedal.
 - b. Instant Transmit allows the operator to talk on a single channel, whether that channel is selected or not. It will override the current transmission on the channel.

Note: The Instant Transmit feature should be used with discretion and/or at the direction of a supervisor for officer emergencies only.

- c. Multi-select Transmit allows an operator to transmit on multiple channels simultaneously.

- d. Patch Transmit joins separate frequencies allowing officers & operators from different channels to temporarily communicate with each other (BCC or Supervisor use only).
- 2. The lightning bolt in the channel box will change colors indicating the status of the involved channel.
 - a. Grey - the channel is not in use.
 - b. Yellow - the channel is busy.
 - c. Red - the operator has the channel and is broadcasting.
- 3. General Transmit



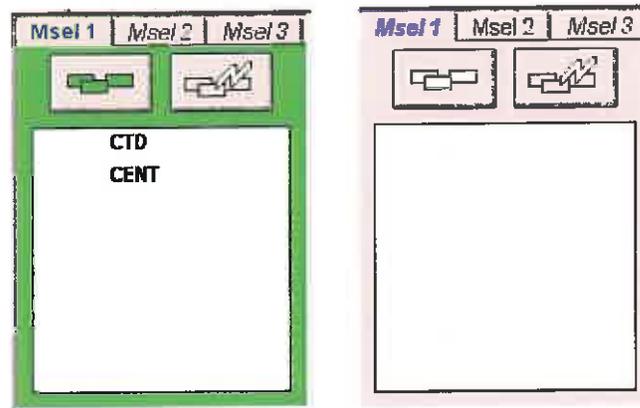
- a. To general transmit on a **single** channel, click anywhere within the blue background of the channel box. A green border surrounding the channel box indicates the channel is ready for broadcast. The operator can use the toolbar button or foot pedal to transmit.

Note: A channel remains selected until the operator deselects it or selects another channel.

- 4. Instant Transmit
 - a. Instant transmit is the lightning bolt located inside the channel box. Instant transmit does not alert other operators with an alert tone and should be used with discretion and/or at the direction of a supervisor for Officer Emergencies only.

5. Multi-select Transmit

- a. Msel (multi-select) allows the operator to use three individual folders to group channels to broadcast.
- b. Building a multi-select group (RTO)



- 1) Select a multi-select folder
- 2) Click on the Msel Edit Button (the 3 boxes). The Multi-select window will then be highlighted green, indicating an active grouping. First, select your base frequency by clicking anywhere in the white area. Click anywhere in the dark blue background of the additional channels you wish to add to the group selection. The operator will notice that the channel names will appear in the multi-select box. Then, the operator is able to broadcast on all channels via general transmission (i.e. foot pedal or lightning bolt on the toolbar).
- 3) To remove/deselect a channel(s) from the multi-select group, click anywhere in the white background of the channel box. It is recommended that the RTO not remove their base channel from the initial multi-select folder tab.
- 4) To deactivate the grouping and allow it to remain in the folder tab(s), click the Msel Edit button.
- 5) It is also recommended that the RTO utilizes **Msel 1** for area group selection, **Msel 2** for base & traffic and **Msel 3** for DUI (DUI will be taught in a later lesson).

6. Patch Transmit

- a. Patch grouping allows the BCC to group channels together so that field officers & operators can all communicate. This will cause any other operator to broadcast on multiple channels as well, whether or not all were selected. BCCs or Supervisors are authorized and configured to perform this function.

Note: If an operator "patches" two or more channels, those channels remain "patched" until an operator removes the patch from the originating console.

- b. To build a patch group, follow the same steps as outlined above for building a MSEL except of use the Patch folder tab instead of the multiselect folder tab.

7. Officers broadcasting while not on their Base Channel

- a. Any transmission originating from the field on **any unselected channel** (i.e. Simplex/Fallback, TAC channels which are not being actively monitored, etc.) will not be heard by Communications Division personnel.

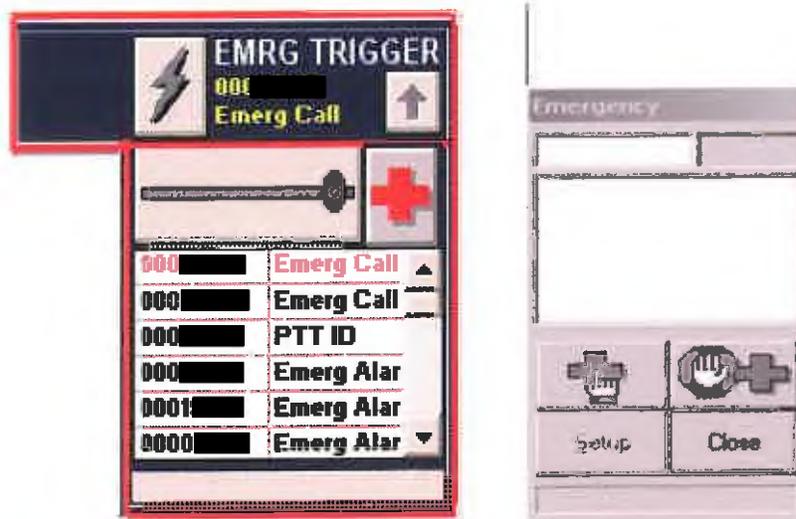
242

PROCESSING EMERGENCY TRIGGERS USING MCC 7500

Field personnel who are in a emergent situation may utilize an "Emergency Button" on their handheld or mobile radio. When the button is depressed, the radio automatically opens the microphone and transmits for 10 seconds, allowing Communications Division personnel to assess the situation and take appropriate action.

1. MCC 7500 enables a field unit to notify all radio users, via an audible tone and visual indication, of an emergency. Once an emergency trigger is activated, the ROVER will automatically switch over to the emergency channel (channel 50) enabling two-way communication between the officer and the BCC.
2. MCC 7500 allows the emergency tones to be heard via the speaker or in the headset of an RTO or BCC.

3. MCC 7500 will initiate the emergency tones alerting all logged on RTO/BCC operators. The border on the emergency trigger button will flash red (on all consoles) and the unit's name/ID or ROVER number will appear in red at the top of the RTO's stack and Activity Log. The stack will also reflect "Emerg Alarm" next to the unit's name/ID or ROVER number, if the ROVER is unassigned.
4. An operator may silence the emergency tones for **their** position by clicking on the End Emergency Tones button on the toolbar. A BCC or supervisor can silence the tones on **all** consoles by clicking on the Acknowledge Emergency button.
5. **BCC Responsibility:**



- a. Upon notification of the emergency trigger activation, all operators should display the emergency trigger channel box in extended mode by clicking on the down arrow.
- b. The BCC shall silence alert tones on **all** consoles by clicking on the Acknowledge Emergency button. A green check mark will appear next to the Unit ID entry in the QuickList and green check marks will appear next to the corresponding entries in the Stack and Activity Log.

Note: Active Emergency calls in the stack remain at the top of the stack until they are acknowledged.

- c. The emergency channel will automatically be selected in the BCC's headset at maximum volume (7). BCC three will be

responsible for putting out the initial broadcast if the ASTRO ROVER is unassigned.

Note: The RTO will take over the broadcasting when an emergency exists.

- d. At the conclusion of the emergency, the BCC shall click on the Emergency Knockdown button. This button will only be activated when there is an emergency trigger activation. The Emergency Knockdown button will terminate and clear the emergency at all operator positions. All entries from the Emergency QuickList will be removed. The channel box will no longer be highlighted in red. The status line of the Emergency QuickList will go blank and the corresponding entry in the Stack will change from red to black. The Activity Log entry color does not change.

Note: If the operator switches dispatch configurations or exits the current configuration while an Emergency is unacknowledged, then the Emergency will be knocked down.

6. RTO Responsibility

- a. Upon notification of an Emergency Trigger activation, the involved RTO should immediately extend the Emergency Trigger channel box and launch the activity log if not already launched. The Activity Log stack will allow the operator to ascertain the involved unit's ID or unassigned ROVER number.
- b. If the ASTRO ROVER is logged on, the RTO shall make the initial broadcast and handle any subsequent emergency according to established policies and procedures.
- c. Upon conclusion of the emergency situation, the RTO shall advise the BCC, who in turn will "knockdown" the emergency.

243

PRIVATE CALL (PVTCALL) FUNCTION

1. Private Call Button



The Private Call button allows direct contact between two operators at either Dispatch Center.

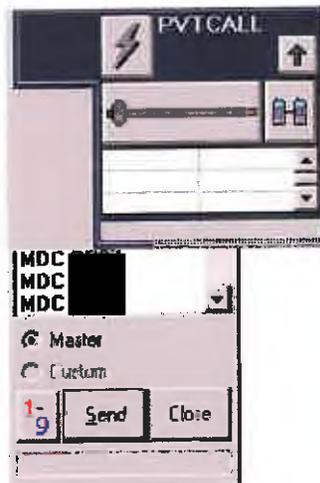
a. To send a Private Call to a selected user:

- 1) The operator must **not** be multi-selected with radio frequencies. Click on the Private Call drop down arrow and click the radio button (2 walkie talkies). The operator will be presented with MDC/VDC console numbers. Upon selecting the appropriate operator number, the operator shall click 'send'.

Note: Operators will continue to receive in-coming calls if they remain on 'Ready' status on Vesta.



Click on radio tab display:



b. To receive a Private Call:

- 1) The receiving operator will be alerted to the Private Call request by an audible beep. The receiving operator will click the drop down arrow and see a green light on top of the radio. Click the 2-way radio button to connect and step on your pedal or general transmit button to talk.

- c. To terminate a selected Private Call:
 - 1) To terminate a Private Call, click the “2-way radio” button. To close the Private Call menu click on “close”.

Note: If a Private Call is not opened, it will come through the external speaker while keeping the radio in the headset. When Private Call is selected, the caller will be in your headset and radio frequencies will be monitored via the external speaker.

ORION VELA ADVANCED MAPPING APPLICATION

244 **INTRODUCING ORION VELA**

ORION Vela is designed for use in emergency response dispatch centers. The primary purpose of this software is to provide emergency dispatchers with important information, such as the location of an incident and unit location.

Tools included in ORION Vela allow an operator to perform the following tasks:

- Look up streets, addresses and locations on the map
- View information about difference features on the map
- Perform standard map manipulations, such as zooming and panning
- Measure features on the map
- Generate driving directions between two points on the map
- Locate Wireless Phase I and Phase II calls on the map

A complete Agent Manual is available in the “Help” drop-down menu of ORION Vela.

244.01 **LAUNCHING ORION VELA AND LOGGING ON**

1. Launching ORION Vela
 - a. When the operator logs on to VESTA it will launch VELA automatically.
 - b. If the map is not displayed after logging on to VESTA, the operator must launch Vela.
 - 1) To launch Vela, left click on the START button located on the Task Bar, highlight & click Vela 2.0. After a few seconds the Logon box will be displayed.

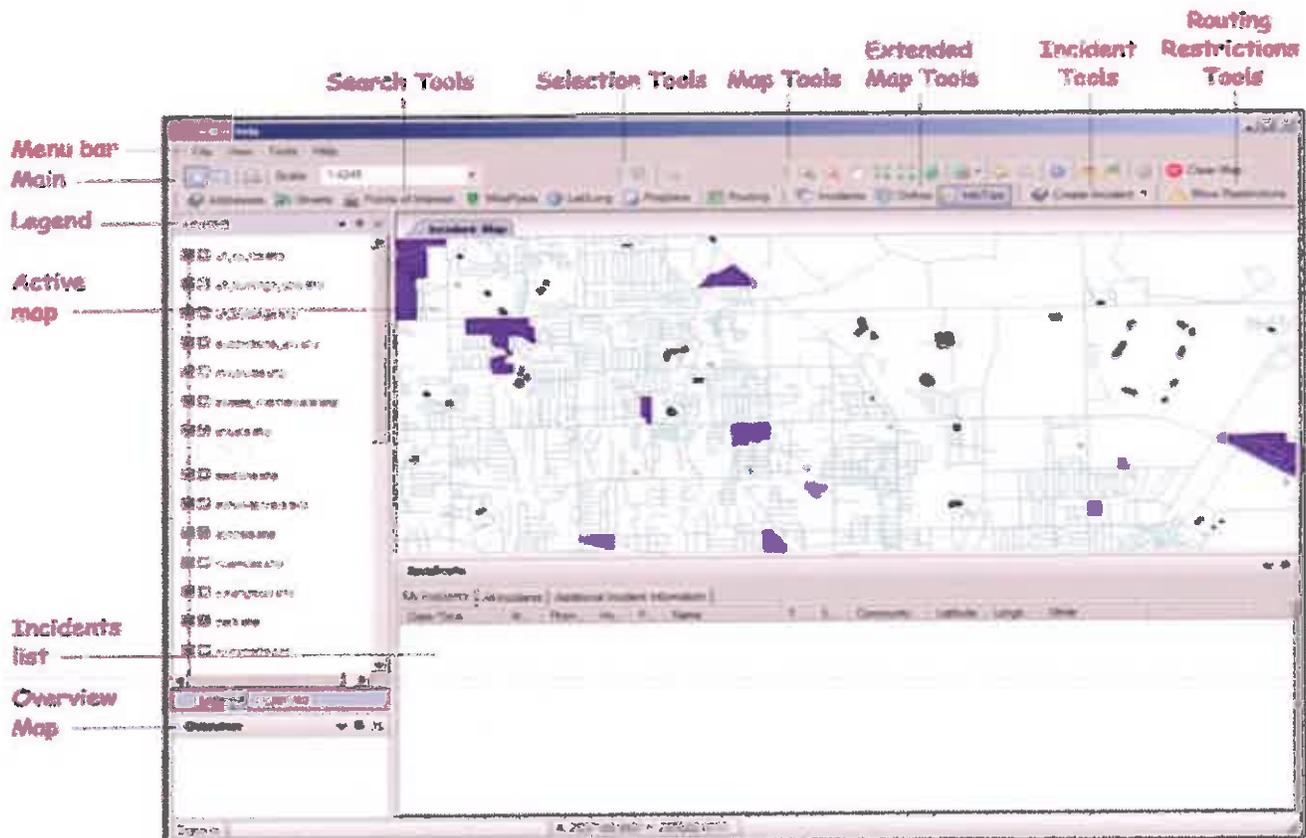


2. Logging On
 - a. On the Login dialog box, in the Username text box, type **Agent**.

- 1). No Password is required
 - 2). Click Login
3. Logging Off
- a. When the operator logs off of VESTA it will automatically log off Vela simultaneously.
 - b. If Vela does not log off automatically, there are two ways to log off:
 - 1) Click on the **X** in the upper right hand corner of the window.
 - 2) Click on **File** in the Menu bar, highlight & click 'Exit' (this will rarely be used).

244.02 ORION VELA INTERFACE AND MENU BAR

The ORION Vela interface layout is divided into different sections. Each section or window consolidates information in a unique manner to facilitate easy navigation. Various tools allow for accessing particular mapping functionality.



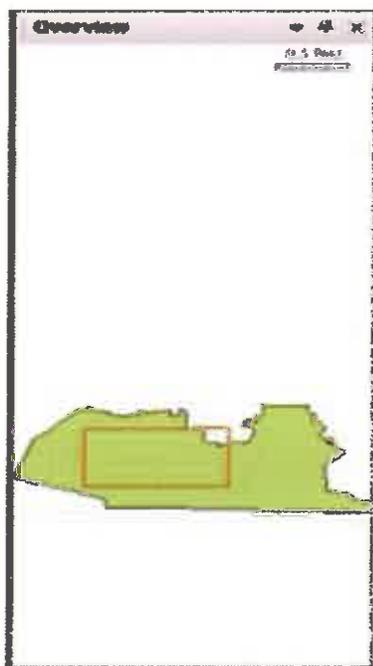
The ORION Vela Menu bar contains numerous options that allow you to print, export, exit the application, toggle the visibility of specific features, retrieve on-line Help, and so on. The Menu bar also provides access to various tools.

1. The Menu bar runs across the top left hand side of the screen and includes the following options:
 - a. File – Displays 4 options
 - 1) Print – Print a map view
 - 2) Export Map as – Export your map
 - 3) Export Data as – Export your map data as a text file
 - 4) Exit – Close the ORION Vela application
 - b. View – Displays 11 options
 - 1) Fixed Zoom In – Increase the current zoom level by a set amount.
 - 2) Fixed Zoom Out – Decrease the current zoom level by a set amount.
 - 3) Full Extent – Provide a full extent view of the map
 - 4) Previous Extent – Return to the previous map view
 - 5) Next Extent – Move forward to the most recent map view
 - 6) Legend – Show or hide the Legend
 - 7) Incidents – Show or hide the Incidents List
 - 8) Overview Map – Show or hide the Overview Map
 - 9) Hyperlink Results – Show or hide Hyperlink Results
 - 10) Status Bar – Show or hide the status bar
 - 11) Scroll Bars – Show or hide scroll bars for your active map window.
 - c. Tools – Displays 6 options

- 1) Connections – Connect or disconnect a server connection.
 - 2) Buffer – Locate data within a specific radius of a map feature.
 - 3) Go to X, Y – Zoom to specific GPS coordinates.
 - 4) Show Output Window – Shows the output window.
 - 5) Discrepancy Reviewer – View a discrepancy log for incidents not matching the map data with a high degree of certainty.
 - 6) Reset Window Layout – Reset the window layout to the last saved layout.
- d. Help – Displays 2 options
- 1) ORION Vela Help – Open the applicable online help for the ORION Vela 2.0 application.
 - 2) About ORION Vela – View the ORION Vela About box.

244.03 **WORKING WITH THE OVERVIEW MAP**

The Overview Map provides you with a better understanding of what portion of the jurisdiction is visible in the active map display. It allows you to quickly zoom to a general area of the map, and it displays the area of the active map window that is visible in a red box. By default, the Overview Map appears on the left side of the window. This behavior, however, can be modified.



1. Components of the Overview Map

a. Hide the Overview Map

- 1) From the View menu, select the **Overview Map** option

Note: The check box is cleared next to the Overview Map option and the Overview Map is removed from the left side of the window.

- 2) (Conditional) If the Overview Map is set to Auto Hide, from the left side of the window, move the mouse pointer off the **Overview Map** or the **Overview** tab. The Overview Map is hidden.

b. Show the Overview Map if hidden

- 1) From the View menu, select the **Overview Map** option

Note: A check box appears next to the Overview Map option and the Overview Map appears on the left side of the window.

- 2) (Conditional) If the Overview Map is set to Auto Hide, from the left side of the window, move the mouse pointer over the **Overview** tab.

Note: The Overview Map appears on the left side of the window, and remains open as long as the mouse pointer is over either the Overview tab or the Overview Map itself/

- 3) (Conditional) If the Overview Map is set to Auto Hide, from the left side of the window, move the mouse pointer off the **Overview Map** or the **Overview** tab. The Overview Map is hidden.

c. To activate or deactivate Auto Hide

- 1) If you want to permanently show the Overview Map, click the Auto Hide icon.

Note: This assumes the Overview Map is currently

set to show automatically. The Push Pin icon points down and the Overview Map remains visible, no matter where the mouse pointer is located.

- 2) If you want to auto hide the Overview Map, click the Auto Hide icon, and then move the mouse pointer away from the Overview Map.

Note: This assumes the Overview Map is currently set to show automatically.

- d. To zoom the active map using the Overview Map
 - 1) On the Overview map, click an *area*. The active map window zooms to that area.
 - 2) On the Overview Map, press and hold the mouse button anywhere on the map, draw a box of any size around the *target area*, and then release the mouse button. The active map zooms to that extent.

244.04 **MAP WINDOWS**

There are three different maps that will enable the operator to view the location of a specific caller, assisting the public and units with directions, and to look up addresses and common places.

NOTE: When a WIRELESS call is received, it will display on the map as Phase 1.5, or Phase 2. Operators should continue to retransmit periodically to determine the current and accurate location of the caller.

PHASE 1.5: The address of the Cell Phone Tower, direction and approximate dispatch the caller is from the tower, and the caller's phone number are provided. Phase 1.5 **does not** provide the actual location of the caller. The address of the Cell Phone Tower is plotted on the Vela map.

PHASE 2: The address of the Cell Phone Tower, caller's phone number, and approximate GPS coordinates of the caller are provided. The caller's approximate location is plotted and displayed on the map.

1. Functions of the Map window
 - a. As the calls are being received, Vela will plot each call with a different icon and color depending on the type of call it is.

- 1) Red telephone icon – when the call received is from a landline
- 2) Yellow cell phone icon - when the call is received from a Phase 1.5 wireless call
- 3) Green cell phone icon – when the call is received from a Phase 2 wireless call

244.05 WORKING WITH THE LEGEND

The Legend is a graphical representation of all the map layers. In ORION Vela, you can change the order in the drawing process for layers, and turn the layers and themes on or off.

The active layer is designated with a black background behind its name. A layer must be active in order to identify information for that layer. By default, the Legend appears on the left side of the window. This behavior, however, can be modified.

1. The legend contains the following visibility controls:
 - a. Visible in map
 - b. Visible in map, but not within scale view
 - c. Not visible in map
 - d. Disabled in Legend
2. To hide the Legend (3 ways)
 - a. From the Main toolbar, click the Legend tool.
 - b. From the View menu, select the Legend option.
 - c. *If the Legend is set to Auto Hide*, from the left side of the window, move the mouse pointer off the Legend or tab.
3. To activate Auto Hide on Legend
 - a. From the right corner on the Legend, click (push pin icon) **Auto Hide icon**.
4. To deactivate the Auto Hide on Legend
 - a. From the top right corner of the Legend, click (push pin icon) **Auto Hide icon**, and then move the mouse away from the Legend.
5. To expand Legend entries
 - a. To the left of the layer name, click +

6. To collapse Legend entries
 - a. To the left of the layer name, click -
7. To show a layer in the Legend
 - a. To the left of the layer, select the check box.
8. To hide a layer in the Legend
 - b. To the left of the layer name, clear the check box.

244.06 ORION VELA TOOLBARS

The ORION Vela interface includes map-related toolbars that perform various functions within the map view.

I. MAIN TOOLBAR

A. Magnifier

The Magnifier tool magnifies an area of the map where the mouse is placed. The degree of magnification can be set from 50% to 1000%.

1. Using the Magnifier
 - a. From the Main toolbar, click the Magnifier tool.
 - b. Move the mouse over the area of the map to magnify.
2. To change the degree of magnification
 - a. Click the mouse anywhere inside the **Magnifier** dialog box.
 - b. Type in the value.
 - c. Click **OK**.

B. Scale Tool

The Scale tool allows the user to change the relationship between the distance on the map and the distance on the ground. The first number represents the map distance and always is (1) and the second number represents the ground distance.

1. To change the scale of the map.
 - a. On the Main toolbar, from the Scale tool drop-down list, select a scale ratio.

II. SELECTION TOOLS TOOLBAR

A. Rectangle Tool

A tool to select a collection of map features.

1. To select map features
 - a. In the Legend, select the map layers that contain features to be viewed.
 - b. From the Selection Tools toolbar, click the **Select By Rectangle** tool and then draw a rectangle over the features you want to select (highlighted).
 - c. To add additional features to the selection set, press the SHIFT key and draw addition rectangles over the additional features.

B. Clear Selected Features Tool

A tool to clear all selected map features.

1. To clear selected features
 - a. In the Legend, select the layer of layers that contain features you want to clear.
 - b. From the Selection Tools toolbar, click the **Clear Selected Features** tool.

III. MAP TOOLS TOOLBAR

A. Map Zoom Functions

This section discusses several map functions that widen, narrow, and move the map view within ORION Vela. When working with a map it may be necessary to zoom in to view an area in more detail or zoom out to see a larger area of the map.

1. To zoom in
 - a. From the Map Tools toolbar, click the **Zoom In** tool.
 - b. Move the mouse pointer over the map; use one of the following methods to zoom in.
 - 1) Single-click a point on the map to zoom in around that point.
 - 2) Press and hold the mouse button to drag a box around the area to zoom into, then release the mouse button.
2. To zoom in by a fixed amount
 - a. From the Map Tools toolbar, click the **Fixed Zoom In** tool.
3. To zoom out

- a. From the Map Tools toolbar, click the **Zoom Out** tool.
4. To zoom out by a fixed amount
 - a. From the Map Tools toolbar, click the **Fixed Zoom Out** tool.
5. To zoom to the full extent of the map
 - a. From the Map Tools toolbar, click the **Full Extent** tool.

B. Pan Tool

The pan tool moves the map display around to show areas around the current viewing area without changing the scale of the map.

1. To pan the map
 - a. From the Map Tools toolbar, click the **Pan** tool.
 - b. Move the mouse to the map and press and hold the left mouse button.
 - c. While you press and hold right mouse button, move the mouse pointer.
 - d. Release the left mouse button to complete the pan.
2. To pan the map without using the Pan tool
 - a. Move the mouse pointer to the map and press and hold the right mouse button.
 - b. While you press and hold the right mouse button, move the mouse pointer.
 - c. Release the right mouse button to complete pan.

C. Creating a Hot Spot

Hot Spot allows the user to return to a previously created map view at a later time.

1. To create a Hot Spot
 - a. Navigate to the area of the map where the Hot Spot is desired.
 - b. From the Map Tool Toolbar, click the **Hot Spots** tool.
 - c. From the drop-down list, click **Add Hot Spot**.
 - d. In the New Hot Spot dialog box, type a name of the Hot Spot you want to add.
 - e. Click **OK**.
2. To rename a Hot Spot
 - a. From the Map Tools toolbar, click the **Hot Spots** tool.
 - b. From the drop-down list, click **Manage Hot Spots**.
 - c. In the Current Hot Spots list, select the **Hot Spot** to rename.
 - d. Click **Rename**.

- e. In the Renaming of Hot Spot dialog box, type the new name and then click OK.
 - f. Close the Hot Spots window.
3. To remove a Hot Spot
 - a. From the Map Tool toolbar, click the **Hot Spots** tool.
 - b. From the drop-down list, click **Manage Hot Spots**.
 - c. In the Current Hot Spots list, select the **Hot Spot** you want to remove.
 - d. Click **Remove**.
 - e. In the Confirmation dialog box, click **Yes**.
 - f. Close the Hot Spots window.
 4. To set a Hot Spot as the full extent
 - a. Navigate to the area on the map where the Hot Spots is desired.
 - b. From the Map Tools toolbar, click the **Hot Spot** tool.
 - c. From the drop-down list, click **Manage Hot Spots**.
 - d. In the Current Hot Spots list, select the *Hot Spot* to set as your full extent view.
 - e. Select the **Use full extent** check box.
 - f. Close the Hot Spots window.

D. Selecting previous map views

The Next Extent and the Previous Extent tools are used to step forward and backward through previous map views.

1. To step forward
 - a. To move forward to next map view, click the **Next Extent** tool.
2. To step backward
 - a. To return to the previous map view, click the **Previous Extent** tool.

E. Identifying map features

The identify tool displays detailed attribute information about map objects.

1. To identify a feature on the map
 - a. Ensure the feature that you want to identify is one the active layers.
 - b. From the Map Tools toolbar, click the Identify tool.
 - c. Move the mouse pointer over the map and click a feature you want to identify.

- d. If more than one feature was found, on the Feature list, click each feature to view attribute data.

F. Identify Dialog Box

The identify box displays detailed attribute information about map objects.

1. To zoom to the feature selected in the Features list
 - a. From the Map Tools toolbar, click the Identify tool.
 - b. Move your mouse pointer over the map and click a *feature* you want to identify.
 - c. From the Features list, select a feature you want to zoom to.
 - d. From the Options drop-down list, select **Zoom To Selected Identified** feature.
2. To set the identify dialog box as top most window
 - a. From the Map Tools toolbar, click the Identify tool.
 - b. Move your mouse pointer over the map and *feature* you want to identify.
 - c. From the Options drop-down list, select **Top Most**.
3. To clear the information in the identify dialog box
 - a. From the Map Tools toolbar, click the Identify tool.
 - b. Move your mouse pointer over map and click a feature you want to identify.
 - c. From the Options drop-down list, select **Clear**.

G. Measuring Tools

There are two measuring tools, one for measuring distance and one for measuring area. The result of any measurement appears in the Distance/Area finder window.

1. Using the Measure by line tool – length of a line
 - a. From the Map Tools toolbar, click the **Measure by Line** tool.
 - b. Select the Options tab to select the layers to snap to (optional).
 - c. Click a location on the map to place the start point of the line.
 - d. Point to the next position of the line, and click to create another point in the line.
 - e. Repeat step 4 until you have drawn the full path to measure.
 - f. Double-click to set the end point of the line.
2. To use the area measuring feature – calculate the area of a user-defined polygon
 - a. From the Map Tools toolbar, click the **Measure by Area** tool.

- b. Click the Options tab to select the layers to snap to.
- c. Point to the next section of the area, and click to create another point in the polygon.
- d. Repeat step 4 until the polygon is drawn around the area to measure..
- e. Double-click to set the end point of the polygon.

H. Viewing previous measurements

When a user wants to perform multiple measurements while the Distance/Area Finder window remains Open, a history of all previous measurements results is available.

1. To recall a previous measurement
 - a. In the Distance/Area Finder window, select either the Distance or the Area tab.
 - b. In the Previous Measurements area, click a measurement.

I. Clearing map graphics

Map graphics are temporary graphics that are drawn on the top of the map. Each time a call is Mapped or a search is completed, map graphics are created.

1. To clear map graphics
 - a. From the Map Tools toolbar, click the **Clear Map** tool.

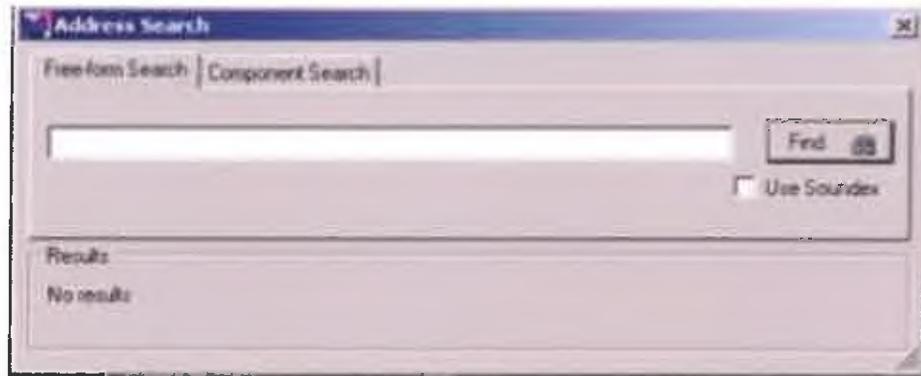
244.07 SEARCHING BY ADDRESS, INTERSECTION, POINTS OF INTEREST AND GPS

There are several ways to search for a location in the ORION Vela Advanced Mapping application. When a valid location is located via one of the search tools, the operator has the option of displaying the location on the Vela map. Each of the available methods for searching for a location are available in the Search Tools toolbar.

A. Addresses

1. To perform an address search
 - a. From the Search Tools toolbar, click the Addresses tool.
 - b. Use one of the following methods to perform an address search.
2. Free-form Search (default)
 - a. In the text box, type the address for which the user wants to search (must provide house number and street name at the very least; when using city, use comma to separate it from the rest of criteria).

- b. Select the **Use Soundex** check box for search for street names that sound alike.
- c. Click Find.



3. Component search

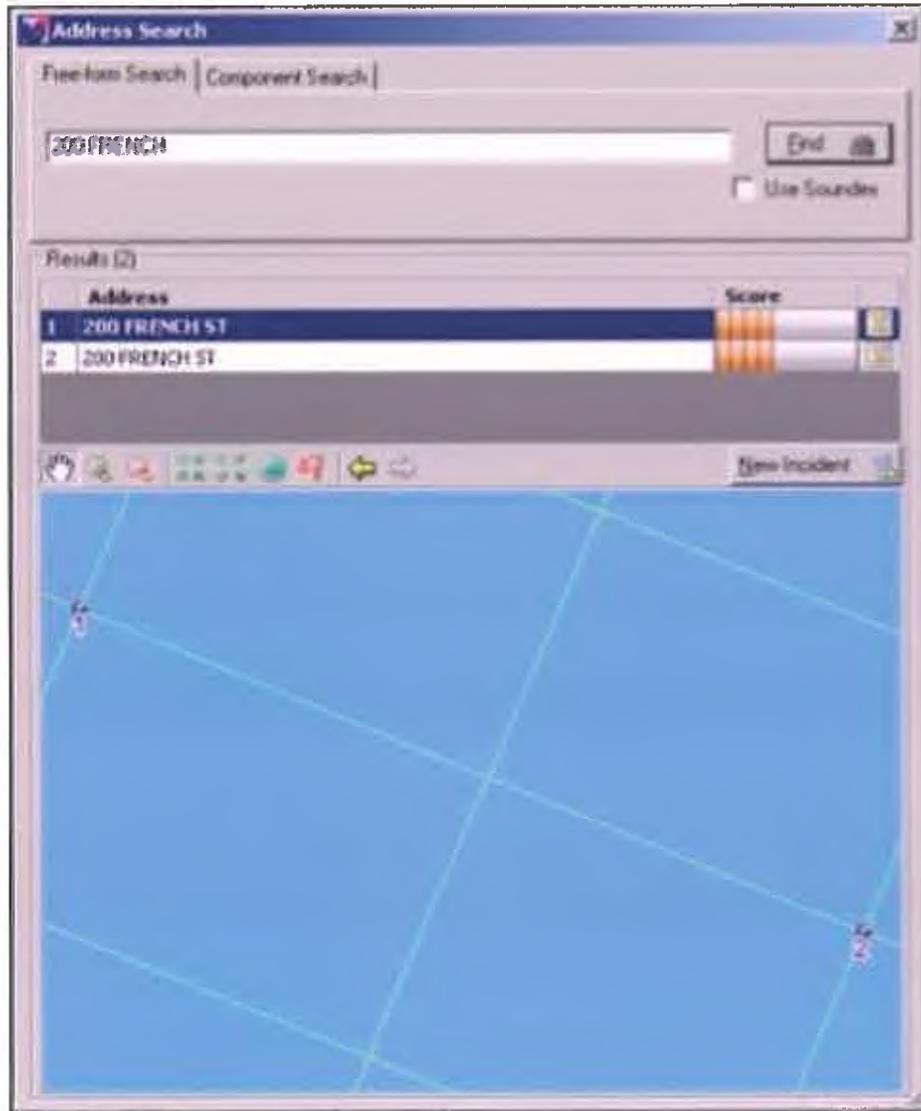
- a. In the available search text boxes, type your search criteria.
- b. To begin your search again, click **Clear** to clear all text boxes (optional).
- c. Once you have typed a house number, perform the following to view a list of available streets.
 - 1) Click the (info icon) tool.
 - 2) From the list, click the applicable street.
- d. Select the **Use Soundex** check box to search for street names that sound alike.
- e. Click Find.

B. Working with Address Search results

Address search displays all possible matches to your address search, in order of the match score. It also plots the location of each result on a map within the window. The user can navigate the results map using the map tools located below the result list.

1. To zoom to a result on the Address Search results map
 - a. In the result list, click on address.
2. To plot a result on the map
 - a. On the right side of the search result, click the **Plot and zoom on the active map** tool.
3. To create a new incident from a search result

- a. Click the search result for which the user would like to create an incident
- b. Click **New Incident**.

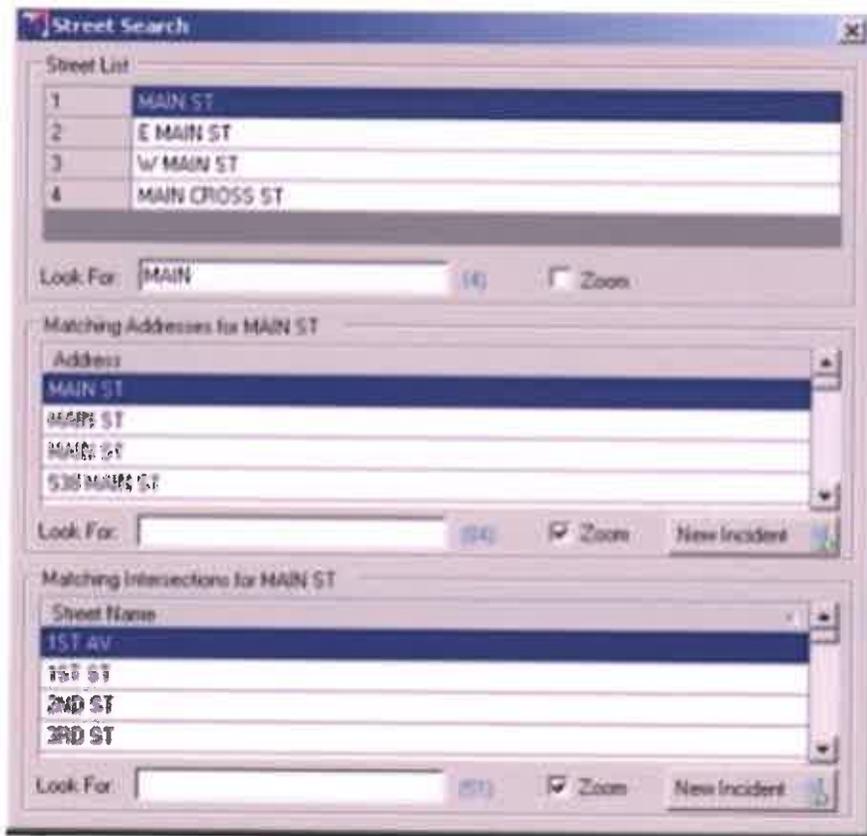


C. Street Tools

The Street tool provides a simple way to look up streets, intersections, and if configured by your system administrator, addresses on a given street.

1. To perform a street search
 - a. From the Search Tools toolbar, click the Streets tool.
 - b. From the Street List area, in the Look For text box, type the first few letters of the street name for your search.

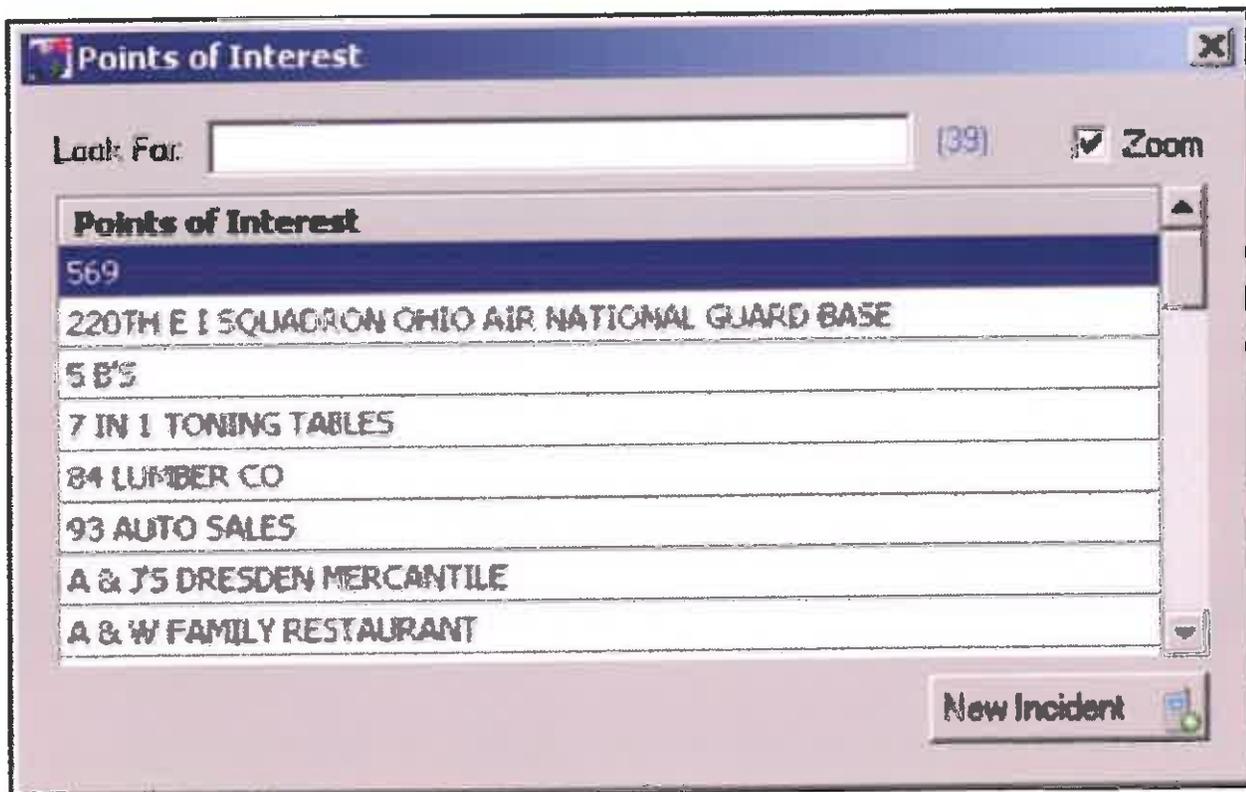
- c. To zoom the map to the entire length of the street you have selected, select the Zoom check box (optional).
- d. Click the desired street name.
- e. To locate a particular address on the selected street, perform the following:
 - 1) Use one of the following to locate the address:
 - a. Scroll through the Matching Address list.
 - b. From the Matching Address Area, in the Look For text box, type the house number for the search.
 - 2) Once you locate the address, select it to zoom to it on the map.
 - 3) To create a new incident for the address, click New Incident (optional).
- f. To locate a particular intersection with another street, perform the following
 - 1) Use one of the following to locate intersection:
 - a. Scroll through the Matching Intersections list
 - b. From the Matching Intersections area; in the Look for text box, type the *name of the intersection* for the search.
 - 1) Once you located the intersection, select it to zoom to on the map.
 - 2) To create a new incident for the intersection, click **New Incident**.



D. Points of Interest Tool

The Points of Interest tool allows the user to find specific, pre-configured data on the map.

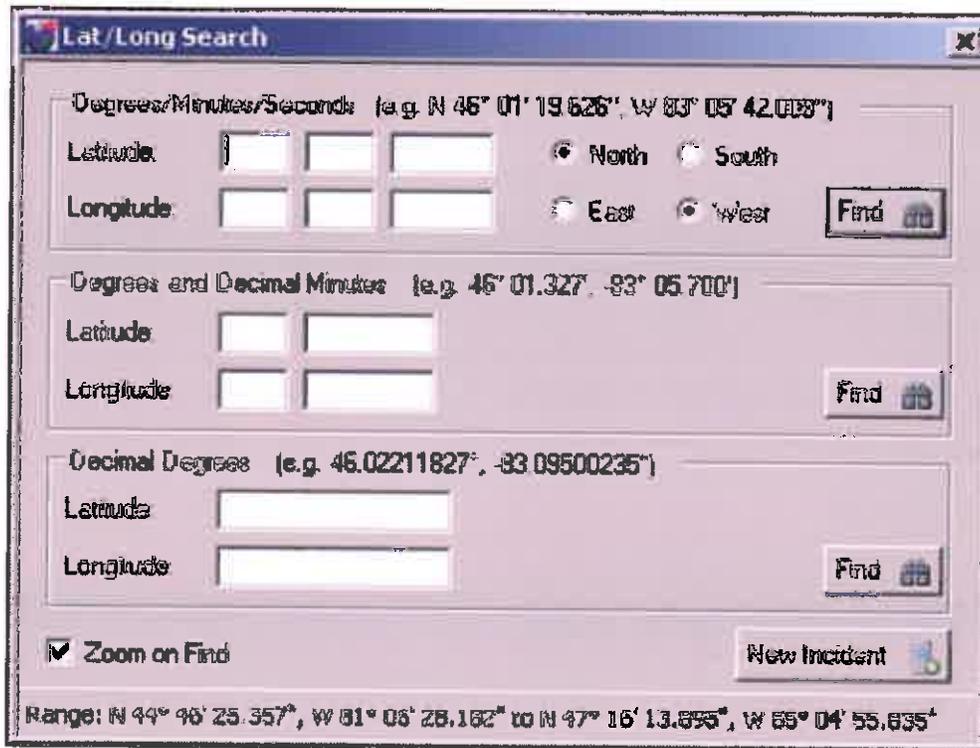
1. To perform a Points of Interest search
 - a. From the Search Tools toolbar, click the Points of Interest tool.
 - b. To locate a particular point of interest, perform the following:
 - 1) Scroll through the list.
 - 2) In the Look For text box, type the name of the point of interest for search.
 - c. To zoom the map to the point of interest the user has selected, select **Zoom** check box.
 - d. Once you locate the point of interest and you have selected the Zoom check box, select it to zoom to on the map.



E. Lat/Long Tool

The Lat/Long tool searches the latitude and longitude coordinates of a location. This feature provides three Coordinate type options.

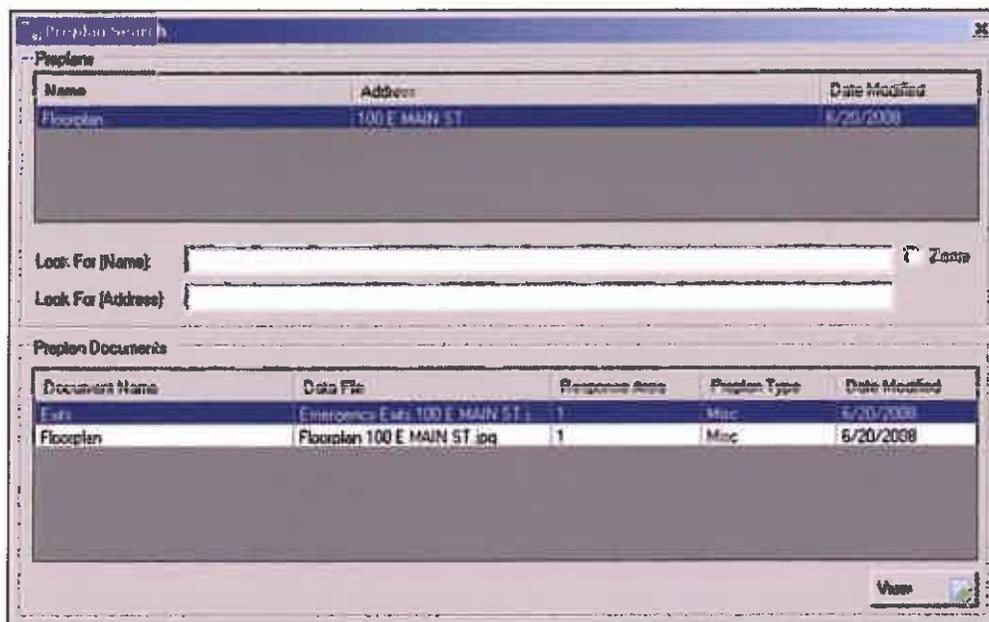
- a. Degrees, Minutes, Seconds
 - b. Degrees and Decimals Minutes
 - c. Decimal Degrees
1. To perform a latitude/longitude search
 - a. From the Search Tools toolbar, click Lat/Long tool.
 - b. In the coordinate type area of your choice, in the text boxes, type valid latitude and longitude coordinates.
 - c. To plot and zoom to these coordinates on the map, perform the following:
 - 1) Select the **Zoom** check box.
 - 2) To the right of the coordinate type area you are using, click **Find**.
 - 3) To create a new incident at the selected coordinates, click **New Incident**.



244.08 PREPLAN TOOLS

The preplan tool provides a simple way to search for documents associated with a specific map location. The Vela Preplan File contains a number of useful documents for PSRs including Reporting District and Basic Car maps for each Area and the Communications Division Manual.

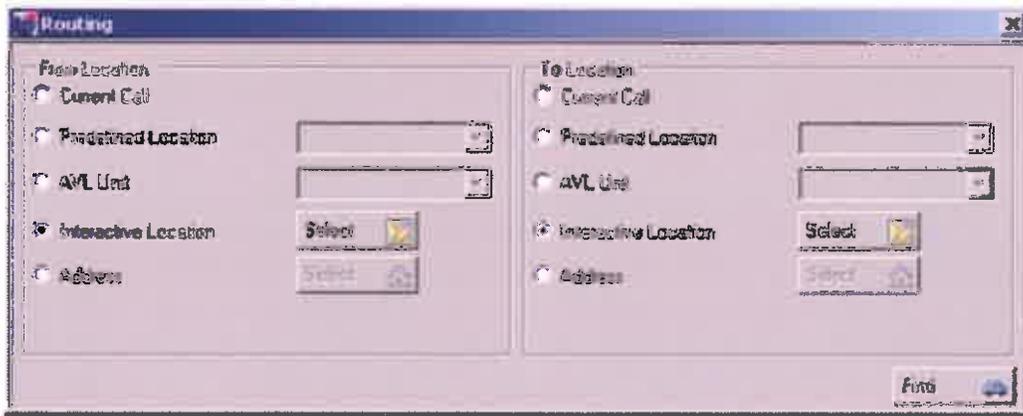
1. To perform a Preplan search
 - a. From the Search Tools toolbar, click the Preplans tool.
 - b. To limit the list of preplans, perform one of both of the following:
 - 1) In the Look for (Name) text box, type the name of the preplan search.
 - 2) In the Look for (Address) text box, type the address of the preplan search.
 - c. To view the preplan location on the map, select the **Zoom** check box.
 - d. Select a preplan item in the list.
 - e. From the Preplan Document area, select a document and perform one of the following:
 - 1) Click **View**.
 - 2) Double-click the item in the list



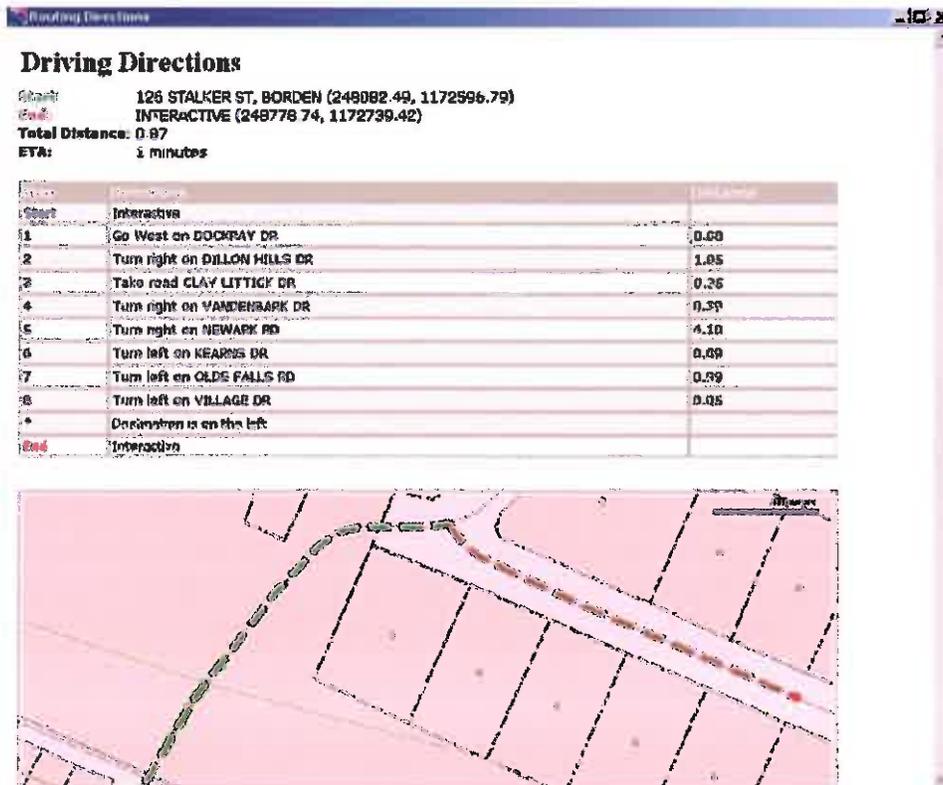
244.09 ROUTING TOOL

The Routing tool generates turn-by-turn driving directions between two points on the map.

1. To generate a driving route
 - a. From the Search Tools toolbar, click the Routing tool.
 - b. In the Form Location and To Location areas, select the following options:
 - 1) Current call
 - a. Click Find
 - 2) Predefined Location
 - a. From the drop-down list, select a predefined location
 - b. Click Find
 - 3) Interactive Location
 - a. Click **Select**, and move the mouse pointer to an area on the map.
 - b. Use the crosshair to click a location on the map to use as the start or end point for the route.
 - b. Click Find



After the route is generated, the Routing Directions window appears, providing turn-by-turn directions, as well as a cut-out of the map area on which the route is shown.



PREMIER COMPUTER AIDED DISPATCH (CAD)

245

PREMIER COMPUTER AIDED DISPATCH (CAD) DEVELOPMENT
COMMANDS

Communications Division personnel are required to enter, retrieve, update and display information from within the Computer Aided Dispatch (CAD) system. This is accomplished through the use of various commands and/or command statements.

A **command** is a combination of two alphabetic characters, which is recognized by the computer as an instruction to perform a specific CAD function. Commands may be entered on the command line by pressing the appropriate two-keys and the <F10> function key located on the keyboard or by depressing the corresponding function key for the specific command.

In most instances the two-character command without additional data is sufficient. In these instances a **command statement** is required.

I. Command Statement

A **command statement** consists of a command and one or more items of data (i.e., Unit ID, incident/event number) separated by specific punctuation and entered in a predefined order. (**Command Default Order**)

II. Command Line Elements

A. Three types of elements are used on the command line to initiate a command.

1. **Command IDs** – Command IDs are two-character identifiers or abbreviations. For example, US is the command identifier for the Unit Status command.
2. **Identifiers** – Identifiers are one or two predefined character abbreviations that identify the type of information in a command statement. For example, in many commands, L is an identifier for location information. By using command identifiers, you can type commands out of Command Default Order. Command Identifiers also allow CAD to retrieve specific information.
3. **User-Supplied Values** – User supplied values are incident/event-specific pieces of information supplied by the operator. For example, Unit ID, status, and location.

III. Command Punctuation

- A. Specific command line punctuation separates each element of a CAD command. The punctuation used for command statements depends on two things:
 - 1. Command Entry Order
 - 2. System Configuration

IV. Command Line Punctuation Descriptions

- A. **Period (.)** – Use a period to separate each element of information in a command statement.
- B. **Semicolon (;)** – Use a semicolon to separate an identifier from its corresponding user-supplied value.
- C. **Comma (,)** – Use a comma to separate multiple entries for one command identifier.
- D. **Ampersand (&)** or **Forward slash (/)** – Use an ampersand or forward slash to separate streets in an intersection.

V. Command Entry Order

- A. Each CAD command has a predefined default order of entry. You can enter them out of order if you use identifiers. Unused elements of a command statement can be ignored.
- B. If you want to skip any elements of the default command statement, you must use a period to represent the missing information if you continue with the default order.
- C. If you type a command out of the command default order, you must use command identifiers for each element that is out of order. The identifier lets the system know what type of information you are entering. You must use a period before each identifier, and use a semicolon to separate the identifier from its corresponding information.

VI. Submitting Information to CAD

- A. After entering information on a command line or in a form field, you must submit the information to the system. Use the Command key <F10> if you are sending the information from the command line. Use the Submit Form key <F12> if you are sending information from a form.

Example: Default order:

US.U.S.D.L
US.(UNIT).(STATUS).(DISPO).(LOCATION)
US.1A12-W2.AS.ARR.100 N LOS ANGELES ST

In this example, the command is entered in the correct order. Command identifiers are not needed.

Example: US.1A12-W2.AS.L;100 N LOS ANGELES ST

In this example, the disposition element was skipped. The “L” with a semicolon (;) is used to identify the information that is out of order.

VII. Skipping Elements when Entering Commands

- A. To skip any elements of the default command statement, you must use a period to represent each piece of missing information.

Example: US.1A12-W2.AS..100 N LOS ANGELES ST

In this example, the disposition element was skipped. A period is typed in its place.

In general, data items in a command statement are entered in a predefined order, however, by using identifiers or periods, command statements can be entered out of command default order. Only one command can be entered at a time on a command line.

VIII. Organization of CAD Commands

The CAD commands are available to the Auxiliary Telephone Operator (ATO), Emergency Board Operator (EBO), Radio Telephone Operator (RTO), Bureau Command Coordinator (BCC), and supervisor positions.

245.01 SIGN ON FORM/SIGN OFF (SF) COMMAND

I. **General Function of the Sign On Command**

Signing on allows the operator to send information to the Motorola Premier CAD server using forms and commands.

II. **General Function of the Sign Off Command**

Signing off disables access to the Motorola Premier CAD system. The operator must sign off at the end of each shift and when the operator leaves the workstation.

III. **Understanding Security and Personnel Records**

The operator must have a record in the CAD Personnel database before they can sign on to Motorola Premier CAD. The system administrator or other designee creates each user's record. The operator's personnel record includes their user ID and password. The operator's user ID is their serial number. The password is their last name up to eight alphanumeric characters.

IV. **Signing On to Motorola Premier CAD**

- A. From the **Start** menu, select **Motorola Premier CAD** if CAD is not already running. **Note:** If CAD is running and sign on form is not displaying, <F12> will display the sign on form.

- B. The **Security Sign on Form** appears. The security Sign On form permits authorized users to access Motorola Premier CAD.

245.02 SIGN ON FORM

SIGN ON FORM

The screenshot shows a 'Security: Signon' window with the following fields and annotations:

- Agency ID:** Annotated with 'Type PD'.
- Dispatch Group:** Annotated with 'Type RTO or BCC'.
- Name:** Annotated with 'Operator's Last Name up to 8 Characters'.
- Personnel No.:** Annotated with 'Operator's Serial Number'.
- Position:** A dropdown menu showing 'C', annotated with 'D for RTO and BCC, C for ATO and EBO'.
- Agencies/Area:** A grid of 12 columns (6 pairs of 'Agv' and 'Area') and 4 rows, annotated with 'Type EBO or ATO'.
- Password and New Password:** Two text input fields.
- Buttons:** 'OK', 'Cancel', and 'Exit CAD'.

C. Type Field Descriptors in fields on the Security Sign On form.

1. **Agency ID (Required)** – Enter the ID for the agency to which the operator belongs. This ID becomes the default agency for this session. **The agency will always be PD.**
2. **Dispatch Group** – Used by BCC's and RTO's. Type the area/areas that are being worked.
3. **Route ID** – The operator will type the ID for the service route for which he/she is responsible. **(Not routinely used).**
4. **Name** – Enter the user name (user ID) exactly as it appears in the personnel record. This field is required only if the Personnel No. field is left blank. **(Not routinely used).**
5. **Personnel No** – Enter the personnel number exactly as it appears in the personnel record. Enter your serial number. **(Example A1234)**

6. **Position (Required)** – Specifies security and access level.
 - a. **C – Call Taker. (Default value)** Has access to monitor. ATOs and EBOs will log on with C.
 - b. **D – Dispatcher.** Monitors all incidents in all areas or the PCW area. ACCs, BCCs, and RTOs will log on with D.
 - c. **S – Supervisor.** A supervisor has the same access as a dispatcher. When a supervisor views personnel records, the actual password appears instead of asterisks. A supervisor security level also enables the Workload Transfer (WT) command.
 - d. **M – Master.** Has same access as a supervisor, but if it is a cross agency center, a user with master access can view records for all agencies.
7. **Password** – Enter password exactly as it appears in the personnel record. Asterisks will appear as the password is being typed instead of the actual letters or numbers to protect password secrecy. **Enter the first eight characters of operator’s last name.**
8. **Train?** – Specifies whether the CAD session is a training session. **Check mark (√)** indicates session is a training session. The training system is a mirror image of the live system and used from training operations. If the field is left blank, it indicates the session is live. The production system is accessed for operations.
9. **New Password** – To change a password, type a new password to replace the current one. As the password is entered, asterisks appear instead of the actual letters or numbers to protect password secrecy. **(Not routinely used).**

Note: Passwords are not retrievable. If a password is lost, it will be reset to the original password.
10. **Verify Password** – Retype the new password exactly as it was typed in the New Password field. Asterisks will appear instead of the actual letters or numbers to protect password secrecy. This field is required only if a new password is typed in the New Password field. **(Not routinely used).**
11. **Area** – Enter Areas to monitor during the Motorola Premier CAD session.

- a. Radio Telephone Operators (RTOs) will type in their specific Areas. For example Central RTO will log on as 01 and R01.
 - b. EBOs will type in EBO in the area field.
 - c. BCCs will type in additional Areas not covered by the BCC dispatch group.
 - d. ATOs will type in ATO in the area field.
12. Click **OK**, **Enter**, or press the <F12> function key to submit the form.
 13. **Cancel** – Clicking this button will cancel the operator's request to sign on and erase the fields that have been filled.
 14. **EXIT CAD** – This button is clicked when the console is to be turned off. A confirmation box appears. Click **OK**, **Enter**, or press the <F12> function key to submit the form. **This will be used at the direction of a supervisor.**

Note: The following fields are required to complete the Security Sign On Form: Agency, personnel number, position, password, and area(s).

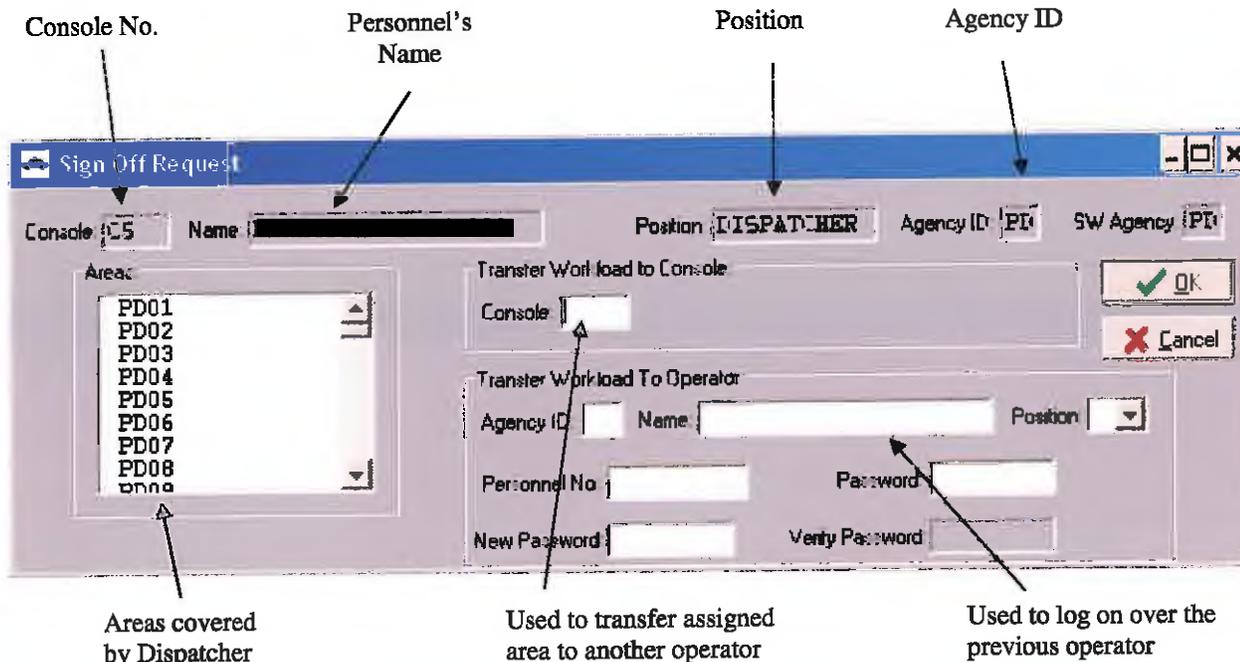
V. Error Messages

- A. **Not Covered For New Plan** – A specified area ID is incorrect for the corresponding agency and plan.
- B. **Invalid Password** – The specified password is incorrect. To type the password again, use the spacebar to clear the entire field, move the cursor to the beginning of the field, and type the password again.
- C. **Personnel Number Not On File** – The user name or agency ID was typed incorrectly.
- D. **Personnel ID On, CC OFF Con:B8** – The specified user ID is signed on at another console or another person has signed on with the same user ID.
- E. **Required Field is Missing** – A required field does not contain an entry.
- F. **New Password field does not match the Verify Password Field** – The New Password and Verify Password fields must be exactly the same.
- G. **Agency Does Not Exist** – The specified agency is invalid.

245.03 SIGN OFF FORM

The Sign Off form is displayed by typing the command (SF) and pressing <F10>. The form displays the information of the person logged onto the Console, Name, Position, Agency ID, and SW Agency field.

SIGN OFF FORM



A. Areas

1. Displays the ID of each Area the operator is monitoring. Motorola Premier CAD performs a check to verify that the Areas the workstation is covering will be monitored by another workstation. An asterisk will indicate the specific Area(s) being covered. The operator may need to scroll up or down the list to view all the areas.
2. If any Areas are left uncovered they are highlighted in red and the operator must transfer those areas to another console or to another operator who will be using the console.

B. Transfer Workload to Console

1. Console – Enter in the console ID that is picking up the area coverage. For example consoles of the MCDC will be a letter then a number. Consoles at the VCDC will be a number then a letter.

C. Transfer Workload to Operator

This field allows for another operator to log on over the current operator by typing their information.

1. **Agency ID** – The new operator will enter the ID of the agency to which that operator is signing on.
2. **Name** – The new operator at the console types his or her user name exactly as it appears in the personnel record. **(Not routinely used)**.
3. **Position (Required)** – The new operator enter his or her security level.
 - a. **C** – Call Taker (default)
 - b. **D** – Dispatcher
 - c. **S** – Supervisor
 - d. **M** – Master
4. **Personnel No.** – The new operator at the console types his or her personnel number exactly as it appears in the personnel record.
5. **Password** – (Required) – The new operator at the console will type his or her password. As the operator types his or her password, asterisks appear instead of the actual letters or numbers to protect password secrecy.
6. **New Password** – This field is used when the password is being changed. **(Not routinely used)**
7. **Verify Password** – If changing the password, retype the new password in this field. **(Not routinely used)**
8. **OK** – Clicking this button submits the log off information and displays the Security Sign On form. If another operator has logged on over the current operator the sign off form disappears and the new operator can continue.
9. **Cancel** – Clicking this button erases the log off information that was submitted. The operator will have to re-enter the SF command to re-enter the log off information if desired.

246 **CONSOLE SCREEN DISPLAYS**

246.01 **WORKING SCREEN**

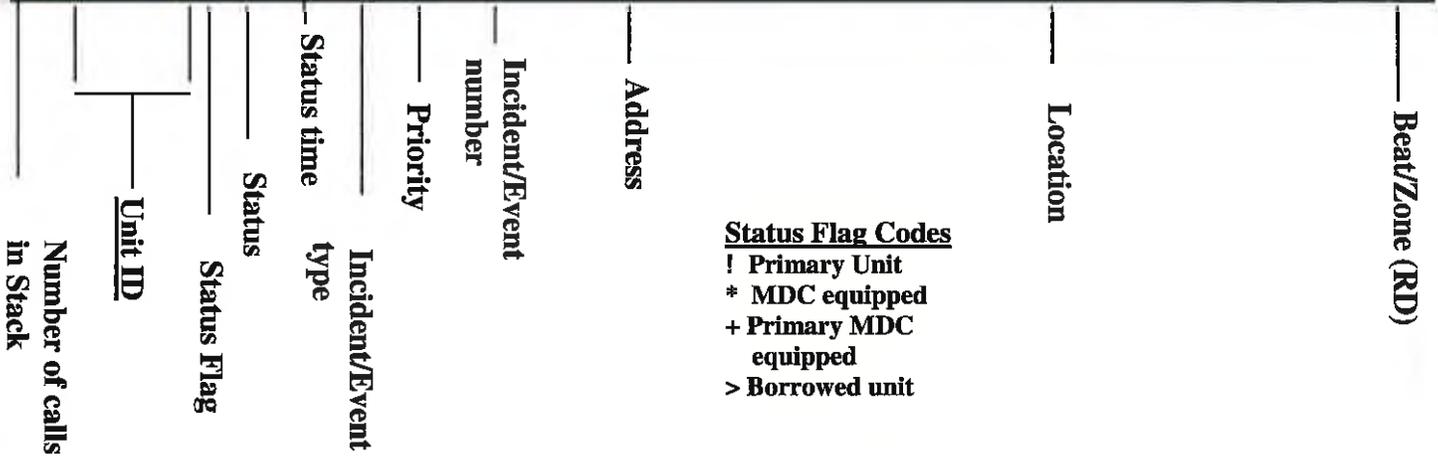
The screenshot shows a CAD interface with several windows. On the left is a 'Streamer' window showing a list of times and zeros. The main window is titled 'Printek Computer Aided Dispatch' and contains a 'Menu Bar' and a 'Status Bar'. Below these are two command line windows: 'Upper Command Line' and 'Lower Command Line'. The main workspace is divided into 'UPPER WORK AREA' and 'LOWER WORK AREA'. At the bottom is a 'Printed Pending Incidents' window displaying a table of incident data.

Area	Time in queue	Incident/Event type	Priority	Incident/Event number	Address	Location	Beat/Zone (RD)
01	0005	415M	0	000006	200 N MAIN ST	LOS ANGELES	0124
01	0004	100	0	000007	150 N LOS ANGELES ST	PARKER CENTER	0127
01	0004	415M	0	000008	E 2ND ST&S LOS ANGELES ST		0128
PC	1052	100	0	000071	TDD TEST CALL		

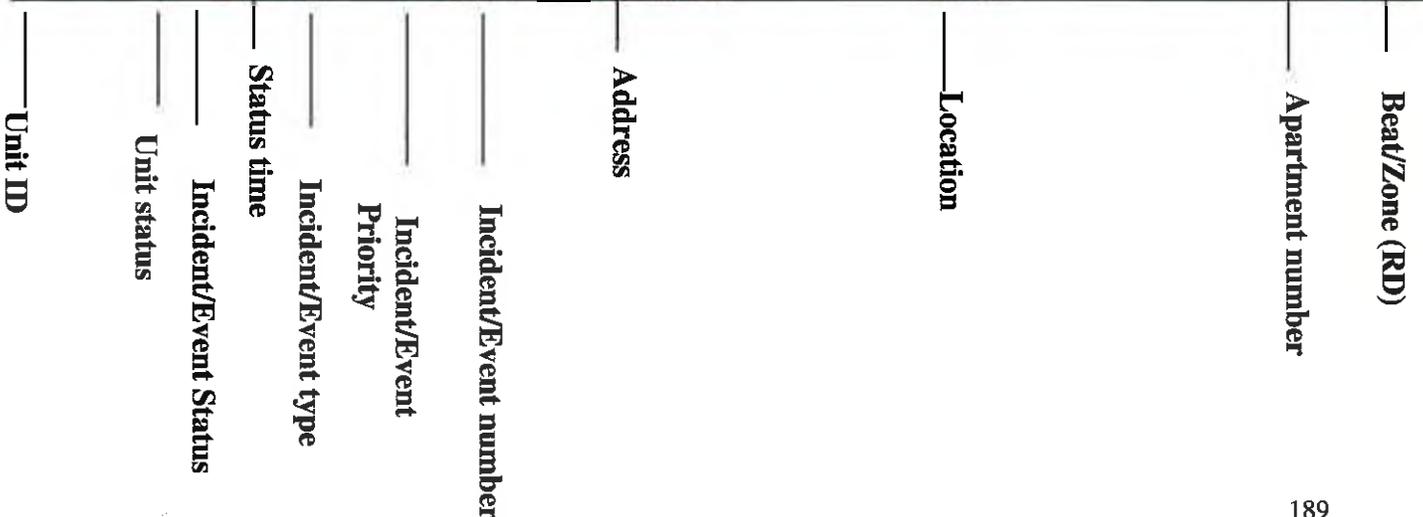
246.02

AWW (ADVANCED WORK STATION FOR WINDOWS/STATUS SCREEN)

Advanced Workstation for Windows - 32 Bit (R10)									
File Edit Setup Window Help									
Unit - Status - 31 Oct 2016									
Count of Areas: 0002 Count Of Units: 0008									
Area:PD02									
2A1	W2								0236
2A15	W2								
2A45	W2	!	AC	0002	245X	000007	CORONADO ST	CORONADO ST	0235
2A91	W2								0234
2L20	W2								
Area:PDPCW									
11V2	W2	!	C6	0002	006	000014	1ST	1ST	
1K545	W2	!	C6	0003	006	000013	S ALVARADO	S ALVARADO	
MSW	W1								



Stacked - 31 Oct 2016 (4)										
Count of UnitStacks: 0002										
2A15-W2	S	0015	2883	2	000009		N VERMONT AV	2A15-W2	12	0221
2A91-W2	S	0016	900	3	000006		ORCHARD AV	2A91-W2		0282



246.03 **ALERT MONITOR**

I. General Function of Alert Monitor

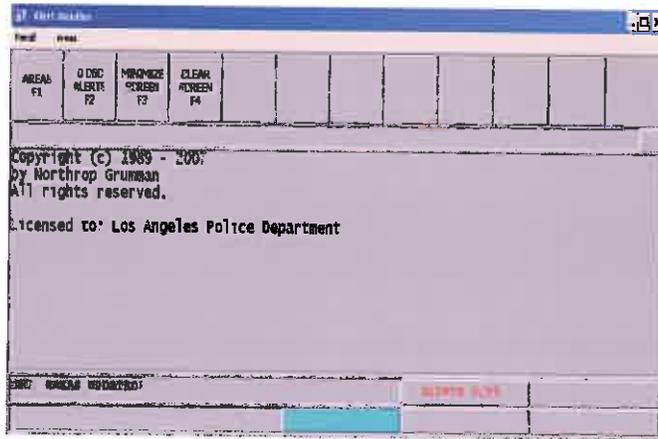
- A. This program allows for the notifications of felony Database responses.
- B. This function integrated with the Open Query system will provide the operator with a readily available display of the corresponding return.

II. Logging on to the Alert Monitor

- A. From the Windows Start menu on the status screen, select Alert Monitor.

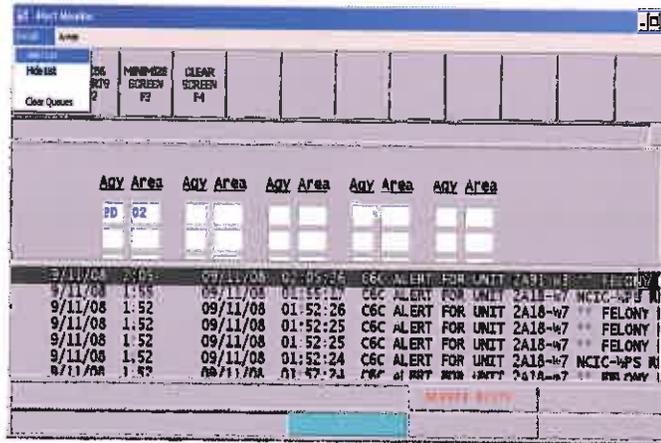


- 1. The Alert Monitor screen display consists of a Menu Bar with dropdown menu tabs, **Recall** and **Areas**. It allows for quick access to Areas, C6C Alerts, Minimize Screen and Clear Screen button options. Quick access buttons with their corresponding function key are listed below the dropdown menu: Areas (F1), C6C Alert (F2), Minimize Screen (F3), and Clear Screen (F4).

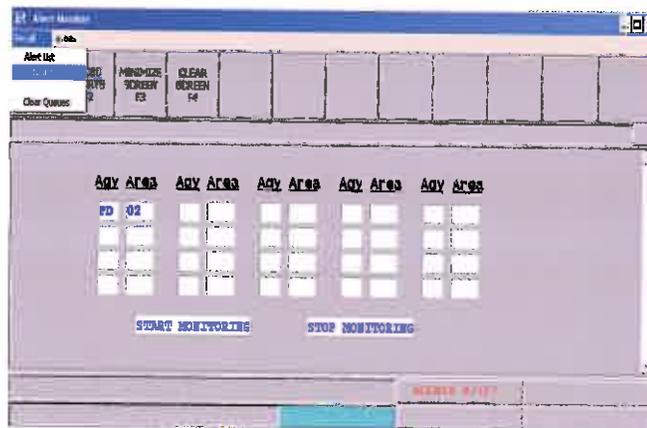


The **Recall** tab appears in the following manner:

- The Alerts-list selection allows the returns to be viewed in a listed form.

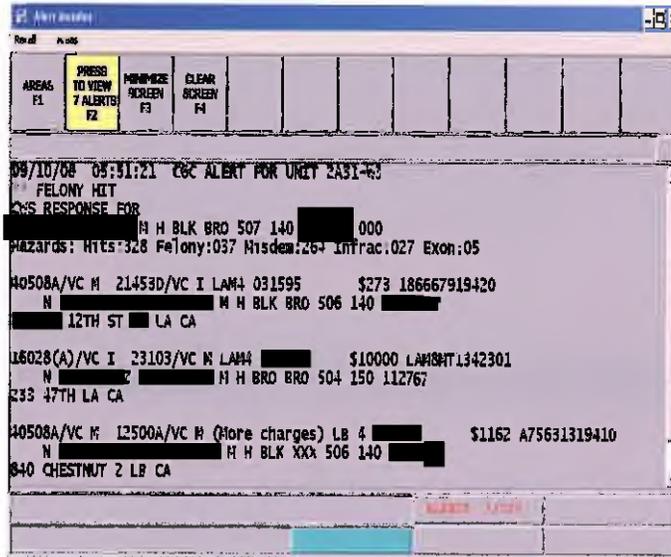


- The Hide list selection will hide the display of saved returns.



Alert Monitor Screen will prompt a display of an unread return pending.

Note: In the event there are various unread returns, they will display in the order received.



- b. The **MINIMIZE SCREEN** button selection may also be accessed by depressing the F3 key when the point of focus is directly on the Alert Monitor Screen which will prompt the window to minimize and be accessed from the status bar at the bottom of the page.

Note: It is recommended that operators only use this options and the **START MONITORING** tab to minimize the format as an attempt to minimize the screen from the top left corner. This may cause the operator to select X and log off the system in error.

- c. The **CLEAR SCREEN** button selection may also be accessed by depressing the F4 key when the point of focus is directly on the Alert Monitor Screen, which will prompt the format to clear, allowing new area entries to be selected for monitoring.

B. Logging off the Alert Monitor

- 1. To log off the Alert monitor, simply maximize the window by selecting the Alert Monitor TAB on the title bar display and select the X at the top left.

247 **CONTROL COMMAND (CC)**

The Control Command (CC) allows an operator to add and remove areas from a Radio Telephone Operator (RTO) position. Up to five areas can be added or removed at a time. Due to its potential for misuse and threat to officer safety, the use of this command should be limited to BCCs, supervision or at the direction of either entity.

I. Default Order

CC.TC.FC.Area

II. Identifiers and Descriptions

A. CC – Command.

B. TC – To Console. Enter the number of the console to which the specified work load is to be transferred.

C. FC – From Console. Enter the number of the console from which the specified workload is to be removed.

D. Area – Enter the IDs of up to five Areas, separated by commas.

III. Examples

A. CC.A1..11,R11 adds Northeast to console A1.

For example, if Rampart and Northeast are being worked untied but the relief has them tied, the relief RTO would have to add Northeast to his/her console using this command.

B. CC..A1.11,R11 removes Northeast from console A1.

This command would remove Northeast from the console once the regular operator returned to his/her position.

247.01 **CALL TALK (CT)**

The Call Talk (CT) command is used to enable the streamer to a console. Communications Division operators can also use the CT command to display a list of activity on channels that are currently being monitored from a specific console.

Operators shall ensure accurate radio frequencies are selected and monitored appropriately at all times. When used in conjunction with the MCC 7500 Radio System, the CT command will provided a display of the Unit designation or ASTRO ROVER number when the “talk” button is depressed on the ASTRO ROVER.

I. Default Order

CT.TG.TY

II. Identifiers and Descriptions

A. CT – Command.

B. TG – Talk Group. Type up to five talk group ID's separated by commas.

C. TY – Type. Select type of action to perform.

1. Activate the talk group or channel.

2. Deactivate the talk group or channel.

III. Examples

A. CT - Displays the list of talk groups (CT format).

B. CT.CENT.A - Activates Central talk group channel.

C. CT.CENT.D - Deactivates Central talk group channel.

D. CT.CENT,CTD.A - Activates Central and CTD talk group channels.

E. CT.CENT,CTD.D - Deactivates Central and CTD talk group channels.

Note: An operator may enable the streamer from the command line directly by indicating the frequencies desired separated by commas on the command line or access the CT format. Upon accessing the CT format the operator may page through the available screens to (A) or deselect (D) the frequencies desired. The frequencies will highlight in yellow once the submission has been accepted.

248 **WHO COMMAND (WH)**

The Who (WH) command is used to retrieve personnel information. The WH command helps you locate personnel logged on to Premier CAD by console number or by personnel serial number. Information regarding officers can be retrieved by using a field unit designation, a vehicle number, or an officer's personnel serial number. When using the WH command with identifiers, you can retrieve personnel information for a single person, a single vehicle, a single unit, or all active consoles and all active units.

When the WH command is used without identifiers, it retrieves only information for all active consoles on Communications Division's operations floor.

I. Default Order

WH.PN.V.U.IU

II. Identifiers and Descriptions

A. **WH** – Command.

B. **PN** – Personnel Number. When using personnel numbers.

C. **V** – Vehicle Number.

D. **U** – Unit Number. If using a field unit number, the watch number must be added.

E. **IU** – Include Units – Specify whether to include all active units.

1. **Y** – Include all active consoles and all active units.

2. **N** – Include only active consoles. Do not list active units. (Using this parameter is the same as entering the WH command with no identifiers.)

II. WHO List Display

A. The Who List displays the personnel information requested with the WH command. You can sort a column by clicking its header. You can also adjust the column sizes by dragging the column margin with the mouse.

1. **Personnel #** – Displays the personnel number of each person retrieved.

2. **Name** – Displays the name of each person retrieved.

3. **Position/Unit** – Displays the assigned dispatcher position or officer unit of each person retrieved.

4. **Console/Vehicle** – Displays the dispatcher console number or officer unit/vehicle number of each person retrieved.

5. **Area** – Displays the first Area for the user on for the session.

Who Command				
Command: WH.IU:Y				
Pers	Name	Position/Unit	Console/Vehicle	Area
[REDACTED]	[REDACTED]	PD/5L20-W2	[REDACTED]	05
[REDACTED]	[REDACTED]	D	[REDACTED]	10
[REDACTED]	[REDACTED]	PD/4A45-W2	[REDACTED]	04
[REDACTED]	[REDACTED]	PD/4A91-W2	[REDACTED]	04
[REDACTED]	[REDACTED]	PD/10A1-W2	[REDACTED]	10
[REDACTED]	[REDACTED]	PD/1A45-W2	[REDACTED]	01
[REDACTED]	[REDACTED]	PD/2A91-W2	[REDACTED]	02
[REDACTED]	[REDACTED]	PD/5A15-W2	[REDACTED]	05
[REDACTED]	[REDACTED]	PD/6A45-W2	[REDACTED]	06

WH.V;86543 Displays serial number, officer's name, vehicle number and Area for the specified vehicle.

WH.IU;Y Displays information for all active consoles and all active units.

WH.U;2A21-W2 Displays serial number, officer's name, vehicle shop number and Area for the specified vehicle.

WH...6A49-W3 Displays serial number, officer's name, vehicle shop number and Area for the specified vehicle.

Note: Notice the use of dots and identifiers in the different examples.

249 MESSAGE HANDLING COMMANDS

249.01 SEND MAIL (SM)

The Send Mail (SM or function key <F10>) command allows the operator to send messages to other CAD users and MDC users. Messages sent using this command are sent to the INBOX mailbox of the specified CAD recipient(s) or MDC mailbox.

I. Default Order

SM.S.C.U.P.N.A.G.AC.AU.PR.CE.AK.SO.T.I

II. Identifiers and Descriptions

A. S – Subject. Enter the subject of the message.

B. C – Console. Enter up to five console IDs to receive the message. Separate multiple console IDs with commas.

- C. **U – Unit.** Enter up to five Unit IDs to receive the message. Separate multiple IDs with commas.
- D. **P – Personnel.** Enter up to four personnel names to receive the message. Separate multiple names with commas (**Not routinely used**).
- E. **PN – Personnel Number.** Enter up to five personnel numbers to receive the message. Separate multiple numbers with commas.
- F. **A – Area.** Enter up to four Area IDs to receive the message. Separate multiple IDs with commas. To type to a specific RTO, type “R ” and the two-digit Area No. (i.e., SM.MESSAGE.A;R02).
- G. **G – Group.** Enter up to 3 group IDs to receive the message. Separate multiple IDs with commands.
- H. **AC – All Consoles.** Specify whether the message is sent to all consoles.
 - 1. **Y** Will send the message to all CAD consoles.
 - 2. **N** Will send the message to specified consoles.
- I. **AU – All Units.** Specify whether the message is sent to all units.
 - 1. **Y** Will send the message to all active units Citywide.
 - 2. **N** Will send the message to specified units only.
- J. **PR – Priority.** When sending a message the system will always default to 5. Priority 2 is the highest (equivalent to our Code 2).
- K. **CE – Certified.** Specify whether the message should be sent certified.
 - 1. Sending a certified message causes the system to reply to the originator with a short notification message as soon as the recipient views the message for the first time. The reply is sent to the personal mailbox of the originator.
 - 2. This function applies to only console and personnel messages, not messages to MDCs.
 - a. **Y** Send the message certified.
 - b. **N** Send the message without certification.

- L. **AK** – Acknowledge. Specify whether to require an acknowledgement for the message.
1. Sending a message as acknowledged forces the recipients to manually reply with an acknowledgement message before the message can be deleted or moved. The acknowledgement message is sent to the originator's personal mailbox.
 - a. **Y** Message requires acknowledgement.
 - b. **N** No acknowledgement is necessary.
- M. **SO** – Signed On. Specify whether to only send the message to consoles that are signed on.
- a. **Y** Send the message to only consoles that are signed on
 - b. **N** Send the message to both signed on and signed off consoles. If sent to signed off consoles, when that console is signed on, the operator will receive the e-mail.
- N. **Template** – Template 0 will be the only one used.
- O. **I** – Incident/Event. Enter the incident/event number that is associated with the message. The audit trail of the incident/event will include the message that is being sent.

Examples: **SM.What break do you have.A4.AK;y**

Will send an acknowledged message to console A4, asking to acknowledge the message before it can be deleted.

SM.Are you end of watch.U;1A15-W2

Will send a message to 1A15-W2, asking if they are end of watch.

III. Sending Mail Using the Send Mail Envelope Form

- A. The Send Mail Envelope form is displayed when the SM command is used without any identifiers.

Example: SM <F10>

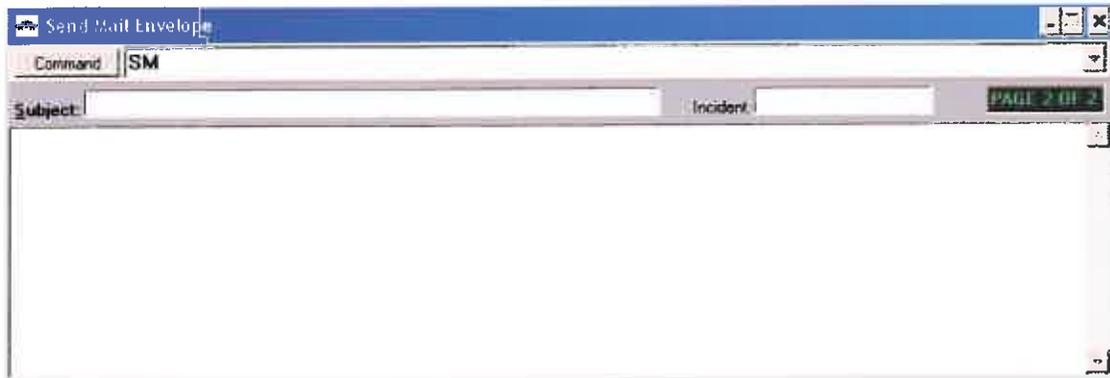
B. Field Descriptions

1. Page 1 of the Send Mail envelope form

- a. **Subject** – Enter the subject of the message.
- b. **Incident/Event** – Enter the incident/event number that is associated with the message, if the audit trail of the incident/event should include the message that is being sent.
- c. **Priority** – When sending a message, the system will always default to 5. Priority 2 is the highest (equivalent to our Code 2).
- d. **Certify** – Specify whether the message should be sent certified.
 - Y Send the message certified.
 - N Send the message without certification.
- e. **Acknowledge** – Specify whether to require an acknowledgement from the recipient.
 - Y An acknowledgement is required.
 - N No acknowledgement is required.

- f. **All Consoles** – Specify whether the message will be sent to all consoles.
 - **Y** Send the message to all consoles.
 - **N** Send the message to specific consoles.
- g. **All Units** – Specify whether the message will be sent to all units.
 - **Y** Send the message to all units
 - **N** Send the message to specific units only.
- h. **Signed On** – Specify whether to only send the message to consoles that are signed on.
 - **Y** Send the message to only consoles that are signed on.
 - **N** Send the message to both signed on and signed off consoles.
- i. **Console** – Enter up to five console IDs to receive the message.
- j. **Unit** – Enter up to five Unit IDs to receive the message.
- k. **Name** – Enter up to four personnel names to receive the message.
- l. **Template ID** – Will default to 0. **(Not routinely used).**
- m. **External E-mail** – **(Not routinely used).**
- n. **Number** – Enter up to five serial numbers to receive the message.
- o. **Area** – Enter up to four Areas to receive the message.
- p. **Group** – Select the group ID to receive the message.
- q. **E-mail** – **(Not routinely used)**

2. Page two of the Send Mail Envelope form



Page two of the Send Mail Envelope form is displayed when the Page Down key or Shift + F8 is pressed. This is where a lengthier message may be typed.

- a. **Subject** – Displays the text that was entered in the subject field from page one of the Send Mail Envelope form.
- b. **Incident/Event** – Displays the incident/event number from page one of the form.
- c. **Text Lines** – Enter the message text.

249.02 MAIL READ (MR)

The Mail Read (MR) command will display the contents of the INBOX mailbox, such as TASK or TRASH. The message counters on the Status bar indicate the number of mail messages currently waiting to be read.

I. Default Order

MR.M.T.E

II. Identifiers and Descriptions

A. **M – MAILBOX.** Select the mailbox to view.

- 1. **INBOX** Personal and console messages are received. This is the default setting.
- 2. **QUERY** Database responses are received as console messages.
- 3. **OUTBOX** (Not routinely used).

4. **TASK** ATO requests are received as console messages.

5. **TRASH** Deleted personal and console messages.

B. **T** – Type. Select the type of message to view.

1. **C** Console (Default) – Messages sent by console number.

2. **P** Personal – Messages sent by personnel number or personnel name

C. **E** – External. Select the type of mailbox

1. **I** Displays the Internal Mailbox (default).

2. **E** Displays the External Mailbox. **(Not routinely used)**.

III. Examples

MR.TASK Displays console mail in the TASK mailbox.

MR..P Displays personal mail in the INBOX mail box.

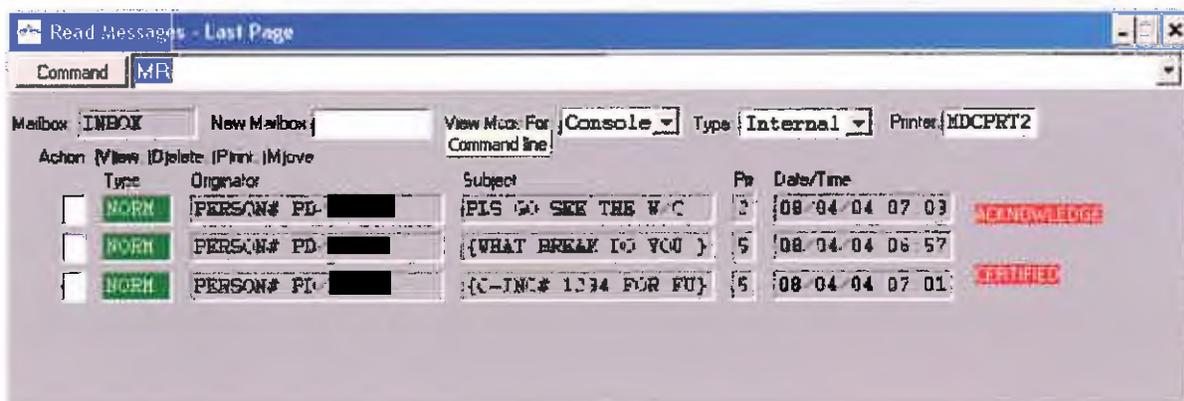
MR Displays the console messages in the INBOX mailbox.

IV. Reading Mail using the Function Keys

A. The Email key <F6> can be used as a shortcut to the MR command to display the mail in the INBOX mailbox.

B. The Query key <F2> can be used as a shortcut to the MR command to display the mail in the QUERY mailbox.

V. Read Messages Form



A. The Read Messages form displays a summary of the messages currently in a specified mailbox.

B. Field Descriptions

1. **Mailbox** – Indicates the mailbox name associated with the list.
2. **New Mailbox** – Enter the name of a different mailbox, other than the Inbox, to be viewed.
 - a. This field is also used when moving a message to a different mailbox.
3. **View Msgs for** – Specify which type of messages will be viewed by using the drop down arrow.
 - a. **Console** – Any system generated message or messages sent to the console number.
 - b. **Person** – Messages addressed to individual personnel names or personnel numbers. Certified and acknowledged replies will be sent as personal messages.

Note: Personal mail is only received via the INBOX.
4. **Type** – Specify the type of messages to view.
 - a. **Internal** – Messages that are initiated from within the CAD system.
 - b. **External** – (Not routinely used).

5. **Printer** – Enter the printer name.
6. **Action** – Enter the action to be taken on a message.
 - a. **V** – Will display the message.
 - b. **D** – Deletes the message. If the message was sent acknowledged, this option will not appear.
 - c. **P** – Prints the message at the default printer location displayed or user may type the name of the printer location.
 - d. **M** – Moves the message to the specified mailbox that is indicated in the **New** mailbox field.
7. **Type** – Indicates the type of message received. New messages have a green background. Messages that have been read have a gray background.
 - a. **Normal (Norm)** – Normal messages.
 - b. **Forwarded (Frwd)** – Messages forwarded by other users.
 - c. **Reply (Rply)** – Messages that are a reply to another message.
 - d. **Certified (Cert)** – Messages that are automatically generated by the system and sent to the originator, when the recipient views the message.
 - e. **Acknowledgement (Ackn)** – Messages stating that the recipient has manually acknowledged the message.
 - f. **Task (Task)** – Messages that are sent by an Individual Group(s) when using the Send Mail (SM) command.
 - g. **Query (Qery)** – Response messages to Open Query inquiries sent to local, state, and/or national information systems.
 - h. **Automatic (Auto)** – **(Not routinely used).**
 - i. **System (Syst)** – CAD generated messages.
 - j. **Cancelled (Cans)** – Messages that are canceled by the originator. The recipient still receives the message but the message does not contain any text.

- k. **Notifications (TNFY)** – Service requests that are sent by ATO group when using the Notification (NT) command.
- 8. **Originator** – Indicates the personnel number of the person who sent the message.
- 9. **Subject** – Indicates the subject of the message. Curly brackets ({}) indicate there is additional information on Page two of the form.
- 10. **Pri** – Indicates the priority of the message. Priority 2 is equivalent to Code Two and Priority 5 is equivalent to Non-coded. Priority 5 is the default for this field. This will only be used when sending ATO requests using the NT command.
- 11. **Date/Time** – Indicates the date and time the message was delivered.

VI. View Message by Person or Console Form

View Messages By Console

Command MR

Type NORM Priority 3 **ACKNOWLEDGE** PAGE 1 OF 1

Action Ack Reply Fwd Inc Print Smty

Subject PLS GO SEE THE 400

Incident

Originated By PD PERSONNEL#

Mailbox INBOX

Reply From

Today 08-04-04 07 05

Forwarded By

Date Sent 08-04-04 07 03

Certified By

Date Expires N/A

Acknowledged By

Printer MDCPRT2

View Messages By Person

Command MR

Type ACKN Priority 5 PAGE 1 OF 1

Action Del Inc Print Smty

Subject PLS COME UP TO THE VAC OFFICE

Incident

Originated By PD PERSONNEL#

Mailbox INBOX

Reply From

Today 08-04-04 07 06

Forwarded By

Date Sent 08-04-04 07 01

Certified By

Date Expires N/A

Acknowledged By PD CONSOLE C5

Printer MDCPRT2

- A. The form is displayed when entering V in the ACTION field of the message, selected from the list in the Read Message form, of any specific mailbox.

B. This form allows the operator to take an action on an individual console or personnel message.

C. Field Descriptions

1. **Type** – Indicates what time of message it is.

- a. **Norm** – Normal message
- b. **Frwd** – Forwarded message
- c. **Rply** – Reply to message
- d. **Cert** – Certification message
- e. **Ackn** – Acknowledgement message
- f. **Task** – Task group messages; sent using the SM command
- g. **Query** – Open Query reply
- h. **Auto** – (Not routinely used).
- i. **Syst** – CAD generated message
- j. **Cans** – Canceled message
- k. **TNFY** – Notification message; messages are sent using the NT command

2. **Priority** – Indicates the priority of the message. Messages with the highest priority are displayed first.

- a. 2 is equivalent to Code Two
- b. 5 is equivalent to Non-coded

3. **Action** – Enter the action to be taken on the message. The action options that are displayed depend on the type of message that is being viewed.

- a. **R (Reply)** – Allows operator to reply to the message
- b. **D (Del)** – Deletes the message. If the message requires acknowledgement, this option does not appear.
- c. **F (Fwd)** – Forwards the message

- d. **I (Inc)** – Attaches an incident/event number to the message
 - e. **P (Print)** – Prints the message
 - f. **S (Summary)** – Displays the list of messages received
 - g. **A (Ackn)** – Required for the operator to manually acknowledge a message that was sent.
 - h. **C (Complete)** – Allows the operator to complete and enter comments for notification messages (service requests).
4. **Subject** – Indicates the message. Curly brackets ({}) indicate there is additional information on page two of the form.
 5. **Incident/Event** – Indicates the incident number associated with the message or the notification (TNFY) message.
 6. **Originated By** – Indicates the personnel number or Unit ID of system identifier of the originator of the message.
 7. **Mailbox** – Indicates the current mailbox being viewed.
 8. **Reply From** – Indicates the personnel number of the user who replied to the message.
 9. **Today** – Indicates the current date and time.
 10. **Forwarded By** – Indicates the personnel number of the user who forwarded the message.
 11. **Date Sent** – Indicates the date and time the message was sent.
 12. **Certified By** – Indicates the personnel number of the person who certified the message.
 13. **Date Expires** – (Not routinely used).
 14. **Acknowledged By** – Indicates the personnel number of the person who acknowledged the message.
 15. **Printer** – Allows the operator to type the printer name.

VII. View Message by Person: Enter Comments Form

- A. This form is displayed when entering V in the Action field of a notification (TNFY) message listed in the Read Message display, when viewing the TASK mailbox.
- B. The ATO can enter comments regarding the service request by typing C (complete) in the Action field, in the View Message by person form. A TNFY message cannot be deleted unless the service request is completed.

Note: A TNFY message must have an incident/event attached or the system will not give the option to C (complete) the service request.

- C. If the TNFY message is not viewed and completed it will remain in the TASK mailbox until it has been completed.
- D. If the TNFY message is viewed and not completed it will remain in the INBOX mailbox as personal mail of the user who first viewed the message.
- E. Field Descriptions

1. **Action** – Enter the action to be taken

- a. **E (Exit)** – will go back to the previous View Message by Person form.

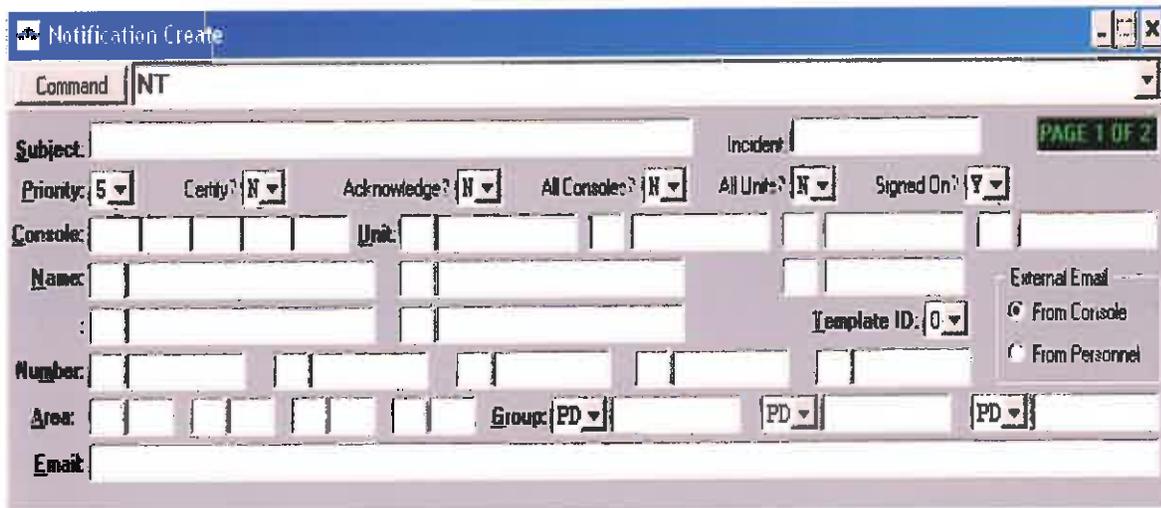
Note: By exiting the ATO operator has the option to go back to the Summary list of TASK mailbox.

- b. **Subject** – Indicates the service request
- c. **Incident/Event** – Indicates the incident/event number attached to the notification message (service request).

Note: If there is no incident/event number attached to the notification message, the ATO will have to notify the sender (RTO or Unit, etc.) to resubmit the NT message with an incident/event number. If the incident/event number is not attached to the notification message, the request will not be recorded in the Audit Trail of the incident/event.

249.03 NOTIFICATION TASK (NT)

The Notification Task (NT) Command will allow users to send service requests to the ATOs. The Notification requests sent by operators and officers via MDC are sent as TNFY messages to the TASK mailbox for ATOs that are logged on. There shall always be an ATO position logged on.



I. Default Order

NT.S.C.U.P.PN.A.G.AC.AU.PR.CE.AK.SO.T.I.R

II. Identifiers and Descriptions

- A. **S** – Subject. Type the corresponding Bureau ID (B1, B2, B3, or B4), Unit ID, location, and the request.
- B. **C** – Console. Type up to five console IDs to receive the message. **Not routinely used.**
- C. **U** – Unit. Type up to five Unit IDs to receive the message. Separate multiple IDs with commas. **Not routinely used.**
- D. **P** – Personnel. Type up to four personnel names to receive the message. Separate multiple names with commas. **Not routinely used.**
- E. **PN** - Personnel Number. Type up to five personnel numbers to receive the message. Separate multiple numbers with commas. **Not routinely used.**
- F. **A** – Area. Type up to four areas IDs to receive the message. Separate multiple IDs with commas. **Not routinely used.**

- G. **G – Group.** Type ATO, this will be the only group ID that will be used. **THIS IS A REQUIRED FIELD.**
- H. **AC - All Consoles.** Specify whether the message is sent to all consoles. **Not routinely used.**
1. **Y** Will send the message to all CAD consoles.
 - N** Will send the message to specified consoles.
- I. **AU - All Units.** Specify whether the message is sent to all units. **Not routinely used.**
1. **Y** Will send the message to all units citywide.
 2. **N** Will send the message to specified units only.
- J. **PR – Priority.** Type the priority of the message 0 or 1. Priorities 2-9 will not be used. **Not routinely used.**
1. **Priority 0** is equivalent to Code 2 requests.
 2. **Priority 1** is equivalent to non-coded requests.
 3. **Priority 5** is the form default but will not be used.
- K. **CE – Certified.** Specify whether the message should be sent certified. **Not routinely used.**
1. Sending a certified message causes the system to reply to the originator with a short notification message as soon as the recipient views the message for the first time. The reply is sent to the personal mailbox of the originator.
 - a. This function applies to only console and personnel messages, not messages to MDT's.
 - **Y** Send the message certified.
 - **N** Send the message without certification.
- L. **AK – Acknowledge.** Specify whether to require an acknowledgement for the mail message. **Not routinely used.**

Note: Sending a message as acknowledged forces the recipients to manually reply with an acknowledgement message before the message can be deleted or moved. The acknowledgement message is sent to the originator's personal mailbox.

1. Y Message requires acknowledgement.
2. N No acknowledgement is necessary.

M. **SO - Signed On.** Specify whether to only send the message to consoles that are signed on. **Not routinely used.**

1. Y Send the message to only consoles that are signed on.
2. N Send the message to both signed on and signed off consoles. If sent to signed-off consoles, when that console is signed on, the operator will receive the e-mail.

N. **Template –** Specify the template to use for the message. Template will default to 0. **Not routinely used.**

O. **I – Incident.** Type the incident number that is associated with the message. The audit trail of the incident will include the message (service request) that is being sent.

Note: This is a required field. If a service request is received without an incident number, the service request will need to be resent by the RTO.

P. **R – Response.** Type a response type code or a predefined notification message number for the specified incident number. **Not routinely used.**

III. Sending a Service Request Using the Notification Task Create Form

A. The Notification Task Create form is displayed when the NT command is entered without any identifiers. Example: NT <F10>

1. Field Descriptions

a. Page One of the Notification Task Create form

- (1) **Subject** – Type the corresponding Bureau ID (B1, B2, B3 or B4), Unit ID, location, and the request.
- (2) **Incident** – Type the incident number associated with the message. The audit trail of the incident will display the message (service request) that is being sent.

Note: This is a required field. If a service request is received without an incident number, the incident number must be attached by the ATO.

- (3) **Priority** – Type priority 0 or 1. Priorities 2-9 will not be used.
 - (a) 0 is equivalent to Code 2 priority
 - (b) 1 is equivalent to non-coded priority, this is the default

- (4) **Certify** - Specify whether the message should be sent certified. (**Not routinely used**).
 - (a) Y Send the message certified.
 - (b) N Send the message without certification.

- (5) **Acknowledge** – Specify whether to require an acknowledgement from the recipient. (**Not routinely used**).
 - (a) Y An acknowledgement is required.
 - (b) N No acknowledgement is necessary.

- (6) **All Consoles** – Specify whether the message will be sent to all consoles. (**Not routinely used**).
 - (a) Y Send the message to all consoles.
 - (b) N Send the message to specific consoles only.

- (7) **All Units** – Specify whether the message will be sent to all the units. (**Not routinely used**).
 - (a) Y Send the message to all units.
 - (b) N Send the message to specific units only.

- (8) **Signed On** – Specify whether to only send the message to consoles that are signed on. This should always be N.

- (a) **Y** Send the message to only consoles that are signed on.
 - (b) **N** Send the message to both signed on and signed off consoles.
- (9) **Console** – Type up to five console ID’s to receive the message. **(Not routinely used).**
 - (10) **Unit** – Type up to five Unit ID’s to receive the message. **(Not routinely used).**
 - (11) **Name** – Type up to four personnel names to receive the message. **(Not routinely used).**
 - (12) **Template ID** – Specify the template that will be used for the message. **(Not routinely used).**
 - (13) **External E-mail** – **(Not routinely used).**
 - (14) **Number** – Type the serial number of the person to receive the message. **(Not routinely used).**
 - (15) **Area** – Type up to four areas that you want to receive the message. **(Not routinely used).**
 - (16) **Group** – This is a required field. The only group that will be used when sending a TNFY message is ATO.
 - (17) **E-mail** – **(Not routinely used).**

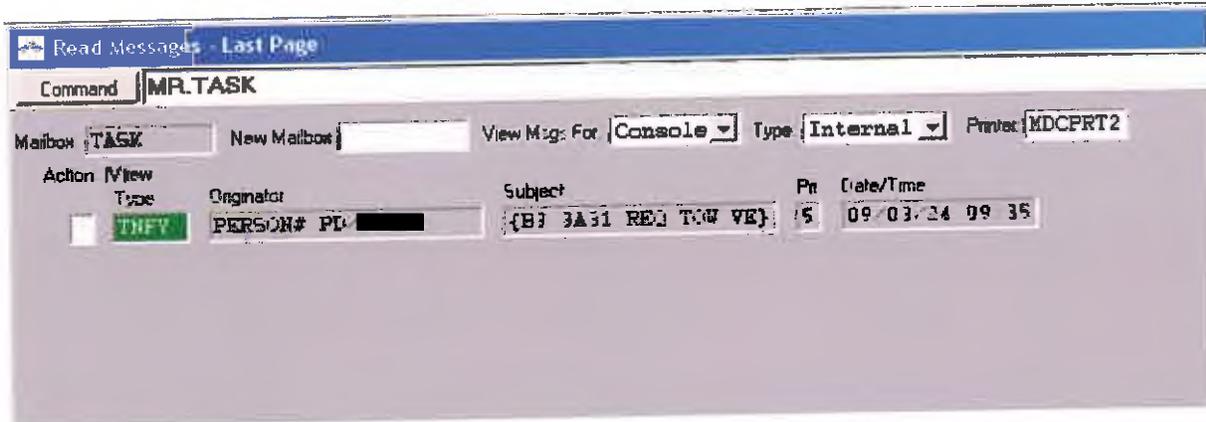
b. Page Two of the Notification Task Create form

Page Two of the Notification Task Create form is displayed when the Page Down key [**Shift <F8>**] is pressed. This is where a lengthier message may be typed.

- (1) **Subject** – Displays the text that was entered in the subject field from page 1 of the Notification Task Create form.
- (2) **Incident** – Displays the incident number from page 1 of the form.
- (3) **Text Lines** – Up to 250 characters may be typed in this area.

IV. Procedures to Process a TNFY Message/Service Request

A. Displaying TNFY Messages/Service Request



1. When a service request is sent, it appears in the TASK mailbox.

2. There are 2 ways to display the service request:

a. MR command: MR.TASK

b. Function Key: <F6>

Note: When using the function key you will need to enter TASK in the New Mailbox field in order to view the TASK mailbox.

3. Field Descriptions

a. **Mailbox-** Indicates the name of the mailbox, which will be TASK mailbox.

b. **New Mailbox-** Allows the operator to type the name of a different mailbox to be viewed.

c. **View Msgs for-** Select which type of messages to be viewed by using the drop down arrow.

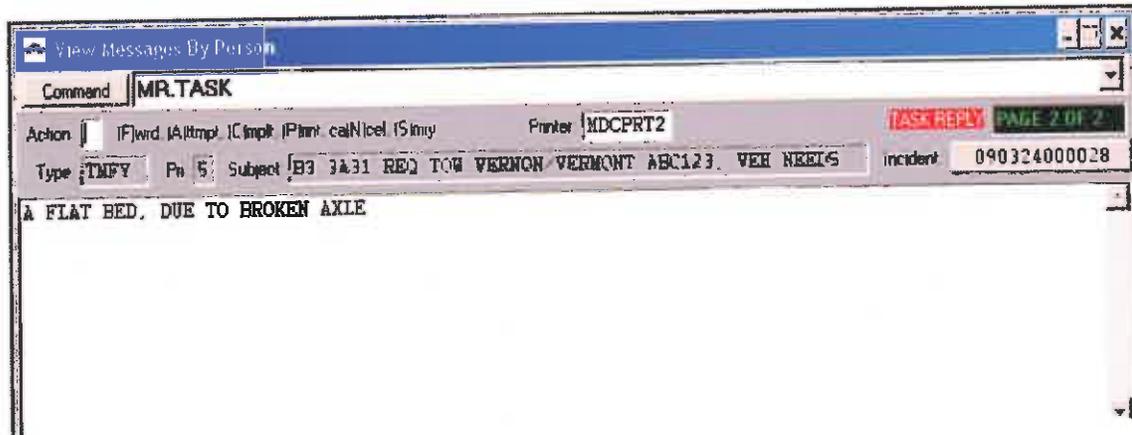
(1) **Console-** These are system generated messages or messages sent by console number. Service requests/TNFY are considered Console messages.

(2) **Person-** These are messages addressed to individual personnel names or personnel numbers.

- d. **Type**- This field will always default to Internal
- (1) **Internal**- These are messages that are initiated from within the CAD system.
 - (2) **External – (Not routinely used).**
- e. **Printer** – Type the printer name.
- f. **Action** – Type the action to be taken on service request.
- (1) **V**- Will display the TNFY/service request.
Note: Once a service request is viewed, the system will consider the request as personnel mail and systematically put it in the ATO's INBOX mailbox.
 - (2) **D** – Delete. TNFY/service request cannot be deleted until it has been viewed and completed.
 - (3) **P** – Prints the message at the default printer location displayed or user may type the name of the printer location.
 - (4) **M** – Moves the message to the specified mailbox indicated in the New Mailbox field. The system will not allow TNFY messages to be moved. **(Not routinely used).**
 - (5) **Type** – The only type of messages that will be received will be TNFY messages, since they are sent using the NT command or form.
Note: If a service request is received without an incident number attached, it will be received as a TASK instead of TNFY.
 - (a) New requests have a green background.
 - (b) Requests that have been viewed have a gray background, in the INBOX mailbox as personnel mail.
 - (6) **Originator** – Indicates the personnel number of the person who sent the message.

- (7) **Subject** – Indicates the request for service (message). Curly brackets ({ }) indicate there is additional information to the request.
- (8) **Pri** – Indicates the priority of the request 0 or 1. Priorities 2-9 will not be used.
 - (a) Priority 0 is equivalent to Code 2 priority.
 - (b) Priority 1 is equivalent to non-coded. A service request task will default to Priority 1.
- (9) **Date/Time** – Indicates the date and time the message was delivered.

B. View Message by Person Form



- 2. This form allows the operator to take a specific action on a TNFY message/service request.
- 3. Field Descriptions
 - a. **Type** – the only type of messages that will be viewed is TNFY, since that is the only type of message received in the TASK mailbox.
 - (1) **TNFY** – Notification Task messages are sent using the NT command or NT form.

Note: TASK messages are received if the incident number is not attached.

- (2) **Priority** – indicates the priority of the message. Messages

with the highest priority are displayed first. Priorities 2-9 will not be used.

- (a) 0 is equivalent to code 2
 - (b) 1 is equivalent to non-coded
- (3) **Action** – Type the action to be taken on the message.
- (a) **R (Reply)**- Will be required to complete service request received as TASK. The incident number must first be attached.
 - (b) **F (Fwd)**- Forwards the message. **Not routinely used.**
 - (c) **A (Attempt)** – Allows the operator to enter comments without deleting the TNFY message/service request from the operator.
 - (d) **I (Inc)** – Allows for an incident number to be attached to the TASK message/service request.

Note: This action will only appear when there is no incident number attached to the TNFY message/service request.

- (e) **P (Print)** – Prints the message.
- (f) **C (Complete)** – Allows the operator to enter comments and complete the service request.

Note: This action will not appear if there is no incident attached to the TNFY message/service request.

- (g) **N (Cancel)** – Reassigns the TNFY message/service request from the specific ATO and returns it to the TASK mailbox.

Note: It will be date/time stamped in the Audit Trail of the incident when a request was reassigned.

- (h) **S (Summary)** – Will display the personnel mail, in the INBOX of the specific ATO operator.

Note: Uncompleted TNFY message/service requests appear as personnel mail in the INBOX of the specific ATO operator.

- (4) **Subject** – Indicates the request. Curly brackets ({ }) indicate there is additional information to the request.
- (5) **Incident** – Indicates the incident number associated with the service request for the notification task (TNFY) message.
 - (a) If there is no incident number attached to the notification message, the ATO will have to obtain the incident number and attach it to the NT message.
 - (b) An incident number is then attached by entering **I** in the Action field along with the incident number.
- (6) **Originated by** – Indicates the personnel number or Unit ID of who sent the message/service request.
- (7) **Mailbox**- Indicates the current mailbox being viewed.
- (8) **Reply Form**-Indicates the personnel number of the user who replied to the message. **(Not routinely used)**.
- (9) **Today** – Indicates the current date and time.
- (10) **Forwarded By** – Indicates the personnel number of the user who forwarded the message. **(Not routinely used)**.
- (11) **Date Sent** – Indicates the date and time the message was sent.
- (12) **Certified By** – Indicates the personnel number of the person who certified the message. **(Not routinely used)**.
- (13) **Date Expires** – **(Not routinely used)**.
- (14) **Acknowledged By** – Indicates the personnel number of the person who acknowledged the message. **(Not routinely used)**.
- (15) **Printer** – Allows operator to type the printer name.

C. View Message by Person: Enter Comments Form

The screenshot shows a software interface window titled "View Messages By Person: Enter Comments, Then Press Transmit". At the top, there is a "Command" field containing "MR.TASK". Below this is a section for "COMPLETE NOTIFICATION COMMENTS" with an "Action" field and an "Action Command: [E]xit" field. The "Subject" field contains "B3 3A31 REC TOV VERNON VERMONT AB1123 VEH NEEDS" and the "Incident" field contains "090324000028". A "Comment:" field contains the text "SWANNEY MAC (BILL) 10-15 MIN ETA". There are several empty lines below the comment field for additional input. A "PAGE 1 OF 1" indicator is visible in the top right corner of the form area.

This form is displayed when entering C in the Action field of a specific service request, when viewing the View Message by Person form of the request. The ATO operator then is able to enter comments regarding the service request. A service request/TNFY message cannot be deleted unless the service request is completed.

Note: A TNFY message must have an incident attached. If a request is received as TASK, the (C) Complete option will not be given. (R) Reply will be used to complete request.

If the TNFY message is not viewed it will remain in the TASK mailbox until it has been viewed. If the TNFY message is viewed and not completed it will remain in the INBOX mailbox as a personnel mail of the ATO operator who last viewed the message.

1. Field Descriptions

- a. **Action-** Type the action to be taken.
- b. **E (Exit)** – will go back to the previous Form, View Message by Person

Note: When exiting a not completed service request it will move the request from the TASK mailbox and place it in the INBOX mailbox as personnel mail.

- c. **Subject** – Indicates the service request.
- d. **Incident** – Indicates the incident number attached to the notification message (service request).

Note: If the incident number is not attached to the notification message the request will not be recorded in the Audit Trail of the incident.

- e. **Comments** – Allows the operator to enter the information needed in order to complete the service request.

250 **INCIDENT ENTRY COMMANDS**

250.01 **CODE SIX AND TRAFFIC STOP (KT)**

A Code Six is an officer-initiated action, which indicates a field unit is at a specified location conducting a field investigation and no assistance is anticipated. The field unit can enter this information via MDC or broadcast to the RTO for entry into the system.

I. Purpose of Code Six or Traffic Stop

One of the responsibilities of a Radio Telephone Operator (RTO) is to maintain the status and location of field units. All situations encountered by an officer may not be directly related to an assigned incident/event. Officers on patrol may come upon a group of juveniles causing a disturbance, gang activity, or simply stop a traffic violator. To keep the operator apprised of what they are doing, the officer(s) may state they are Code Six or on Traffic Stop.

II. Code Six Terminology Procedures

A. Upon receipt of any voiced Code Six location from a field unit, the operator shall:

1. Immediately repeat the information which shall serve as an acknowledgement to the unit, and enter the information into the CAD system.
2. The terminology shall include the unit designation, location, and pertinent information provided by the unit (i.e., license plate number, vehicle/suspect descriptions).
3. **Operators shall not run the license plate provided by the unit unless specifically requested to do so.** However, the license plate number shall be entered as part of the location. Since space is limited to 30 characters, license plates can be entered on the location line using the Unit Status (US) command (covered in a separate manual section).

4. All Code Six locations shall be repeated, including for supervisory units.
5. This information shall be broadcast on the appropriate Area base frequency.

Example:

Unit: "11L30, SHOW ME CODE SIX, YORK AND FIGUEROA.

RTO: "11L30, CODE SIX, YORK AND FIGUEROA.

UNIT: "11A1, WE ARE CODE SIX, FLETCHER AND RIVERSIDE DR, LICENSE 123ABC."

RTO: "11A1, CODE SIX, FLETCHER AND RIVERSIDE DR, 123ABC."

UNIT: "11A1, PED STOP, 1ST STREET AND MAIN."

RTO: "11A1, CODE SIX, 1ST STREET AND MAIN."

6. If a field unit reports "Code Six on a Traffic Stop or Ped Stop," the RTO shall use the Field Initiate (KT) command and the terminology appropriate for Code Six. "Traffic Stop or Ped Stop" shall be entered into the comments.
7. The first unit advising Code Six or at scene on a Priority I incident/event shall always be repeated. Additional units advising they are Code Six on the same incident/event shall be acknowledged with a "Roger."
8. Units advising they are Code Six on established Priority II and III calls shall be acknowledged with a "Roger."

Note: Units may use "Code Six" with "At Scene" interchangeably.

9. Whenever a Code Six is voice broadcast, it is the RTO's responsibility to enter the information into the CAD system.

III. Code Six Policies

- A. Units on Code Six status are available for reassignment to priority calls (i.e., Priority I or II) by monitoring their radio frequencies. Units on Code Six status may indicate circumstances which will make them unavailable for assignment to a priority call. These circumstances may include but are not limited to:
 - 1. Suspect in custody;
 - 2. Primary unit on a crime scene; or,
 - 3. At scene of a back-up, help or other emergency.
- B. Units are to notify the RTO when they are available for radio calls.
- C. When a field unit reports they are Code Six the operator shall make sure the unit is not referring to an already established incident.
- D. If an incident/event has already been created (i.e., the unit has been dispatched, acknowledged, en route or pending in their call stack) the status shall be changed to **At Scene**. (Unit Status will be covered in a separate section).
- E. An operator shall not make a field unit available and assign non-priority calls while the unit is on Code Six status.

IV. The KT (Field Initiate) Command

The Code Six, also known as Field Initiate, (KT) command or equivalent command/function key (F7) enters an incident/event into the system on the basis of an officer's/operator's input and is similar to the Incident Initiate (II) command except address verification, duplicate incidents/events or premise information checks are not performed. The system will accept any information entered in the location field as being accurate. Operators must ensure that locations entered are accurate and spelled correctly.

V. Identifiers and Descriptions

- A. Default Order

KT.U.L.PN.ST.T.CM.PT.S
- B. Identifiers and Descriptions
 - 1. **KT** – Command.
 - 2. **U** – Unit. (Include * if using a Temporary Unit)

3. L – Location.
4. PN – Plate Number.
5. ST – State. (Two-letter state, State abbreviation). Defaults to California
6. T – Incident Type. (i.e., 902, 620N, 991, 999, 415F, etc.)
7. CM – Comments. (Additional information provided by officer)
8. PT – Plate Type (i.e., C – Commercial, S – Handicap)
9. S – Status. (Two-letter code, i.e., AA, AS, TS, ER, HB, HF, HH, HP, ST etc.) Refer to Unit Status-Status Codes section.

Note: Cannot be used with C7

VI. Using the Field Initiate (KT) Command

- A. Type the appropriate Field Initiate identifiers on the command line and press **<F10>**.
 1. If no **T** (type) or **S** (status) identifier is typed, the computer defaults to 006 (incident/event type) and C6 (status).

Note: If an incident/event type code is used, it will appear on the AWW/USD screen within the incident type field (between the status time and incident/event number). If a status code is used, it will appear on the AWW/USD screen within the status field (between the Status Flag and Status Time).

2. Example (Without using **<F7>** function key):
 - a. KT.2A45-W2.100 N LOS ANGELES 123ABC **<F10>**

This will show 2A45 Code Six at 100 N Los Angeles on license plate 123ABC. Premier CAD will set a **60-minute alert** on this unit.
3. Example (Using the **<F7>** function key):
 - a. Press **<F7>**. CAD inserts the **KT** command at the beginning of the command line and submits the form.
 - b. 2A45-W2.100 N LOS ANGELES 123ABC **<F7>**

This will show 2A45 Code Six at 100 N Los Angeles, on license plate 123ABC. Premier CAD will set a **60-minute alert** on this unit.

4. After the command statement or command/function key <F7> is entered, an incident/event is created with an assigned, computer generated incident/event number. The last 6 digits of the 12-digit incident/event number will appear on the AWW/USD screen in the sixth column to the left of the incident/event address.
5. After the incident/event number is assigned the incident/event type will be 006, and the unit's status will be C6 and not available indicated by the red lettering.
6. The time the unit is at scene is automatically monitored by the CAD system. CAD will highlight the involved unit's line on the AWW in gray when the prescribed time limit has been exceeded.
7. If the unit is active on an incident/event when the Code Six (KT) command statement is entered, CAD system will automatically interrupt the active incident/event and move that incident/event to the unit's call stack while generating a new incident that will appear in the AWW/USD. If comments are entered in the Code Six (KT) command statement, they will appear in the incident/event history data as a part of the comment section.
8. The Unit Status monitor in the AWW/USD is configured to show the last known Beat/Zone (RD). If the unit being dispatched was previously assigned to an incident/event, the Beat/Zone (RD) of the previous incident/event displays in the Last Known Beat/Zone (RD) field until the unit goes active on the new incident/event.

VII. Station/Citizen Call

A. Station Call

The Area Watch Commander assigns station calls to units. These calls usually require the unit to respond to a specific location to conduct an investigation. Examples of these calls are welfare checks, warrant service investigations, and timed out calls.

1. Station calls shall be repeated for all units. This includes units reporting "Code Six" on a station call.

2. **Station Calls are not considered safe locations** (LAPD facilities, Court, Hospitals, jails, other Police Departments). The RTO shall check on the status of the unit after the sixty-minute alert is received.
3. The KT command/function key <F7> shall be used for units reporting a station call.

Example:

Unit: "1A11, STATION CALL, 1ST AND MAIN, ON A 484 INVESTIGATION."

RTO: "1A11, STATION CALL, 1ST AND MAIN."

Command:

KT.1A11-W2.1ST/MAIN.T; 484LCM;STATION CALL

B. Citizen Call

Units report out to citizen calls when a person flags them down. The incident/event may or may not be related to an established radio call.

1. Citizen Calls shall be repeated for all units.

Example:

Unit: "1X89, CITIZEN FLAGDOWN, 5th AND BROADWAY."

RTO: "1X89, CITIZEN'S CALL, 5TH AND BROADWAY."

Command:

KT.1X89-W3.5TH/BROADWAY.CM; CITIZEN CALL

C. Code Six Adam (C6A), Code Six George (C6G), and Code Six Mary (C6M)

1. Code Six Adam indicates an officer is conducting an investigation and may need assistance.
2. Code Six George indicates a field unit may need assistance while conducting an investigation involving possible gang activity.
3. Code Six Mary indicates a field unit may need assistance while conducting an investigation involving possible militant activity.

For officer safety, a ten-minute time parameter should be used to check on the unit. If after ten minutes, a Code Four is not received, the operator shall broadcast, “Unit No., Unit No., is there a Code Four?” If the unit does not acknowledge or comes in but does not provide a Code Four, the operator shall dispatch a two-officer or two one-officer units to the location, Code Two.

Code Six Charles is covered in a separate Manual Section.

Examples:

Unit: “6A15, WE ARE CODE SIX ADAM, SUNSET AND VINE.”

RTO: “6A15, CODE SIX ADAM, SUNSET AND VINE.”

Command: KT.6A15-W2.C6A SUNSET/VINE
UO.6A15-W2.100

Unit: “6A15, WE ARE CODE SIX ON 415 GANG ACTIVITY, SUNSET AND VINE.”

RTO: “6A15, CODE SIX GEORGE, SUNSET AND VINE.”

Command: KT.6A15-W2.C6G SUNSET/VINE
UO.6A15-W2.100

D. Traffic Stop

A Traffic stop is an officer-initiated action indicating a field unit’s designated location for the purpose of a traffic violation investigation (citation).

The traffic stop command statement will only be used when a field unit reports they are on a traffic or citation stop. Units reporting Code Six on a Traffic Stop will be shown Code Six and the terminology appropriate for Code Six will be used; Traffic Stop will be indicated in the comment section. The location and any other pertinent information provided during the broadcast can be entered by the unit via the MDC or broadcast to the RTO for entry into the system.

The KT command or command/function key <F7> is similar to the II command except address verification; duplicate incidents/events or premise info checks are not performed.

1. Traffic Stop broadcasts will be repeated for all units. The broadcast will include:
 - Unit designation;

- Location;
- License plate (if given by unit); and,
- Vehicle description or any other pertinent information given by unit;

If a field unit provides a license plate number with their broadcast the operator **will not** run the license plate unless specifically requested to do so. However, the license plate number will be entered on the location line of the command statement. If the license plate does not fit due to system constraints, the US command can be used to add the license plate to the location field.

Examples:

UNIT: “18X32, SHOW US ON A TRAFFIC STOP, SAN PEDRO AND IMPERIAL.”

RTO: “18X32, TRAFFIC STOP, SAN PEDRO AND IMPERIAL.”

With License Plate:

UNIT: “12L75, SHOW ME ON A TRAFFIC STOP, 7191 HAAS, ON LICENSE [REDACTED].”

RTO: “12L75, TRAFFIC STOP, 7191 HAAS, [REDACTED].”

The system automatically monitors the units at scene time on a traffic stop, for a 10-minute period. The unit will be highlighted in gray after the unit has been at scene on a traffic stop for 10 minutes.

E. Traffic Stop using the Field Initiate Command (KT)

1. Type the appropriate Field Initiate identifiers on the command line and press <F10>.
2. The T (Type) and S (Status) identifiers shall be used in the command statement to show a field unit on a Traffic Stop and set the 10-minute time parameter. Note: T:902.S;TS must be included in the command statement, or the following alternate command statement may be used:

KT.21A73-W2.FALLBROOK/VANOWEN SAM123...902...TS <F10>

Note: If an incident/event type code is used, it will appear on the AWW/USD screen within the incident/event type field (between the status time and incident/event number). The type code is used to accurately reflect the unit’s incident/event type.

Example (With function key):

15A1-W1.SHERMAN WAY/TUJUNGA.T;902.S;TS <F7> or
15A1-W1.SHERMAN WAY/TUJUNGA...902...TS <F7>

This will show 15A1-W1 on a Traffic Stop at Sherman Way and Tujunga.
This will set a **10-minute alert** on this unit once entered.

Example (Without function key):

KT.15A1-W1.SHERMAN WAY/TUJUNGA.T;902.S;TS <F10> or
KT.15A1-W1.SHERMAN WAY/TUJUNGA...902...TS <F10>

This will show 15A1-W1 on a Traffic Stop at Sherman Way and Tujunga.
Premier CAD will set a **10-minute alert** on this unit once entered.

Examples:

KT.18A3-W2.103RD/GRAPE.T;902.S;TS

KT.2A21-W1.TEMPLE/GRAND.CM;NO PLATES 52 FORD.T;902.S;TS

KT.6A15-W4.HOLLYWOOD/VINE MYCAR.T;902.S;TS

KT.3XL35-W2.W/B 10 FY/CRENSHAW [REDACTED].T;902.S;TS

KT.9FB21-W1.VAN NUYS CT REAR.T;902.S;TS

KT.8XL1-W1.AVENUE OF THE STARS/SANTA MONICA.T;902.S;TS

US.8XL1-W1.L;3[REDACTED]. This command will put the license plate and state on 8XL1-W1 location field.

KT.16A89-W2.E/W ALLEY S/O POLK E/O PHILIPPI.T;902.S;TS. This command will show 16A89-W2 on a traffic stop.

The command or command function key when entered creates an incident/event with an assigned incident/event number. The incident/event type 902 will reflect on the AWW/USD and will be in green lettering because the unit's status will be available. If the unit had an active incident/event, that incident/event will drop to the unit's call stack.

F. Querying license plates using the Field Initiate (KT) Command

1. Type the appropriate Field Initiate identifiers on the command line and press <F10>.

2. When creating a Code Six location no identifiers are needed when following the default order.

Example (With out the function key):

KT.1A27-W2.MAIN/2ND [REDACTED] <F10>

This will show 1A27-W2 Code Six at Main and 2nd and query [REDACTED]

Example (With the function key):

1A27-W2. MAIN/2ND [REDACTED] <F7>

This will show 1A27-W2 Code Six at Main and 2nd and query [REDACTED]

The command or command function key <F7> when entered creates an incident/event with an assigned incident/event number and will query the license plate for Wants (SVS), Warrants (CWS) and Registration (DMV). Querying of license plates using the command or command function key <F7> defaults to A-automobile for type of vehicle and CA-California for the State. Identifiers shall be used for querying all other types of vehicles and states.

Note: The querying of license plates may also be used when using the identifiers for a Traffic stop.

G. Checking Status of Units

As soon as an operator receives an alert, it is the RTO's responsibility to check on the status of that unit using the following broadcast:

Example: RTO: "1A11, 1A11 ARE YOU CLEAR?"

If the unit advises they are clear, the broadcast will be, "Unit No., Clear." **The unit will be responsible for clearing their MDC.** The RTO is responsible for clearing non-MDC equipped units. If the unit advises they are not clear, the RTO shall acknowledge by broadcasting "Unit No., Roger".

"1A11, ROGER" or "1A11, CLEAR."

The Unit Overdue (UO) command statement shall be used for this purpose which is covered in a separate lesson plan.

Example: UO.1A11-W2

250.02 **INCIDENT INITIATE (II)**

In order to perform their duties, personnel are often required to create incidents/events. The II command or equivalent command function key <F8> displays a blank incident/event entry form. This form is one of several methods available for entering new incidents/events into the CAD system.

I. Incident Initiate Form

The Incident Initiate form is the first display associated with an incident/event and is the foundation for the Incident Display and Incident Recall.

Each blank II Form contains the following computer-supplied information:

A. Date

B. Time

II. Default Order

II.L.T.U.CM.BI.CA.CN.CP.P.DA.TI.SM.SC.VN.PN.ST.AP.FA.CO.PT.BE.IV.CT.SP.
MC.D.ET.SS.RT.IP

B. Identifiers and Descriptions:

1. **L – Location.** Enter the incident/event address. The address information can be any of the following: street address, common place name or intersection name. When using the command line to create a incident/event L-Location will be the address of occurrence.
2. **T – Type.** Enter the basic incident/event type and detail type (if required).
3. **U – Unit.** Enter the Unit ID - watch of unit to be dispatched.
4. **CM – Comments.** Enter pertinent comments in this field.
5. **BI – Building Identification.** Enter the building name or number.
6. **CA – Caller Address.** Enter the address of the caller reporting the incident/event.
7. **CN – Caller Name.** Enter the name of the caller reporting the incident/event.

8. **CP** – Caller Phone. Enter the telephone number of the caller reporting the incident/event. Use numbers only, no special characters (i.e., 2135551212).
9. **P** – Priority. Enter the code of the incident/event.
10. **DA** – Date of Occurrence. Enter the time when the incident/event occurred. **(Not routinely used)**.
11. **TI** – Time of Occurrence. Enter the time when the incident/event occurred. **(Not routinely used)**.
12. **SM** – Special Message. Enter a short comment to add to the audit trail.
13. **SC** – Source Code. Specify a source code for the incident. **(Not routinely used)**.
14. **VN** – Victim Name. **(Not routinely used)**.
15. **PN** – Plate Number. Enter the plate number of the vehicle involved in the incident/event. **(Not routinely used)**.
16. **ST** – State of License Plate. **(Not routinely used)**.
17. **AP** – Apartment Number.
18. **FA** – Fire/Ambulance. Specify whether to send fire/ambulance to the incident. **(Not routinely used)**.
19. **CO** – Contact. Specify whether officer can contact the complainant.
 - **Y** – The officer can contact the complainant.
 - **N** – The office cannot contact the complainant.
20. **PT** – Plate Type. **(Not routinely used)**.
21. **BE** – Bulletin. Enter the bulletin information **(Not routinely used)**.
22. **IV** – Information Vehicle. Specify whether to display the Vehicle/Subject information form. **(Not routinely used)**.
23. **CT** – City. Enter the name of the city where the incident/event is occurring. **(Not routinely used)**.

24. **SP** – Sub-priority. Enter a sub-priority character between A and Z, or zero. **(Not routinely used)**.
25. **MC** – Modifying Circumstances. Enter a valid modifying circumstance code to override priority, sub-priority, and response code settings for the incident/event type. **(Only used for calls at City facilities and stakeholder locations)**.
26. **D** – Disposition. Enter the incident/event disposition code. When using this identifier, the system will create and close out the incident/event simultaneously.
27. **ET** – Estimated Time. Enter the Estimated Time of Arrival (ETA) or update the existing ETA for the unit or equipment. **(Not routinely used)**.
28. **SS** – Single Shot. Defaults to Y. Specify whether to use single shot dispatch. **(Not routinely used)**.
 - **Y** – Use single shot dispatch.
 - **N** or blank – Do not use single shot dispatch.
29. **RT** – Route ID. Type the IDs of up to five Service Routes separated by commas **(Not routinely used)**.
30. **IP** – Incident Phone Number. Used to document the phone number of the Command Post (CP) or Incident Commander (IC).

III. Initiating Incidents Using the <F8> Function Key

- A. One of the methods to display the II form is to use the function key. An operator can use the <F8> function key to save keystrokes and time, in one of two ways:
 1. From a blank command line, pressing the <F8> key will force the II form to appear.
 2. On the command line, type the command statement and include incident/event information to create an incident/event, omitting the II, and press the <F8> key.

IV. Initiating Incidents Using the Incident Initiate Form

The Incident Initiate form contains the required and optional fields used to initiate an incident/event. The operator can use this form rather than type the command syntax on the command line.

A. Field Descriptions:

1. Address – Type the address of the incident/event. The system verifies if the address is within LAPD jurisdiction by accessing the Geographic Database (GEOFILE) and determining the validity of the address. The address information can be any of the following: street address (partial or whole), place name, and intersection name. Address consists of numbers, including fractions, direction, street name and roadway type. Outside jurisdiction is indicated when the address is within 1500 yards of city limits.
2. Number – Numeric portion of address
3. Fractions – Follow numeric portion preceded by a space. Fractions are separated by a slash (i.e., 3626 ½). (Apartment, suite and building numbers can also be entered in the “Apt” or “Bldg” field).
4. Direction – Direction will precede the street name or intersections:
 Example: (N, S, E, W, NE, NW, SE, SW). **Note:** Omit direction if difficulty verifying the address.
5. Street Name – Alphanumeric characters. May contain a space within a name.
 Example: Van Ness
6. Roadway Type – Two characters. Must be one of the specific abbreviations.
 Example: Av, St, Pl, Wk

7. Intersections – Two street names separated by a forward slash. Intersections may be reversed and re-entered to avoid possible Beat/Zone (RD) conflicts.

Example: Manchester/Broadway
Broadway/Manchester

8. Place Name – Names of specific locations are accepted by the system in lieu of an address or intersection.

Example: Staples Center
Dodger Stadium
Communications Division

- B. City – Once the address is verified, the city will auto-populate.

- C. Type – Enter a valid and complete detail type. A complete incident/event type consists of a three-digit basic incident/event type and detailed incident/event type. Combined, the basic incident/event and the detailed incident/event cannot exceed six characters. To assist newer RTO's not familiar with all complete detailed types, a basic type display can be presented on an additional command line by using the [BB.**] which contains primary crime types available in CAD. The following basic types do not require detailed types:

Note: A list of basic/detailed types can be viewed from the Orion VELA screen using the PrePlan option.

1. 006 Code Six
2. 100 Other
3. 374 Illegal Dumping
4. 900 Unknown Trouble
5. 902 Traffic Stop
6. 997 Suspicious Activity

To display a list of incident/event types and descriptions, click the arrow to the right of the "Type" field.

1. **Mod. Circum** – Type a valid modifying circumstance code to override the priority, sub-priority, and response code settings for the incident/event type. (Only used for calls at City facilities and stakeholder locations).

2. **Location** – Type additional details regarding incident/event location (i.e., Rear Alley, McDonald’s Parking Lot, Freeway On-ramp, two-story gray house, etc.).
3. **Contact Complainant** – Specify whether the officer can contact the complainant.
 - **Y** – Contact the complainant.
 - **N** – Do not contact the complainant. (Default)
3. **SS** – Single Shot. This flags the incident making the EBO aware that the RTO will be dispatching the Hot Shot. Specify whether to issue single shot dispatch. (**Not routinely used**).
 - **Y** – Use single shot dispatch.
 - **N** or blank – Do not use single shot dispatch.
5. **FAS** – Fire/Ambulance. Specify whether to send Fire/Ambulance. (**Not routinely used**).
6. **Priority** – Priority will auto-populate once the address is verified. This priority can be overridden during the initial entry process or can be updated after the incident is created.
 - a. The system pre-assigns a code after the detail type is entered. If multiple detail types are used, the system assigns the highest code associated with the detail types selected.
 - b. Operators may override the system-generated code selections by entering the new code in the “Priority” field.
7. **Bldg** – Building. Enter the building letter or number.
8. **Apt** – Apartment. Enter the apartment number.
9. **Inc Phn** - Incident Phone. Enter the phone number for the Command Post (CP) or Incident Commander (IC) if applicable.
10. **Call Add** – Caller Address. Enter the address of the caller reporting the incident/event. If this is an emergency (911) call, this information appears automatically when the II form is displayed on the operators screen or by pressing the Display 911 Key (SHIFT + F11).

11. **Caller** – Enter the name of the caller reporting the incident/event (first and last name). If this is an emergency (911) call this information appears automatically when the II form is displayed or by pressing the Display 911 key (SHIFT + F11).
 - a. Operators receiving calls from a Spanish-speaking caller shall input S/S in front of the caller's name. This information will assist other operators in identifying calls that need to be forwarded to a Spanish-speaking EBO for further information.
12. **Cphone** – Caller phone. Enter the telephone number of the caller reporting the incident/event, including the area code.
13. **Dispo** – Disposition. Enter the disposition of the incident/event. Entering a disposition code will simultaneously initiate and close the call.
14. **Source** – Source uses two fields. The first is for the agency code (PD) represented by **; the second is for the call source code. The following are the default call codes:
 - 0 – phone
 - 1 – 911
 - 2 – MDC initiated
 - 3 – Field initiated
 - 4 – Alarm
 - A-Z – Agency-defined (CAD Administrator)
15. **ESN** – Displays the emergency service number for the emergency call.
16. **Service** – Displays the type of telephone service (such as coin, residence, or business) for the emergency call.
17. **Next Screen** – Displays the default value established for the user's logon agency. **(Not routinely used)**.
18. **Now?** – Specify whether to immediately create a pending incident. (Defaults to Y). This will not be used with the scheduling function. **(Not routinely used)**.
19. **Date** – Automatically inserts the date, this will not be used with the scheduling function. **(Not routinely used)**.
20. **Time** – Automatically inserts the time, this will not be used with the scheduling function. **(Not routinely used)**.
21. **Cmnts** – Comments.

Operators may enter pertinent information into the comment section of the II format. Comments are retained in the Incident Display. Comments should be entered as free-form narrative statements up to the capacity of 73 characters. You can also enter identifiers in this field.

The importance of the comment section cannot be overstated, as it is the **first service provided** by Communications Division. It is the responsibility of Communications Division personnel to ensure an adequate amount of information is entered into the comment section of an incident/event. This information must be **concise and pertinent**. The operator entering the information into an incident/event must balance pertinent information with the length of the comments.

- a. Comments appear on a field unit's Mobile Data Computer (MDC) by date and time in descending order (oldest common/information first). Since only the first few lines of comments initially appear on the MDC (the remaining comments have to be viewed by scrolling), those lines should be used to briefly detail specific **suspect location and description, vehicle used, weapon used, direction taken and when the crime occurred**. This information can be kept shorter by using Department approved abbreviations.
- b. Units responding to a call need to know what they are responding to beyond a general crime type. This need stems from an officer safety concern and a timely response to the location of occurrence. Upon arrival, and with an idea of what is needed from the police, officers will not have to take time interviewing individuals for information that could have been obtained over the telephone. The comments need not be lengthy. Statements such as 'dispute over monies owed', or 'dispute over on-going loud noise', tells officers they are needed to keep the peace. A 415 man, woman or group has to be 415 for a reason. This can be easily detailed with statements such as '6 M/A in the rear yard yelling, harassing tenants,' or 'M/W panhandling, refusing to leave.' Include a brief clothing description. This small effort on the part of the EBO can save an RTO the work of processing a voiced request for further and an ATO the work of calling the PR back.
- c. Appropriateness

Operators entering comments into an incident/event must restrict themselves to **pertinent information**. Due to the wide variety of calls for police service, it is impossible to provide examples for all of them; therefore, **common sense** must be the operator's main guide.

V. Initiating Incidents Using the Display 911 Key (SHIFT+F11)

A. When the operator presses the Display 911 Key (Shift+F11), Premier CAD automatically inserts the Caller Line Identification (CLI) information for the current emergency call into the appropriate fields of the II form. If the II form is clear, the CLI will automatically display when the call is received. The CLI information includes the following fields:

1. Caller Address
2. Caller Phone Number
3. Caller Name (Non-Business only)
4. Location (Business Name, if applicable)

Note: An operator may toggle between the current and last caller by pressing [Shift + F11]. CURRENT and PREVIOUS appear on the II form to indicate which CLI information is appearing.

B. To initiate an incident/event using the Display 911 Key (Shift+F11), bring up an II form using the function key or II command

1. The form appears with the cursor in the Address field.
2. Press (Shift+F11) to fill in the CLI information field.
3. Press <F12> to submit the form.

VI. Address Verification and Forcing Beat/Zone (RDs)

A. The Address Verification screen displays possible matches for the partial address, common place name, or intersection name. The Address Verification screen appears after the operator has processed one of the following:

1. Initiate an incident/event from the command line.
2. Entering an address, intersection or place name on the Incident Initiate Form in the Address Field and then pressing TAB twice or clicking in another field of the form. The address must be verified before moving to the next step of the II process.

B. If more than one page of possible matches is displayed, a flag stating “More Matches” appears with a red background on the first page of the form.

- Press (Shift+F8) to view the next page

- Press (Shift+F9) to view a previous page

- C. If a matching address is not found, the operator will be presented with a screen displaying the following message error, “Address Verification Error: Address Not Found (Re-enter address).” The operator has to re-enter a valid address.

- D. The operator may elect to override a Beat/Zone (RD) and specify a particular Beat/Zone (RD) for the incident/event. This override process does not use GEOFILE; therefore, the location cannot be searched for using the location in conjunction with the Location Detail (LD) command (discussed in further detail in a separate lesson plan). The following are some of the reasons why this process is used:
 - 1. Crime occurred in Rampart but victim is now is Hollenbeck. The Beat/Zone (RD) should match the address of occurrence in Rampart. Hollenbeck address is entered in the address field, where the victim is now and where officers need to respond to with the corresponding Beat/Zone (RD) of Rampart. The exception to this is if the original and current location is more than two divisions away. In this case, Hollenbeck would respond and there will be no need to force the Beat/Zone (RD), all pertinent information must still be added to comments.

 - 2. An operator may choose to force the Beat/Zone (RD) if the GEOFILE does not contain acceptable address verification. This often occurs with new streets from new housing tracts or when the street names are changed. If the exact Beat/Zone (RD) within the Area of occurrence is not known, the operator must utilize Vela to estimate the closest Beat/Zone (RD), asking the PR to confirm the closest cross streets, etc.

- E. Field Descriptions
 - 1. **#** – Displays the reference number for the street match. This is a number that is entered in the Enter # or Addr field, when selecting a street match.

 - 2. **Dir Street** – Displays the possible street matches for street addresses or street name for intersections or the possible common place names for common places.

 - 3. **City** – Displays the city.

 - 4. **Low # High #** – Displays the possible low and high address numbers of the corresponding street for street addresses.

 - 5. **Enter # or Addr** – Enter the number of the match and submit the form.

Note: When forcing a Beat/Zone (RD), it is required to enter [0] in this field.

6. **Location Detail** – Clicking this button will bring up the Location Detail form, which displays location information.
7. **Cancel ?** – Enter Y to cancel and exit the form and return to the Incident Initiate form without a selection. Default will be N to continue with verifying the address.
8. **Sounds Like?** – Not routinely used.
9. **Bypass Agency** – This field is used when forcing an RD. Enter [PD] in this field.
10. **Area** – This field is used when forcing a Beat/Zone RD. Enter the Area that the incident/event is being forced to (i.e., [04] for Hollenbeck).
11. **Beat/Zone** – This field is used when forcing an RD. Enter a verified RD (i.e., 0423 as an RD).
12. **City** – (optional) Enter the City that the incident is being forced to.

Note: The four fields required to be filled within the form when forcing a RD are:

- Enter # or Addr: [0]
- Bypass Agency: [PD]
- Area: [19] (i.e.)
- Beat/Zone: [1904] (i.e.)

VII. Common Place Verification Form

- A. Motorola Premier CAD searches the common place file. A list will be displayed of common places that are an exact match for the address that was specified. If no common place match exists, the form does not display. This search is only completed for street address entries. The operator can make the following selections on the Common Place Verification form.
 1. To select one of the common places, type the number that corresponds to that selection and submit the form. If the location field in the Incident Initiate form already contains information, the common place name is placed in the Location field and the previous location text will be inserted into the audit trail as Original Location Information.

If the Common Place is different than what is displayed, a zero shall be typed to override the recommended Common Place.

2. **Location Detail** – Clicking this button will bring up the Location Detail Form.
3. **Cancel?** – Enter **Y** to cancel and exit the form and return to the Incident Initiate form without a selection. Default is **N**, which continues with address verification.
4. **Verify** – Displays the address that was input when the incident/event was initiated.

VIII. Invalid Incident Type Form

The Invalid Incident form appears if the operator enters a partial or invalid incident/event type. This form lists potential matches for the incident/event type.

A. Field Descriptions

1. **Type** – Displays the valid incident/event types that match the characters entered on the command line or in the Type field.
2. **Description** – Displays the description of the incident/event type if a description is defined.
3. **Category** – Displays one of the following:
 - Real – The listed incident/event type is not an alias.
 - Alias – The listed incident/event type is an alias.
4. **Real** – displays the actual incident/event type if the category is an alias.
5. **Enter #** – Enter the number associated with the correct incident/event type.
6. **Search New Type** – Enter characters relating to a new incident/event type if the incident/event types listed are not appropriate and an additional search is required.
7. **Exit** – Enter E in the field to exit the incident/event types selection list.
8. **Verify** – Displays the incident/event type entered on the command line or in the Type field.

IX. Potential Duplicate Events Exist Form

- A. Motorola Premier CAD will check for duplicate incidents/events during the address verification portion of the Initiate Incident process. The Potential Duplicate Events Exist form will display any active, stacked, or pending incident/event(s) that already exists in the area or at the same address. CAD also checks closed incidents/events during incident/event creation and/or update.
- B. This form will give the operator the choice of creating a new incident/event, exiting the incident initiating process or updating/duplicating an existing incident/event that is listed on the form. Any of these columns in the form can be sorted by clicking the column headers.

C. Field Descriptions:

1. **Address** – Displays the address of the incident/event.
2. **Type** – Displays the incident/event type.
3. **Num** – Displays the number that corresponding to the incidents/event.
4. **Agy** – Displays the Agency ID which will always be PD.
5. **Event** – Displays the incident/event number.
6. **Type** – Displays the incident/event type.
7. **Address** – Displays the address of the incident/event.
8. **Status** – Displays the status of the incident/event (pending, stacked, active or closed).
9. **Do You Wish To** – Select whether to create a new incident/event or cancel incident initiation.
 - C – Creates a new incident because the listed incidents/events are not duplicates.
 - E – Cancels Incident Initiation and returns to II form.

The “Potential Duplicates Events Exist” form will close and return to the command line or the II form.

10. **Or Update Existing #** - Enter the number that corresponds with the incident/event that needs to be duplicated or updated then press <F12>. The “Potential Duplicate Events Exist” form will close and the Incident Update form of the incident/event appears on the opposite work area.

D. Shortcut Menu

The operator may left click the Incident/Event field to open the shortcut menu that allows the operator to Dispatch, Recall, or Update an incident/event. If the operator selects one of these items, the appropriate form opens in the opposite workspace.

X. Premise Location Information

A. Premise Location Information and Hazard Codes

Upon creation of an incident/event, the Premise Information Hazard flags will be displayed within the “Premise” field. Premise Hazard flags associated with the incident/event shall be viewed by pressing the Premise Info Key (Shift+F5) or Premise Menu key (Shift + F10). Use (Shift+F8) to page through each Premise Information form for incidents/events with multiple Hazard Codes.

B. Hazard Codes

- C – Caution Location
- G – Government Buildings/Residence
- I – Information/Miscellaneous
- S – Special Instruction Locations

Premise Hazard Flags
 (A yellow lower case letter with a blue background is not an exact match to the address, but it is within 1500 yards)

The screenshot shows a software window titled "Dispatch Incident - Units Recommended". The interface includes a command field with "ID.PD/080130000043", an incident number field with "080130000043", and a status field with "PENDING". Other fields include "Time: 10:40", "Priority: 0", "Source: ** 0", "Console: B8", "Type: 415G", "Beat: 0127", "Team: 01", "Area: 01", "Mod Circm:", "Address: 100 N LOS ANGELES ST", "City: LA", "Bldg:", "Apt:", "Primary:", "X-Street: 100 S LOS ANGE 201 E TEMPLE S", "Premise: 03", "Map: 634 4G", "Caller Ad:", "Name:", "Del:", "Route: PD/MAIN", and "CAD Recommendations: B1TEST11-W2 B1TEST13-W2 B1TEST14-W2 B1TEST15-W2 B1TEST16-W2". The "Premise" field contains "03" which is highlighted with a blue background and a yellow letter, indicating a hazard flag. An arrow points from the text above to this field. At the bottom, there are buttons for "Dispatch", "Auto/Hold", "Preassign", "No Complainants", and "Prev. Incidents".

Dispatch Incident - Units Recommended									
Command: ID.PD/080130000044									
Incident: 080130000044	Status: PENDING	Time: 10:58	Priority: 0	Source: 0	Console: B8	Type: 415M			
Location: CENTRAL JAIL DIV		Beat: 0127	Team: 01	Area: 01	Mod Circ:				
Address: 150 N LOS ANGELES ST		City: LA	Bldg:	Apt:	Primary:				
X Street: 100 S LOS ANGE 201 E TEMPLE 9	Premise: 65	Name:			Map: 634 4G	Route: PD-MAIN			
CAD Recommendations:		B1TEST11-W2	B1TEST13-W2	B1TEST14-W2	B1TEST15-W2	B1TEST16-W2	Auto/Hold:		
Dispatch:						Pre-assign:			
Original Location : CENTRAL JAIL DIV								No Complaints	
								Prev. Incidents	
1 Comments		2 Communication		3 Routes					

Premise Hazard Flags
 (A RED upper case letter with a white background is an exact match to the address)

1. Whenever Premise information is viewed, it is recorded in the Audit Trail and comment field of the incident/event of which Premise Hazard Flags were viewed. Personnel information may be accessed for personnel who viewed the Premise information.

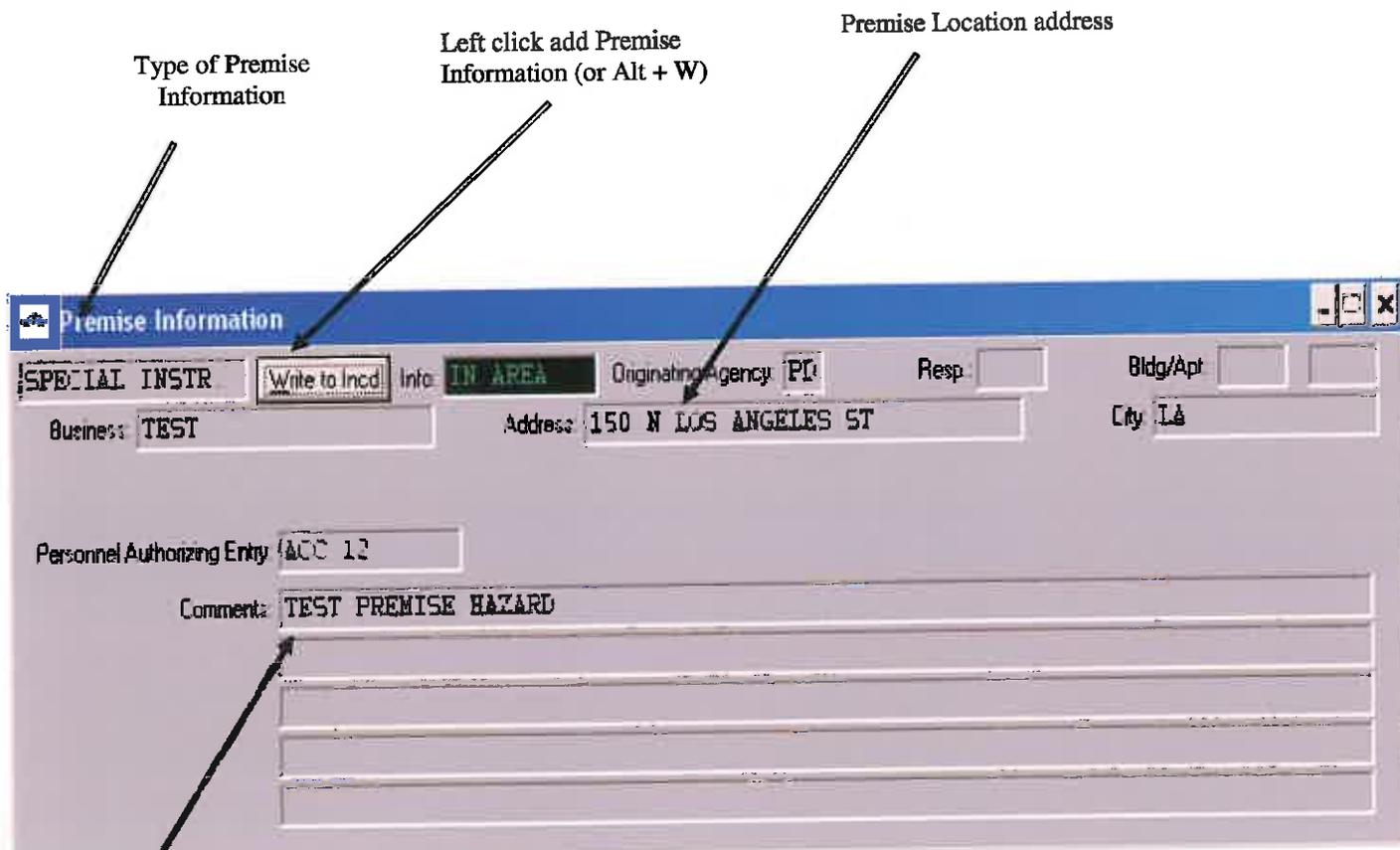
Check the box to access personnel information and Date/Time Stamp

The screenshot shows a window titled "Incident Audit - LPD080130000043". The window has a menu bar with options: Date/Time Stamps, Ascending Order, Refresh, Dynamic Refresh every 10 seconds, and Orphan. Below the menu bar is a table with the following data:

Incident Initiated By: PM/						B8
Units Recommended	BPD/1TEST11-W2	BPD/1TEST13-W2	BPD/1TEST14-W2	BPD/1TEST15-W2	BPD/1TEST16-W2	B8
LOC INFO REVIEWED: S						B8

Below the table, there is an "Audit Trail" button. To the left of the table, there is a note: "Premise Hazard Flag viewed, but not added to the incident/event". To the right of the table, there is a note: "Console of personnel that viewed Premise Information". At the bottom of the window, there are buttons for "Audit", "VSIInfo", and "Q & A", along with navigation controls and a "Record 1 of 3" indicator.

2. To add the Premise Location Information to an incident/event, left click on the "Write To Inc" button (or Alt + W) adjacent to the Premise Name in the first row of the form. The date/time stamp, console ID, personnel name with partial serial number of the operator who performs this action, can be displayed along with the premise information in the audit trail of the incident/event. Only when the Premise Location Information is added to an incident/event can it be viewed on the MDC in the comment section of an incident/event.



Premise Hazard Flag viewed

Premise Hazard Information

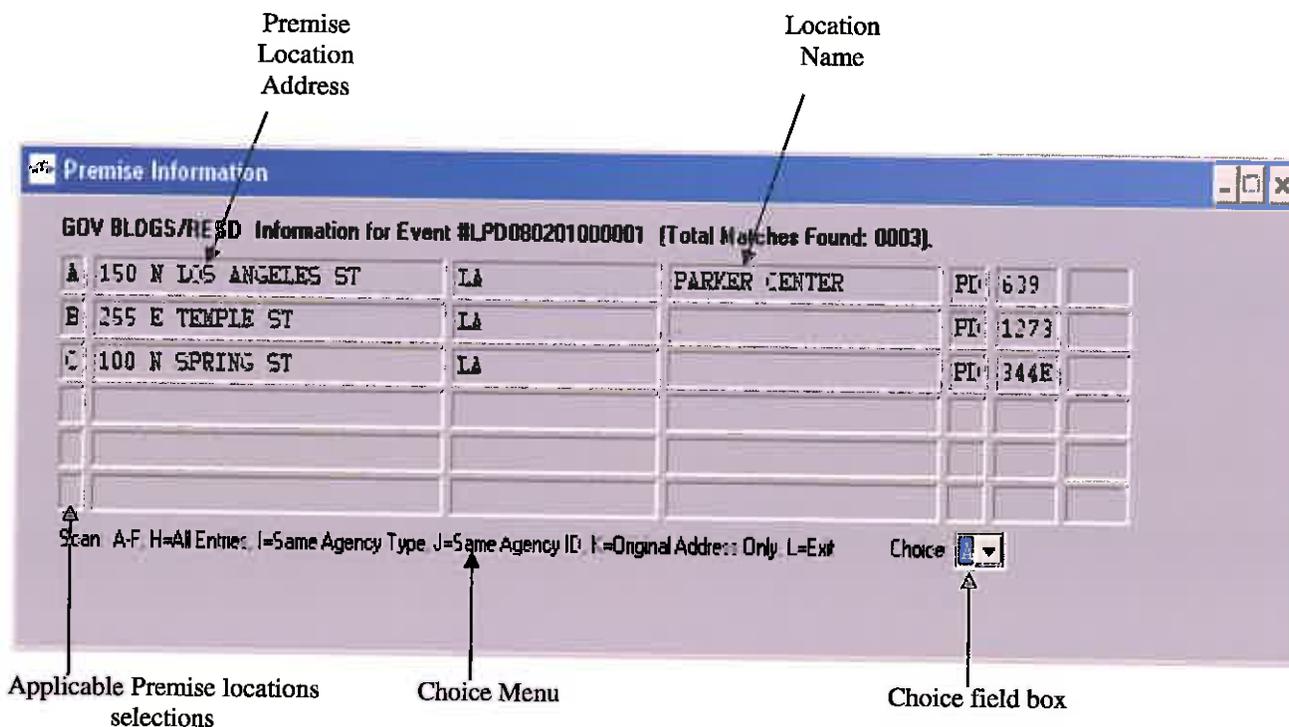
B. Premise Information Form

Premise Information forms display information about the location of an incident/event. Forms are identified by the letters A-Z. Upper case letters indicate that information applies to the incident address. Lower case letters indicate the information applies within the location proximity of 1500 yards. All premise location codes shall be reviewed.

1. Field Descriptions

- a. **Scan: A-F** – Displays the information form for a business, type the letter of the business to be viewed in the Choice text box, and press **<F12>**.
- b. **H** – Displays all entries, enter H and press **<F12>**.
- c. **I** – Lists the location with the same agency LAPD default I. (**Not routinely used**).

- d. **J** – Lists the location with the same logon agency that was signed on with, enter J and press <F12>. (Not routinely used).
- e. **K** – Lists the location of the original incident, enter K. This filters out any other locations within the area at the address.
- f. **L** – To exit the form, enter L.



XI. Incident Entry Process

The Incident Entry Process consists of ten steps that are described in sequential order. Although presented separately, in practice, each step flows smoothly into the next.

- A. Several steps may be combined and entered into the system by pressing the <F12> key or a string of command and identifiers submitted by the <F10> key.
 1. Enter Incident/Event **Address** and complete the Address Verification Process.
 2. Assign a **complete** (basic and detail) **Incident/Event type**.
 3. Enter **Location** information (Description of address i.e., business name).
 4. Contact Complainant (Does PR wish to meet).

5. Priority.
6. **PR Information** (address, name, phone number).
7. **Disposition** incident/event, (if applicable).
8. Enter pertinent **Comments**.
9. Resolve **Duplicate Incidents**.
10. Identify **Premise Hazard Flags**.

The minimum requirements to create an incident/event are incident/event address and incident/event type. The system automatically assigns an incident/event number and documents the time the incident/event was generated. Once an incident/event number has been assigned, the call is automatically routed to the concerned RTO's pending queue.

XII. Duplicate Incidents/Events

Upon accepting a valid location, a Duplicate Incident/Event(s) display is presented. Incidents/Events displayed are those that are within 1500 yards of the address entered. The display will show up to the last 10 potential duplicate incidents/events. If a possible duplicate call exists, the operator can verify the calls that are related by displaying the incident/event on an additional command line or by clicking into the incident/event.

After viewing the possible duplicate incident/event, the operator will determine whether he/she will duplicate, update or create an incident/event.

A. Duplicate the Incident/Event

1. If the operator determines the calls are the same (i.e., same PR, location, etc.), operator will then select the duplicate incident/event number in the "**Or Update Existing #**" field and press <F12>.
2. In the Audit Trail, the system will record **DUP Call**, the operator serial number, and the date/time of that duplicate call.
3. Any comments that need to be added to the incident/event will have to be entered by using the IU command.

XIII. Updating Incidents/Events

A. Updating an Incident/Event

The original incident/event may be updated with new information. When updating an incident/event, comments from the new incident/event will appear in the original incident/event. Information can be updated by completing the “Update Existing #” field within the “Duplicate Incident/Event(s)” form, entering the line number that you wish to modify, then either typing within the comments section only, or using the Form Update button to modify further sections of the incident/event.

1. Whenever an incident/event is updated from a console other than the affected RTO’s console, the concerned RTO will receive an alert symbol <=> next to the incident/event notifying the RTO that information has been added or updated within the incident/event. (Covered in a separate section).

XIV. Creating Incidents/Events

- A. If after viewing the list of potential duplicate incidents/events, the operator determines that there are no other calls that are related, he/she will enter “C” for Create in the “Do You Wish To...” field and press <F12>.
- B. The system will then create a new incident/event and simultaneously queue the new incident/event to the concerned RTO for dispatch.
- C. These incidents/events can still be viewed, a disposition code is added to inform the operator it has been closed or dispositioned.

XV. Creating Incidents/Events on a Command Line

Refer to **Identifiers and Descriptions** for syntax order of identifiers used in conjunction with incident/event information. Identifiers not used within a command statement can be replaced by a period or an identifier followed by a semi colon. An identifier cannot be replaced by a period once it is used in the command statement.

Examples:

II.SEPULVEDA/SHERMAN WAY.507R.CM;LOUD MUSIC BLASTING FROM RED CAMARO PARKED ON CORNER.CN;CARLOS.CP; DECLINED

II.ULYSSES/FIGUEROA.904A.CM;RA 31 ON SCENE, FD I0216.CN;FD 24

XVI. Closing Calls

- A. During the creation of an incident/event, a disposition code may be added, to create and immediately close out an incident/event for one of more of the following reasons:
 - Broadcast and File
 - Telephonic Report
 - STORM Call
 - Call Transfer/Referral
- B. These incidents/events do not require dispatching by Communications personnel.
- C. These incidents/events can still be viewed, a disposition code is added to inform the operator it has been closed, or dispositioned.

XVII. Incident Number

- A. Upon completion of the incident entry process, the system automatically assigns a 12-digit number to the incident. A location and a complete detail type are the minimum information required to obtain an incident/event number.
- B. The first two numbers of the incident number correspond to the last two numbers in the current year.
- C. The next four number pertain to the month and date.
- D. The following six numbers are the actual incident numbers.

EX: 

251 INCIDENT STATUS COMMANDS

251.01 CLONE INCIDENT (CI)

After an incident/event is created, the Clone Incident (CI) command can be used to create additional new incidents/events with their own incident/event numbers. A maximum of 5 new incidents/events can be created at one time from an incident/event that is either Pending, Stacked, Active or Closed. The CI command shall only be used in those instances when a unit goes at scene on a System To Optimize Radio Manpower (STORM) call that was previously created and closed.

I. Default Order

CLEV.A.T.PU.D.N.AR.BZ.AS.S.C.CM.MC

II. Identifiers and Descriptions

- A. **EV** – Event/Incident. Enter the incident/event number.
- B. **AG** – Agency. Enter the agency ID/PD (Default).
- C. **T** – Type. Enter the incident/event type code.
- D. **PU** – Primary Unit. Enter the primary unit.
- E. **D** – Disposition. Enter the disposition code.
- F. **N** – Number. Enter the number of cloned incidents/events to create.
- G. **AR** – Area. Enter the Area ID.
- H. **BZ** – Beat. Enter the Beat/Zone (RD).
- I. **AS** – Associated Incidents/events. Specify whether to create associated incidents/events.
 - 1. **Y** – Create associated incidents/events.
 - 2. **N** – Do not create associated incidents/events.
- J. **S** – Status. Specify whether to clone status records.
 - 1. **Y** – Clone status records.
 - 2. **N** – Do not Clone status records.
- K. **C** – Comment Records. Specify whether to clone comment records.
 - 1. **Y** – Clone comment records.
 - 2. **N** – Do not clone comment records.
- L. **CM** – Comment Text. Enter the comment text. (**Maximum of 30 characters**)

M. MC – Modifying Circumstances. Enter a valid modifying circumstance code to override the priority, sub-priority, and response code settings for the detail type. (Only used for calls at City facilities or stakeholder locations).

III. Example

CL1234.N;5 Clones incident 1234 five times.

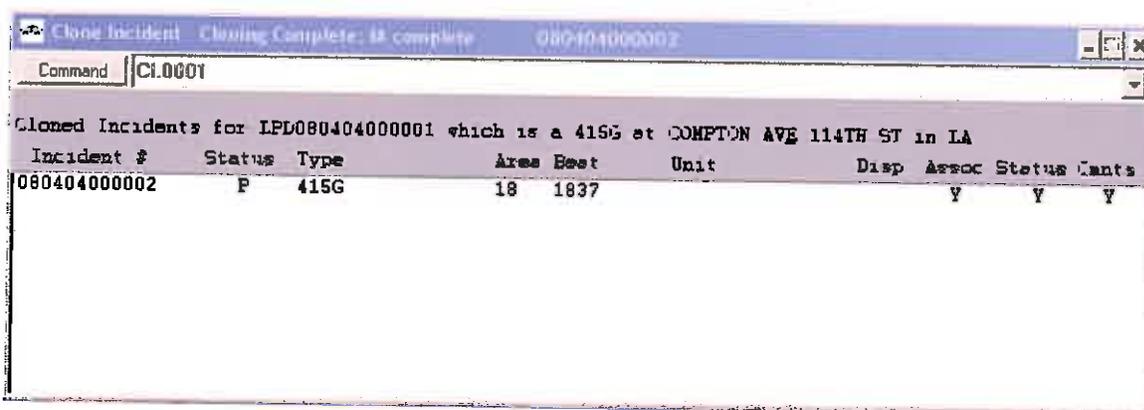
IV. Clone Incident Form

The CI command can be used without the incident/event number to display the Clone Incident form.

A. Field Descriptions

1. **Incident/Event to Clone** – Enter the incident/event number to clone.
2. **Agency** – Enter the agency ID. Ours will always be PD.
3. **Inc. Type** – Enter the incident/event type if different from the one being cloned.
4. **# To Create** – Enter the number of incidents/events to create.
5. **Prim. Unit** – Enter the primary unit.
6. **Area** – Enter the Area.
7. **Beat** – Enter the Beat/Zone (RD).
8. **Dispo** – Enter the disposition.
9. **Assc** – Specify whether to create associated incidents/events.

- a. **Y** – Create associated incidents/events.
 - b. **N** – Do not create associated incidents/events.
10. **Status** – Specify whether to clone status records?
- a. **Y** – Clone status records.
 - b. **N** – Do not clone status records.
11. **Cmnts** – Specify whether to clone comment records.
- a. **Y** – Clone comment records.
 - b. **N** – Do not clone comment records.
12. **Add'l Comment Text** – Enter the comment text.
- a. The Cloned Incidents Created form appears after the incidents/events are initiated.



Note: Original incident/event will be referenced as *Parent*
 Cloned incident/event will be referenced as *Child*

251.02 INCIDENT ASSOCIATE (IA)

The IA command is used to associate or cross-reference incidents/events after they have been initiated. You can associate incidents/events at any time, even if the incident/event has been closed, as long as it is still in the system. You can associate a total of ten incidents/events; however, you can only associate two incidents/events at a time.

Associated incidents

Initial Incident/Event

Incident:	080204000036	-	PENDING
Location:	CENTRAL JAIL DIV		
Address:	150 N LOS ANGELES ST		
Caller Ad:			

Type:	415G
Assoc:	PD000038 ▲▼
Map:	634 4G
Rt:	PD MAIN

Associated Incident/Event

Type:	415G
Assoc:	PD000038 ▲▼
Map:	PD000038 ▲
Rt:	PD MAIN

Drop down arrow will display additional Associated Incidents/Events

I. Default Order

IA.EV.EV

II. Identifiers and Descriptions

A. IA – Command.

B. EV – Incident/Event Number – Displays the incident/event number.

C. C* – Comments to be included in associated incidents/events.

III. Examples:

IA.0247.0252 – Associates incidents 0247 and 0252.

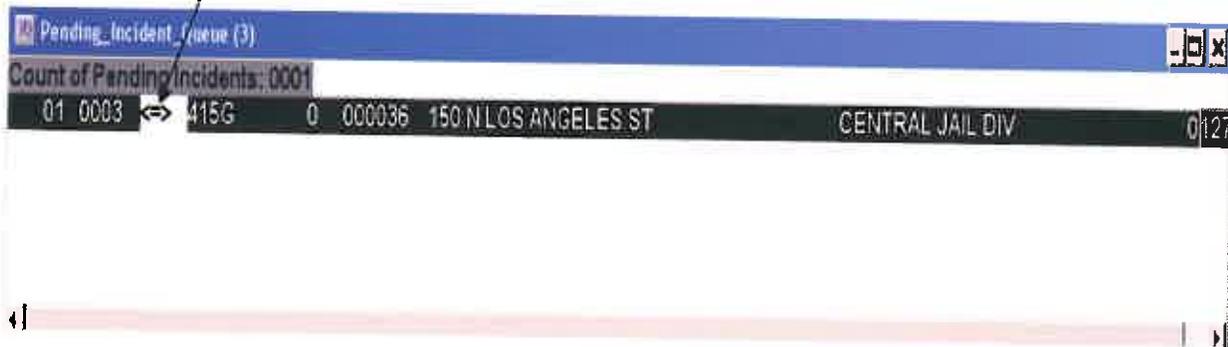
Note: The C* parameter must be used with the **Incident Update (IU)** command to include comments for all associated incidents/events. In the comment section of the IU form or on the command line, enter C* followed by a semi-colon and the comments will apply to all associated incidents/events.
Example: IU.0247.C*; to the rear of the location.

In this example, the comments entered into incident 0247, will also be entered into the associated incident/event, 0252.

251.03 **INCIDENT CLEAR (IC)**

The Incident Clear (IC) command clears comment flags from incidents/events. These flags appear in the Pending Queue and the Active Incident window when an incident/event has been updated.

Incident
Update Flag



I. Default Order

IC.EV or IC.U

II. Identifiers and Descriptions

A. IC – Command.

B. EV – Incident/Event Number.

C. U – Unit Identification

III. Examples:

IC.0623 Clears the comment flag from incident/event number 0623 in the pending queue.

IC.1A1-W2 Clears the comment flag for the incident/event assigned to the unit 1A1-W2. This flag is displayed on the Active window only.



251.04 INCIDENT DISPLAY (IN)

The Incident Display (IN) command displays information about a specific incident/event. The timestamp, operator name, or unit status changes do not appear when incidents/events are displayed with this command.

I. Default Order

IN.EV or IN.U

II. Identifiers and Descriptions

A. **EV** – Incident/Event Number. Can be 4-15 alphanumeric characters.

B. **U** – Unit Identification. Enter the ID of a field unit active on an incident/event.

III. Examples:

IN.1234 Displays information for incident/event 1234.

IN.2A21-W2 Displays information for 2A21's active incident.

IV. Incident Display Form

The Incident Display form displays information about the incident specified with the Incident Display command.

V. Descriptions

- A. **Incident** – Displays the incident/event number.
- B. **Status** – Displays the status of the incident/event.
 - 1. P – Pending
 - 2. A – Active
 - 3. S – Stacked
- C. **Time** – Displays the time the incident/event was initiated.
- D. **Pri.** – Displays the priority and sub-priority for an incident/event.
- E. **Type** – Displays the incident/event type.
- F. **Location** – Displays additional details about the incident/event location (provides a description of the address i.e., business name).
- G. **Source** – Displays the call source for the incident/event. Will always display PD.
- H. **Console** – Displays the console number from which the incident/event was initiated.
- I. **Map** – Displays the PREMIER ATM map.
- J. **Assoc** – Displays the first associated incident/event number.
- K. **Address** – Displays the address for the incident/event.
- L. **Bldg** – Displays the building number; 4 alphanumeric characters.
- M. **Apt** – Displays the apartment number; 4 alphanumeric characters.

- N. **Report #** – Displays the report # for the incident/event.
- O. **Beat** – Displays the Reporting District (RD) or zone for the incident/event.
- P. **Team** – Displays the team (Area) for the incident/event.
- Q. **Primary** – Displays the primary unit assigned to the incident/event.
- R. **Caller Ad** – Displays the caller’s address.
- S. **Name** – Displays the caller’s name.
- T. **Phone** – Displays the caller’s phone number.
- U. **Xstreet** – Displays the name of the cross street closest to the incident/event.
- V. **Premise** – Displays Premise Hazard flags which contain specific information pertaining to an address.
 - 1. Red upper case letters on a white background indicate that a record in the Location Menu is an exact match to the address of the incident/event.
 - 2. Yellow lower case letter on a blue background indicates that a record exists within a close proximity of 1500 yards to the address.
- W. **Comments** – Displays comment information. If the More comments flag appears, press (Shift+F4) to see additional comments.

VI. Flags

- A. **Crisis Mode** – Agency is currently in crisis mode (Emergency Mode). (Not routinely used).
- B. **F.A.S** – Fire/Ambulance has been requested. (Not routinely used).
- C. **Form Update** – Another form is available where you can edit most of the Display Only fields on the Incident Update form. Click the Form Update flag or press Alt+U to display the form.
- D. **L911** – Incident/Event is from a 911 call.
- E. **More Comments** – Additional information is available.
- F. **No Complaint** – Do not contact complainant.

- G. **Prev. Incidents** – Previous incident/event information is available for this address.
- H. **Prev. Plate** – Vehicle plate number was previously associated with an incident/event.
- I. **Prev. Incd/Prev. Plate** – Previous incident/event information is available for the address and the vehicle plate number was previously associated with an incident/event.
- J. **See Complaint** – Complainant can be contacted.

251.05 **INCIDENT OPEN (IO)**

The IO command is used to re-open a closed incident/event. A closed incident/event can be re-opened as long as it remains in the Premier CAD system. Once the incident/event is reopened, it returns to the pending queue; the original incident/event initiation date and time does not change.

Note: This command should only be used if an operator accidentally closes out the wrong incident/event or at the request of a field unit that needs to enter additional information into the incident, but it has already been closed. Operators re-opening incidents/events must be cognizant of the time the incident/event was originally created and adhere to any related policies and procedures. **It shall not be used to reopen STORM or timed out calls.**

I. Default Order

IO.EV

II. Identifiers and Descriptions

A. **IO** – Command.

B. **EV** – Incident/Event Number.

III. Example:

IO.0247 Re-opens incident/event 0247 and returns it to the pending queue.

251.06 **INCIDENT RECALL (IR)**

The Incident Recall (IR) command, when used with command identifiers, displays and prints specific incident/event information. In contrast to the Incident Display form, the timestamp and operator information can be viewed in the comment section and the information in the form can be printed.

I. Default Order

IR.(EV OR U).PR.S.F.DR.TR.RN.EX.CC.SC

II. Identifiers and Descriptions

A. IR – Command.

B. EV or U – Incident/Event Number or Unit ID - Watch. It can be 4-12 alphanumeric characters or a field unit ID

C. PR – Printer. Seven (7) alphanumeric characters. If a printer is not specified, the default printer is used.

1. All incident/event information, including audit trail, is sent to the specified printer unless you select one or both of the two new options. If you print a report without specifying a style or filter, Motorola Premier CAD prints a detailed report for all the incidents/events retrieved.

2. To exclude Premise/Hazard Information, select Prem/Hazard.

3. To exclude Motorola Premier Q & A Tree information, select QAT.

D. S – Style. Specify the record style.

1. D - Detailed Incident Recall Report form.

2. S – Summary List Recall Report form

Note: Only Summary reports can be printed at this time.

E. F – Filter. If requesting a detailed report in the Style field, specify the filter for the audit text.

1. A – Entire audit trail

2. C – Comments only

3. S – Units status changes only

4. U – Incident updates only

F. DR – Dynamic Recall. (Not routinely used)

G. TR – Enter the incident/event number to be transferred. (Not routinely used).

H. RN – Report Number. (Not routinely used).

- I. **EX** – Exclude flag. Specify what to exclude from audit file. You can exclude both by separating them with commas. This identifier will only be used when printing.
 - 1. **PH** – Exclude Premise/Hazard Information.
 - 2. **QAT** – Exclude Premier Q&A Tree Information.
 - J. **CC** – Communications Center ID. Summary information will be listed for all incidents/events in each trusted agency that is a member of the communications center. **(Not routinely used)**.
 - K. **SC** – Source Code. Specifies the call source for an incident/event. **(Not routinely used)**. Will always show **.
- IV. Examples:
- IR.1234 Displays the Incident Recall form for incident/event 1234.
- IR.2A21-W2 Displays the Incident Recall form for 2A21's active incident/event.

251.06.1 INCIDENT RECALL (IR) FORM

The Incident Recall form appears when the IR command is issued without any identifiers or information elements or if the Recall key (Shift+F3) is pressed on a blank command line. The form is used to define the parameters to use to search for an incident/event or to find out how many calls were created by an operator during a specified period.

- I. Identifiers and Descriptions
 - A. **Incident/Event** – The entire or last four numbers of the incident/event number can be used, 4-12 alphanumerical characters.
 - B. **Agency ID** – Will always be PD.
 - C. **Disp Group** – **(Not routinely used)**.
 - D. **Plate** – **(Not routinely used)**.
 - E. **Victim** – Enter the victim name for which to search. When specifying a victim's name, the name must be entered completely and exactly as it was typed in the incident/event record. **(Not routinely used)**.
 - F. **Date** – Enter the start date for the search.

- G. **Thru Date** – Enter the end date for the search.
- H. **Style** – Specify the record style.
 - 1. **D** - Detailed Incident Recall Report form.
 - 2. **S** – Summary List Recall Report form
- I. **Printer** – The Printer ID; Seven (7) alphanumeric characters, use the asterisk for the default, if you print a report without specifying a style or filter. CAD prints a detailed report for the entire incident retrieved.

Type ** for default printer or printer name

The screenshot shows a software window titled "Incident Recall - Incident Displayed". The Command field contains "IR.0003". The incident status is "PENDING". The location is "76 GAS STATION" at "679 S ALVARADO ST". The incident occurred on "08/04/04" at "10:42". The printer field is currently empty. A red box highlights the printer field with an arrow pointing to the instruction above. The interface includes fields for Source, City, Name, and various other incident parameters. A table at the bottom shows incident history with columns for date, time, unit, and status.

Printer name may be looked up by typing MN.54 on the Command line then <F10>. Select S for Show in the Action field, then <F12>. This will display all the printer names, select the appropriate and then type the name in the Printer field of the incident requesting to be printed.

The screenshot shows a window titled "Agency Defined Printer Device - Printer List found". The Command field contains "MN.54". The Action dropdown is set to "S" and the Agency ID is "PD". Below this is a grid of printer names, each in a separate button-like field. The names are arranged in rows and columns, including: ARTCTR, CENTRAL, CENTRFC, CONFIG, CONFIGL, DEVNSHR, ECCCS, EXAMPLE, FOOTHIL, HARBOR, HOLLNBK, HOLLYWD, LAXARPT, LAXPRT1, LAXPRT2, MDCPRT1, MDCPRT2, MDCPRT3, MDCPRT4, MEUNIT, MISSION, NEWTON, NOHLYWD, NOREAST, OFFICE, OFFICEL, PACIFIC, PARKERM, PTCAIRS, RACR, RAMPART, S77TRST, SOUEAST, SOUTRFC, SOUTWEST, VALTRFC, VANNUYS, VDCPRT1, VDCPRT2, WESTLA, WESTRFC, WILSHIR, WVALLEY, and several empty fields.

- J. **Time** – The start time and through time fields allow a search for incidents/events that were initiated at or during the specified time/range.

- K. **Plan – Not routinely used.**
- L. **Thru Time** – Enter the end time for each search.
- M. **Filter** – Filter. If requesting a detailed report in the Style field, specify the filter for the audit text.
 - 1. **A** – Entire audit trail
 - 2. **C** – Comments only
 - 3. **S** – Units status changes only
 - 4. **U** – Incident/Event updates only
- N. **Personnel #** – Include Personnel No. preceded by PD of a specific operator that created the incident/event. (i.e., PDG7876).
- O. **In?** – Specify whether the employee initiated or updated the incident/event.
 - 1. **Y** – The personnel number specified is that of a person who initiated the incident/event.
 - 2. **N** (or blank) – The personnel number specified is that of a person who updated the entry with an audit trail entry.
- P. **Dispo** – Enter the disposition with the incident/event.
- Q. **RPT?** – Specify whether an incident/event with the disposition in the Dispo field requires a report before it can be archived or purged.
 - 1. **Y** – an incident/event with disposition in the Dispo field requires a report before it can be archived or purged.
 - 2. **N** – An incident/event with the disposition in the Dispo field does not require a report before it can be archived or purged.
- R. **Type** – Enter the complete detail type as it is configured in the Incident/Event Types database form.
- S. **Priority** – Enter the priority associated with the incident/event.
- T. **Unit** – To retrieve all incidents/events, to which a field unit was assigned during a specific time frame, type the Unit ID separated by a dash and the watch (2A21-W2). If a field unit ID is not specified without an incident/event number or date range the current incident/event assigned to the unit appears.

- U. **Primary?** – Specify whether the unit in the Unit field is the primary unit for the incident/event.
 - 1. **Y** – The unit in the Unit field is the primary unit for the incident/event.
 - 2. **N** – The unit in the Unit field does not need to be the primary unit for the incident/event.

- V. **Beat/Zone** – Enter the Beat/Zone (RD) to include in the search.

- W. **Team/Dist** – Enter the team or district to include in the search.

- X. **Area** – Enter the Area to include in the search.

- Y. **Report #** – Enter the report number for which to search. **(Not routinely used).**

- Z. **Officer 1** – Enter the agency ID and personnel number for the officer.

- AA. **Officer 2** – Enter the ID and personnel number for the second officer.

- BB. **Proximity** – Enter the maximum (in feet) that incidents/events can be located from the specified address to be recalled. The field works in conjunction with the Exact field.

- CC. **Source** – Source Code. Will always display PD.

- DD. **Status** – Enter the status call codes for incidents/events to be retrieved in a proximity search. This field is only used for proximity searches.
 - 1. ***** - All
 - 2. **A** – Active
 - 3. **C** – Closed
 - 4. **H** - Held
 - 5. **O** – Open
 - 6. **P** – Pending
 - 7. **S** – Stacked

- EE. **Address** – Enter the address. If the street direction is indicated it is required. Up to 30 alphanumeric characters may be typed.

- FF. **City** – Enter the City; if the Exact field contains a Y, the City code must be included. Up to 15 alphanumeric characters must be typed.

- GG. **Exact** – Specify the address search type.
 - 1. **Y** – Exact address. The address field must include a full address. The City field must include the City code.

2. **N** – Partial address. The address field should be exactly as configured in the GEOFILE. Leave the City field blank.
3. **P** – Proximity Search. The address field allows a partial address. Proximity address searches use the address verification feature.

251.06.2 SUMMARY LIST INCIDENT RECALL REPORT FORM

The Summary List Incident Recall Report form appears if you specified the (S) Style with the IR command or entered the (S) Style in the Incident Recall form. The form displays up to six incidents/events, per page, that match the parameters specified in the command or form.

Note: Only one incident/event may be selected at a time. If two incidents/events are selected, Premier CAD disregards the second selection and will only display the first incident/event.

I. Field Descriptions

- A. **Printer** – Enter the printer ID number, up to 7 alphanumeric characters. Use the asterisk for the default; if you print a report without specifying a style or filter, Motorola Premier CAD prints a detailed report for all the incidents/events that were retrieved.
- B. **Sel** – Displays the Incident Recall Report form for an incident/event. If a printer is indicated and the form is submitted, a Detailed Incident Recall report is printed.
- C. **Incident/Event Number** – Displays the incident/event number in chronological order based on audit trail entries (comments).
- D. **Time** – Displays the time the incident/event was initiated.

- E. **Type** – Displays the incident/event type.
- F. **Disposition** – Displays the incident/event disposition.
- G. **Address** – Displays the incident/event address.
- H. **Primary Unit** – Displays the primary Unit ID assigned to the incident/event.
- I. **Report Number** – Displays the report number if the incident type generates a report. (Not routinely used).

Incident Number	Time	Type	Disposition	Address	Primary Unit	Report Number
07025000145	14:42	415M	OCB	2710 W TEMPLE ST		
07025000146	14:44	100	OCB	W 2ND ST&S BONNIE BRAE ST		
07026000091	11:06	415M	OCB	W TEMPLE ST&N BENTON WY		
07026000092	11:07	415M	OCB	W TEMPLE ST&GLENDALE BLVD		
07026000093	11:12	415F	OCB	W TEMPLE ST&N BENTON WY		
07029000109	10:37	415W	CHP	W 2ND ST&S BONNIE BRAE ST	2A1-W2	

Left click on the incident/event number to view shortcut menu and recall a detailed incident/event.

251.07 INCIDENT SUMMARY (IS)

The Incident Summary (IS) command allows the operator to display active, pending, and stacked incidents/events up to five Areas or Citywide using the command statement. This function allows the operator to monitor incidents/events and to assist in incident/event assignment based on the unit's location for his/her assigned area.

The Incident Summary form displays the incidents/events that currently exist for the Area(s) specified with the IS command. The form lists incidents/events in the following order: pending, active, stacked, new, held, and open.

I. Default Order

IS.Area ID.S.CC

II. Identifiers and Descriptions

A. **Area ID** – Displays the Area number.

B. **S** – Status of the incident/event

1. **P** – Displays Pending incidents/events.

2. **S** – Displays the incidents/events that are stacked against a field unit.

3. **A** – Displays Active incidents/events.

4. **N** – Displays New events. **(Not routinely used).**

5. **H** – Displays Held events. **(Not routinely used).**

6. **O** – Displays Open events. **(Not routinely used).**

7. ***** – Displays all statuses in the incident summary **(Default).**

C. **CC** – Displays specified agencies. **(Not routinely used).**

III. Incident Summary Form Item Identifiers

A. **Agency** – Displays the agency. Our agency will always be PD.

B. **Area** – Displays the two-digit Area of occurrence.

C. **Status** – Displays the status of the incident/event.

D. **Priority** – Displays the code of the incident/event. Within each status type, incidents/events are listed in ascending order or priority.

E. **Incident Number** – Displays the incident/event number. Within each priority, incidents/events are listed in ascending order or incident/event number.

F. **Type** – Displays the complete detail type.

G. **Time** – Displays the time the incident/event was initiated.

H. **Address** – Displays the incident/event address.

I. **Primary Unit** – Displays the primary unit for the incident/event.

The screenshot shows a window titled "Incident Summary - Incident Display Request Complete" with a command line "IS.07". Below the title bar is a table with the following columns: App, Area, Stat, Pri, Incident Number, Type, Time, Address, Primary Unit, and City. Arrows point from labels to specific columns: "Status" points to Stat, "Incident/Event Number" points to Incident Number, "Time the incident/event was initiated" points to Time, "Primary Unit" points to Primary Unit, "Area" points to Area, "Priority" points to Pri, "Complete Detail Type" points to Type, and "Address of the Incident/Event" points to Address.

App	Area	Stat	Pri	Incident Number	Type	Time	Address	Primary Unit	City
PD	07	P	0	080304001038	242I	08 30	8700 BEVERLY BL		LA
PD	07	P	0	080304001171	415G	09 03	BEVERLY BL&N FAIRFAX AV		LA
PD	07	A	2	080304000827	5033S	07 40	5161 W 21ST ST	PD7A3-W2	LA
PD	07	A	2	080304000933	594SN	08 07	1346 KENISTON AV	PD7A35-W2	LA
PD	07	A	2	080304000971	415F	08 17	1432 1-2 S BRONSON AV	PD7A55-W2	LA
PD	07	A	2	080304001133	630D	08 53	1205 KILDEN AV	PD7A61-W2	LA
PD	07	A	0	080304001210	006	09 10	PAB	PD7A47-W2	
PD	07	A	0	080304001214	006	09 12	3RD E-O LA BREA 55HU496	PD7A73-W2	
PD	07	S	0	080304000832	9049	07 42	W 12TH ST&S VERMONT AV	PD7A35-W2	LA

251.08 INCIDENT UPDATE (IU)

The Incident Update (IU) command allows the operator to update a pending, active, stacked, or closed incident/event. This command can be entered on the command line with only an incident/event number or a field unit ID.

I. **Default Order**

IU.(EVorU).T.L.CM.BI.CA.CN.CP.P.DA.TLSE.SC.C*.PN.ST.AP.AD.S.CL.A.AR.CI.
D.TB.FA.BZ.TW.CO.RN.SP.MC.PT.ME.VN.V2.V3.C.SM

II. **Identifiers and Descriptions**

- A. **EV** – Event. Enter the incident/event number.
- B. **U** – Unit. Unit ID–Watch.
- C. **T** – Type. The type code for the incident/event (i.e.,415M).
- D. **L** – Location. Enter additional details about the incident/event address (i.e., rear door). **Note:** Updating the Location will not update the Beat/Zone (RD) of the incident/event.
- E. **CM** – Comments. Enter any additional information regarding the incident/event.

- F. **BI** – Building Identification. Enter the building name or number.
- G. **CA** – Caller Address. Enter the address of the caller reporting the incident/event. Any associated incidents/events will be updated and written in the audit trail.
- H. **CN** – Caller Name. Enter the name of the caller reporting the incident/event. Any associated incidents/events will be updated and written in the audit trail.
- I. **CP** – Caller Phone. Enter the telephone number of the caller reporting the incident/event.
- J. **P** – Priority. Enter the code for the incident/event. Any associated incidents/events will be updated and written in the audit trail.
- K. **DA** – Date. Enter the date to initiate the incident/event. This date is included in the audit trail. **(Not routinely used)**.
- L. **TI** – Time. Enter a time to initiate the incident. This time is included in the audit trail. **(Not routinely used)**.
- M. **SE** – Scheduled Event. To schedule an incident/event. **(Not routinely used)**.
- N. **SC** – Source Code. Specify one of the following call source codes for the incident/event.
1. (0) Phone
 2. (1) 911 (display 911 key used to fill incident initiate form)
 3. (2) MDC initiated
 4. (3) Field initiated
 5. (4) Alarm
- Any associated incidents/events will be updated and written in the audit trail.
Note: (Not routinely used).
- O. **C*** – Comments (Associated Incidents/Events). Type comments for the associated incidents/events that should be updated. Update the incident/event as many times as needed to add additional comments. The C* identifier does not work for cloned incidents.
- P. **PN** – Plate Number. Enter the license plate number. Using this identifier generates an automatic query.
- Q. **ST** – State. Enter the License Plate State.

R. **AP** – Apartment. Enter the apartment number. Any associated incidents/events will be updated and written in the audit trail.

S. **AD** – Address. Enter the incident/event address. All associated incidents/events will also be updated and written in the audit trail.

Note: Updating the Address will also update the Beat/Zone (RD) of the incident/event.

T. **S** – Status. Specify the new status of the incident/event.

1. **N** If the status is changing from pending to new.

2. **P** If the status is changing from new to pending. (**Not routinely used**).

U. **CL** – Close. Use this identifier to close a pending incident/event.

V. **A** – Arrest. Specify one of the following arrest-type flags. (**Not routinely used**).

1. **F/** Felony Arrest - Enter the felony arrest comments.

2. **M/** Misdemeanor Arrest - Enter the misdemeanor arrest comments.

3. **C/** Citation, No Arrest - Enter the citation number and comments, no number. This comment is added to the incident/event audit trail. (**Not routinely used**).

W. **AR** – Area. Enter the Beat/Zone (RD) of the area that is associated with the incident/event. Any associated incidents/events will be updated and be written in the audit trail.

X. **CI** – Citation. Enter any comments regarding the citation. (**Not routinely used**).

Y. **D** – Disposition. Enter a disposition code (does not close the incident/event). Any associated incidents/events will be updated and written in the audit trail.

Z. **TB** – Burn Time. (**Not routinely used**).

AA. **FA** – Fire/Ambulance. Specify whether Fire/Ambulance was sent to the incident. (**Not routinely used**).

1. **Y** If fire or ambulance was sent.

2. **N** If fire or ambulance was not sent.

- BB. **BZ** – Beat/Zone. Enter a Beat/Zone (RD) correction. Any associated incidents/events will be updated and written in the audit trail.
- CC. **TW** – Tow. Enter the name of the tow company that was sent. **(Not routinely used)**.
- DD. **CO** – Contact Complainant. Specify whether the officer can contact the complainant.
1. **Y** Officer can contact the complainant.
 2. **N** Officer cannot contact the complainant.

Any associated incidents/events will be updated and written in the audit trail.

- EE. **RN** – Report Number. Enter the number of the report. **(Not routinely used)**.
- FF. **SP** – Sub-priority. Enter the sub-priority (priority) character H. Any associated incidents/events will be updated and written in the audit trail. **(Not routinely used)**.
- GG. **MC** – Modifying Circumstance. Enter a valid modifying circumstance code to override the priority, sub-priority, and response settings for the incident/event type. **(Only used for calls at City facilities and stakeholder locations)**.
- HH. **PT** – Plate Type. Enter the license plate type. A plate type can be specified only if a plate number is already specified. **(Not routinely used)**.
- II. **ME** – Master Street Address Guide Error. Specify whether to flag an incident/event with a bad address for GEOFILE maintenance. **(Not routinely used)**.
1. **Y** Flags and updates the incident/event. A report is created for GEOFILE maintenance.
 2. **N** Does not flag an incident/event. Any associated incident/event will be updated and be written in the audit trail.
- JJ. **VN** - Victim Name. Enter the victim's name. **(Not routinely used)**.

This identifier can be used to specify a suspect's name by typing S/ in front of the name. Example: VN;S/John.

The second and third victim's names can be specified using this identifier by separating the individual names with a period. Example: JOHN BROWN.MARY SMITH

- KK. **V2 – Second Victim’s Name.** Enter the second victim’s name. This name can also be specified using the VN identifier. **This identifier will be displayed as VN in the Audit Trail. (Not routinely used).**
- LL. **V3 – Third Victim’s Name.** Enter the third victim’s name. This name can also be specified using the VN identifier. **This identifier will be displayed as VN in the Audit Trail. (Not routinely used).**
- MM. **C – Command Post.** Specify which information type flag for the command post. **(Not routinely used).**
1. **PN** To identify the command post name sub-identifier.
 2. **PC** To identify the command post command name.
 3. **PA** To identify the command post address. **(Not routinely used).**
- NN. **SM – Special message.** Enter a short comment to add to the audit trail.

III. **Examples:**

A. **IU.2261**

Requests the incident update form for incident/event 2261.

B. **IU.2261.A;Resisted Arrest**

Updates incident/event 2261 with arrest comments.

C. **IU.2261.CA;2264 West Street.CN;Robert Jones**

Updates incident/event 2261 with the caller’s address and name.

D. **IU.1021.AD;150 Los Angeles St**

Updates incident/event 1021 with new address.

E. **IU.1021.CM;Susp wearing brown pants**

Updates incident/event 1021 with new suspect description in comments

IV. **Updating an Incident/Event using the F3 Function Key**

The Incident Update function key (F3) performs the same functions as the Incident/Event Update command. It eliminates the need to type the command identifier. Premier CAD inserts the IU command at the beginning of the command line and submits the form.

251.08.1 INCIDENT UPDATE (IU) FORM

The Incident Update form contains the fields used to update an incident/event. You can use this form rather than typing the command on the command line.

- I. The Incident Update form appears if one of the following actions is taken:
 - A. Type IU. <Unit ID> and watch on a command line and press <F10>.
 - B. Type IU. <Incident/Event number> on a command line and press <F10>.
 - C. Type an incident/event number on a command line and press <F3>.
 - D. Type the Unit ID and watch on the command line and press <F3>.

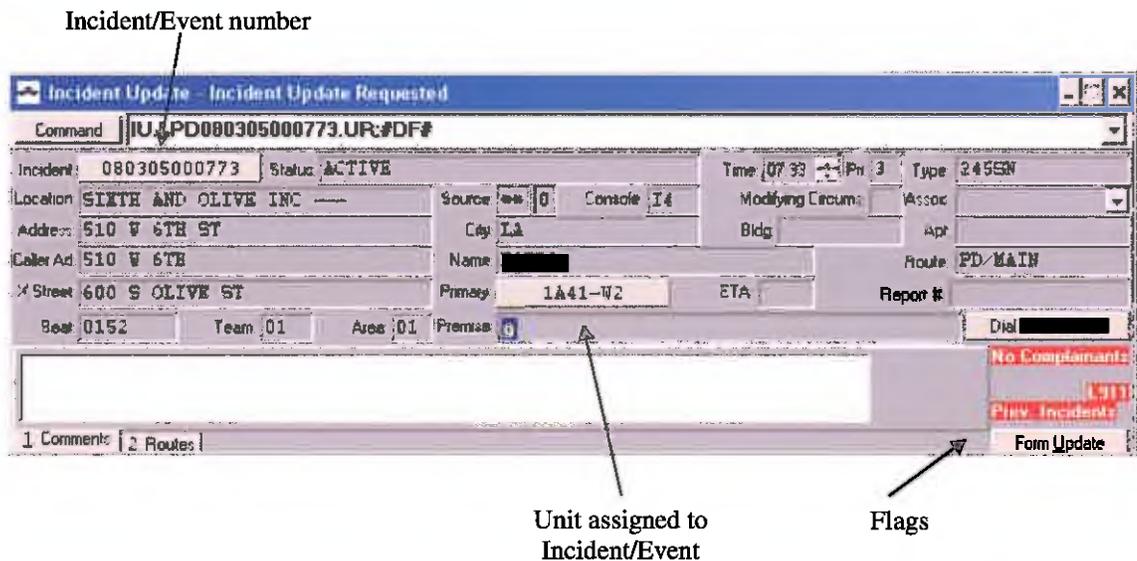
- II. An Incident Update form may be used by either of the following two methods:
 - A. Press Alt+U or click the Form Update button located in the lower right corner of the form. An edit Incident Update form appears. Press <F12> to submit the changes, then press Alt+C or press the Comment Update button to return to the initial Incident Update form.
 - B. In the Comments field, type the command identifier and semi-colon (;), then the new information. Press <F12> to submit the change.

Note: When you type identifiers in the comments field, the identifiers cannot exceed 73 characters and you must type them before any comments. (i.e., T;245X.P;3.cm;susp armed with a bat assaulting a male).

- III. Field Descriptions
 - A. **Incident** – Displays the incident/event number.
 - B. **Status** – Displays the status of the incident/event.
 - 1. Pending
 - 2. Active
 - 3. Stacked
 - 4. CL (and Disposition Code used)
 - C. **Time** – Displays the time that the incident/event was initiated.
 - D. **Pri** – Priority. Displays the priority and Subpriority (code and priority) for the incident/event. Any associated incidents/events will be updated and be written in the audit trail.

- E. **Type** – Displays the complete detail type. Any associated incidents/events will be updated and written in the audit trail.
- F. **Location** – Displays any additional details about the address. Any associated incidents/events will be updated and written in the audit trail.
- G. **Source** – Displays the call source code for the incident/event.
 - 1. (0) Phone
 - 2. (1) 911 (display 911 key used to fill incident initiate form)
 - 3. (2) MDC initiated
 - 4. (3) Field initiated
 - 5. (4) Alarm
- H. **Console** – Displays the console number from which the incident/event was initiated.
- I. **Modifying Circums** – Modifying Circumstance. Displays the modifying circumstance code. Any associated incident/event will be updated and written in the audit trail. **(Only used for calls at City facilities or stakeholder locations).**
- J. **Assoc** – Associated Incident/Event. Any associated incidents/events will be updated and written in the audit trail.
- K. **Address** – Displays the address for the incident/event. If a common place name was specified as the incident/event address when the incident/event was initiated, the street address of the common place appears in this field and the name of the common place appears in the Location Field.
- L. **City** – LA
- M. **Bldg** – Building. Displays the building name/number. Maximum of 4 alphanumeric characters.
- N. **Apt** – Apartment. Displays the apartment number.
- O. **Report #** – Displays the report number associated with the incident/event. **(Not routinely used).**
- P. **Beat** – Displays the RD where the incident/event occurred.
- Q. **Primary** – Displays the primary Unit ID assigned to the incident/event.
- R. **ETA** – Estimated Time of Arrival. Displays the estimated time of arrival for the unit or equipment. **(Not routinely used).**

- S. **Caller Ad** – Caller Address. Displays the caller’s address.
- T. **Name** – Caller Name
- U. **Phone** – Caller Phone Number. Displays the caller’s telephone number.
- V. **X Street** – Cross Street. Displays the name of the cross street closest to the incident.
- W. **Comment** – Enter any additional information regarding the incident/event. Cannot exceed 73 characters.
- X. **Flags** – Displays any or all of the following flags
 1. Form Update
 2. More Comments
 3. No Complainant
 4. See Complainant
 5. Previous Incidents
 6. Previous Plate



An incident can be updated by typing the command identifier, semi-colon and the updated information in the comment section. To submit the update, press the submit form key <F12>.

Example: AD; 100 N Main St / This command in the comment section changes the incident/event address.

An incident can also be updated by using the incident/event form update form by inserting the updated information in the appropriate fields. Additional comments may be added to the incident/event by typing them in the comment section, then pressing the <F12> key to submit, without using the cm;identifier.

The screenshot shows the 'Incident Update - Incident Update Requested' window. The Command field contains 'IU.1542'. The Incident number is '080305001542' and the Status is 'PENDING'. The Location is '168 S VIRGIL AV'. The City is 'LA', Bldg is empty, and Apt is '350'. The Caller Address is '101 N VIRGIL AV'. The Name and Phone fields are redacted with black boxes. The Route is 'PD-MAIN'. The Beat is '8233', Team is '02', Area is '02', and Premise is 'N/A'. The ETA is 'N/A'. A 'No Complaints' indicator is visible in the bottom right. The 'Form Update' button is highlighted in the bottom right corner.

All fields with a gray background may be updated from the comments field by using identifiers.

This screenshot is identical to the one above, but the 'Form Update' button has been replaced by the 'Comment Update' button in the bottom right corner. This indicates that the form is now in a state where fields with white backgrounds can be updated.

Once the Form Update button is selected, all fields with a white background can be updated

251.08.2 LOCATION DETAIL (LD)

The Location Detail (LD) command can be used to obtain RD and premise information on a specific location without having to create an incident.

I. Default Order

LD.L

II. Identifiers and Descriptions

1. LD – Used to obtain RD and premise information on a specific location without having to create an incident.

2. L – Type the location for which to display information.

III. Example:

LD.200 N Main Provides information on 200 N Main such as Premise codes, low and high cross Street and RD.

251.09 **RESET INCIDENT (RI)**

The Reset Incident (RI) command allows the operator to reset the dispatch timer of a specified, timed-out, pending incident. Only one timer can be reset at a time. When a pending incident/event is timed-out/overdue, the incident changes to gray in the queue. When the RI command is used, the Audit Trail will display Timer Reset and Operator Serial Number.

I. Default Order

RI.EV.T

II. Identifiers and Descriptions

1. EV – Represents the incident/event number for which the dispatch timer is to be reset.
2. T – Represents the new overdue timer setting in minutes.

III. Examples:

1. RI.1234 – Resets the timer for incident/event number 1234 to the default time.
2. RI.1234.600 – Resets the timer for incident/event number 1234 for 60 minutes.

Note: This command does not stamp the minutes in the Audit Trail.

252 **AUDIT TRAIL (F4)**

The purpose of the Audit Trail is to record and display the dispatching, comments, status, and requests, as well as other transactions that occur for the incident/event. The console number for each transaction and the operator who completed the transaction also appear within the file. When comments are added to an incident/event, the Audit Trail displays all the comments.

I. Displaying the Audit Trail

An Audit Trail appears in the opposite work area whenever one of the following commands is typed with an incident or unit number and the Audit Trail Key (F4) is pressed:

- A. IR
- B. IU
- C. IN
- D. ID

Note: An additional work area is created to display the Audit Trail. Press the Esc (Escape) key.

II. Incident Audit Form

- A. The Incident Audit form contains three tabs:
 - 1. Audit – Contains the basic audit information.
 - 2. VS Info – Contains all vehicle and subject information for the incident/event. **This window will not be used.**
 - 3. Q & A – Contains a list of questions and answers for Premier CAD. **This window will not be used.**
- B. Each Audit Trail entry uses one or two lines. If the date/time stamp check box is selected, the first line displays the date of entry, time of entry, console number for entry, and the operator's personnel number. The second line displays the activity associated with the incident/event and includes the console and operator when appropriate.

III. Field Descriptions

- A. The following are the descriptions of each field on the Incident Audit Trail form:
 - 1. Date/Time Stamps – Select this box to display the date and time of the event.
 - 2. Ascending Order – Select this box to arrange events by order of occurrence (earliest occurrence listed first).
 - 3. Refresh – Select this button to refresh the display.
 - 4. Dynamic Refresh Every – Select this box to refresh the display at the interval typed in the seconds box.
 - 5. Seconds – Enter the number of seconds to use as a refresh interval.

6. Orphans – Select this button to make the Audit Trail an orphan window.
7. Records Count – Displays the number of entries in the Audit Trail.

IV. Daylight Saving Time

- A. Whenever the time is affected by changing to daylight saving time or resuming standard time, one of the following is printed in the audit logs.
 1. SWITCH TO DAYLIGHT SAVING TIME
 2. SWITCH TO STANDARD TIME
- B. This audit record appears on any incident/event that is not closed and any units currently on duty. The audit record appears at approximately 0200 hours.

Note: Daylight saving time usually begins the first Sunday in April; Standard time resumes the last Sunday in October.

V. Viewing Premise Hazard Information

- A. Motorola Premier CAD records Premise Hazard information in the Audit Trail on two different occasions.
 1. Whenever Premise Hazard information is viewed, the operator ID and time is stamped and recorded in the Audit Trail.

Premise Hazard flag
type viewed, but not
added to incident/event

Console number where
Premise Hazard flag was
viewed.

LOC INFO REVIEWED: S

88

4. When the operator “writes in” particular Premise Hazard information to an incident/event, it is recorded in the Audit Trail.

Use to view additional personnel information and time stamp

Common place name

Address

Type of Hit

Date/Time Stamp
 Ascending Order
 Refresh
 Dynamic Refresh every seconds
 Orphan

Original Location : CENTRAL JAIL DIV C8
 **** TEST INCIDENT ONLY FOR TRNG ***** C8
 Disposition CHANGED To: CLO C8
 PHG INFO TYPE:GOV BLDGS/RESD HIT:DIRECT HIT AG:PP RESP: C8
 PHG BUS-NAME:PARKER CENTER BUS-ADD:150 N LOS ANGELES ST C8
 PHG BUS-CITY:LA BUS-BLDG:639 BUS-APT#: C8
 PHG AUTHORIZING PERSONNEL:ACC 01 C8
 PHG #639. LAPD DIPLOMATIC LIAISON OFFICER CMDR KIRK ALBANESE 213/847-1998 C8
 LOC INFO REVIEWED: G C8

Premise Hazard type

Premise Hazard Information

Building number

Console number where Premise Information was added from

Note: Premise Hazard information will indicate **Direct Hit** for an exact match or **In Area** if its not an exact match.

253 UNIT STATUS COMMANDS

253.01 DISPLAY STATUS (DS)

The Display Status (DS) command allows an operator to display the Advanced Workstation for Windows (AWW) or Unit Status Detail (USD) for up to five areas or refresh the AWW/USD for signed on Areas.

I. Default Order

DS.Area ID

II. Identifiers and Descriptions

A. DS – Command

B. Area ID – Enter the Area/Division Number of the Area to displayed. Up to five Areas can be entered. Separate multiple Areas with commas.

III. Example:

A. DS

Displays Unit Status Details for all areas to which the current user is signed onto.

B. DS.01, 02, 03

Displays Unit Status Detail for Central, Rampart, and Southwest Areas.

Note: If an operator wants to display the AWW/USD for an outside area and continue to view the AWW/USD for the area they are signed onto, the operator must include their Area in the command.

C. DS.PD/

Displays Citywide unit status details.

253.02 **CALL STACKING (CS)**

The Call Stack (CS) command allows an operator to assign/re-assign, swap, or delete stacked incidents/events from on duty units. This function will:

- Designate the first unit listed as the primary unit.
- Display all stacked calls assigned to a field unit.
- Allow the Radio Telephone Operator (RTO) to change a field unit's status to make an incident/event active on one of the pending calls in queue.

The CS/Preassigned Incident Form is displayed when the CS command is used in conjunction with the Unit Identification (Unit ID). The form lists the stacked calls for that unit. A maximum of three commands and/or actions can be performed at one time using the CS form.

I. Default Order

A. CS.U.EV.GA.AC

II. Identifiers and Descriptions

A. CS – Command.

B. U – Unit. The Unit ID assigned to the stacked incident/event.

C. EV – Incident/Event Number. Required when using the AC identifier

D. GA – Group Action. Allows the action to be performed on all of the calls that are stacked against the unit.

1. D – Deletes all preassigned incidents from the unit.

2. **H** – Places the unit on Hold Status. Preassigned calls are not assigned to the unit until the units' status is auto. **(Not routinely used)**
 3. **A** – Places the unit on Auto Status. Auto status automatically accepts dispatched preassigned calls. **(Not routinely used)**
- E. **AC** – Call Action. Specifies one of the following preassigned call actions.
1. **D** – Deletes the incident from the unit's call stack queue.
Note: If the unit is the only unit assigned to an incident/event, the primary units information is cleared from the incident/event record and is returned to the pending queue.
 2. **(1-999)** – Assigns a new position for the call in the unit's call stacking queue. **(Not routinely used)**
 3. **R** – Reassigns the incident/event. Requires the Unit ID-watch that the incident/event is being reassigned to.
Note: If an incident/event is reassigned from one unit's stacked queue and the first unit was the primary unit, the new unit assigned to the incident/event becomes primary and the reassigned unit's information is recorded in the primary unit's incident/event.
 4. **S** – Swaps the stacked incident/event with the current active incident/event.
Note: The GA and AC identifiers cannot be used in the same command.

III. Examples:

A. CS.1A12-W2.0001.AC;D

This command deletes Incident/Event 0001 from 1A12-W2 Call Stack queue.

B. CS.1A12-W2.0001.AC;S

This command swaps Incident/Event 0001 with 1A12-W2 current Active incident.

C. CS.1A12-W2.0001.AC;R,1A13-W2

This command reassigns Incident/Event 0001 from 1A12-W2 to 1A13-W2.

D. CS.1A12.GA;D

This command deletes all of 1A12-W2 Stacked Calls and returns them to the Pending queue.

253.02.1 CALL STACKING (CS) FORM

I. Identifiers and Descriptions

A. **Unit** – Displays Unit ID assigned to the stacked incident/event.

B. **Auto/Hold** – Displays the dispatch settings for all incidents/event listed. **(Not routinely used).**

1. **A** – Automatically dispatches the first preassigned incident/event in the unit's call stacking queue when the unit is available.

2. **H** – Holds the incident/event in the unit's call stacking queue. **The default setting is (H).**

C. **Actn** – Displays preassigned call action options.

1. **D** – Deletes the incident/event from the unit's call stacked queue.

2. **(1-999)** – Assigns new position for the call in the unit's call stacking queue. **(Not routinely used)**

3. **R** – Reassigns the incident/event to another unit **(Requires the unit's ID-watch).**

4. **S** – Swaps a stacked preassigned incident/event with the unit's current incident. The current incident/event will be the second call in the unit's stacked queue.

D. **Event Number** – Displays the incident/event number.

E. **Type** – Displays the complete detail type.

F. **Stts** – Displays the status code for the incident/event.

G. **To Unit** – Displays the ID-watch of the unit to receive the stacked incident/event.

H. **A/H** – Displays the individual dispatch setting. It is used to change the dispatch setting for a specified incident/event. **(Not routinely used).**

1. **A** – Automatically dispatches the incident/event in the unit’s call stacking queue when the unit is available. It is used to make a field unit active on a call.
2. **H** – Holds the incident/event in the unit’s call stacked queue.

Number of Incidents/Events assigned to the unit’s stacked queue

Unit_Status_Detail (6)

Count of Areas: 0002 Count Of Units: 0009

Area:PD01

3	1A1	W2
	1A15	W2
	1A45	W2
	1A91	W2
	1L20	W2

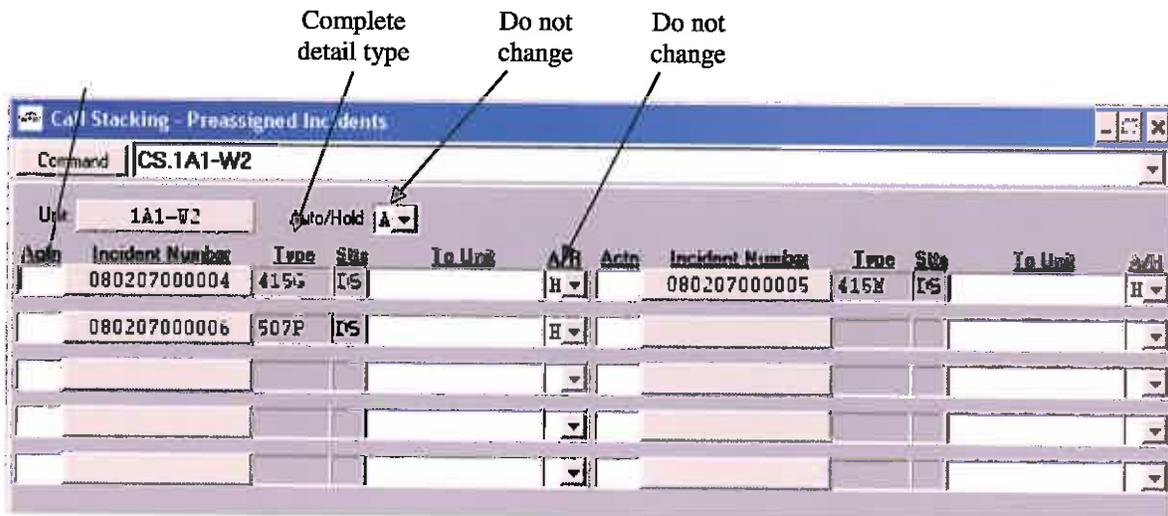
Stacked_Incidents (4)

Count of UnitStacks: 0001

1A1-W2

Incident/event status	Incident/event type	Incident/event number	Priority	Address of Incident/Event
S	0003 415G	0 000004		W 2ND ST&S BROADWAY
S	0003 415M	0 000005		150 N LOS ANGELES ST
S	0002 507P	0 000006		S HILL ST&W 7TH ST

D - Delete
 R - Reassign
 S - Swap



253.02.2 FREE (FR)

The Free (FR) command allows the operator to cancel a unit(s) from an incident/event, while keeping the incident/event either active or pending. The FR command may also be utilized to cancel a responding unit at the request of another unit already active on an incident.

I. Default Order

FR.(U or E)

II. Identifiers and Descriptions

- A. U – Type the unit ID that request to be freed (canceled). A maximum of five units can be freed from an active incident/event at a time. Separate the units with commas.
- B. E – Type the incident/event number to be freed from assigned units. The incident will be placed in the pending queue.

253.03 ON DUTY (ON)

The ON Duty (ON) command allows an operator to log on a field unit without permanently deploying the unit, or changing the permanent information of a field unit.

I. Default Order

ON.U.P1.P2.V.AR.R1.R2.B.AC.PC.DC.PX.OM.S1.P3.R3.P4.R4.VR

II. Identifiers and Descriptions

- A. **ON** – Logs on a field unit from the command line. Without identifiers, the ON command will initiate the On Duty form.
- B. **U** – Unit. Enter the Unit ID-Watch to be placed on duty.
- C. **P1** – Personnel Number 1. Enter the personnel number of the first officer assigned to the unit.
- D. **P2** – Personnel Number 2. Enter the personnel number of the second officer assigned to the unit.
- E. **V** – Vehicle. Enter the vehicle shop number assigned to the Unit ID.
- F. **AR** – Area. Enter the Area to which the unit is assigned.
- G. **RI** – Rider Name. Enter the name of the person riding along in the unit. **(Not routinely used)**.
- H. **R1** – Radio ID 1. Enter the eight-digit radio ID assigned to the first officer.
- I. **R2** – Radio ID 2. Enter the eight-digit radio ID assigned to the second officer.
- J. **B** – Beat. Enter the code for the beat assigned to the unit. **(Not routinely used)**.
- K. **AC** – Activity Code. Enter the activity code. **(Not routinely used)**.
- L. **PC** – Program Code. Enter the program code. **(Not routinely used)**.
- M. **DC** – Detail Code. Enter the detail code. **(Not routinely used)**.
- N. **PX** – Personnel Number. Enter the personnel number of the individual to place on duty with the specified values configured in MN.12. **(Not routinely used)**.
- O. **OM** – Odometer. Enter the starting mileage.
- P. **SI** – Supervisor ID. Enter the unit's supervisor ID-watch
- Q. **P3** – Personnel Number 3. Enter the personnel number of the third officer.
- R. **R3** – Radio ID 3. Enter the eight-digit radio ID of the radio assigned to the third officer.
- S. **P4** – Personnel Number 4. Enter the personnel number of the fourth officer.

- T. **R4** – Radio ID 4. Enter the eight-digit radio ID of the radio assigned to the fourth officer.
- U. **VR** – Vehicle Radio. Enter the ID of the radio assigned to the vehicle.

III. Example

ON.18J5-W2.23675.22684.83500.18..5020.2345.SI;18L20-W2.VR;3456

This will log on 18J5-W2 without deploying the unit permanently.

253.03.1 ON DUTY (ON) FORM

The ON Duty form will be displayed when the ON Duty command is used without any identifiers.

I. Field Descriptions

- A. **Unit** – Enter the Unit ID-watch to be place on duty.
- B. **Super ID** – Enter the Supervisor ID-watch.
- C. **Route** – (Not routinely used).
- D. **Vehicle Tab**
 - 1. **Number** – Enter the vehicle shop number.
 - 2. **Odometer** – Type the Odometer reading.
 - 3. **Radio** – Enter the vehicle radio number.
- E. **Rider** – Enter the name of the person riding along. (Not routinely used).
- F. **V Recall Defaults** – Enter the vehicle shop number.
- G. **Officer Tab**
 - 1. **1:** – Enter the first officer’s personnel number.
 - 2. **2:** – Enter the second officer’s personnel number.
 - 3. **3:** – Enter the third officer’s personnel number.
 - 4. **4:** – Enter the fourth officer’s personnel number.

5. **Radio 1** – Enter the eight-digit radio assigned to the first officer.
6. **Radio 2** – Enter the eight-digit radio assigned to the second officer.
7. **Radio 3** – Enter the eight-digit radio assigned to the third officer.
8. **Radio 4** – Enter the eight-digit radio assigned to the fourth officer.
9. **Q Recall Officer No. 1 Defaults** – Enter officer #1 serial number.
10. **Activity Code** – This is the unit activity funding code. **(Not routinely used).**
11. **Detail Code** – This is the unit detail funding code.
12. **Available to Foreign System** – **(Not routinely used).**
13. **Foreign System ID** – **(Not routinely used).**
14. **Active Shift** – **(This will be left blank).**
15. **Program Code** – **(Not routinely used).**
16. **Duty Type** – **(Not routinely used).**
17. **ON Capabilities** – Enter unit's capabilities.
18. **Static Capabilities** – **(Not routinely used).**
19. **Area** – Enter the Area to which the unit is assigned.
20. **Teams** – This is the team to which the unit is assigned. **(Not routinely used).**
21. **Alt.Beats** – This is any alternate beat to cover. **(Not routinely used).**
22. **Beats** – This is the assigned beat. **(Not routinely used).**

Note: After filling in the fields, depress <F12> and the information will be submitted. The Unit ID will then be displayed in the assigned Area AWW/USD.

Note: Once a non-MDC equipped unit has been placed on duty, the unit’s capabilities need to be updated if the unit is to be recommended for dispatch. This form is also used to deploy units that were not deployed when the Roll Call was initiated.

253.04 PRIMARY UNIT (PU)

A field unit that is designated as the “primary unit,” is usually the first unit dispatched on a call. Primary units are responsible for handling calls for service until its completion. Due to the violent and dangerous nature of some high priority calls, multiple units may request to respond to any single call to assist the primary unit.

Any responding unit can designate themselves as the primary unit handling, by voicing their intent to the concerned Area RTO. The RTO shall use the Primary Unit (PU) command to reflect the new information. Officers may designate themselves as primary units for various reasons, which may include, but are not limited to:

- A Field Training Officer (FTO) may choose to have their probationary officer gather experience from certain types of calls which may require police reports, follow-ups or arrests.
- Call accountability- Area/Beat integrity
- An officer may have previous experience working in a specialized unit or may be more experienced in handling certain crimes/calls, (i.e., forgery, narcotics, sexual assaults, vice activity, gang related calls).
- A secondary unit was the first unit to arrive on scene and may have already handled the call prior to the primary unit’s arrival.

I. Default Order

PU.U

II. Identifiers and Descriptions

A. PU – Command

B. **Unit ID** – Enter the Unit ID-watch who is to be the primary unit.

III. Example

A. PU.1A11-W2

This will locate the incident/event 1A11-W2 is assigned to and make them the primary unit for that incident/event.

Note: The Primary Unit command must be used when **both** units are **assigned and active** on the call, prior to canceling the previous primary unit.

The Primary Unit (PU) command designates another unit, assigned to the same incident/event, as the primary unit. The new primary unit must already be assigned as a secondary unit and be active on the call. The incident/event record is updated to reflect the new information. The primary unit displays on the Unit Status monitor with the following symbol:

- ! (Denotes a primary unit, Non-MDC equipped)
- + (Denotes a primary unit, MDC equipped)

Any changes to the primary unit appear in the audit trail. If the incident/event has associated incidents/events, and the primary unit is changed, the information about the change will appear in the audit trail for all associated incidents/events.

253.04.1 **TEMPORARY UNIT (*)**

The Temporary Unit (*) feature allows an operator to assign active incidents or administrative assignments to a unit without having to permanently log them on. This feature is mainly designed for officers who take vehicles home or for officers who are not required to log on.

A Temporary Unit is designated by typing an asterisk (*) before the Unit ID when using a command or a function key. The asterisk is required for the initial status, but is not necessary when changing a temporary unit's status or taking the unit off duty.

A temporary unit can be made permanent by assigning it a vehicle ID and at least one officer or personnel number using the ON command. When temporary units are cleared from temporary

status, CAD automatically returns the units to an off-duty status and removes the units from the unit status monitor.

The Temporary Unit feature can be use in conjunction with the following commands and functions:

- ID (Incident Dispatch) Command, <F9> key
- II (Incident Initiate) Command, <F8>
- KT (Field Initiate) Command, <F7>
- TU (Transfer Unit) Command
- US (Unit Status) Command, <F11>
- UX (Unit Exchange) Command
- FR (Free Unit) Command
- UH (Unit History) Command

I. Default Order

ID (Incident Dispatch) Command

ID.EV.*U.RS.AL.PA.AO.TN.ST.RL.O

EV.*U.RS.AL.PA.AO.TN.ST.RL.O <F9>

II (Incident Initiate) Command

II.L.T.*U.CM.BI.CA.CN.CP.P.DA.TL.SM.SC.VN.PN.ST.AP.FA.CO.PT.BE.IV.CT.SP.MC.D.ET.SS

L.T.*U.CM.BI.CA.CN.CP.P.DA.TL.SM.SC.VN.PN.ST.AP.FA.CO.PT.BE.IV.CT.SP.MC.D.ET.SS <F8>

KT (Field Initiate) Command

KT.*U.L.PN.ST.T.CM.PT.S

*U.L.PN.ST.T.CM.PT.S <F7>

TU (Transfer Unit) Command

TU.A.U

Note: The asterisk has been omitted since the TU command indicates the temporary unit is already logged on

US (Unit Status) Command

US.U.S.D.L.T.CM.01.02.OM.R.EV.CLAC.PC.DC.ON.SI.03.04.HS

U.S.D.L.T.CM.01.02.OM.R.EV.CLAC.PC.DC.ON.SI.03.04.HS <F11>

Note: The asterisk has been omitted since the US command indicates the unit is already logged on and has a change in status.

UX (Unit Exchange) Command

UX.*U.U

UX.U.U

Note: The operator will use an asterisk when the temporary unit is not already logged on. A temporary unit used without an asterisk indicates the unit is already assigned a call and that the call is being exchanged with another unit.

FR (Free Unit) Command

FR.U.D.LS

FR.EV.D.LS

Note: The asterisk has been omitted with the FR command, which indicates a unit is already logged on and assigned a call.

UH (Unit History) Command

UH.U.AG.U.EV.PN.US.FD.FT.TD.TT.PR.ST

II. Examples

A. Free Unit (FR) Command or <F10> FR.1V1-W2 <F10>

This command cancels the incident from the temporary unit 1V1-W2 and removes the Unit ID from the AWW. The asterisk is omitted because the unit is already logged on.

B. Incident Dispatch (ID) Command or <F9> ID.0091.*3G29-W2.PA;N

This command assigns incident 0091 to temporary unit 3G29-W2. Since temporary units cannot have stacked incidents, the PA;N identifier and parameter **must** be used to place the call into an active status. Temporary units cannot be dispatched to a pending incident from the Incident Dispatch form.

- C. Incident Initiate (II) Command of <F8> II.12007 CENTRAL.415G.*8Y433-W2

This Command creates and assigns incident to temporary unit 8Y433-W2, automatically making the incident active.

- D. Field Initiate (KT) Command or <F7> KT.*rover [REDACTED] 3RD /WILTON

This command, when used without Type/Status codes, automatically places ROVER [REDACTED] on Code 6 status.

- E. Transfer Unit (TU) Command TU.12.18V1-W1

When a temporary unit advises they are conducting a code Six or a Traffic Stop, their status will be presented in the PCW. When an RTO is presented with this situation, the RTO who receives the broadcast from the temporary unit will be responsible for transferring the unit's status to the RTO's USD using the TU command.

- F. Unit Status (US) Command or <F11> US.15V1-W1.FU.L;VAN NUYS JAIL

This command updates a unit's status. Since the temporary unit is already signed on, no asterisk is required.

- G. Unit Exchange (UX) Command UX.17A1-W1.*17G3-W1

This command exchanges a call between two units. If the call is cancelled from a temporary unit to give to another unit, the asterisk should be omitted. If the call is temporary, the asterisk should be included.

253.05 TRANSFER UNIT (TU)

The Transfer Unit (TU) command allows an operator to transfer a field unit, including a temporary unit, from its current Area to a specified Area. The unit remains on the original Area field unit Status Detail (USD), thus creating a duplicate unit to appear on the newly requested USD.

I. Default Order

TU.A.U

II. Identifiers and Descriptions

A. TU – Command.

B. A – Type the Area/Division Number to which the unit is being transferred.

- C. **Unit ID** – Enter the Unit ID-watch for the unit that is being transferred.

III. Functions

- A. When transferring a field unit to a new Area, the AWW/USD is configured to display the last known beat/zone (RD) the unit was on (applies to non-temporary units).
- B. When transferring the unit back to its original Area, the same command is used, reflecting its original Area.
- C. When a temporary unit (previously shown in PDPCW) is transferred to an Area, the transferred unit will be deleted from that operator's PDPCW and only appear on the Area AWW/USD. All other operators will still be able to view the temporary unit on their PDPCW.

IV. Examples

- A. TU.03.1A15-W2

This will transfer 1A15-W2 to Southwest Area (03).

- B. TU.12.18V1-W2

This will transfer 18V1-W2 to 77th Area (12).

- C. TU.09.8Y324

This will transfer 8Y324, currently logged on as a temporary unit to Van Nuys Area.

- D. TU.PCW.AIR8-W4

Transfers an air unit back to its original City Wide Area.

Note: Air units shall not be transferred from the Police City Wide Area (PCW)

253.06 **OFF DUTY (UF)**

The Off Duty (UF) command allows an operator to place unassigned units off duty. A maximum of five ■ units may be taken off duty in one command by separating the Unit ID-watch with a comma.

I. Default Order

UF.U.OM

II. Identifiers and Descriptions

A. UF – Command

B. U – Unit ID. Enter the Unit ID-watch to be taken off duty

1. A field unit to be placed off duty cannot be assigned to an incident/event.
2. The operator must add a dash (-) and the watch ID in order to distinguish which unit is being logged off.

C. OM – Odometer. Enter the ending mileage.

Note: If the mileage is included when taking more than one unit off duty, each unit will be given the same ending mileage.

III. Examples

A. UF.18J5-W2.300

This command places 18J5-W2 off duty with ending miles of 300.

Note: If you list more than one unit to place off duty and enter a value for the OM identifier, each listed unit will be given the same odometer reading.

B. UF.18A1-W2, 18A17-W2, 18FB33-W2, 18U2-W2.50

This command places 18A1-W2, 18A17-W2, 18FB33-W2, and 18U2-W2 off duty with ending miles of 50.

253.07 **UNIT HISTORY (UH)**

The Unit History (UH) command is used to show the history and log on information for a specific unit. The information retrieved when using the UH command is the Unit ID-watch, incident/event number, date, the unit's status on an incident/event, the time the unit went into that status, the complete detail type, and the location. The Unit History allows you to search for a specific unit or incident/event number for a specific time period.

I. Default Order

UH.AG.U.EV.PN.US.FD.FT.TD.TT.PR.ST

II. Identifiers and Descriptions

- A. **UH** – Command.
- B. **AG** – Agency. Not necessary, defaults to PD.
- C. **U** – Unit ID. Enter the Unit ID followed by the watch ID.
- D. **EV** – Event ID. Enter the incident/event number.

Note: Either the Unit ID-watch or the incident/event number can be used.

- E. **PN** – Personnel Number. Enter the personnel number.
- F. **US** – Unit Status. Specify whether to display the unit status.
 - 1. **Y** Displays the unit status only
 - 2. **N** Displays all unit and incident/event information. The UH command will default to N.
- G. **FD** – From Date. Enter from date (2-digit year, month, day).
- H. **FT** – From Time. Enter from time. If no time is entered, it will automatically default to exactly four hours from the current time.
- I. **TD** – To Date. Enter to date (2 digit year, month, day). If no date is entered, it automatically defaults to the current date.
- J. **TT** – To Time. Enter the to time. If no time is entered, the system automatically defaults to 2359 hours.
- K. **PR** – Printer. Enter the printer name.
- L. **ST** – Unit Status. Enter a specific unit status code (i.e., C6 or FA). The system will display a log for only that specific unit status code.

III. Examples

- A. UH..1A12-W2.FD;150223.TD;150224

This command creates a field unit History report for 1A12-W2 from 02/23/15 to 02/24/15.

- B. UH..1A12-W2

This command creates a field unit History report for 1A12-W2 for the last 4 hours covering the current date.

253.07.1 **UNIT HISTORY (UH) – USING THE SEARCH FORM**

When the Unit History command is initiated without command identifiers, the RM.8 – Unit History Log form appears. The following is a description of each field in the Unit History Log.

I. **Identifiers and Descriptions**

- A. **From Date** - Enter the starting date of the incidents/events to report. The system automatically defaults to the current date when the field is left blank.
- B. **From Time** - Enter the starting time of the incidents/events to report in 24-hour format. The default is exactly four hours prior from the current time when the field is left blank.
- C. **To Date** - Enter the ending date of the incidents/events to report. The default is the current date when left blank.
- D. **To Time** - Enter the ending time of the incidents/events to report in a 24-hour time format. The system automatically defaults to 2359 hours when the field is left blank.
- E. **Incident Number** - Enter the incident/event number to request history for a specific incident/event.
- A. **Call Sign/Unit** - Enter the unit designation including the watch of the unit for which to report a duty log.
- G. **Officer** – Enter the personnel number for the officer on which to create a duty log.
- H. **Unit Status** – Allows operator to search for a specific unit status.

Note: This field cannot be used in conjunction with the Call Sign/Unit, Incident/Event Number or Officer fields.
- I. **Unit Status only** – Enter Y to display the unit’s status only. Enter N to display all unit information. When you select N, the log shows the status of EU for Event Update. This is not an actual status, but an indication that the incident/event has been updated.
- J. **Printer** - To use a printer other than the one displayed, type the printer ID.

The screenshot shows a software window titled "RMS - Unit History Log". At the top left, there is a "Command" field containing the text "UH". Below this, the main area is titled "Unit History Log". It contains several input fields and dropdown menus for filtering data:

- "From Date (YYMMDD)" with a pink highlight on the first digit.
- "To Date (YYMMDD)"
- "From Time" and "To Time" with hour and minute boxes.
- "Agency ID" with a dropdown menu showing "PD".
- "Incident Number" with a text input field.
- "Call Sign / Unit" with a text input field.
- "Officer" with a text input field.
- "Unit Status Only" with a dropdown menu.
- "Printer" with a text input field.

253.07.2 UNIT HISTORY (UH) LOG – UNIT LOG COMPLETE

The Unit History Log – Unit Log Complete displays the history information for the specific unit. The following is a description of each of the fields:

- I. Identifiers and Descriptions
 - A. **AG** – Agency code where the unit is assigned.
 - B. **Unit** – Call sign for the Unit ID-watch.
 - C. **Incident Number** – Incident/Event to which the unit was assigned.
 - D. **Date** – Incident/event date.
 - E. **Status** – Status of the unit at the time of the incident/event.
 - F. **Time** – Time when the incident/event occurred.
 - G. **Type** – Complete detail type.
 - H. **Location** – Incident/Event location. Also displays additional information pertaining to the incident/event.

Command: UH.U:15A3

Ag	Unit	Incident #	Date	Status	Time	Type	Location	
PD	15A3	W2	PD000001	10/10/03	DS	11:41	200	100 S ALAMEDA ST
PD	15A3	W2	PD000001	10/10/03	EP	11:48	200	100 S ALAMEDA ST
PD	15A3	W2	PD000001	10/10/03	CL	11:57	200	
PD	15A3	W2	PD000001	10/10/03	EU	11:57		Disposition OCC
PD	15A3	W2	PD000006	01/06/04	DS	09:04	314H	KNCINO AV&VENTURA BL
PD	15A3	W2	PD000006	01/06/04	EU	09:04		Primary unit PD/15A3-W2
PD	15A3	W2	PD000006	01/06/04	XR	09:05	314H	KNCINO AV&VENTURA BL
PD	15A3	W2	PD000006	01/06/04		09:05		type changed from: 314H to: 415G
PD	15A3	W2	PD000006	01/06/04		09:09		location: ROSCOR/SHERMAN WAY
PD	15A3	W2	PD000006	01/06/04		09:11		mileage entered: 274 .5
PD	15A3	W2	PD000006	01/06/04	TM	09:11	415G	ROSCOR/SHOUP
PD	15A3	W2	PD000006	01/06/04		09:11		location: ROSCOR/SHOUP

253.08 UNIT OVERDUE (UO)

The Reset Unit Overdue Timers (UO) command is used to reset the unit status timers and alarms for up to five units. Timers measure time limits for the length of time a field unit remains in a particular status. When units are overdue, the Unit Status monitor highlights the unit in gray. Once the UO command is used it will be documented in the audit trail; therefore, it is not necessary to enter “still” in the comment section of the incident.

Before using the UO command, the concerned RTO **shall** verbally check the unit’s status over the air and receive a response from the unit. An RTO shall not arbitrarily use the UO command without checking on the unit over the air.

Note: The UO Command shall be used to reset a field unit’s timer for Code Six George and Code Six Mary locations.

I. Default Order

UO.Unit ID.Time

II. Identifiers and Descriptions

A. **UO** – Command.

B. **Unit ID** – Enter the Unit ID-watch whose timer is to be reset.

C. **Time** – Enter the time in minutes to reset each status timer.

Note: Up to five units can be reset with a single command. Separate multiple Unit ID’s with a comma.

III. Examples

A. UO.2A15-W2

Resets the overdue timer for 2A15-W2, to the default time for its current setting.

B. UO.2A15-W2.150

Resets the overdue timer for 2A15-W2 for 15 minutes.

C. UO.2A15-W2,2A45-W2.600

Resets the overdue timers for 2A15-W2 and 2A45-W2 for 60 minutes.

253.09 **UNIT STATUS (US)**

The Unit Status (US) command is used to update the unit's active status. The Unit Status Update form appears when you issue this command with a field unit ID-watch only. This command can also be used to assign specific units a Clear status and then close the incidents/events to which they are assigned. The Unit Status command is also used to show a field unit in an emergency or urgent field situation status such as Help, Assistance, or Pursuit.

I. Default Order

US.U.S.D.L.T.CM.O1.O2.OM.R.CI.AC.PC.DC.ON.SI.O3.O4.HS

II. Identifiers and Descriptions

A. US – Command.

B. U – Unit ID. Enter the Unit ID-watch of the unit whose status is to be updated. Up to five units can be updated at one time (units must be active). Multiple Unit ID's must be separated with a comma.

C. S – Status. Enter the two-letter status code.

1. AA – At Scene Available
2. AC – Acknowledge
3. AS – At Scene, Not available
4. AV – Available
5. C6 – Code Six

6. C7 – Lunch (not routinely used, except for Security Services Division)
7. CL – Clear
8. DS – Dispatched
9. ER – Enroute
10. EW – End of Watch
11. EX – Extra Patrol
12. FA – Follow-up At Scene
13. FU – Follow-up Enroute
14. HB – Back-up
15. HF – Following
16. HH – Help
17. HP – Pursuit
18. IN – Interrupt
19. NA – Not Available
20. OS – Out Of Service
21. ST – Station
22. SW – Start of Watch
23. TC – Transport Complete
24. TF – Transport Female
25. TS – Traffic Stop
26. TM – Transport Male
27. ZC – Court
28. PB thru PZ – Predictive Policing

- D. **D – Disposition.** Enter the update disposition code. This identifier can be used to close an active incident/event.

Note: Unit Status (US) updates that include detail types and locations do not update the master incident/event, these changes only reflect on the AWW/USD, audit trail display and unit history log display. These changes do not display on the IN, ID, IR or IU forms. A Disposition Code used in conjunction with Status identifier of Clear (CL) will update the master incident/event and disposition a field unit's active incident/event. This change will display in the IN, IR, and IU forms.

- E. **L – Location.** Enter the updated unit location. The specified location displays in the AWW/USD. Up to 20 alphanumeric characters may be used.
- F. **T – Type.** Enter the updated complete detail type. This does not change the Type field for the incident/event.
- G. **CM – Comments.** Enter comments regarding the update. If the unit is not active on the incident/event, the comments will be written to the unit history log and audit trail. Up to 20 alphanumeric characters may be used. These comments may not be viewed using the IN command. The preferred method to add comments is the IU command.
- H. **01 – Officer 1.** Enter the personnel number of the first officer assigned to the unit.
- I. **02 – Officer 2.** Enter the personnel number of the second officer assigned to the unit. Officer information is written to the audit trail and is displayed in the unit history.
- J. **OM – Odometer.** Enter the updated odometer reading. If 5 digits are entered, the final digit indicates tenths of a mile.
- K. **R – Rider.** Enter the name of the person riding along in the unit. **(Not routinely used).**
- L. **CI – Citation.** **(Not routinely used).**
- M. **AC – Activity Code.** **(Not routinely used).**
- N. **PC – Program Code.** **(Not routinely used).**
- O. **DC – Detail Code.** **(Not routinely used).**
- P. **ON – Officer Notes.** **(Not routinely used).**

- Q. **SI** – Supervisor ID. Enter the Unit ID-watch of this unit’s supervisor. The supervisor must already be on duty.
- R. **03** – Officer 3. Enter the personnel number of the third officer assigned to the unit.
- S. **04** – Officer 4. Enter the personnel number of the fourth officer assigned to the unit.
- T. **HS** – Held Status. Enter the code for the held status. A held status is an optional status used to indicate that a request for a specific activity has been made but not yet granted. The current unit status is not affected.

III. Examples

A. **US.2A1-W2.ER**

Changes 2A1-W2’s status to en route.

B. **US.2A15-W2,2A45-W2.AS**

Changes the status of both 2A15-W2 and 2A45-W2 to At Scene, Not Available.

C. **US.2A15-W2.L;200 N. Main**

Updates 2A15-W2’s location to 200 N. Main

D. **US.2A15-W2.TF.L;Ramp Sta.OM;273**

Shows 2A15-W2 transporting a female to Rampart station with starting miles of 273.

E. **US.2A15-W2.CL.CMP**

Clears/Dispo 2A15-W2 call with a disposition code of CMP.

F. **US.2A15-W2.D;ARR**

Assigns a disposition code of ARR to the incident/event. Does not disposition the incident/event or clear the call from 2A15-W2’s active queue.

G. **US.36FP4-W2.C7.L;CITY HALL EAST ROOM #413**

Shows 36FB4-W2 on Code 7 at City Hall East Room #413.

H. **US.2A15-W2.CL**

Clears 2A15-W2 from his current status.

253.09.1 **UNIT STATUS FORM – PERSONNEL TAB**

The Unit Status form appears when the US command is used with only a field unit ID or if the Unit Status key (F11) is pressed when the command line contains only a field unit ID. This form displays status information about a selected unit. The personnel tab contains personnel information regarding the officers assigned to the unit.

I. **Field Descriptions**

- A. **Unit** – Displays PD and the Unit ID-Watch.
- B. **Vehicle** – Displays the vehicle shop number.
- C. **Current Plate** – Displays the current license plate called in by the unit.
- D. **Current Inc.** – Displays the incident/event number currently assigned to the unit.
- E. **Route** – (Not routinely used).
- F. **Time** – Displays the time the unit went into the status.
- G. **Last Known Plate** – Displays the last license plate number called in by the unit.
- H. **Last Inc.** – Displays the last incident/event number assigned to the unit.
- I. **Officer 1** – Displays the name of the first officer assigned to the unit. To change an officer, enter the officer's name or personnel number. Precede the personnel number with the number symbol.
- J. **Officer 2** – Displays the name of the second officer assigned to the unit. To change an officer, enter the officer's name or personnel number. Precede the personnel number with the number symbol.
- K. **Officer 3** – Displays the name of the third officer assigned to the unit. To change an officer, enter the officer's name or personnel number. Precede the personnel number with the number symbol.
- L. **Officer 4** – Displays the name of the fourth officer assigned to the unit. To change an officer, enter the officer's name or personnel number. Precede the personnel number with the number symbol.

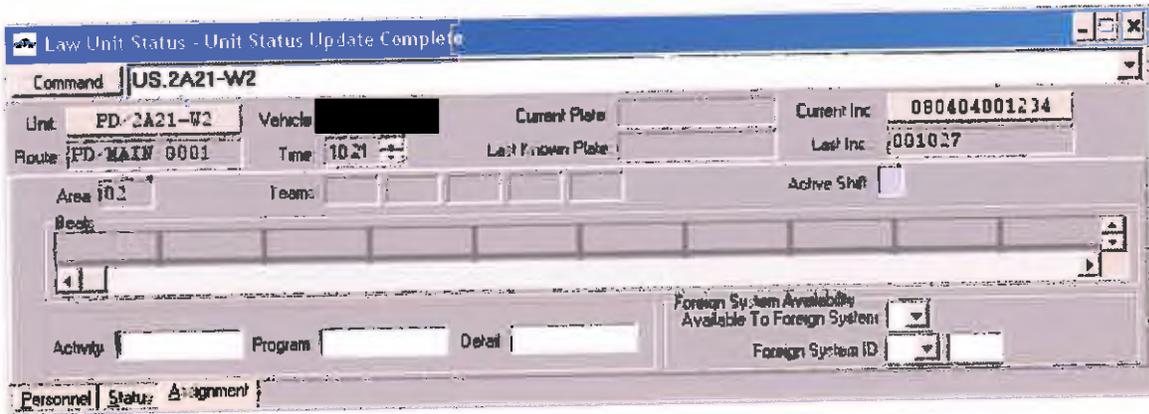
- M. **Rider** – Rider Name. Enter the name of the person riding along in the unit. (Not routinely used).
- N. **Supervisor ID** – Supervisor ID. Enter the Unit ID-watch of this unit's supervisor. The supervisor must already be on duty. Critical data sent to a field unit is automatically sent to the unit's supervisor in a CAD e-mail message. High-priority incident/event notifications, emergency notifications, and "hot hit" query returns are sent to a field unit's supervisor. The supervisor ID is written to the audit trail and is displayed in the unit history.

253.09.2 UNIT STATUS FORM – ASSIGNMENT TAB

The Assignment tab contains detailed information about a field unit's assignments.

- I. **Field Descriptions**
 - A. **Unit** – Displays PD and the Unit ID-Watch.
 - B. **Vehicle** – Displays the vehicle shop number.
 - C. **Current Plate** – Displays the current license plate called in by the unit.
 - D. **Current Inc.** – Displays the incident/event number currently assigned to the unit.
 - E. **Route** – (Not routinely used).
 - F. **Time** – Displays the time the unit went into the status.
 - G. **Last Known Plate** – Displays the last license plate number called in by the unit.
 - H. **Last Inc.** – Displays the last incident/event number assigned to the unit.
 - I. **Area** – Displays the Area to which the unit is assigned.

- J. **Teams** – (Not routinely used).
- K. **Active Shift** – Displays whether the unit was placed on duty with a roll call activation.
 1. **Y** – Indicates the unit was placed on duty with a roll call activation.
 2. **N (or blank)** – Indicates the unit was placed on duty by other means.
- L. **Beats** – Displays the unit’s beat/zone (RD) assignment.
- M. **Activity** – (Not routinely used).
- N. **Program** – (Not routinely used).
- O. **Detail** – (Not routinely used).



253.09.3 UNIT STATUS FORM (US) – STATUS TAB

The Status tab contains detailed information about a field unit’s current status.

- I. **Field Descriptions**
 - A. **Unit** – Displays PD and the Unit ID-Watch.
 - B. **Vehicle** – Displays the vehicle shop number.
 - C. **Current Plate** – Displays the current license plate called in by the unit.
 - D. **Current Inc.** – Displays the incident/event number currently assigned to the unit.
 - E. **Route** – (Not routinely used).
 - F. **Time** – Displays the time the unit went into the status.

- G. **Last Known Plate** – Displays the last license plate number called in by the unit.
- H. **Last Inc.** – Displays the last incident/event number assigned to the unit.
- I. **Status** – Displays the last known unit status.
- J. **New Status** – Enter the new status for the unit.
- K. **Dispos** – Enter the disposition code for the unit’s current incident/event.
- L. **Type** – Displays the last known complete detail type.
- M. **New Type** – Enter an updated complete detail type.
- N. **Location** – Displays the unit location.
- O. **New Location** – Enter an updated location. The location you enter displays in the AWW/USD unit status monitor, overriding any current display of incident/event location information.
- P. **Mileage** – Enter the current mileage.
- Q. **Last Known Locn** – Displays the last known location of the unit.
- R. **New Citations** – (Not routinely used).
- S. **Held Status Time** – Displays the time the held status was entered.
- T. **Cmnts** – Displays the last known comments.
- U. **New Cmnts** – Enter updated comments. (Up to 20 characters)
- V. **Held Status** – Displays the current held status, if any.
- W. **New Held Status** – Enter the code for the held status. Only one held status can be assigned to a field unit.
- X. **Officer Notes** – Enter any additional comments. The notes are written to the audit trail and displayed in the unit history.

253.09.4 **UNIT STATUS KEY <F11>**

The Unit Status key <F11> with the Unit ID-Watch perform the same function as the US command; however, this function key eliminates the need to type the two-letter command identifier. This function can also be used to display the Unit Status Update form.

253.10 **UNIT EXCHANGE (UX)**

The Unit Exchange (UX) command allows an operator to exchange a field unit's status and call assignment with another unit. Both units cannot be on the same call but must be active on an incident, or one unit may be active on an incident and the other unit clear.

I. Default Order

UX.Unit ID 1-watch.Unit ID 2-watch

II. Identifiers and Descriptions

A. UX – Command.

B. Unit ID 1 – Enter the first Unit ID-watch exchanging assignments.

C. Unit ID 2 – Enter the second Unit ID-watch exchanging assignments.

Note: There is no specific order to which the Unit ID-watch is placed.

III. Examples:

A. UX.1A11-W2.1A15-W2

Exchanges assignments between 1A11-W2 and 1A15-W2's active incidents.

B. UX.19X21-W3.19X21-W1

Exchanges assignments between 19X21-W3 and 19X21-W1.

Note: The Unit Status is also exchanged. If 19X21-W3 is enroute to an incident/event and the UX command is used, 19X21-W1 will now show enroute to that incident/event.

If a field unit requests to handle a call before the roll call has been initiated. To avoid system problems for ACC personnel, operators should utilize the VS command to verify the unit has not been deployed. The unit should then be logged on as a temporary unit without the watch ID. Once the roll call has been initiated, the UX command should be used between the temporary unit and the permanent unit with the watch included.

254 **ASSIGN/DISPATCH COMMANDS**

254.01 **INCIDENT DISPATCH (ID)**

The Incident Dispatch (ID) command allows the operator to dispatch on an incident/event from the command line.

I. Default Order

ID.EV.U.RS.AL.PA.AO.TN.ST.RL.O

II. Identifiers and Descriptions

1. **EV** – Event Number. Enter the incident/event number.
2. **U** – Unit ID-Watch. A maximum of five units can be dispatched at one time separated by commas.
3. **RS** – Response Type. Enter the valid response type code. **(Not routinely used).**
4. **AL** – Alarm Level. Enter an alarm level for the current dispatch. **(Not routinely used).**
5. **PA** – Preassign. Specifies how to assign the incident/event.
 - A. **Y** – It assigns the incident/event to the unit’s call stack queue. **(System defaults to Y).**
 - B. **N** – The current incident/event is removed from active, placed in the call-stack queue, and the dispatched call is now active.

6. **AO** – Auto. Specifies whether to make the incident/event available for automatic assignment from the call stacking queue or to hold it in the queue until the dispatcher updates it to A. (**Not routinely used**).
 - A. A – Specifies the incident/event will be available for automatic assignment from the call stacking queue.
 - B. H – Specifies the incident/event number that is held in the call stacking queue until it is updated to A. (**System defaults to H**).
7. **TN** – Toning. Specifies whether the toning switch is turned on. (**Not routinely used**).
 - A. Y – If the toning switch at the station is turned on.
 - B. N – If the toning switch at the station is turned off.
8. **ST** – Status. Displays the unit’s status. (ER, AS)
9. **RL** – Response List. (**Not routinely used**).
10. **O** – Override. The concerned operator is able to dispatch an on-duty unit that shows not available. (**Not routinely used**).
 - A. F (Free) – Frees the unit from the current incident/event placing it back in the pending queue and places the newly dispatched incident/event in the unit’s active field. The F (Free) identifier will work if the unit is the only assigned to the incident/event.
 - B. S (Stack) – Places the current and dispatched incident in the call stacking queue.

Note: The ID command will not function if the unit shows out to the ST, ZC (Court), or C7.

III. Examples:

A. ID.1234.1A1-W2

This command dispatches Incident/Event 1234 to 1A1-W2 call stack.

B. ID.1234.2A21-W2.PA;N.ST;AS

This command dispatches Incident/Event 1234 to 2A21-W2 and places the unit at scene, not available.

- C. ID.1234.3A15-W3,3A57-W3,3A63-W3

This command dispatches Incident/Event 1234 to 3A15-W3, 3A57-W3, and 3A63-W3 and places the incident/event in their call stack.

- D. ID.1234.1A1-W1.PA;N.ST;ER

This command dispatches Incident/Event 1234 to 1A1-W1 and shows the unit enroute.

IV. Outside Units

When an incident is assigned to an outside unit, the Unit ID-watch displays on both the AWW/USD screen of the Area that the unit is assigned to and the Area where the call originated. A Borrowed Unit symbol (>) will appear next to the outside Unit's ID in the Unit Status Detail area of occurrence.

The unit has to be active on the incident in order to show up on the AWW/USD screen of the Area where the call originated. Once the unit is cleared, canceled, or completed from the incident/event, it will no longer appear on the AWW/USD screen of the Area where the call originated.

254.01.1 INCIDENT DISPATCH (ID) FORM

The Incident Dispatch Form displays the current information pertaining to the incident/event and lists recommended units for dispatch. The form can be displayed in the following ways:

- Enter the Incident/Event Number or Unit ID-watch on the command line and press <F10>.
- Enter the Incident/Event Number or Unit ID-watch on the command line and press <F9>.

Note: The Unit ID-watch only works when the unit is active on the incident/event.

- Press the <F9> key on the command line when pending incidents/events exists. The first incident/event from the pending queue appears in the form.

I. Dispatching Recommended Units

- A. To dispatch the first recommended unit, press <F12>.
- B. To dispatch the next recommended unit, press <F12> again.
- C. To gain access to the second page of recommended units, press the page up key. A maximum of ten units can be dispatched.

II. Dispatching Non-Recommended Units/Highlighted Units

- A. Enter the Unit ID-watch in the dispatch field and press <F12>.

III. Identifiers and Descriptions

- A. **Incident/Event** – Displays the incident/event number.

- B. **Status** – Displays the status of the incident/event.

1. P – Pending
2. A – Active
3. S – Stacked

- C. **Time** – Displays the time the incident/event was initiated.

- D. **Priority** – Displays the priority of the incident/event.

- E. **Source** – The source has two fields. The first field displays the agency code. The second field displays the call source for the incident/event.

1. 0 – Phone
2. 1 – 911
3. 2 – MDC initiated
4. 3 – Field initiated
5. 4 – Alarm

- F. **Console** – Displays the console number where the call was initiated.

- G. **Type** – Displays the complete detail type.

- H. **Location** – Displays additional details about the locations (i.e., business name).

- I. **Beat** – Displays the reporting district (RD).

- J. **Team** – Displays the Area in which the call is located.

- K. **Area** – Displays the Area in which the address is located.

- L. **Mod. Circum** – Modifying Circumstance – **Used only for calls at City facilities and stakeholder locations.**

- M. **Address** – Displays the address of the incident/event.

- N. **City** – Displays the area name and number.

- O. **Bldg** – Displays the building number, if applicable.
- P. **Apt** – Displays the apartment number, if applicable.
- Q. **Primary** – Displays the primary Unit ID-watch assigned to the incident/event.
- R. **X Street** – Cross Street - Displays two separate fields. The first field is the block number and name of the low cross street. The second field is the block number and name of the high cross street. This is only displayed when a street address is entered in the Address field and not an intersection.
- S. **Premise** – Special Locations.
 - a. Red uppercase letter on a white background indicates that a record in the location menu matches the address of the incident/event.
 - b. Yellow lower case letters on a blue background indicates that a record exists in the database and is in close proximity (1500 yards) to the incident/event address.
- T. **Map** – Displays the page number that the incident/event appears in the Thomas Brothers' Guide.
- U. **Call Ad** – Displays the caller's address.
- V. **Name** – Displays the caller's name.
- W. **Dial** – Displays the caller's phone number in a button form allowing the concerned operator to call back the caller.
- X. **Route** – **Not routinely used.**
- Y. **CAD Recommendations** – Displays the Unit's ID-watch recommended for dispatch.
- Z. **Auto/Hold** – Displays whether to make the incident/event available for automatic assignment or to place it on hold in the call stacking queue. (**Not routinely used**).
 - a. **A** – Displays the incident/event available for automatic assignment from the call stacking queue.
 - b. **H** – The incident/event number is held in the call stacking queue until the concerned operator updates it to Auto (A).

- AA. **Dispatch** – Enter or accept up to five Unit IDs for dispatch. The first available unit in the list can be dispatched as the primary unit. Units at scene on an incident/event but are still available will appear in yellow.
- BB. **Preassign** – Displays how to assign the incident/event.
- a. **Y** – The (Y) will preassign the incident/event to the unit's call stacking queue. **(Default)**
 - b. **N** – The (N) will assign the unit to the new incident/event and place the current incident/event in the unit's call stacking queue.
- CC. **Comments** – Displays the comments in the audit trail. Scroll down using the arrows for additional comments.
- DD. **Flags** – Displays messages for the following:
- a. **F.A.S** – Fire/Ambulance has been requested.
 - b. **Form Update** – Form update can be clicked or depress Alt + U to display another form where fields can be edited.
 - c. **L911** – Incident/Event is from a 911 call.
 - d. **More Comments** – Additional information is available.
 - e. **No Complainant** – Do not contact complainant.
 - f. **Previous Incidents** – Previous incident information is available for the reported location.
 - g. **Previous Plate** – Vehicle plate number was previously associated with an incident.
 - h. **Previous Incident/Previous Plate** – Previous incident information is available for the address and the vehicle plate number was previously associated with an incident.
 - i. **See Complainant** – Complainant can be contacted.

Dispatch Incident - Units Recommended

Command: ID.PD/080404000003

Incident: 080404000003 Status: PENDING Time: 10:42 Priority: 0 Source: 0 Console: C5 Type: 415M

Location: 76 GAS STATION Beat: 0245 Team: 02 Area: 02 Mod Cron:

Address: 679 S ALVARADO ST City: LA Bldg: Apt: Primary:

Street: RED LINE 2100 W 7TH ST Premise: Map: 634 3C

Caller Ad: SAME Name: S/S PEDRO Dial NCB Route: PD MAIN

CAD Recommendations: 2A45-W2 2A15-W2 2A91-W2 2A1-W2 2L20-W2 Auto/Hold: Preassign:

MS CORONADO
Original Location: 76 GAS STATION
C-PR CAN DIRECT TO SUSP M H WHT SHIRT BLU PANTS LOITERING REFUSING TO

1 Comments 2 Communication 3 Routes

See Complainant
Prev. Incident

255 VEHICLE STATUS (VS)

The Vehicle Status (VS) command displays information about a field unit’s status for a specific Area or the stacked calls of a specific Area.

I. Default Order

VS.Area ID.S

II. Identifiers and Descriptions

A. VS – Command.

B. Area ID – Enter the agency ID/Area for which you want to display information for.

C. S – Status. Enter this identifier to display the status of stacked calls for a specified Area.

III. Examples

A. VS

Displays unit status information for all units in the logged on Area.

B. VS.01

Displays unit status information for Central units.

C. VS.01.S

Displays stacked calls for Central Area.

D. VS.PD/S

Displays Citywide stacked calls.

Note: This command not only displays units in Roll Call status but can also be used to trouble shoot when a field unit is having difficulty logging on.

255.01 VEHICLE STATUS FORM

The Vehicle Status form displays the current status of the units or stacked calls in the Area being covered when the VS command is used.

I. Field Descriptions (VS Command)

- A. **Area** – Displays the agency and area of the unit.
- B. **Unit** – Displays the agency and Unit ID-watch.
- C. **Flag** – Displays the unit’s flag. The asterisk indicates the unit is MDC equipped.
- D. **Status** – Displays the unit status.
- E. **Time** – Displays the number of minutes the unit has been on a particular status.
- F. **Unit Location** – Displays the location the unit is currently active on.
- G. **Incident Number** – Displays the incident/event number.
- H. **Type** – Displays the complete detail type.

The screenshot shows a software window titled "Vehicle Status - More Units Available". The "Command" field contains "VS". A red button labeled "MORE VEHICLES" is in the top right. Below is a table with the following data:

Area	Unit	Flag	Status	Time	Unit Location	Incident Number	Type	V/Category	Duty Type
PD01	FD1A1-W1	*		148				P	
PD01	FD1A11-W2		RC	729					
PD01	FD1A15-W2		RC	729					
PD01	FD1A16-W2			699				P	
PD01	FD1A23-W2		RC	728					
PD01	FD1A25-W2		RC	728					

- II. Field Descriptions (VS.Area.S)
 - A. **Unit** – Unit number.
 - B. **Priority** – Priority of the stacked incident/event.
 - C. **Type** – Incident/event type.
 - D. **Time** – Number of minutes stacked.
 - E. **Address** – Incident/Event address.
 - F. **Incident Number** – Incident/Event number.

Unit	Priority	Type	Time	Address	Incident
PD3A99-W3	3	245F	478	2285 W 29TH PL	080306000269
PD3A99-W3	2	620D	314	860 W 42ND ST	080306000249
PD3A99-W3	2	242D	415	3839 STEVELY AV	080306000345
PD3J14-W2				No stacked incds	
PD3J16-W2				No stacked incds	
PD3L20-W2				No stacked incds	

256 SYSTEM DATA ENTRY COMMANDS

256.01 BE ON THE LOOKOUT (BOLO)/BULLETIN BOARD (BB)

The Bulletin Board (BB) Command displays Be On the Lookout (BOLO) and Bulletin Board messages. Messages may vary in content and may relay such information as recent crimes (including crimes relayed from outside agencies), information on handling barricaded suspects and hostage situations, important incident numbers, Communications Division break schedules, recent changes to policy and/or procedures, frequently used phone numbers, tips on interviewing callers, TTY procedures, and miscellaneous/general information, etc.

- I. Default Order
 - BB.S.EV.N

II. Identifiers and Descriptions

- A. **BB** – Command.
- B. **S** – Subject. Enter the Subject text.
- C. **EV** – Event/Incident Number. Enter the entire 12-digit incident/event number.
This feature is available but will not routinely be used by LAPD.
- D. **N** – Number. Enter the message Number.

III. Examples

- A. **BB <F10>**

Displays the Bulletin Board form.

Note: The first column of white boxes under the “Actions” line allows the user to view that information by entering a “V” for view.

- B. **BB.N;12 <F10>**

Displays message 12 of the Bulletin Board.

- C. **BB.S;* AM WATCH * BREAK SCHEDULE <F10>**

Displays the break schedule specifically for AM Watch.

Note: Any information which follows the “S” parameter must be entered verbatim with correct spacing, exactly as it reads in the subject line of the Bulletin Board.

256.02 **READY REFERENCE (RR)**

The Ready Reference (RR) command accesses reference information. It provides a list of telephone numbers for Other PDs, City Departments, Stations, etc. Ready Reference is categorized by group titles and specific keywords. Therefore, the (RR) command searches can be based on group title and keyword specifications. Group titles or keywords allow for more refined searches for Ready Reference information.

I. Default Order

RR.G.K

II. Identifiers and Descriptions

A. **RR** – Command.

B. **G** – Group. Enter the title of the information group containing the Ready Reference information. To search for information that is in a group title containing the same characters and character positions, type an asterisk (*) at the end of a partial group title. For example: P* retrieves group titles that start with the letter “P” such as police, pages, plates.

Note: If a group title is not specified, the Ready Reference search retrieves all Ready Reference information.

C. **K** – Keyword. Enter up to eight keywords that specifically identify the Ready Reference information. Multiple keywords must be separated by commas. Only information that includes the specified keywords is retrieved. If keywords are not specified, the Ready Reference search retrieves all Ready Reference information in the specified group.

III. Examples

A. RR.TOW

This command searches and displays ready reference information in the Tow group.

B. RR.TOW.KEYSER

This command displays specified information on Keyser tow.

C. RR..A5

This command displays information for Harbor Division/Area.

256.03 **EMERGENCY INDICATOR MESSAGE (IM)**

The Emergency Indicator Message (IM) command allows the operator to reset the unit’s emergency status when an ASTRO ROVER is activated.

I. Default Order

IM.U.SI

II. Identifiers and Descriptions

A. **IM** – Command.

- B. U – Enter the Unit ID followed by the watch ID.
- C. SI – (Not routinely used).

III. Example

IM.2A15-W2

257 **LINE UP LIST (LL)**

The Line Up List displays a list of serial numbers, officer names, unit designations, vehicle number, and radios of all the officers assigned to patrol in a specific Area.

I. Default Order

LL.PD.CC or LL.A.CC

II. Identifiers and Descriptions

- A. LL – Command.
- B. PD/ – Agency
- C. CC – Communications Center. (Not routinely used).

257.01 **LINE UP LIST (LL) FORM**

I. There are three ways to display the Line Up List form

- A. LL <F10>

This command displays the Line Up List form.

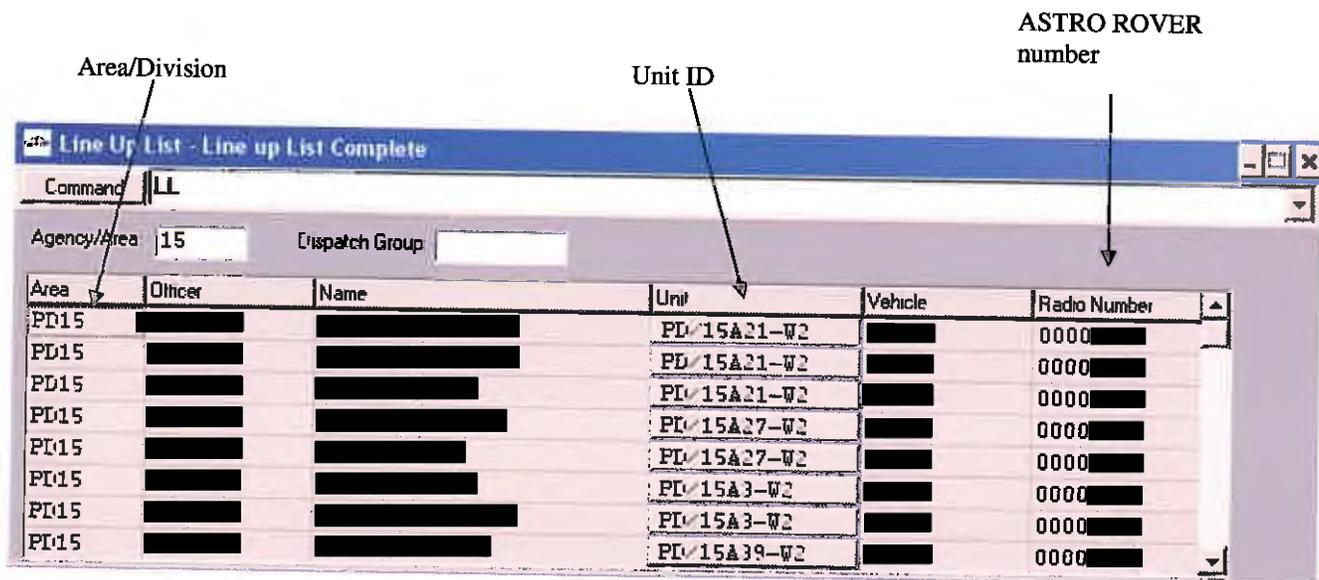
- B. LL.PD/ <F10>

This command displays all the Logged on units Citywide units.

- C. LL.A <F10>

This command displays a list of the officers logged on to the specified area.

The following form appears when using the LL command with identifiers:



1. **Agency/Area** – Enter the Area ID to be displayed.
2. **Area** – Displays the Area specified on the command line or in the Agency/Area field.
3. **Officer** – Displays the personnel number of the officers.
4. **Name** – Displays the names of the officers.
5. **Unit** – Displays the Unit ID-watch.
6. **Vehicle** – Displays the shop vehicle numbers.
7. **Radio** – Displays the assigned ASTRO ROVERS.

258 SPECIAL SKILLS (SS)

The Special Skills (SS) command is used to retrieve a list of on or off duty personnel with specific skills.

- I. Default Order
 SS.SK.OD.PR
- II. Identifiers and Descriptions
 - A. SS – Command.

B. **SK** – Skills. Enter up to five special skills to search only on-duty personnel. Separate each skill with a comma. The skill must be typed exactly as it was configured. If more than one skill is entered, the form displays only the personnel who match all skills.

C. **OD** – Off Duty. Enter up to five special skills to search all personnel, including off-duty. Separate each skill with a comma. The skill must be typed exactly as it was configured.

Note: The SK and OD identifiers cannot be used in the same command string.

D. **PR** – Printer. Enter a valid printer location to print the results of the search. If you use the identifier without additional information, the list prints on the default printer.

III. Examples

A. SS.OD;S/S

This command displays a list of all personnel, including off-duty, who speak Spanish.

B. SS.FARSI.PR

This command prints a list to the default printer of all on-duty personnel who speak Farsi.

C. SS.DRE,GERM

This command displays a list of on-duty personnel who are DRE qualified and speak German.

259

CAPABILITY UPDATE (CU)

The Capability Update (CU) command allows an operator to update a field unit's vehicle capabilities without placing the unit off duty or out of service.

I. Default Order

CU.U or CU..V#

II. Identifiers and Descriptions

A. **CU** – Command.

B. **U** – Unit. Enter the Unit ID, only IDs of on duty units may be used.

324

- C. V – Vehicle. Enter the vehicle shop number.

III. Examples

- A. CU.1A45-W3

This command displays the capabilities for 1A45-W3.

- B. CU.V: [REDACTED]

This command displays the capabilities for vehicle Shop No. [REDACTED]

259.01 **CAPABILITY UPDATE (CU) FORM**

The Capability Update form will be displayed when the CU command is used without any identifiers.

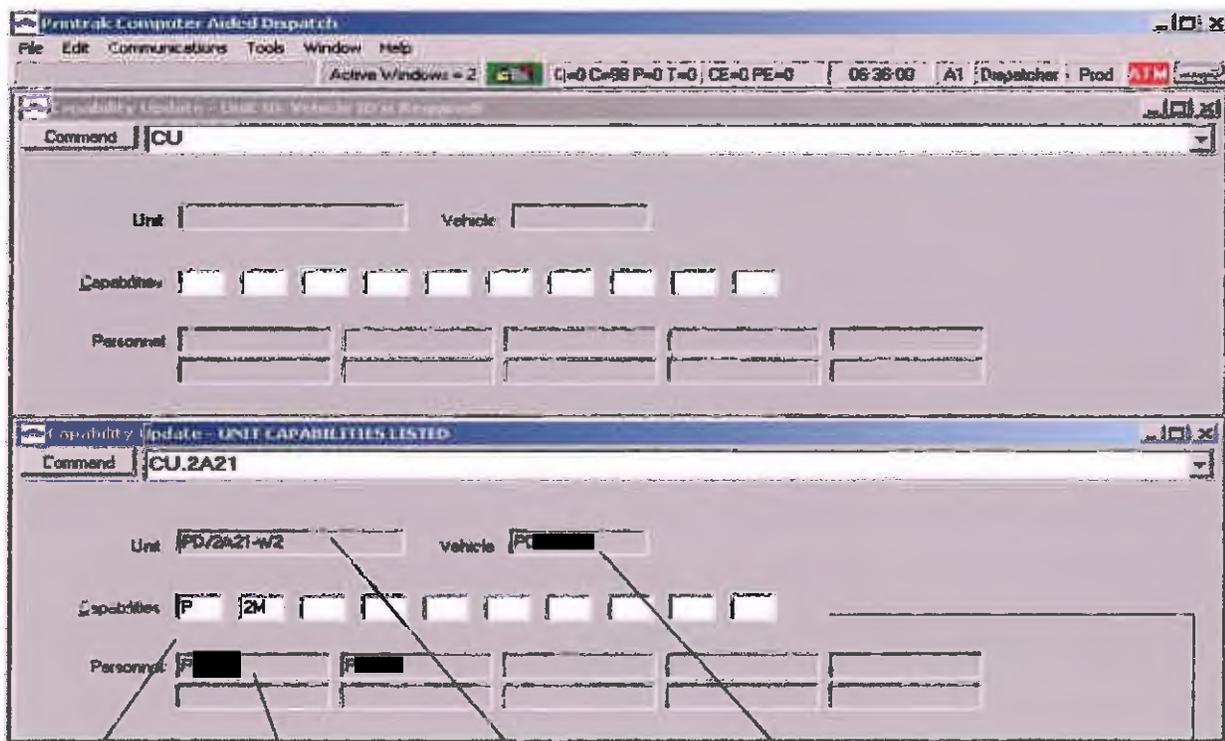
I. Field Descriptions

- A. **Unit** – Display the agency ID and Unit-watch.
- B. **Vehicle** – Displays the agency ID and vehicle shop number.
- C. **Capabilities** – Enter the following capability associated with the unit, if not already displayed:
 - 1. P – Patrol
Note: Updating a field unit’s capability to “P” allows the unit to be recommended for dispatching.
 - 2. T – Traffic
Note: Updating a field unit’s capability to “T” allows the unit to be recommended for traffic type calls.
 - 3. 2M – Two man Unit
 - 4. 1M – One man Unit
 - 5. PH – Photo/Camera equipped.
 - 6. FK – Fingerprint Kit
 - 7. UP – Police Rifle

- 8. TS – Taser
- 9. SW – Swift Water
- 10. BB – Beanbag

D. **Personnel** – Displays the personnel number of the officer assigned to the unit.

After filling in the fields, depress <F12> and the information will be submitted.



Type the capability of the unit
 P – Patrol
 T – Traffic
 * If the unit is to be recommended for dispatch, a P or T needs to be displayed

Unit – Displays PD and the area of the specified unit

Displays the personnel assigned to the unit

Vehicle – Displays PD and the specified vehicle shop number

Displays the equipment the unit has.
 PH – Photo/Camera
 FK – Fingerprint Kit
 UP – Police Rifle
 TS – Taser
 SW – Swift Water equipment

260 OPEN QUERY COMMAND LINE

I. Default Order/Identifiers and Descriptions

A. QP.U.LN.ST.LT – Query Plate (Vehicle Plate Check)

1. U – Unit ID or Console No.
2. LN – License Plate No.
3. ST – State (Defaults to California).
4. LT – License Plate Type (Defaults to A-Automobile).

Note: SVS, CWS, and DMV are automatically accessed when running a license plate on the Premier CAD command line.

B. QN.U.NA.SX.DB – Query Name (Warrant Check via CWS and CLETS/NCIC)

1. U – Unit ID or Console No.
2. NA – Name (Last Name, First Name).
3. SX – Sex (Male or Female).
4. DB – Date of Birth.

C. QD.U.DL.NA.DB.ST.SX – Query Driver’s License (Cal-Op check by Name or Number)

1. U – Unit ID or Console No.
2. DL – Drivers license or Identification No.
3. NA – Name (Last Name, First Name).
4. DB – Date of Birth.
5. ST – State (Defaults to California).
6. SX – Sex (Male or Female).

D. QV.(Unit ID or Console No.).VN – Query VIN

1. U – Unit ID or Console No.
2. VN – Vehicle Identification No.

E. QA.(Unit or Console No.).SR.CA.TY – Query Article (Property)

1. U – Unit ID or Console No.
2. SR – Serial No. of the Property.
3. CA – Category (i.e. radio).
4. TY – Article Type.

F. QG.(Unit or Console No.).SR.CL.MK – Query Gun (Firearm)

1. U – Unit ID or Console No.
2. SR – Serial No. of the Firearm.
3. CL – Caliber (i.e., 38, 44).
4. MK – Make (i.e., Smith and Wesson).

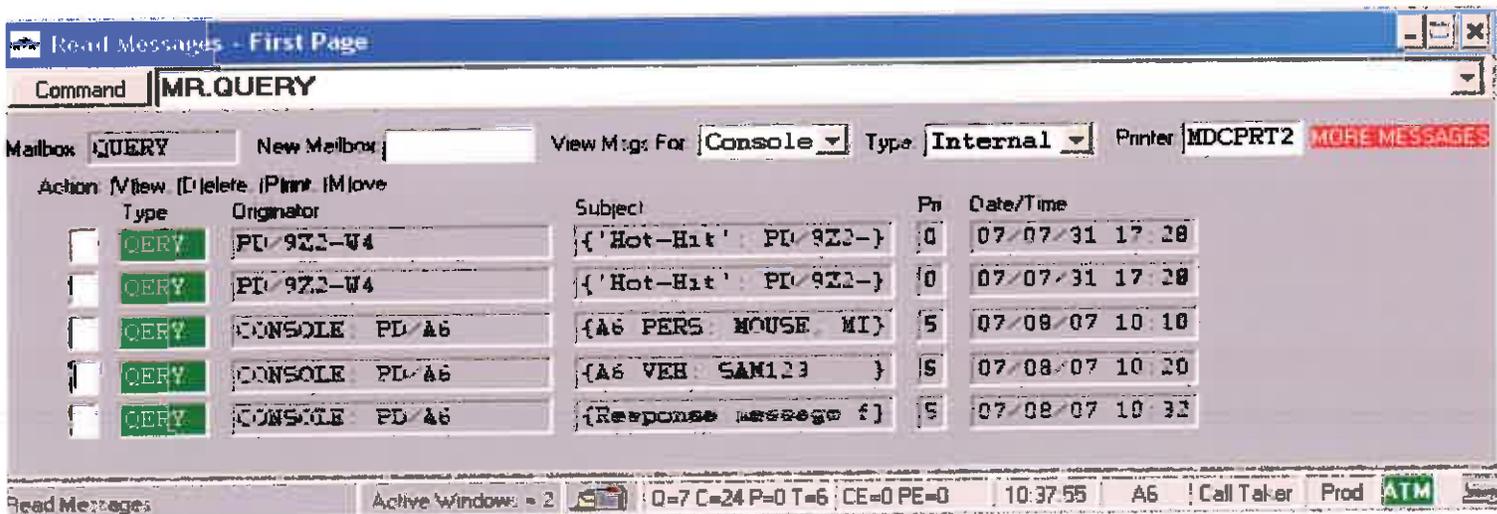
G. PT.(Unit ID or Console No.) – Response Redisplay

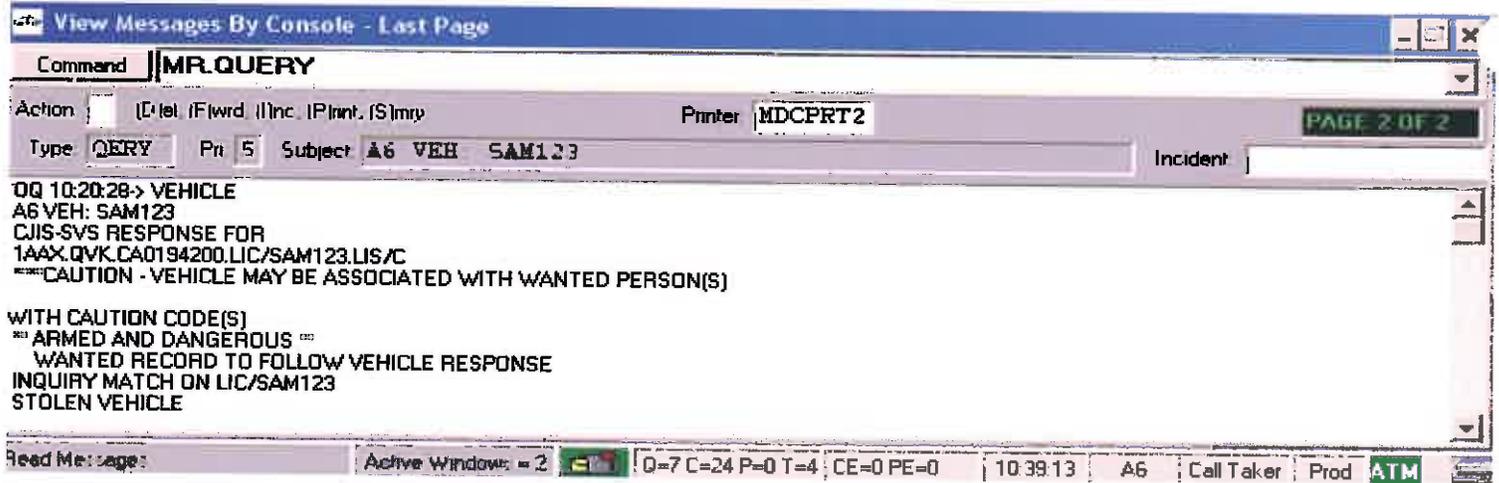
1. U – Unit ID.

II. Retrieving Data Base Returns

There are two ways to retrieve the database returns that were entered on the command line.

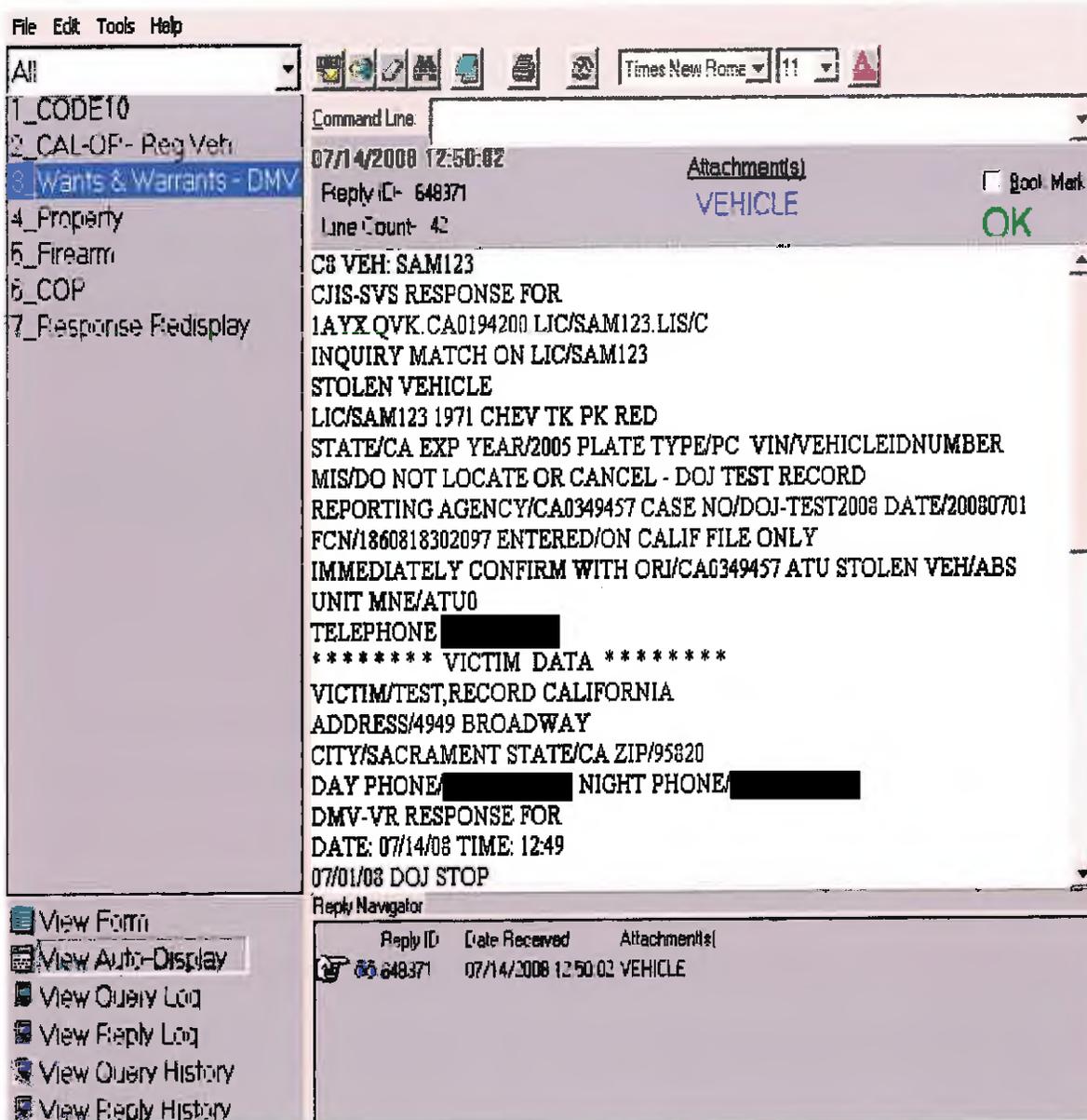
A. Query Mailbox





Note: The database return can be documented into an incident by “writing to the incident.” When the Query mailbox is displayed, the four digit incident number can be entered in the Incident box.

B. Open Query System Auto Display (Ctrl D)



III. Logging On Premier Computer Aided Dispatch (CAD) Open Query System

- A. From the Windows Start Menu on the AWW screen, select Open Query. The Motorola Premier CAD Open Query welcome screen appears briefly followed by the Logon Information dialog box.
- B. Type your user name in the User Name text box and press the Tab key.
- C. Click OK. The Open Query Status Window will appear.

IV. Logging Off Premier CAD Open Query System

- A. To log off Open Query (without closing the application), select Logoff from the File Menu on the Title Bar. The Logon information dialog box displays. A new user can now log onto Open Query.

V. Exiting Premier CAD Open Query

- A. From the File Menu on the Title Bar, select Exit. The Open Query dialog box appears.
- B. Click Yes.

VI. Open Query Window

The Title Bar displays at the top of the main Open Query window and contains the name of the currently logged on user, the select command, and if you are in the view form window, the name of the currently displayed form. The main menu bar contains commands that perform various procedures.

VII. File Menu

- A. Send Form <F12> – Sends the query to the external database from the form.
- B. Send Command <F10> – Sends query to the external database sources from the command line. **(Not routinely used).**
- C. Print Hardcopy (Ctrl H) – Prints the information contained in the work area.
- D. Print Setup – Displays the print setup dialog box. **(Not routinely used).**
- E. Delete – Deletes the currently selected reply.
- F. Retrieve – Opens the Query Retrieval Dialog box where you can specify the time period for which you want to retrieve queries or replies.
- G. Note – Opens the additional reply information dialog box where you can enter additional note information for a reply. **(Not routinely used).**
- H. Connect – Reconnects Open Query when your connection is terminated.
- I. Log Off – Displays the Logon Information Dialog box so a new user can log on.
- J. Exit – Exits Open Query.

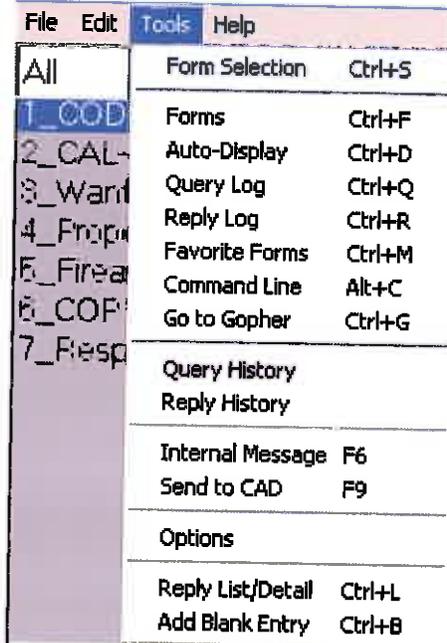
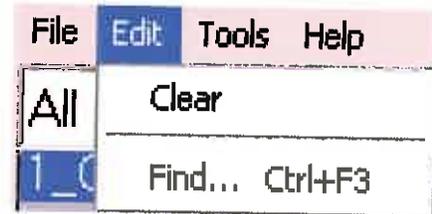
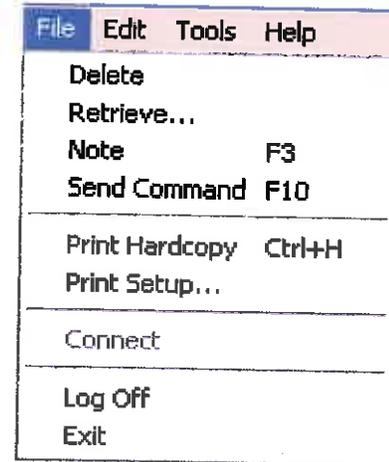
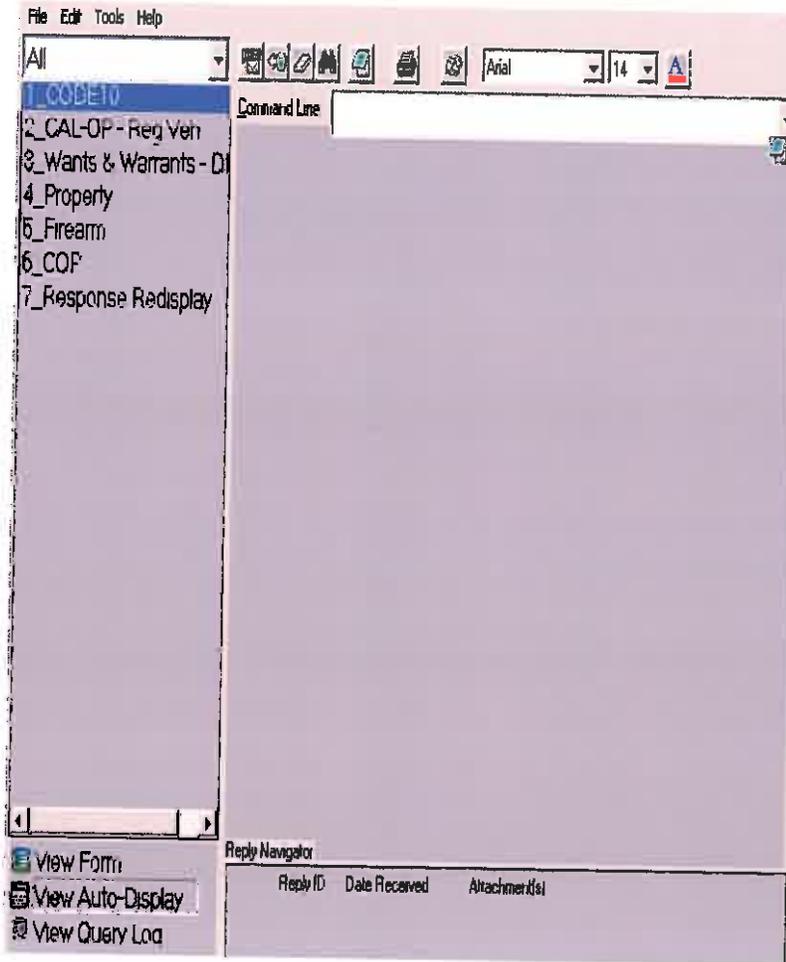
FILE MENU – VIEW FORM

File	Tools	Help
	Send Form	F12
	Send Command	F10
	Print Hardcopy	Ctrl+H
	Print Setup...	
	Connect	
	Log Off	
	Exit	

File	Tools	Help
All	Form Selection	Ctrl+S
1_CODE10	Forms	Ctrl+F
2_CAL-OP	Auto-Display	Ctrl+D
8_VEN	Query Log	Ctrl+Q
4_P	Reply Log	Ctrl+R
5_P	Favorite Forms	Ctrl+M
6_C	Command Line	Alt+C
7_R	Go to Gopher	Ctrl+G
	Query History	
	Reply History	
	Options	
	Show Edit Box	Ctrl+E
	Clear Form	F5

File	Tools	Help
All	Help	F1
1_CODE10	Field Tip	Ctrl+T
2_CAL-OP	About...	

FILE MENU – VIEW AUTO
DISPLAY FORM



VIII. Edit Menu

- A. Clear <F5> – Clears the current form of all entries.
- B. Find (Ctrl F3) – Locates a word or group of words. **(Not routinely used).**

IX. Tools Menu

- A. Forms Selection (Ctrl S) – Makes the Forms List window the active window.
- B. Forms (Ctrl F) – Displays the View Form.
- C. Auto Display (Ctrl D) – Selects the View Auto-Display command.
- D. Query Log (Ctrl Q) – Selects the View Query Log.
- E. Reply Log (Ctrl R) – Selects the View Reply Log command.
- F. Favorite Forms (Ctrl M) – Selects the Favorite Forms command. **(Not routinely used).**
- G. Command Line (Alt C) – Activates the command line and displays the ten most recent entries in the drop down list.
- H. Go to Gopher (Ctrl G) – When the Form Gopher is open and the Open Query window is active, this key combination makes the Form Gopher the active window.

Note: From the Form Gopher window, Alt G makes the Open Query window the active window.

- I. Query History – Selects the View Query History command.
- J. Reply History – Selects the View Reply History command.
- K. Internal Message (F6) – Opens the Send Internal Message dialog box where you can send a query or reply to another console.
- L. Send to CAD (F9) – Open the Send to CAD dialog box where you can enter the information to send a query or reply to the Premier CAD incident.
- M. Options – Displays the Operator configurable Options dialog box where you can select specific options about how Open Query displays the information.
- N. Reply List/Detail (Ctrl L) – Changes the focus from the Reply Navigator to the reply text in the middle of the window.

- O. Add Blank Entry (Ctrl B) – Adds a blank entry. At some agencies, users can type free form queries to the state in blank entries. **(Not routinely used).**
 - P. Show Edit Box (Ctrl E) – Opens the Field Expand Editor dialog box for the selected field. This option is most often used when the note exceeds the length of the display in the form.
- X. Help Menu
- A. Help (F1) – Opens online help.
 - B. Field Tip (Ctrl T) – Displays information about the currently selected field.
 - C. About – Displays the About Open Query window with version information.

**BUREAU COMMUNICATIONS COORDINATOR (BCC)
MAINTENANCE MENU (MN)**

261

PREMISE HAZARD CONFIGURATION (SPECIAL LOCATIONS) – MN.3

Enter the letter corresponding to Premise hazard category



A – Add
C – Change
D – Delete
E – Exit
S – Show
N – Next

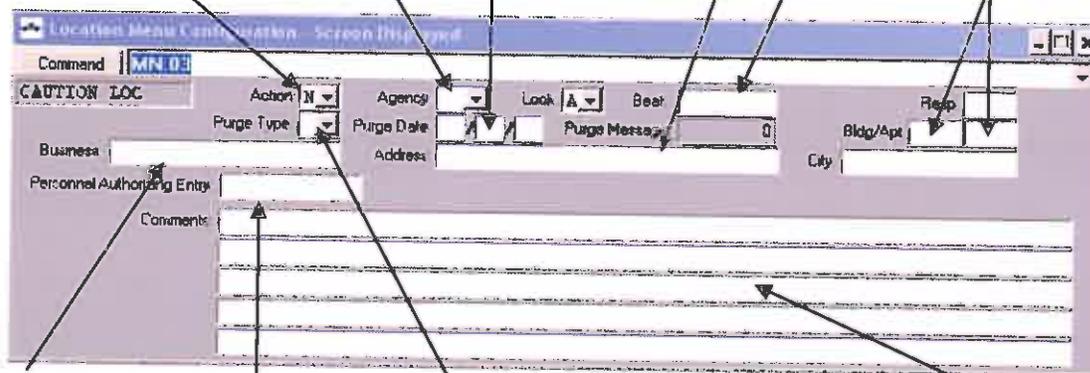
Will always be PD

Date (YYMMDD) for the record to be deleted

Premise Hazard Address (Special Location)

Beat/Zone (RD)

Bldg./Apt number



Premise Hazard location name

Serial number of personnel authorizing entry

A – Record is automatically deleted
Blank – Must be Manually deleted
N – Notify – Will not be used by LAPD

Premise Hazard information

The following fields are needed to add a Premise Hazard:

1. **Action** – A to add
2. **Agency** – PD
3. **Lock** – Defaults to A
4. **Business** – Business name or Residence
5. **Address** – Address associated with the premise information
6. **Personnel Authorization Entry** – Serial number
7. **Comments** – Enter comments associated with the premise information and include the date of entry.

Note: CAD will verify the address through GEOFILE before accepting the Premise Hazard Information.

262 **VEHICLE DATA – MN.9**

PROBLEM: The ACC advises that they are trying to “ON” a field unit and the vehicle is not in the system.

SOLUTION: Add the vehicle to the database via the MN.09 form (the vehicle ID and description are mandatory fields).

- A – Add a record
- C – Change a record
- D – Delete a record
- E – Exit form
- N – View the next record
- S – Show record

Description of Vehicle
YR, MAKE, MODEL

STEP 1. Enter “S” for the Action, PD for the Agency ID and Vehicle # in the Vehicle ID field and press <F12>.

**** This screen will display which unit is logged on to a specific shop

STEP 2. Once verified that the record does not exist. Enter “A” in the Action Field. Year, Make and Model of Vehicle in the Description Field, and press <F12>.

263 PERSONNEL SET UP – MN.12
(Creating a personnel record)

- A – Add record
- C – Change record
- D – Delete record
- E – Exit record
- N – Next record
- S – Show record

Always PD Serial Number Personnel Name
Doe, J-XXX (last 3 digits of Serial Number)

- C – Calltaker
- D – Dispatcher
- S – Supervisor
- M – Master

First Name Rank/Division UO:
LNG: SKL:
Must have an active date
Last Name up to eight characters

The following fields are necessary to create a record for an employee:

1. **Action** – Enter “A” to add personnel record
2. **Number** – Serial number.

Note: Officers with a “P” in front must not be deleted or changed in any way.

3. **Name** – User name ID. The User ID consists of the operators last name comma first initial dash, and the last three digits of the serial number. Example: SMITH,D-123
4. **Password** – Enter the last name (up to eight characters). Example: SMITH
5. **Access Level** – Enter the access level of the person for which the record is being created.

Note: Sworn and Civilian personnel access levels shall be “D” for dispatcher.

- Description** – Enter the first name of the person for which the record is being created, followed by the rank/division number. Example: JAMES PSR/56

Note: Personnel’s first name shall be entered before their rank.

Action Show Personnel Serial Number

Personnel Data - Personnel Setup

Command: MN.12

Action: S Agency ID: PD Number: [Redacted] Name: Supervisor Required: [Dropdown] PAGE 1 OF 3

Initials: Password: Badge: Unit: NT User:

Novice/Adv: Remote ID: Remote Password: NT Pwd:

Access Level: Activate Date: 08/02/19 Deactivate Date: / / Email ID:

Description: Disp Name:

Special Skills:

Medical Alert: Medical Comments: Class of Service:

Blood Type: Emergency Contact: Contact Phone:

In order to change a personnel record, the record must be shown. Fill out the following fields.

- Action** – Enter “S” to show the personnel record.
- Number** – Enter the serial number and press <F12>.

Once the **F12** Key is pressed, the Premier CAD system will search for an exact match of the personnel serial number being requested.

The requested record will display

Personnel Data - Personnel Setup 00034: RECORD FOUND

Command: MN.12

Action: S Agency ID: PD Number: [Redacted] Name: Supervisor Required: [Dropdown] PAGE 1 OF 3

Initials: Password: ***** Badge: Unit: NT User:

Novice/Adv: Remote ID: Remote Password: ***** NT Pwd: *****

Access Level: D Activate Date: 03/04/09 Deactivate Date: 00 / 00 / 00 Email ID:

Description: PSR 3 /56 UO:B ING:SPAN SKL: Disp Name:

Special Skills:

Medical Alert: C Medical Comments: Class of Service:

Blood Type: Emergency Contact: Contact Phone:

Once the personnel record is shown do the following:

1. **Action** – Enter “C” to change the personnel record.
2. Make the changes, and then press <F12>.

Once all changes are complete, press the <F12> key for changes to take effect.

- A – Add record
- C – Change record
- D – Delete record
- E – Exit record
- N – Next record
- R – Reset record
- S – Show record

Always PD

ASTRO ROVER ID No. shall be preceded by zeros for a total of eight digits.

Note: MN.20 shall also be used to reset an ASTRO ROVER that still shows assigned to a field unit from a previous watch. Select “R” in the Action field and press <F12>. This will clear the unit previously assigned to the ASTRO ROVER.

(Modifying a reoccurring message)

M - Modify or view the existing message
 D - Delete the existing message
 P - Print the existing message

C - Create a new message
 E - Exit

Find the subject to modify by paging the form (Shift F8) or typing the name in the subject search field.

Agency	Subject	Next Delivery	Incident	Number
PD	{* AA ----- BB TABLE OF CONTENTS ----- }	NOTIFICATION		46
PD	{* AM WATCH * BREAK SCHEDULE	NOTIFICATION		2
PD	{* DAY WATCH * BREAK SCHEDULE	NOTIFICATION		3
PD	{* PM WATCH * BREAK SCHEDULE	NOTIFICATION		4
PD	{*** TACTICAL FREE RESTRICTIONS ***	NOTIFICATION		21

(To Create a new message, enter "C" in the (C)reate New, (E)xit, field)

N - Notification Message (Default)
 D - Daily
 H - Hourly
 M - Monthly
 T - Every minute
 W - Weekly
 Y - Yearly

Not routinely used

Message (unlimited text)

Once "C" (to create) is entered in the action field, Page 2 of 2 is displayed.
 Shift + F8 to display page 1

(To Modify a new message, enter "M" in the (C)reate New, (E)xit, field)

Fields with a white background may be modified

Once "M" (to modify) is entered in the action field, Page 2 of 2 is displayed.
Shift + F8 to display page 1

(Changing the Ready Reference)

- A – Add record
- C – Change record
- D – Delete record
- E – Exit record
- N – Next record
- S – Show record

Group name

Keywords

(Up to 8 keywords maybe imputed)

PD

Comment field

Enter "N" for next in the action field to display the first ready reference entry and press <F12>

Note: For audit purposes, only Training Unit personnel shall make changes to the Ready Reference.

Keywords (Any one of the following keywords maybe used to locate this file).

Group Name

Ready Reference - 00070: RECORD FOUND

Command: MN.43

Action: []

Group: MCDC NUMS

Agency Type: []

Agency Id: PD

Key: PRIMARY

VCDC

Reference into:

PRIMARY MCDC	213/928-8206
PRIMARY VCDC	818/734-2209
SPANISH LINE	818.734-2215

Fields with the white background may be changed. Enter "C" in the action field to begin changing. Once all changes are complete, press <F12>

Keyword

I.E. RR.MCDC NUMS.911 or RR..911 would locate this file

Ready Reference Command - Reference text returned

Command: RR.MCDC NUMS.911

Index Number: 0001

Index Group: MCDC NUMS

MORE RECORDS

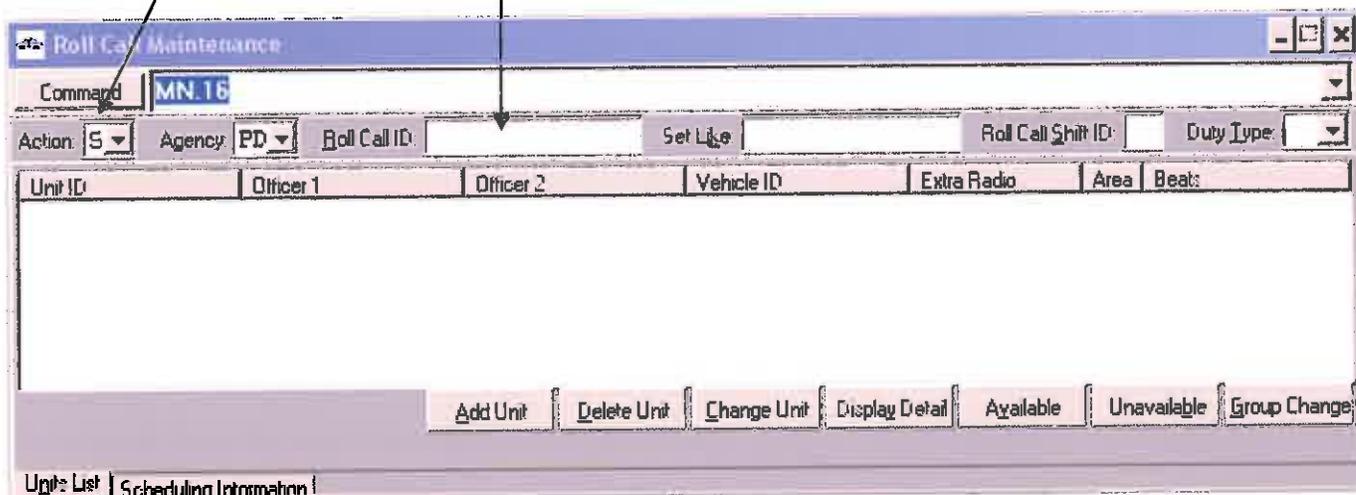
PRIMARY MCDC	213/928-8206
PRIMARY VCDC	818/734-2209
SPANISH LINE	818.734-2215

267 ROLL CALL MAINTENANCE – MN.16

The Roll Call name must be spelled correctly or the Roll Call will not display. If the Roll Call name is not known, enter “N” in the Action Field and type the first three letters of the roll call in the **Roll Call ID** box. Press <F12> until you find the desired roll call.

- A – Add record
- C – Change record
- D – Delete record
- E – Exit record
- N – Next record
- S – Show record

Roll Call ID Name

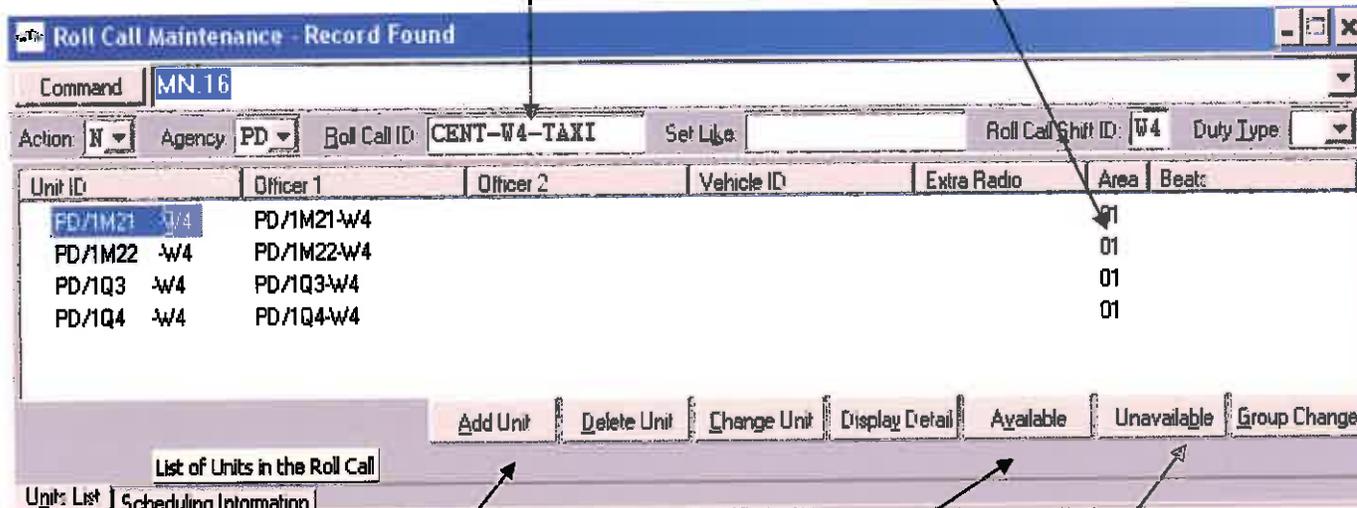


Select “S” to show roll call

Enter the name of the roll call in the Roll Call ID field.

Roll Call ID Name

AWW/USD the unit will display on.



Use to add a field unit ID permanently to this Roll Call

Use to show a field unit Available for deployment

Use to show a field unit Unavailable for deployment

Note: A Roll Call may only be modified once it has been reset.

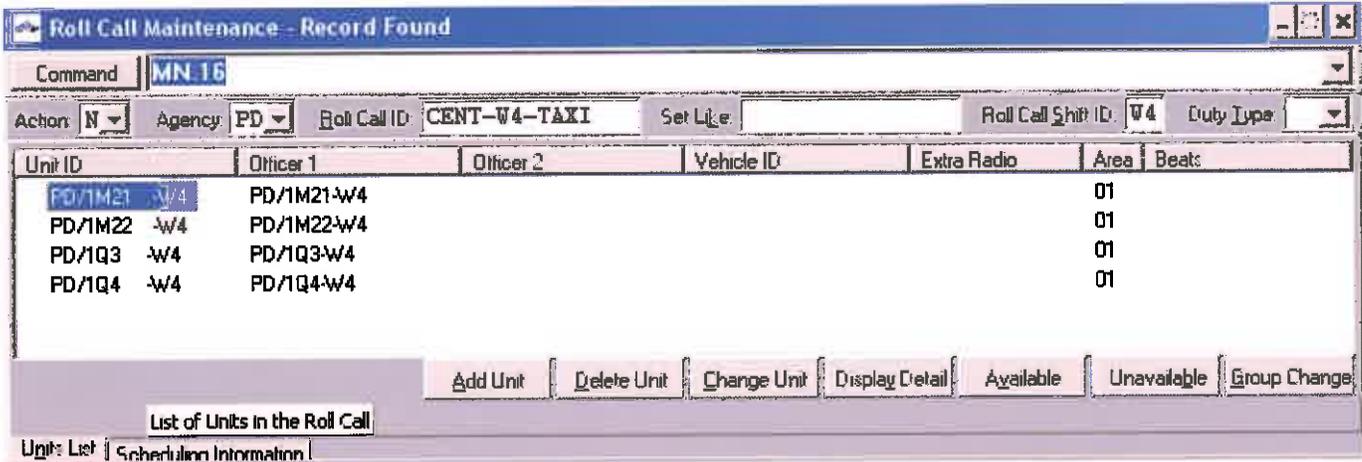
267.01 GENERAL ROLL CALL INFORMATION – MN.16

Unit ID	Officer 1	Officer 2	Vehicle ID	Extra Radio	Area	Beats
---------	-----------	-----------	------------	-------------	------	-------

Roll Call Maintenance is performed within the MN.16 form.

Unit ID	Officer 1	Officer 2	Vehicle ID	Extra Radio	Area	Beats
---------	-----------	-----------	------------	-------------	------	-------

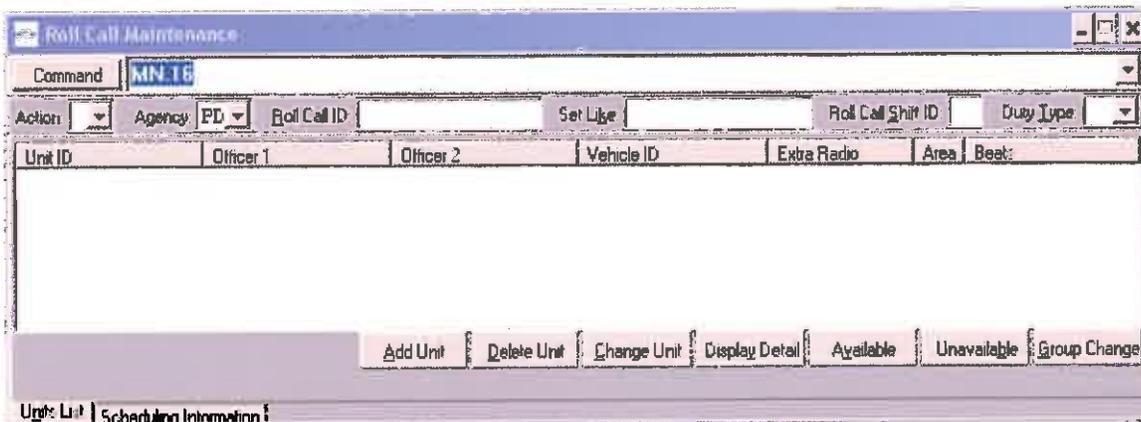
The available actions are **S** – Show, **A** – Add, **C** – Change, **D** – Delete, **E** – Exit, and **N** – Next. The Default is **S** – Show.



The Roll Call **CENT-W4-TAXI** is displayed

Note: Normally, officer serial numbers will be generic (and the only thing listed) for MDC equipped units as the officers may change each day. Specific Serial Numbers, vehicles and ASTRO ROVERS would be entered for non-MDC equipped units (i.e. motors, cycle units).

267.02 ADDING A ROLL CALL – MN.16

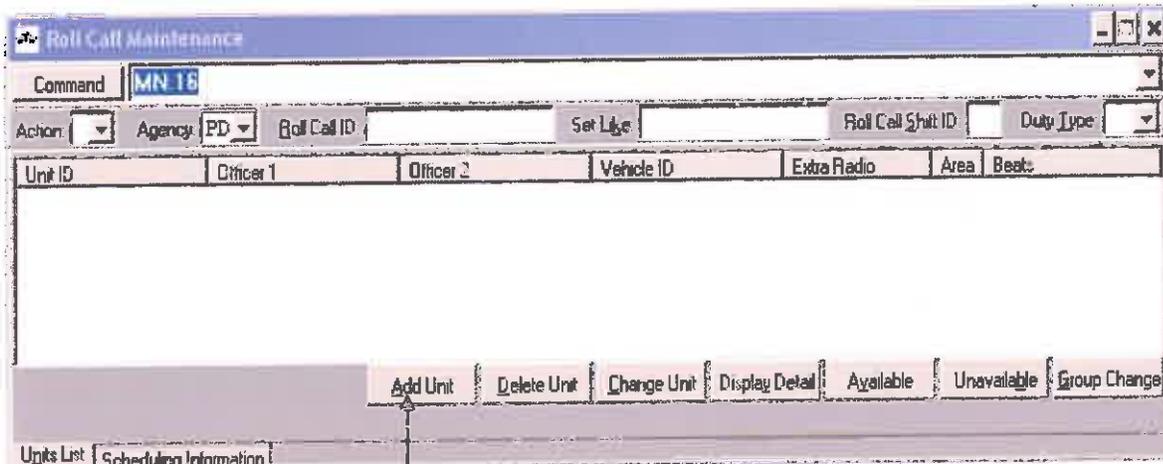


The following actions are needed to add a Roll Call:

1. **Action** – Enter “A” to add a roll call
2. **Agency** – Defaults to PD
3. **Roll Call ID** – Type the name of the Roll Call ID
4. **Set Like** – Not routinely used.

5. **Roll Call Shift ID** – Type the Shift ID
6. **Duty Type** – Will not be used

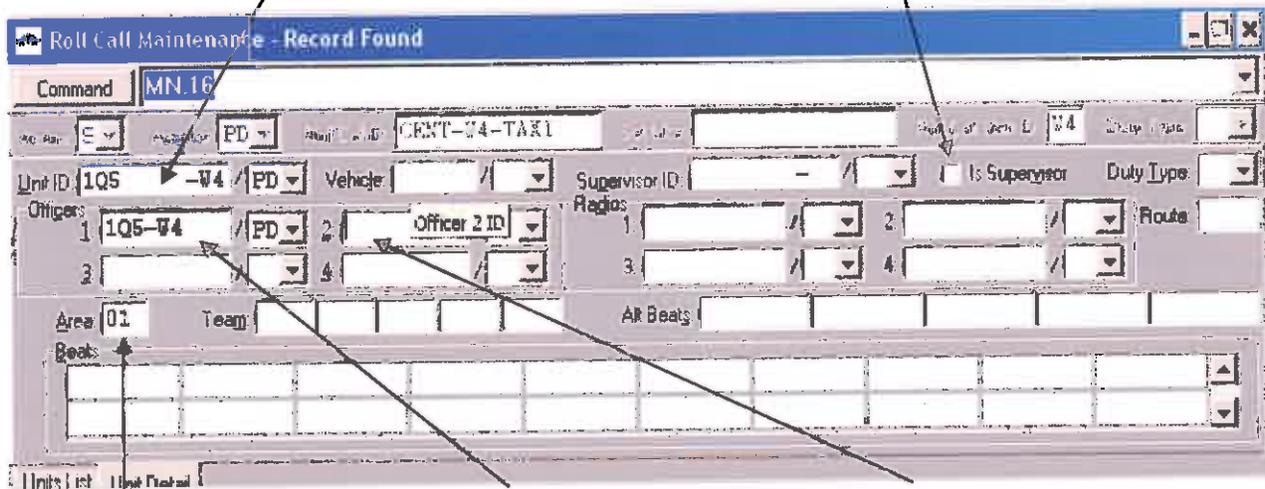
Press <F12> to submit the form, a message will display “Record Added.”



To add a permanent unit to a Roll Call click “Add Unit”

Unit ID including the watch that is being added to the Roll Call

Check here if the Unit ID is a supervisor

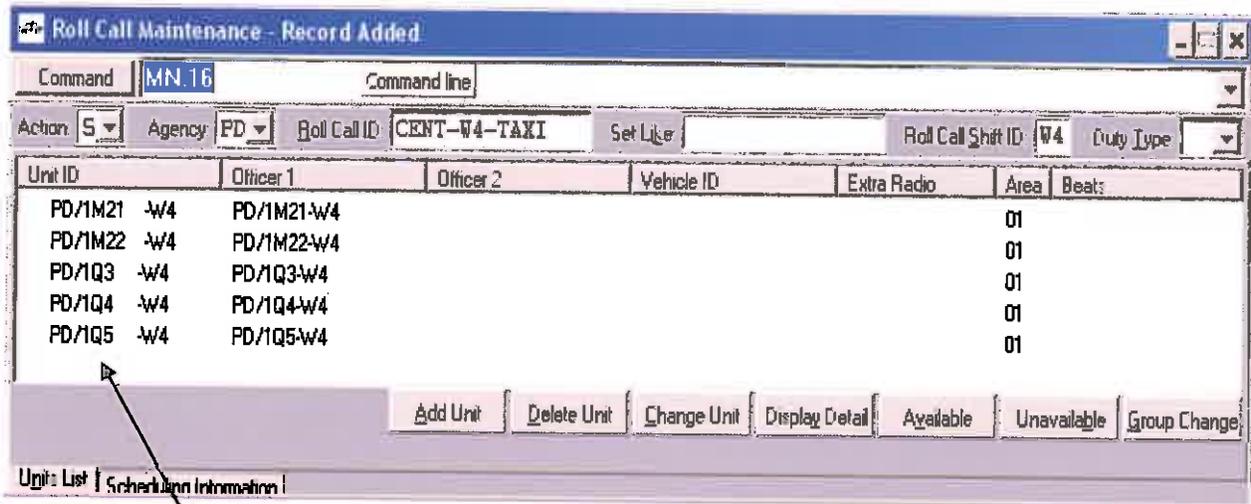


A two-digit Area number shall be used for which AWW/USD the unit is to be displayed on.

Officer 1 ID will be the same as the Unit ID number including the watch.

Officer 2 ID is not required.

Note: If no Area is indicated, the unit will appear on the Police City Wide (PCW)

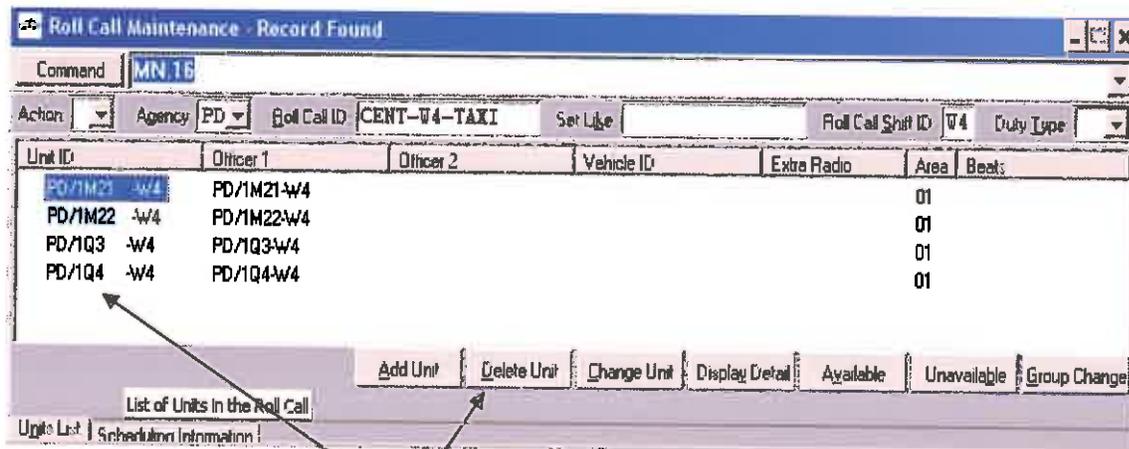


New Unit ID added to the Roll Call

The following fields are needed to add a Permanent Unit:

1. **Unit ID** – Type the unit ID and watch.
2. **Officers** – Type unit ID and watch as the officers serial number.
3. **Area** – Type the Area of the unit’s assignment.
4. Submit the form <F12>, A message will display “Record Added.”

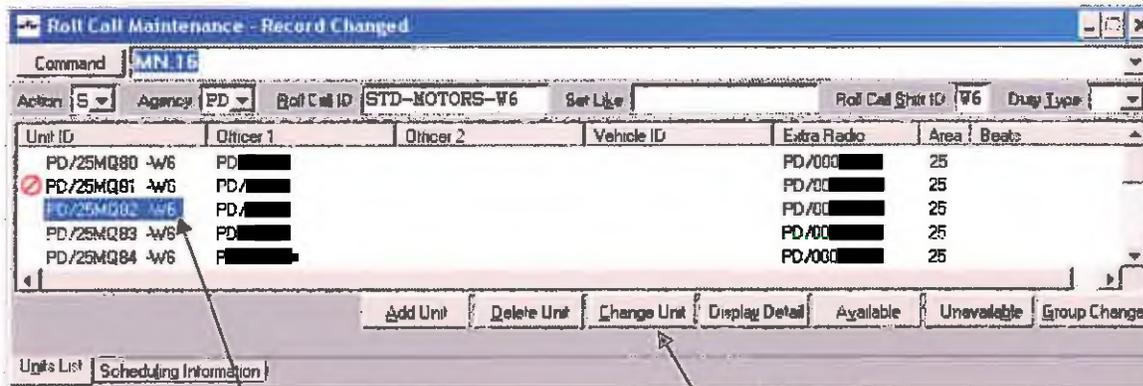
267.03 DELETING A FIELD UNIT – MN.16



To delete a field unit, click on the Unit ID then click “Delete Unit”

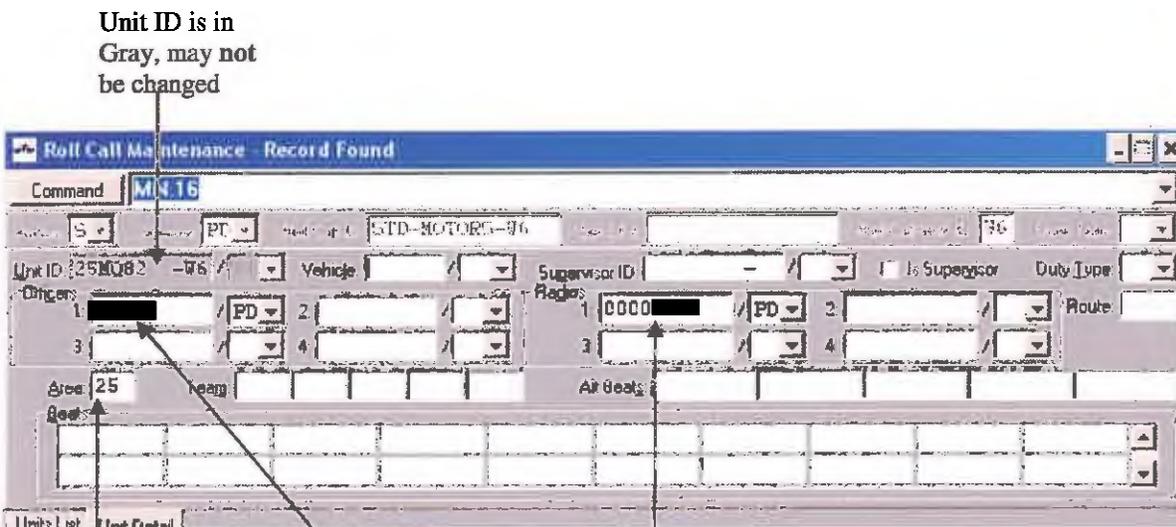
Note: Only the Configuration Team at Application Development and Support Division (ADSD) can delete a field unit. Otherwise, make the unit unavailable.

267.04 CHANGING A FIELD UNIT – MN.16



Select Unit ID whose information needs to be changed. (Unit ID will be highlighted in blue)

Select Change unit tab, once unit is highlighted



Unit ID is in Gray, may not be changed

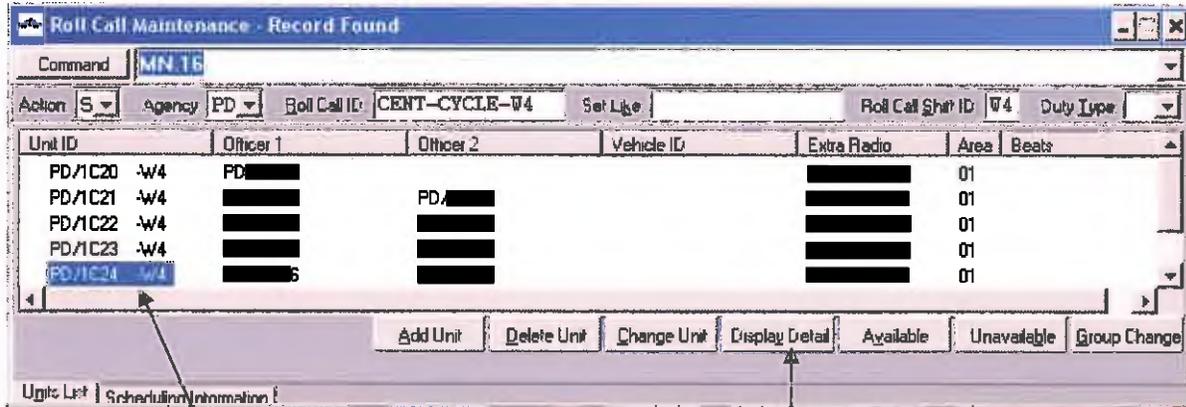
Area

Unit Serial #

ASTRO ROVER number (8 digit number)

Note: Fields with the white background may be changed. Unit ID can only be changed by the Configuration Team at ADSD.

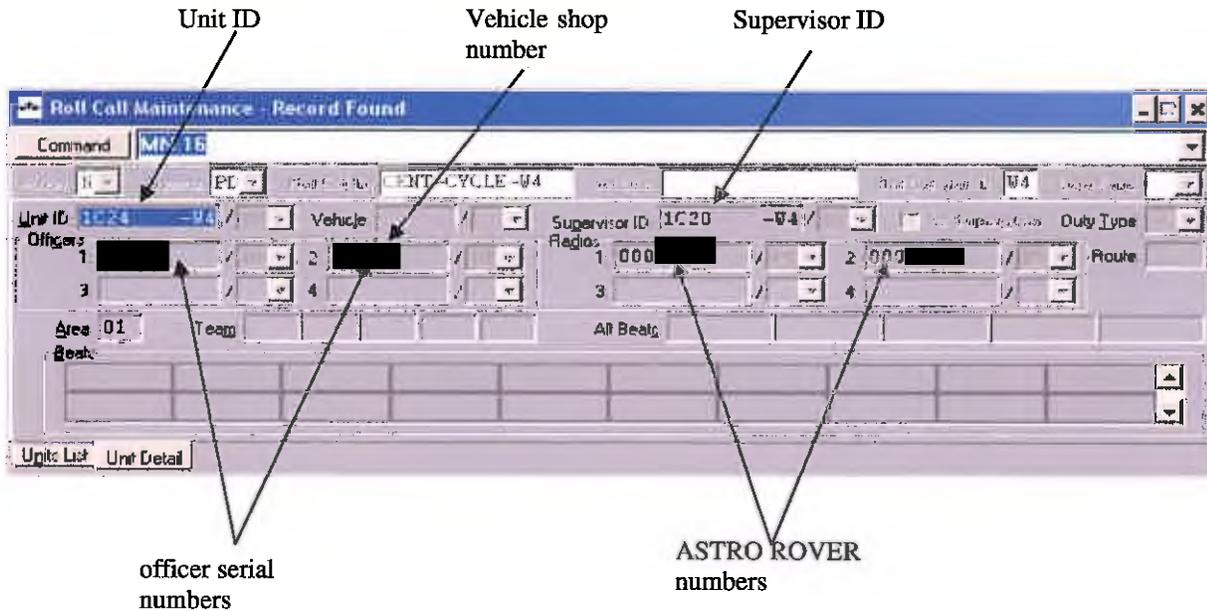
267.05 DISPLAYING A FIELD UNITS DETAIL – MN.16



Select unit ID
(Unit ID will highlight in Blue)

Select Display Detail for
the unit's information

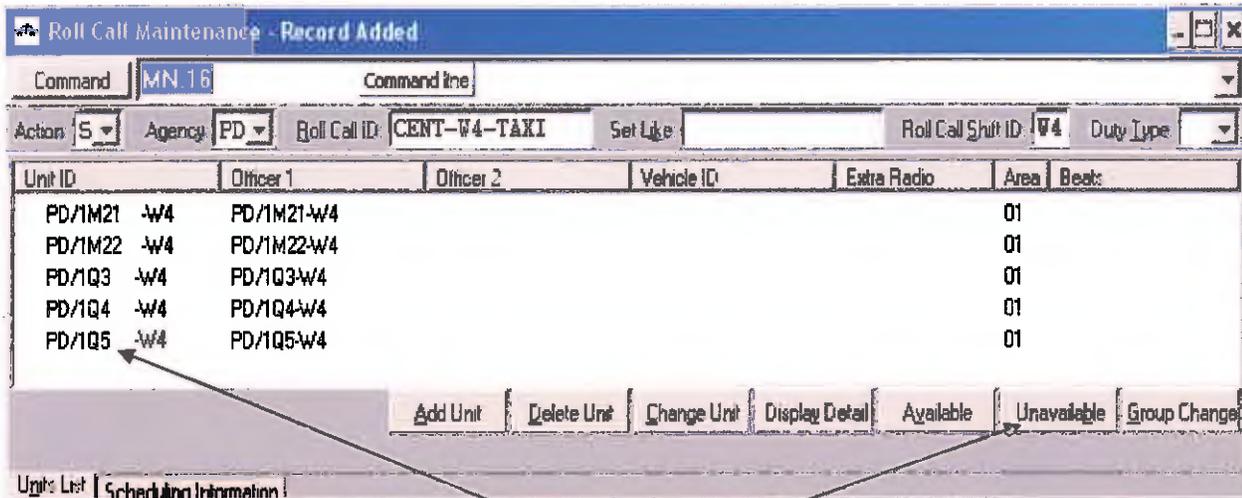
The Detail Display allows an operator to view a field unit's information. All fields remain grayed out not allowing the viewer to make changes.



officer serial
numbers

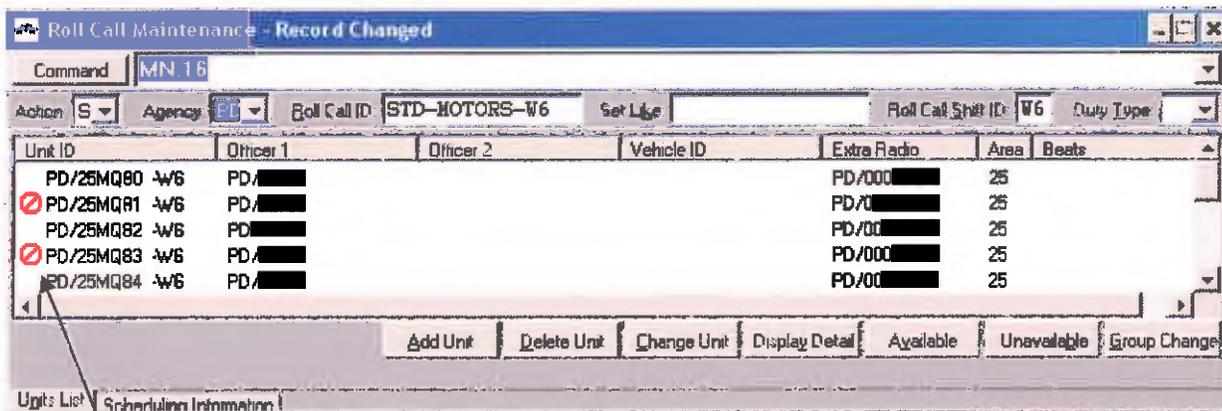
ASTRO ROVER
numbers

267.06 MAKING UNITS UNAVAILABLE – MN.16



To make a field unit unavailable click on the Unit ID then click “unavailable”

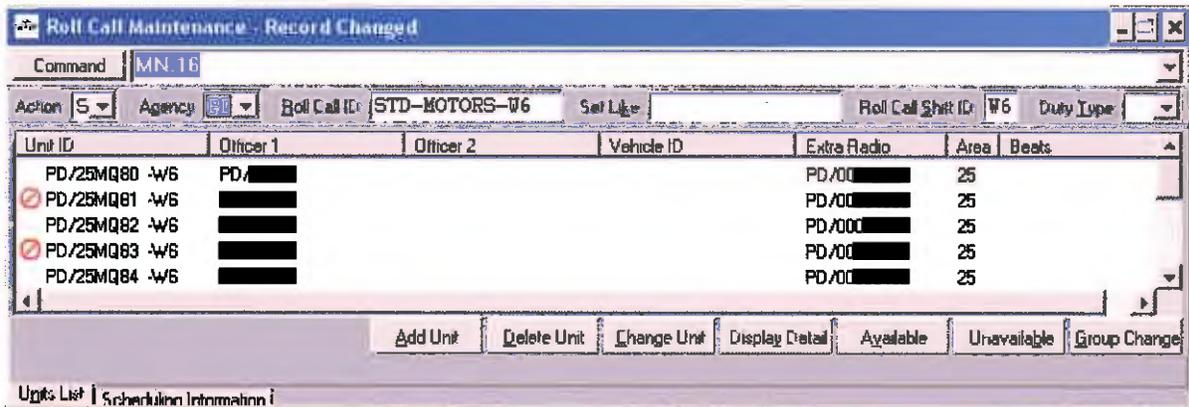
The Unit will have a red circle with a slash through it indicating it is not available. Units that are not available will not show on the AWW.



Unit is Unavailable for deployment



267.07 MAKING GROUP CHANGES – MN.16



To make a group change enter your selection in the Action field:

A – Add, adds a field unit to the Roll Call.

C – Change, changes a field unit information. Fields with a white background may be changed.

D – Delete, deletes a field unit. **Not routinely used.**

R – Replace, deletes the unit and allows you to replace it.

U – Unavailable, makes a field unit unavailable and places a red circle with a slash.

V – Available, makes a field unit available.

Display Detail – Displays units’ information, but does not allow any changes.

267.08 ACTIVATING ROLL CALLS

Prior to initiating a Roll Call, an operator should IS (in-service) the Roll Call. This will display all the units on the AWW/USD that were deployed, but never logged on, removing them from RC status.



If the following message is displayed, all units have been properly logged off and the Roll Call is no longer active.

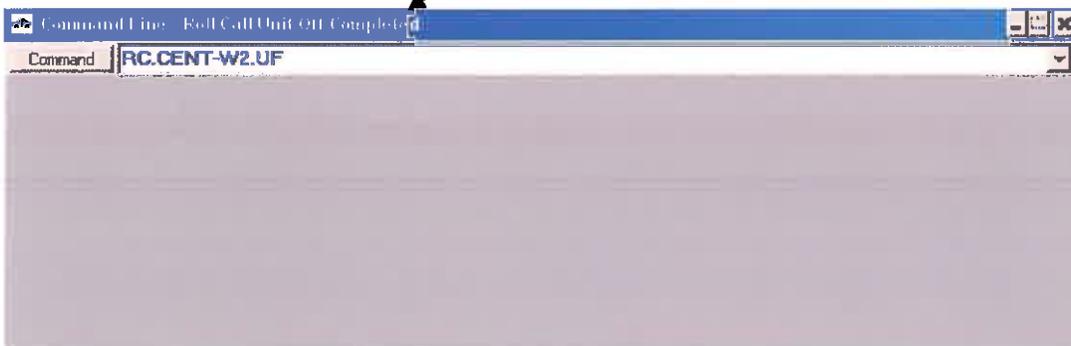


The following message is displayed when the Roll Call/units have not been logged off (UF). Any remaining units will appear on the AWW/USD.



The operator shall now complete (UF) the Roll Call. This will log off (OD) all the units that were previously displayed on AWW/USD due to the use of the in-service command (IS). The Roll Call from the previous day is now completely logged off.

The following message is displayed when the Roll Call is completed.



The operator shall reset (RE) the Roll Call. This allows the operator to add units, make units available or unavailable and changes to the permanent deployment.

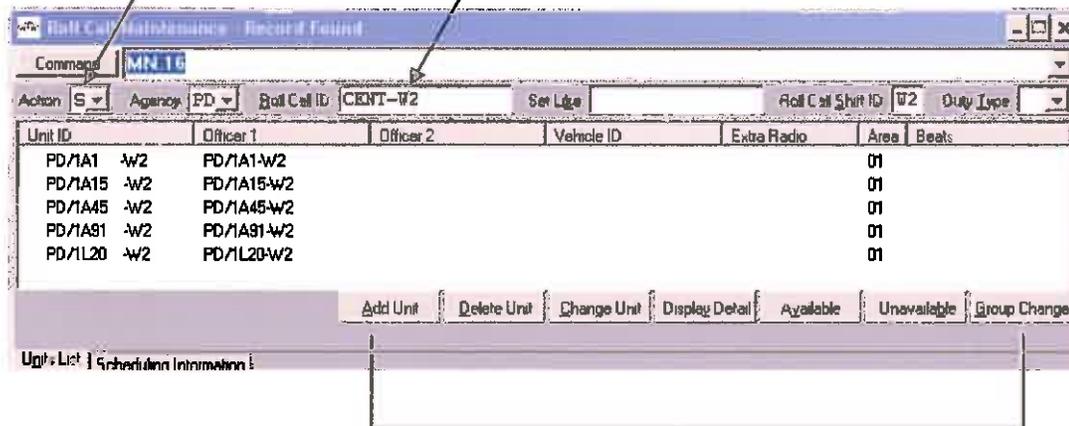
The following message is displayed



The MN.16 command statement is used to look up a Roll Call for a specific Area and shift.

Action S - Show

Roll Call name



Tabs highlighted in black are available for use.

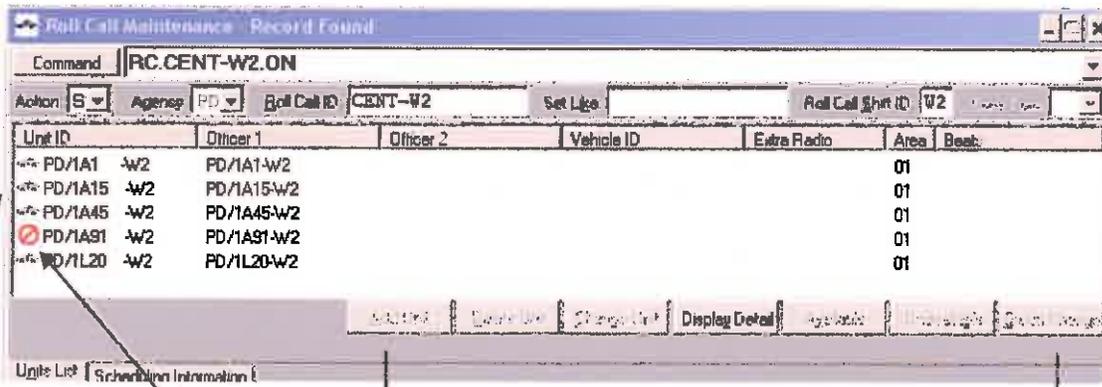
Note: If a field unit logs on (by use of the ON command) to handle a call prior to the initiation of the Area Roll Call, that unit shall be mark as unavailable (in the MN.16 form) by the ACC or BCC (when necessary) prior to the completion of the Roll Call being initiated.

The operator shall now initiate/watch start (ON) the Roll Call. Once the ON is used no further changes are allowed from the Roll Call Maintenance Form. Any other units requesting to be deployed, will need to be individually added using the **ON-Duty (ON)** command form.

The following message is displayed once the Roll Call has been initiated



The following is the MN.16 display, after Roll Call has been initiated.



Units deployed are displayed with a patrol car in front of the Unit ID

Units not deployed are displayed with a RED circle with a slash in front of the Unit ID

Tabs are now in gray. No other changes are allowed

The Vehicle Status command can be used to verify that the Roll Call has been initiated/Watch Start has been done.

Units deployed Unit's current status

Area	Unit	Flag	Status	Time	Unit Location	Incident Number	Type	V/Category	Duty Type
PD01	PD1A1-W2		RC	000					
PD01	PD1A15-W2		RC	000					
PD01	PD1A45-W2		RC	000					
PD01	PD1L20-W2		RC	000					

Units currently deployed or logged on without a clear status will also appear on the VS form, and should not appear on the AWW/USD.

Unit Status Detail (6)

Count of Areas: 0001 Count Of Units: 0004

Area:PDPCW

7X22	W4 > FU 466 902	0	000075	SEPULVEDA/RINALDI 123ABC	WILSHIRE STATION
8A13	W2				
Y10KUH	> C6 621 006	0	000022	█ S FIGUEROA	█ FIGUEROA
YCJS	> C6 621 006	0	000034	100 N LOS ANGELES	100 N LOS ANGELES

Note: Only the PCW Area is displayed on the RTO's AWW/USD

The Area ID will appear once the first unit logs on to their MDC. Units logged on with a MDC will appear with an asterisk next to the Unit ID.

Unit Status Detail (6)

Count of Areas: 0002 Count Of Units: 0005

Area:PD01

1A45	W2				
Area:PDPCW					
7X22	W4 > FU 476 902	0	000075	SEPULVEDA/RINALDI 123ABC	
8A13	W2				
Y10KUH	> C6 631 006	0	000022	█ S FIGUEROA	
YCJS	> C6 631 006	0	000034	100 N LOS ANGELES	

The Vehicle Status (VS) form will display which units have logged on.

Area	Unit	Flag	Status	Time	Unit Location	Incident Number	Type	V/Category	Duty Type
PD01	PD1A1-W2		RC	001					
PD01	PD1A15-W2		RC	001					
PD01	PD1A45-W2		Clear	000					
PD01	PD1L20-W2		RC	001					

Units that have not logged on, will still display in Roll Call status (RC)

1A45-W2 is logged on; their status shows Clear

The operator shall only In-Service (IS) a Roll Call after the use of the initiate/Watch Start (ON) command, when the Roll Call is for non-MDC equipped units. (i.e. STD motors Roll Call).

The following message is displayed once the Roll Call is In-Service (IS)



Roll Calls In-Service (IS), display all available units from the MN.16. Units marked unavailable will not be displayed.

Unit Status Detail (A)	
Count of Areas: 0002 Count Of Units: 0000	
Area:PD01	
1A1	W2 CLEAR
1A15	W2 CLEAR
1A45	W2 CLEAR
1L20	W2 CLEAR
Area:PDPCW	
7X22	W4 > EU 474 902 0 000075 SEPULVEDA/RINALDI 123ABC WILSHIRE STATION
8A13	W2
Y10KJHN	> C6 628 006 0 000022 S FIGUEROA S FIGUEROA
YCJS	> C6 628 006 0 000034 100 N LOS ANGELES 100 N LOS ANGELES

Roll Calls activated (in-service) will display Clear on the VS form

Command | VS.01

Area	Unit	Flag	Status	Time	Unit Location	Incident Number	Type	V/Category	Duty Typ
PD01	PD1A1-W2			000	CLEAR				
PD01	PD1A15-W2			000	CLEAR				
PD01	PD1A45-W2			001					
PD01	PD1L20-W2			000	CLEAR				

Units that request to be deployed after the Roll Call has been initiated must be deployed using the On-duty (ON) command form.

Note: Non-MDC equipped units will required complete log on information. (i.e., officer serial number, ASTRO ROVER No., and shop number)

Unit-ID and Officer 1 will be the same.

Command | ON

Unit: 1X35-W2 / Super ID: / Route: / Number: / Odometer: / Radio: / Rider: / Recall Defaults: / 1: 1X35-W2 / Radio 1: / 2: / Radio 2: / 3: / Radio 3: / 4: / Radio 4: / Recall Officer #1: / Defaults: /

Activity Code: / Detail Code: / Available To Foreign System: / Foreign System ID: / Active Shift: / Program Code: / Duty Type: / ON Capabilities: / Static Capabilities: /

Area: 01 / Teams: / Alt Beats: / Beats: /

Area number on which AWW/USD the unit will be signed on to.

Note: Unit ID-watch, officer No.1 (same as the Unit ID), and the Area, is all that is needed to deploy a field unit. A field unit needs to be re-deployed using the ON command if they logged off in error or due to MDC problems.

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CHANGING UNIT INFORMATION

(After a Roll Call has been Initiated)

Once a Roll Call has been initiated with the “ON” no other changes are allowed. Unit information (i.e., Officers, Vehicle, ASTRO ROVERS, etc) may easily be changed using the On-Duty (ON) form.

Note: Any field with a white background will allow the operator to make changes. Changes that are done using the On-Duty (ON) form will be for that watch only.

RADIO CODES

101 **RADIO CODES**

Radio codes are used to clarify and describe a particular situation. The following codes and phrases shall be used, when applicable, for radio transmissions. Specific commands for these codes will be discussed in the appropriate sections of this manual.

101.01 **CODE ONE**

A Code One is used when a field unit fails to respond to a radio transmission in one minute (including voice broadcast radio call) or fails to acknowledge a digitally dispatched or assigned incident after a two minute alert is received (when the unit appears gray on the AWW).

Broadcast: “7A77, 7A77, Code One.”

Exception: When assigning non-priority calls to units at scene on a non-priority call or on Code Six status, the operator shall advise the unit to monitor the Mobile Data Computer (MDC) for calls prior to initiating Code One procedures (i.e., “16A1, 16A1 monitor your MDC for calls”).

If a field unit fails to respond to three Code One broadcasts, a “Come In” service request (NT) shall be sent to the ATO, which shall cause the concerned Area Watch Commander to be notified. The concerned operator shall assess the incident for possible reassignment.

101.02 **CODE TWO**

Code Two calls are those of an urgent nature but not life threatening. The initial “any unit” broadcast shall be made on Area Base, the appropriate traffic radio channel and Air/K9. It shall be the responsibility of the concerned RTO to ensure that a field unit is assigned and acknowledges the call. A verbal acknowledgement must be received from a non-MDC equipped unit.

101.03 **CODE THREE**

Code Three incidents are emergency calls. A field unit shall respond in a manner that enables them to reach the scene as quickly and safely as possible. The emergency lights and siren shall be used whenever it is necessary to disregard “the rules of the road” provisions in the California Vehicle Code. A call may be justified as Code Three if any of the following elements exist:

- A serious public hazard (i.e., plane crash, verified explosion, etc.);
- Preservation of life;
- A serious crime in progress;
- The prevention of a serious crime;
- Officer requests another unit Code Three; and
- An immediate pursuit

Officers traveling to the scene of a riotous incident in Mobile Field Force (MFF) configuration with activated Code Three equipment shall notify Communications Division.

For instances other than in response to a radio call, the concerned field officer shall make the final decision whether or not to respond Code Three. Officers shall immediately broadcast their intention to proceed Code Three.

All additional units responding may also respond Code Three and every effort shall be made to broadcast this information on the appropriate radio channels and enter starting locations into comments. **Radio congestion or other factors that occur during the emergency for all other/additional responding units shall be considered.**

Note: If a field unit does not provide a starting location, the RTO shall request the information from the unit.

Guidelines for handling Code Three calls are addressed in the Dispatch/Broadcast Procedures section of this manual.

101.04 CODE FOUR

A Code Four indicates that no additional assistance is needed at the scene of an incident. A Code Four broadcast directs units not assigned to the incident to return to their assigned patrol areas. Personnel shall broadcast Code Four on all channels initially used for the incident broadcast. Code Four broadcasts shall include the location and, if known, the nature.

Example: “All units Code Four, Pico and Hill, suspect in custody.”

All Code Four information shall be entered into the comment section of the incident.

101.05 CODE FOUR ADAM

A Code Four Adam indicates that no additional assistance is needed at the scene of a call, but the suspect is still in the vicinity.

A Code Four Adam, followed by the location, shall be broadcast on all channels initially used for the incident broadcast. A description of the suspect(s) should follow. When a Code Four Adam is broadcast, field units assigned to the call may patrol or strategically post themselves at locations near the scene. Code Four Adam information shall be entered in the comment section of the incident.

Example: “All units, Code Four Adam, 1st and Main, Bank of America, suspect male black, tan shirt, brown pants, last seen running toward 2nd Street.”

101.06 **CODE FIVE**

A Code Five is a “stakeout.” The Code Five advises field units to avoid a specific area except in an emergency or in response to a radio call. The operator receiving the Code Five information shall broadcast the Code Five location on the appropriate Area Group. The broadcast shall be made **once**. The concerned unit’s location shall be changed to reflect the Code Five location and an administrative “SM” message shall be sent to the BCC.

Example: (Assigned incident)
 US.2A21-W2.L;C5 PICO/HILL
 SM.CODE 5 I1234.J7

 (Unassigned incident)
 KT.2A21-W2.C5 PICO/HILL
 SM.CODE 5 I1234.J7

Broadcast: “All units Code Five, Pico and Hill.”

The BCC shall notify the concerned Area Watch Commander, and enter the location in the Premise Hazards file. EBO personnel should assess all calls in the immediate area of a Code Five location when determining the need to dispatch. Personnel shall immediately assign all Priority I and II calls within the area and may if necessary, contact the concerned Code Five unit via MDC before dispatching a field unit to a Priority III call. If the concerned unit is not MDC equipped and the need to assign the call is questionable, personnel shall consult a supervisor and/or the concerned Area Watch Commander. At no time shall personnel refuse a call for service based solely on a reported Code Five.

When a Code Five is cleared, the concerned RTO shall broadcast on the same channels used in the original broadcast. An administrative “SM” message shall be sent to the BCC who shall remove the Code Five location from the Premise Hazards file.

Example: US.1A11-W2.CM;CLEAR C5
 SM.CLEAR C5 I1234.C8

Broadcast: “All units clear the Code Five, Pico and Hill.”

101.07 **CODE FIVE QT**

A Code Five QT is a “stakeout” in which the concerned unit does not want their status or location broadcast. No broadcast other than “Roger” shall be made. The concerned unit’s location shall be changed to reflect the Code Five QT location and an administrative “SM” message shall be sent to the BCC.

Example: (Assigned incident)
 US.2A21-W2.L;C5 QT PICO/HILL
 SM.C5QT I1234.C8

(Unassigned incident)
KT.2A21-W2.C5QT PICO/HILL
SM.C5QT I1234.C8

The BCC shall notify the concerned Area Watch Commander, and enter the location in the Premise Hazards file.

Upon notification from a field unit that a Code Five QT has been “cleared,” an administrative “SM” message shall be sent to the BCC who shall remove the Code Five QT location from the Premise Hazard file.

101.08 **CODE FIVE EDWARD**

Code Five Edward is used to notify Air Support Division (ASD) personnel of potential explosive hazards.

Upon receipt of a Code Five Edward, the RTO shall immediately broadcast “Code Five Edward” and the location. In addition, the unit’s location shall be changed to reflect the “Code Five Edward.” This information shall be broadcast on the appropriate Area Group.

Example: (Assigned Incident)
 US.3A31-W2.L;C5E ADAMS/CRENSHAW

(Unassigned Incident)
KT.3A31-W2.C5E ADAMS/CRENSHAW

Broadcast: “All units, Code Five Edward, Adams and Crenshaw.”

To avoid delays in notification, the concerned BCC shall be verbally notified upon initiation and termination of all Code Five Edwards for entry and removal in the Premise Hazard file. The BCC shall telephonically notify the Watch Commander at ASD of the “Code Five Edward” location and any adjusted perimeter throughout the incident. When the hazard no longer exists, the RTO shall broadcast to clear the “Code Five Edward” on the radio channels used in the original broadcast.

Example: (Assigned Incident)
 US.3A31-W2.L;C5E ADAMS/CRENSHAW

(Unassigned Incident)
KT.3A31-W2.C5E ADAMS/CRENSHAW

Broadcast: “All units, clear the Code Five Edward, Adams and Crenshaw.”

101.09 **CODE SIX**

A Code Six indicates that a field unit is conducting a field investigation and does not anticipate the need for assistance. Units shall remain available for reassignment to priority calls (i.e., Priority I or II) by monitoring their radio frequencies. A field unit on Code Six status may indicate circumstances that will make the unit unavailable for assignment to a priority call. These circumstances may include:

- Suspect in custody
- Primary unit at a crime scene
- Required at a back-up, help location or other urgent field situation.

Units are to notify the RTO when they are available for radio calls.

Operators shall not make a field unit available and assign non-priority calls while the unit is on Code Six status.

Note: Personnel who reassign a unit from a Code Six incident to handle a priority call (i.e. Priority I or II) shall utilize the proper Retone procedures (3/252)

Upon receipt of ANY voiced Code Six location broadcast, the concerned RTO **shall immediately repeat the information and enter the information into the computer.** The repeated broadcast shall serve as an acknowledgement to the unit. Terminology shall include the unit number, location and other pertinent information provided by the unit (i.e., license number, vehicle description, suspects, etc.). RTOs shall not run license plates unless requested to do so by the unit. However, the license plate shall be included in the location field of the Code Six incident.

Example: Unit: “11L30 show me Code Six, York and Figueroa.”

 RTO: “11L30, Code Six, York and Figueroa.”

 Unit: “11A1, Code Six, Fletcher and Riverside,
 one, two, three, Adam, Boy, Charles.”

 RTO: “11A1, Code Six, Fletcher and Riverside,
 one, two, three, Adam, Boy, Charles.”

Note: If a field unit reports “Code Six on a traffic stop,” the KT command shall be used with “traffic stop” indicated in the comment section of the incident. The broadcast is as indicated above.

Example: KT.1A12-W2.1ST/MAIN.CM;TRAFFIC STOP

ALL Code Six locations shall be repeated for all officers, including supervisory units.

The first unit advising Code Six or at scene on a Priority I call, shall always be acknowledged by repeating the unit identification, Code Six and the location. Additional units advising Code Six or at scene on the same Priority I call, shall be acknowledged with the word “Roger.” Units advising they are Code Six on a Priority II or III call for service shall be acknowledged with the word “Roger.”

101.10 CODE SIX ADAM

A Code Six Adam indicates that an officer may need assistance in conducting an investigation. The broadcast shall be made immediately on the Area base and traffic frequencies.

Example: “6A15, Code Six Adam, Sunset and Vine.”

Code Six Adam will have two separate commands to override current time parameters and incorporate the 10-minute alert.

Example: KT.6A15-W2.C6A SUNSET/VINE
 UO.6A15-W2.100

As a result of the “100” being used, the operator will receive a ten minute alert (when the unit appears gray on the AWW). If after ten minutes a Code Four is not received, the operator shall broadcast, “Unit No., Unit No., Is there a Code Four?” If the unit does not acknowledge or comes in but does not provide a Code Four, the operator shall dispatch a two-officer or two one-officer units to the location, Code Two.

101.11 CODE SIX CHARLES (C6C)

A Code Six Charles (C6C) indicates that a Data Base Response (DBR) may involve a felony want, possible felony suspect(s), an armed and dangerous suspect(s), individuals with suicidal tendencies or mentally deranged, escapee or escape risk or the vehicles involved in these incidents. This code was formulated to avoid phrases which, if overhead by the suspect(s) could cause a violent reaction and endanger the officers. A DBR of this type, whether the inquiry was conducted via Mobile Data Computer (MDC) or by the Radio Telephone Operator (RTO), is accompanied by an alert at the RTO, Bureau Communications Coordinator (BCC), Area Command Center (ACC) consoles, and the field unit supervisor’s MDC. Once the Code Six Charles alert is displayed by the RTO, a broadcast alerting the requesting unit **shall** be made immediately.

Note: The initial Code Six Charles broadcast will be made on the concerned Area base frequency only.

The type of broadcast made will depend on the information contained in the return.

C6C on a LICENSE PLATE or VIN

If the Code Six Charles return is on a license plate or VIN the RTO will broadcast:

(Unit No.), (License No. or VIN), Code Six Charles indicated, verify your location?

C6C on a CODE 10 (PERSON)

If the Code Six Charles return is on a Code Ten (person) the RTO will broadcast:

(Unit No.), Code Six Charles indicated, verify your location?

RECOVERED C6C VEHICLE

If the return indicates a recovered Code Six Charles vehicle, the broadcast will be:

(Unit No.), (License No. or VIN), recovered (date).

If a Code Four is received after the initial broadcast, the operator shall broadcast on Area base for patrol units or on the frequency the request was received for traffic or specialized units.

“All units, Code Four on the Code Six Charles, (location and the reason for the Code Four if given).”

Note: The RTO will not broadcast the violation at this time.

In many instances, officer’s locations are not being updated verbally or by MDC. Therefore, it is vital that officers broadcast their location when requested. This request is made by the RTO even if the unit just went Code Six prior to receipt of the Code Six Charles return.

If after the initial Code Six Charles broadcast, no acknowledgement is received from either a two-officer or one-officer unit, a broadcast shall be made by the RTO on the Area base and concerned traffic division frequency. A field unit shall be dispatched to the last known location, Code Two.

For traffic and specialized units, this broadcast shall be made on the frequency where the request was originally received, the Area of occurrence frequency and the concerned traffic division frequency. If the Area of occurrence is unknown, the broadcast shall be made on Bureau Group Select.

(Unit No., Unit No.), meet (Unit No.) Code Six Charles, (location) no acknowledgement, Code Two.

TWO OFFICER UNIT

If after the initial Code Six Charles broadcast the unit provides a location **and no** Code Four, the RTO will broadcast on Area base and the appropriate traffic frequency:

(Unit No.) is Code Six Charles (location).

Note: For traffic or specialized units this broadcast shall be made on the frequency the request was received, the Area of occurrence frequency and the concerned traffic division frequency. If the Area of occurrence is unknown, the broadcast shall be made on each Bureau Group Select.

No unit will be dispatched to a two-officer unit's location at this time, unless specifically requested.

If after a reasonable amount of time (approximately ten minutes) there is still no Code Four, the RTO shall have the unit come in and ascertain whether or not there is a Code Four.

(Unit No.), Is there a Code Four at your location?

The unit's response will determine the RTO's action at this point, (i.e., request for an additional unit, Code Four).

ONE OFFICER UNITS

If after the initial Code Six Charles broadcast, a one-officer unit provides a location **and no** Code Four, the RTO shall broadcast on Area base and the appropriate traffic frequency.

(Unit No., Unit No.) meet (Unit No.) Code Six Charles (location), Code Two.

Note: For traffic or specialized units this broadcast shall be made on the frequency the request was received, the Area of occurrence frequency and the concerned traffic division frequency. If the Area of occurrence is unknown the broadcast shall be made on each Bureau Group Select.

If the unit broadcasts a Code Four, the RTO will immediately broadcast the Code Four:

"All units, Code Four on the Code Six Charles (location), (reason for the Code Four, if given)."

If the unit requests to know the information contained in the warrant return, the RTO shall make the appropriate broadcast which includes unit designation, violation, bail, officer hazard codes and mismatched descriptors (if applicable).

(Unit No.), 211 P.C., \$21,000.

(Unit No.), 211 P.C., \$21,000, escape risk.

The warrant information can be provided to a one-officer unit without additional unit(s) being at the location, if requested.

COMMAND STATEMENT

The operator will have several command statements available for use depending upon the unit's status at the time of the incident.

If the unit is at scene and the Code Six Charles us related to the unit's at-scene incident:

US.UNIT.L;C6C (LOCATION)

If the unit is clear or active on an unrelated incident:

KT.UNIT.C6C (LOCATION)

Note: If given, a license plate should be included on the location line.

101.12 CODE SIX GEORGE

A Code Six George indicates that an officer is out of the vehicle conducting an investigation involving possible gang activity and may need assistance. The code and location shall be broadcast immediately on the Area base and traffic frequencies.

Example: "15A14, Code Six George, 8960 Lankershim."

Code Six George will have two separate commands to override current time parameters and incorporate the 10-minute alert.

Example: KT.15A14-W2.C6G 8960 LANKERSHIM
UO.15A14-W2.100

As a result of the "100" being used, the operator will receive a ten minute alert (when the unit appears gray on the AWW). If after ten minutes a Code Four is not received, the operator shall broadcast "Unit No., Unit No., Is there a Code Four?" If the unit does not acknowledge or comes in but does not provide a code four, the operator shall dispatch a two-officer or two one-officer units to the location, Code Two.

101.13 CODE SIX MARY

A Code Six Mary indicates that an officer is out of the vehicle conducting an investigation involving possible "militant" activity. The code and location shall be broadcast immediately on the Area base and traffic frequencies.

Example: "8A68, Code Six Mary, Pico and Robertson."

Code Six Mary will have two separate commands to override current time parameters and incorporate the 10-minute alert.

Example: KT.8A68-W2.C6M PICO-ROBERTSON
UO.8A68-W2.100

As a result of the "100" being used, the operator will receive a ten minute alert (when the unit appears gray on the AWW). If after ten minutes a Code Four is not received, the operator shall

broadcast “Unit No., Unit No., Is there a Code Four?” If the unit does not acknowledge or comes in but does not provide a code four, the operator shall dispatch a two-officer or two one-officer units to the location, Code Two.

101.14 **CODE SEVEN**

A Code Seven is a request from a field unit to go out of service for “free time”.

Note: This Code is not currently being utilized by the Department, other than for Security Services Division.

101.15 **CODE EIGHT**

A Code Eight is a broadcast for general information when a fire has been reported at a specific location where there is a high fire hazard or threat of personal danger to firefighters from hostile groups. Units in the vicinity should respond to the call but remain available for calls. The information shall be broadcast on the concerned Area base and traffic frequencies.

Example: “Central Units, Code Eight, 1st and Hill.”

101.16 **CODE EIGHT ADAM**

A Code Eight Adam broadcast is a confirmation received from the Fire Department of a fire at a specific location to which a field unit shall be dispatched/assigned, Code Two, to assist with traffic or crowd control. The information shall be broadcast on the concerned Area base and traffic frequencies.

Example: “1A11, 1A11, Code Eight Adam, assist the fire department with crowd control, 1st and Main, Code Two, Incident 2431, RD 111.”

101.17 **CODE TEN**

A Code Ten is a request for a clear frequency to check a suspect for wants and/or warrants. Personnel should use discretion when clearing the frequency with regard to the assignment of calls, Area emergencies, crime and information broadcasts and any other significant broadcasts.

Code Ten requests should be granted in order of receipt with the exception of motor units whose requests shall take precedence over assignment of routine, low priority calls or requests from other units. When granting a Code Ten, the following broadcast shall be made:

Example: “Hollywood Units, standby, 6A71 go ahead.”

“Southeast/Harbor Units standby, 18A3 go ahead.”

After the unit’s Code Ten broadcast has been completed, the frequency shall be cleared by the following broadcast:

Example: “6A71, Roger, Hollywood clear.”

“18A3, Roger, Southeast/Harbor clear.”

Personnel should note that primary consideration shall be given to dispatching/assigning calls before granting Code Ten requests. This is particularly important when EBOs are attempting to assign Priority I incidents. RTOs shall ensure that the EBO assigns/dispatches a Priority I incident prior to granting the clear frequency.

101.18 CODE TWELVE

A Code Twelve indicates that there is no evidence of a burglary or robbery at an alarm call. When a field unit indicates a Code Twelve, the concerned RTO shall make the following broadcast on the same channels in which the call was originally broadcast:

Example: “All units, Code Twelve, (location).”

If a field unit broadcasts a Code Twelve, the appropriate disposition code is “FAL.” This code eliminates the need to list Code 12 in the comment section of the incident.

If a field unit reports a Code Twelve on a ringing alarm and there is no established incident, the RTO shall create an incident and list the name of the business, alarm company and the telephone number of the owner, if supplied by the unit. The RTO shall then send a service request to the ATO to contact the owner, alarm company or the Area fire station for the owner’s telephone number, if requested by the concerned field unit.

A Code Twelve will also be used by the concerned unit when it appears that a false alarm was caused by an act of nature or other circumstances beyond the control of the subscriber. The disposition of this incident shall be “AON.”

A field unit may report Code Twelve in addition to any crime information when a 211 silent alarm is used to summon the police for reasons other than robbery.

101.19 CODE TWENTY

A Code Twenty is a request from a field unit to notify the LAPD Media Relations of a major incident.

The request shall be broadcast on the concerned Area’s base channel. The RTO shall list Code Twenty in the comment section of the incident and send a service request to the ATO who shall notify:

- The concerned Area Watch Commander
- The Communications Division Watch Commander

- Media Relations Section (during normal business hours) or
- Real-Time Analysis and Critical Response (RACR) Division (PM and AM watch hours)

Example: Unit: “6T3 Code Twenty, major T/C, vehicles over the embankment, Sunset and Mulholland.”

RTO: “6T3, Roger.”

If the Code Twenty is received by the BCC, then the BCC shall be responsible for making the notifications. The concerned RTO shall be notified via administrative “SM” message.

101.20 **CODE 30**

A Code 30 is a silent burglar alarm reported by an alarm company or an automated recorded message.

101.21 **CODE 30 RINGER**

A Code 30 Ringer is a ringing burglar alarm reported by an individual, alarm company or field unit.

101.22 **CODE 30 ADAM**

A Code 30 Adam is a silent burglar alarm reported by an alarm company in which the location is being monitored audibly. The alarm company has the capability to monitor sounds/movement inside the location (i.e., footsteps, voices).

101.23 **CODE 30 VICTOR**

A Code 30 Victor is a silent burglar alarm reported by an alarm company in which the location is monitored via remote video. The alarm company has the capability to monitor the activities inside the location visually and take pictures and/or video.

Procedures for handling all Code 30 calls are addressed in the “Specific Calls” section of this manual.

101.23.1 **CODE 30 NORA**

A Code 30 Nora is an intrusion, panic or elevated radiation level alarm from a hospital participating in the Global Threat Reduction Initiative (GTRI).

Procedures for handling a Code 30 Nora are outlined in Manual Section 3/306.08.

101.24 CODE THIRTY-SEVEN

A Code Thirty-Seven is a broadcast indicating that a stolen vehicle Data Base Response (DBR) has returned on a vehicle license number and/or vehicle identification number. The broadcast of a Code Thirty-Seven shall include the following information:

- Unit Number
- License Number
- Code Thirty-Seven
- Year, make, model and color of the involved vehicle

Example: “6A71, 123 Adam, Boy, Charles, Code Thirty-Seven, 2013 Ford Mustang, blue.”

If the concerned unit broadcasts a Code Four, the broadcast shall be immediately repeated and listed in the comment section of the incident.

Example: “All units, Code Four, Sunset and Orange, on the Code Thirty-Seven.”

If requested by the unit, the additional Code Thirty-Seven information may then be broadcast and should include the following information:

Agency and/or Area initiating the stolen vehicle report, date stolen and Division Record (DR) number.

Example: “6A65, Wilshire stolen, 07-14-12345.”

Personnel should exercise caution when reading a DBR to ensure that accurate information is provided to the units when broadcasting. Specifically, the return should be carefully reviewed with special attention to recovered vehicles. A recovered vehicle shall not be broadcast as a Code Thirty-Seven. Additionally, a stolen vehicle may be classified and returned as a Code Six Charles dependent upon the circumstances of the crime. These returns will appear in the Mailbox and the Alert Monitor box, and shall be broadcast as Code Six Charles.

101.25 CODE ONE HUNDRED

A Code One Hundred is a notification from a field unit reporting temporary surveillance at a possible escape route from a crime scene. The unit number, Code One Hundred and the location shall be broadcast on the appropriate channels. The unit’s location shall be changed to reflect the current location, and entered in the comment section of the incident.

Example: “1A11, Code One Hundred, San Pedro and 2nd.”

Command: US.1A11-W2.L;C100 SAN PEDRO/2ND
IU.1234.CM;1A11 C100 1ST/MAIN

101.26 **CODE TOM**

A Code Tom is a request for a field unit with a TASER to respond to an occurrence involving a violent person. All requests for a field unit with a TASER shall be broadcast on the appropriate Area Group.

A request for Code Tom shall be entered into the comment section of the incident and the responding unit assigned to the call.

Example: “Any (division) unit, Code Tom, (location).”

101.27 **CODE SAM**

A Code Sam is a request for a field unit with a beanbag shotgun to respond to an occurrence. All requests for Code Sam shall be broadcast on the appropriate Area group.

A request for Code Sam shall be entered into the comment section of the incident and the responding unit assigned to the call.

Example: “Any (division) unit, Code Sam (location).”

101.28 **CODE ROBERT-RIFLE/CODE ROBERT- SLUG**

Code Robert-Rifle or Code Robert-Slug is used by field units to request the immediate response of a Patrol Rifle or Slug Ammunition equipped patrol unit.

The RTO receiving a request for a Code Robert-Rifle or Code Robert-Slug shall immediately broadcast the Code and location twice on Area Group. After the broadcast, the RTO shall immediately assign the incident to a Patrol Rifle or Slug Ammunition equipped patrol unit and a supervisor. The information shall be entered into the comment section of the incident.

The base frequency shall be placed on stand-by until there is a Code Four or the concerned units have switched to a tactical frequency.

Example: “All units Code Robert Rifle, Temple and Alvarado, Code Robert Rifle, Temple and Alvarado.”

“All units, Code Robert-Slug, Florence and Normandie, Code Robert-Slug, Florence and Normandie.”

**FIELD UNIT REQUESTS
AND
BROADCAST PROCEDURES**

102 FIELD UNIT REQUESTS AND BROADCAST PROCEDURES

Communications Division personnel must maintain a high level of professionalism and accuracy when transmitting information to field units. All broadcasts shall be concise, uniform, and brief. This not only provides for clarity, but also allows field units to discern the priority of the broadcast. Personnel shall use caution to ensure that high priority or emergency broadcasts take precedence over routine broadcasts. Terminology has been established for specific instances and/or requests and shall be used by all personnel.

Personnel shall exercise judgment and repeat any broadcast that involves potential threat to officer safety regardless of the unit designation.

Example: A two-officer unit reporting Code Six involving a 415 group with weapons should alert the operator to repeat the broadcast because of the immediate safety of the officers.

103 ACKNOWLEDGEMENTS

Specific, routine broadcasts from field units require only that the RTO acknowledge by use of the word “Roger.” Some examples are listed below.

Unit Requesting:

Ambulance (provided all of the necessary information is known)

Time and mileage

Fire Department (provided all of the necessary information is known)

Unit Reporting Out To:

Station

Academy

Court

Hospital

Jail

← These locations are considered safe for A and L units unless otherwise indicated.

Note: If a field unit requests to qualify at the Academy and Priority I or II calls are holding, the RTO shall advise the unit to continue patrol and assign the unit a call(s).

When any unit (i.e., patrol, detective or specialized unit), advises they are clear, the RTO shall acknowledge the unit by broadcasting “Clear.”

Example: Unit: “9A49, Clear from our call.”

RTO: “9A49, Clear.”

When any supervisor (i.e., patrol, detective or specialized unit) advises he/she is clear the RTO shall acknowledge the unit by broadcasting “Roger.”

Example: Unit: “9L20, Clear from incident 4459.”

RTO: “9L20, Roger.”

104 AIR UNIT

When a request is made for an air unit, the operator shall use the Area name and the nature of the request, so that the air unit can prioritize the request and location. All requests shall immediately be broadcast on the Area base channel and Air /K9.

Example: RTO: “Any air unit, come in on 77th frequency for a 415 man with a gun, 75th and Figueroa.”

If the unit does not provide the nature of the request, the concerned RTO shall ask, “What do you have there?”

If a response is not received from the air unit, a BCC shall be notified. The BCC will telephonically contact Air Support Division (ASD) to relay the location and the nature of the request. In emergencies, the BCC will broadcast the response on the concerned RTO’s frequency.

When an air unit requests a field unit to respond to a location, the RTO shall broadcast the request on the appropriate frequencies and create an incident for dispatch. Any additional information provided by the air unit shall be entered in the comment section of the incident and the incident assigned to the responding unit(s).

Example: Air Unit: “Air 3 requesting a Southwest Unit for possible 459 in progress, Martin Luther King Blvd and Denker.”

RTO: “Any Southwest Unit, meet Air 3, possible 459 in progress, Martin Luther King Blvd and Denker.”

104.01 BLUECHECK WIRELESS FINGERPRINT IDENTIFICATION DEVICE

The BlueCheck Mobile Identification Device is designed to transmit fingerprint inquiries via Bluetooth to the MDC to access the Automated Fingerprint Identification System (AFIS) to identify a person in the field. An inquiry takes 90 seconds to complete and sends an audible tone to a unit’s MDC on a positive identification.

Example: Unit: “17X97, can I get a unit with a BlueCheck?”

RTO: “Any Devonshire unit with a BlueCheck, meet 17X97, Reseda and Parthenia.”

105 **BOARD-UP SERVICE**

Board-up services are necessary for securing doors or windows of commercial properties that have been vandalized and/or burglarized and the owner cannot be located.

When an officer requests board-up service for a commercial property, the RTO will send a service request to the ATO.

Command: NT.B1 1A45 BOARD UP.G;ATO.I;0034

The following information shall be included in the request for board-up service: location, cross street, number of openings, and approximate sizes of the windows or doors that need to be secured.

106 **CALL CANCELLATION**

When a field unit requests to handle a call that is assigned to another unit, the RTO shall broadcast the cancellation. Do not broadcast “Roger” to the canceling unit.

Example: Unit: “15A5, Cancel incident 1234 from 15A15, we will handle.”

RTO: “15A15, 15A15, Cancel incident 1234, 15A5 will handle.”

Repetition of the broadcast will serve as an acknowledgement for the unit canceling the incident.

The cancellation command **shall not** be completed until the unit assigned verbally acknowledges the cancellation.

107 **CANCELING A CRIME OR INFORMATION BROADCAST**

When a crime or information broadcast is canceled on an outstanding suspect, missing juvenile, etc., the information and the reason for the cancellation are broadcast on the same frequencies as the original broadcast. All information is recorded in the comment section of the incident.

Example: RTO: “All units, cancel the missing juvenile broadcast from (location).
The juvenile has been located and returned to his/her parents,
incident 1234.”

108 **CANCEL THE WANT**

When a stolen vehicle is recovered and released to the registered owner in the field, units will make a “Cancel the Want” broadcast. This broadcast alerts units throughout the City that the vehicle has been recovered; however, the status of the vehicle (i.e., stolen) has not yet been updated in the Stolen Vehicle System (SVS).

When a field unit transmits a “Cancel the Want” broadcast, the RTO shall ensure the information is broadcast Citywide. The “Cancel the Want” broadcast will include the vehicle license plate number twice and that the vehicle is now in the possession of its owner. The information shall be entered into the comment section of the incident.

Example: RTO: “All units, cancel the want, 123 Adam, Boy, Charles, 123 Adam, Boy, Charles, vehicle recovered and released to the owner.”

The information shall be entered into the comment section of the incident if the unit has an incident.

Example: IU.1234 [F10] (and enter comments in form) or
IU.1234.CM; CANCEL THE WANT 123ABC PER 1A1 or
US.1A1-W2.CM; CANCEL WANT 123ABC

109 **CANINE (K9) UNITS**

Requests for a K9 Unit by the RTO shall be made on base and Air/K9 frequencies between [REDACTED] [REDACTED]. The request shall be noted in the comment section of the incident. The broadcast shall include the nature of the request.

Example: “Any K9 unit, come in on (Area) frequency (nature of the request).”

If a K9 unit does not acknowledge, the RTO shall request the BCC to contact Metropolitan Division.

If a field unit requests a K9 unit between the hours of [REDACTED] hours, the unit shall be advised to standby on a tactical channel. The BCC will contact Metropolitan Division and have a K9 unit contact the requesting unit on the tactical channel.

110 **CITIZEN CALL**

Units report out on a citizen call when a person flags them down and the incident is not related to an established radio call. Citizen calls shall be repeated for all units. The RTO shall use the KT command.

Example: Unit: “9A21, Citizen Flag Down, Van Nuys and Victory.”

RTO: “9A21, Citizen’s Call, Van Nuys and Victory.”

Command: KT.9A21-W2.VAN NUYS/VICTORY.CM;CITIZEN CALL

111 **CLERGY**

When a field unit requests a member of the clergy, record the denomination and any additional information in the comment section of the incident and notify the floor supervisor immediately. The requesting unit shall be acknowledged with the term “Roger.”

Example: RTO: “1A11, Roger.”

112 **CODE A AND CODE B**

Weather Codes have been developed to notify motor units of weather conditions that may require them to drive their private vehicles to work instead of their motorcycles.

Normal weather schedule constitutes Code A. Inclement weather (i.e., rain) constitutes Code B. The motor code will be considered Code A, unless the concerned Traffic Division Watch Commander makes the determination for a Code B status.

The operator assigned to BCC 3 shall be responsible for:

- A. Obtaining the correct motor code from the Central and South Traffic Division Watch Commanders.
- B. Broadcasting each motor code at fifteen-minute intervals to Central and South Traffic Divisions on both Area base and traffic channels, two hours prior to their start of watch.

Example: BCC 3: “All Central Traffic Units Code A.”

The operator assigned to BCC 4 shall be responsible for:

- C. Obtaining the correct motor code from the Valley and West Traffic Division Watch Commanders.
- D. Broadcasting each motor code at fifteen-minute intervals to Valley and West Traffic Divisions on both Area base and traffic channels, two hours prior to their start of watch.

Example: BCC 4: “All Valley Traffic Units Code B.”

113 **COME IN**

If the unit fails to respond to the Code One broadcast, a notation shall be entered in the comment section of the incident. A “COME IN” service request shall be sent to the ATO. The ATO will then notify the Area Watch Commander who shall check or send a field unit to check the last known location(s) of the concerned unit. The concerned operator shall assess the incident for possible reassignment.

Command: NT.B4 7A77-W2 COME IN NO ACK FROM UNIT.G;ATO.I;0812

Additionally, a verbal come-in shall be broadcast by the RTO every 15 minutes until the unit acknowledges. The RTO shall send a service request to the ATO AGAIN, if no acknowledgement has been received after an hour.

Example: “7A77, 7A77 Come In.”

It shall remain the Area Watch Commander’s responsibility to locate the unit.

114 **CORONER**

It shall be the responsibility of the investigating officers to notify the coroner of all deaths. Should a field unit request an RTO to notify the coroner of a death, the RTO shall advise the unit to contact their Area Watch Commander.

115 **CRIME/INFORMATION BROADCAST**

When a request is made by a field unit to have the frequency for a crime/information broadcast, the RTO shall put the frequency on a standby.

The following sequence shall be used for crime broadcasts when applicable:

- Type of crime
- Occurred ___ minutes ago
- Location
- Vehicle used or left on foot
- Direction taken
- Suspect description
- Outstanding features
- Weapon
- Property taken

Note: If the vehicle license plate number is given, it shall be broadcast twice.

Example: Unit: “7A92, Requesting frequency for a crime broadcast.”

RTO: “Wilshire/Pacific standby, 7A92 go ahead.”

Unit: “An attempt 187 occurred three minutes ago at ██████ Spokane Street. Suspect’s vehicle is a blue, 2012 Toyota pick up with a white camper shell, last seen southbound on Spokane. One male suspect is wearing a green jersey with blood on the front. Weapon was a sawed off shotgun”.

Upon completion of the unit’s broadcast, the operator shall broadcast the information on the appropriate Area Group. The information shall be entered in the comment section of the related incident or a new incident created.

Example: RTO: “All units, an attempt 187 occurred three minutes ago at 5699 Spokane Street, vehicle is a blue, 2012 Toyota pick up with a white camper shell, last seen southbound on Spokane. Suspect M/Unk wearing a green jersey with blood on the front. Weapon used was a sawed off shotgun, incident 1234.”

115.01 TELETYPES

Any crime/information broadcast that must be repeated at scheduled intervals requires a Teletype from the requesting Area or Agency. Communications Division personnel shall not make Citywide Broadcasts (missing, crime, etc.) past the start of the next watch except for extenuating circumstances. Requests for teletypes to be read past the next start of watch shall be referred to the Communications Division Watch Commander for evaluation. The following time frame shall be used for teletypes:

- AM Watch broadcast until 0600 hours
- Day Watch broadcast until 1400 hours
- PM Watch broadcast until 2200 hours

Crime broadcasts received telephonically from other agencies shall cause an incident to be created and appropriately broadcast.

Note: Requests for 24-hour broadcasts for Juveniles or “At Risk” Missing Persons shall be made Citywide and on Air/K9. “At Risk” includes but is not limited to a missing person regardless of age that is the victim of foul play or a crime; is in need of medical attention; has not demonstrated a pattern of running away; is the victim of parental abduction; or is mentally impaired.

115.02 BLUE ALERT NOTIFICATIONS

The Blue Alert System was enacted into California law and was designed to solicit help from the public to apprehend violent suspects that have killed or seriously injured law enforcement officers and pose a threat to public safety. Similar to the Amber Alert system; the Blue Alert system is intended to provide immediate information to the public via media broadcasts and other notification resources.

A Blue Alert will be requested by Real-Time Analysis and Critical Response Division (RACR) on through the California Highway Patrol (CHP) if all of the required conditions are met. The California Highway Patrol will administer and issue the Blue Alert. Once RACR Division receives Blue Alert approval; they will contact Communications Division and request that a Blue Alert be broadcast every hour.

NOTE: RACR may use the Watch Commander or Bureau Communications Coordinator (BCC) line to make notification.

The BCC receiving the call from RACR shall:

- Create an incident using the incident type code "187S" or an "Attempt 187S."

- Comments provided by RACR shall be entered in the incident.
- The broadcast shall be made bureau-wide **in all** bureaus and include all of the pertinent information provided by RACR. The broadcast shall be **made hourly until it is cancelled.**

Example: "All units, this is a Blue Alert Broadcast; (include all pertinent information)." Terminology shall be consistent with current Division policy; notify Watch Commander and provide incident number for the watch log.

- If the call is received in the Watch Commanders office; the information shall be provided to the BCC immediately for incident creation and broadcast. The incident number shall be included on the watch log.

RACR will contact Communications Division when the hourly broadcasts are cancelled.

116 **EMERGENCY ACCESS TO COMMERCIAL BUILDINGS**

When a request is received to contact the LAFD for emergency access to an **LAFD lockbox** for a commercial building, the RTO shall send a service request and enter in the comments section "respond to unlock the building's lock box." In urgent field situations, the BCC may be asked to contact the LAFD directly. If the field unit advises entry has been made prior to LAFD'S arrival, an additional service request canceling LAFD's response shall be sent.

If the field unit requests the response of a Responsible Party (RP) for a commercial building only, and not the response of LAFD, a service request shall be generated for the ATO.

Example: NT.B1 1A1 NEED RP TO REPOOND TO SECURE LOCATION.G;ATO.I;1234

The ATO receiving the request shall access the Fire Department's Business Emergency Contacts System (BECS) via the Department's Local Area Network (LAN) system. The ATO may query a specific address and obtain the owner's name and emergency contact numbers. The ATO shall document each attempted contact and the response received in the comments section of the incident. When an RP is reached, an estimated time of arrival (ETA) and vehicle description shall be obtained and relayed to the requesting unit.

Example: "1A1, RP enroute in a black Range Rover with a twenty minute ETA."

In the event BECS is inaccessible or provides no RP name(s)/phone number(s), the ATO shall contact LAFD Dispatch to determine the appropriate responsible fire station. The ATO shall then call the local fire station and ask the Captain or other personnel if they have any RP information. All attempts at obtaining RP information shall be documented in the comments section of the incident.

117 **FOREIGN LANGUAGE SPEAKER**

When a field unit requests a Foreign Language speaker (i.e., Spanish, Korean), the location and unit requesting is required. The request shall be entered into the comment section of the incident.

Example: Unit: “4A97, requesting a (language) speaker, 1st and Clarence.”

 RTO: “Any (Area) (language) speaking unit, meet 4A97, 1st and Clarence.”

118 **FURTHER**

RTOs receiving a field unit’s request for further information on any call shall first check the incident audit trail for the requested information. If the information is contained within the incident audit trail, the RTO shall broadcast the information to the unit.

If the requested information is not in the incident audit trail and there is no callback number, the RTO shall not perform the service request. “NO FURTHER” shall be broadcast to the unit. If the requested information is not in the incident audit trail and there is a call back number, the RTO shall broadcast “STANDBY” and complete a service request indicating the type of information needed (i.e., location of PR, suspect location etc.).

Due to the limited amount of space on the command line for further requests, it may be necessary to include a more detailed request using the NT Form to send the service request to the ATO.

Example: Short Requests:

 NT.B1 1A11 LOCATION OF PR.G;ATO.I;1234

Long Requests:

 NT <F10>, (On the NT form, fill in the subject, Incident No., and Group [ATO]).
 Shift F8 and type additional comments <F12>.

If a Person Reporting (PR) does not want the police at his/her location, the phrase “Address and telephone number not verified, do not contact the PR” or “Do not contact the PR, ” will be the first item in the comment section of the incident. The location of the PR **shall not be broadcast.** The RTO shall broadcast, “NO FURTHER” to the requesting unit.

118.01 **HOOK AND RAM**

A metal device with a battering ram on one end and a curved hook on the other used to make entry into a secured location. The request shall be broadcast on Base and Traffic.

 UNIT: “16G23, let me get a unit with a hook and ram at my location.”

RTO: "All units, 16G23 is requesting a unit with a hook and ram, Northwest Corner Osborne and Laurel Canyon."

119 **L90**

Area desks have been provided with ROVERs and a Motorola Remote Console for use in broadcasting emergency situations only (i.e., Priority I, Code Three calls). After receiving the broadcast, an incident shall be created and dispatched according to established procedures.

Example: Desk Officer: "17L90."
RTO: "Devonshire standby, 17L90, go ahead."

The ROVER and Remote Console may also be used by L90 to have a field unit switch to a tactical channel.

120 **MEETING/REQUESTING OTHER UNITS**

If a field unit requests another unit (patrol, detective, vice, etc.) to meet, the RTO shall create a Code Six incident if one has not been established. The request shall be entered into the comment section of the incident and the incident assigned to the responding unit. If the responding unit is not logged on, the unit can be temporarily logged on and assigned the incident. Requests for specific purposes or equipment (print kit, camera, etc.) shall be included in the broadcast and comment section of the incident.

Example: Unit: "13A9, Requesting a vice unit to meet me, 42nd and Central, Code Two."
RTO: "Any Newton Vice Unit, meet 13A9 at 42nd and Central Code Two."
Unit: "13V3, I'm enroute."
RTO: "13A9, 13V3 is enroute."

Note: A request for a citation book, Release From Custody (RFC) or report forms will not show the responding unit out of service.

If a field unit does not acknowledge the request, the RTO shall direct an appropriate unit to handle or advise the requesting unit there is no acknowledgement.

120.01 **MOTOR AND ONE-OFFICER UNIT BROADCASTS**

All out of service locations shall be repeated for motor units.

Operator discretion should always be used when determining whether to repeat the location for a one-officer unit, rather than broadcasting "Roger," when it involves officer safety.

121 **OUT TO LOCATION**

If a field unit reports out to a location other than their assigned Area station, and this location is not a follow-up location to a related call, the unit shall be shown Code 6 at the location. The RTO shall acknowledge the unit by broadcasting “Roger” since these locations are considered safe:

- LAPD Facilities (other than unit’s own station)
- Court
- Hospitals
- Jails
- Other Police Departments

Example: Unit: “2A31, we are out to the Academy.”

RTO: “2A31, Roger.”

A field unit shall only be shown out to the station (*US.1A11-W2.ST*) when the unit is at their assigned station. Units out to a station other than their own shall be shown Code 6 (*KT.1A11-W2.RAMP STA*).

122 **PEPPER SPRAY/”OC”**

The chemical agent Oleoresin Capsicum is a pepper spray referred to as “OC.” Field units may use the terms OC or pepper spray when requesting another unit with the pepper spray to meet them.

Operators receiving a request for pepper spray shall make the broadcast on the concerned Area base and traffic frequencies. The request shall be entered into the comment section of the incident.

Example: Unit: “11A1 requesting OC, Riverside Drive and Fletcher.”

RTO: “11A1 is requesting OC, Riverside Drive and Fletcher.”

122.01 **PRELIMINARY ALCOHOL-SCREENING (PAS) KIT**

The preliminary alcohol-screening (PAS) test is used by law enforcement to measure blood alcohol level. The PAS device, or kit, is a hand-held breath-testing unit that gives an instant and accurate measure of blood alcohol concentration.

UNIT: “21A43, requesting a unit with a PAS Kit.”

RTO: “Any Topanga Unit with a PAS Kit, meet 21A43, Fallbrook and Saticoy.”

123 **REASSIGNING CALLS**

If a field unit reports they are unable to handle a call, the reason for reassignment shall be entered into the comment section of the incident and the FR or CS command shall be used to return the incident to queue for reassignment.

Example: Unit: “4A97, Cancel us from incident 1432, we are at scene on incident 1234 until further notice.”

RTO: “4A97, Roger.”

Command: IU.1234 <F10> (Unable to handle due to I1234) <F12>
FR.4A97-W2
OR
CS.4A97-W2.1234.AC;D (If the incident is in the unit’s call stack)

If a reason (i.e., suspect in custody, involved in lengthy investigation) is not given, the operator shall broadcast “What do you have?”

Example: Unit: “4A97, Cancel incident 432.”

RTO: “4A97, What do you have?”

Unit: “We are at scene on incident 1234 until further notice.”

RTO: “4A97, Roger.”

If the operator is unable to determine the reason for reassignment, the statement “Incident canceled at unit’s request” shall be entered in the comment section of the incident, the call canceled from the unit, and a Communications Division supervisor notified.

Command: IU.1234 <F10> (Incident canceled at unit’s request) <F12>
FR.4A97-W2

Officers who interrupt their response to a Priority Two call due to police work of major importance or other exigent circumstances are required to immediately notify Communications Division.

When a field unit decides to interrupt their response to a Priority I or II call for more than a brief delay, the concerned unit shall also request Communications Division to reassign the call. The unit also has the responsibility to immediately notify a supervisor.

All pertinent information shall be entered into the comment section of the incident, and the call returned to the queue for reassignment. The concerned RTO shall make every possible attempt to immediately reassign all Priority I and II calls canceled from a field unit.

If the incident canceled is timed out, (i.e., Priority III non-traffic call), it shall be assigned to the Area U90 if they are logged on and available. The ACC operator shall make a callback to determine if police response is still needed. If police response is no longer needed, the call shall be dispositioned using the appropriate disposition code. If police response is still needed the ACC operator (U90) shall notify the Area Watch Commander for reassignment.

Note: The concerned Area Watch Commander and the Communications Division Watch Commander must approve the return of any call to Communications Division.

Incidents assigned to a field unit shall not be passed on to a succeeding watch without prior permission of the Area Watch Commander.

If the Area U90 is not available or logged on, the concerned BCC shall make the callback. The call shall be closed using the appropriate disposition code if police response is no longer needed. If police response is still needed, the Area Watch Commander shall be notified and the incident dispositioned using the call transferred disposition code “CTR.” The name of the Watch Commander notified shall be entered into the comment section of the incident.

Exception: Code 30s, Code 30 Ringers, shots fired and domestic violence calls may be called back to obtain additional pertinent information. Callbacks shall not be made to ascertain if police response is still needed. These calls shall not be given to the Area Watch Commander.

124 **RELEASE FROM CUSTODY (RFC) CITATION DATE**

An officer may request from the RTO or another unit the “RFC Cite Date.” The RTO **shall not** provide the date for the unit. The RTO shall advise the requesting unit to contact their Watch Commander or any Field Supervisor.

125 **RESCUE AMBULANCE (RA) - FIRE DEPARTMENT**

A request for a Rescue Ambulance (RA) requires the following information:

- Location of occurrence
- Victims gender
- Victims age
- If victim conscious/unconscious
- If victim is breathing
- Type and location of injury
- Severity of the injury

Example: Unit: “1A11, Requesting an RA, victim involved in a traffic collision, 1st and Los Angeles. Victim is 25 years old, male and has a possible broken right ankle, conscious and breathing.”

RTO: “1A11, Roger.”

The RTO shall obtain any information not provided

Example: Unit: “1A11, Requesting an RA 1st and Los Angeles.”

RTO: “1A11, What do you have there?”

Unit: “1A11, Victim of a traffic collision, 25 years old, male, possible broken right ankle, conscious and breathing.”

RTO: “1A11, Roger.”

A request for the Fire Department to respond to a fire requires the following:

- Location
- Type of fire (i.e., structure, vehicle, and trash)
- Approximate size of the building (i.e., 7 stories)

The request shall be entered in the comment section of the incident. The RTO shall verbally notify and receive an acknowledgement from the BCC to ensure the request is processed. **DO NOT REQUEST AN RA OR THE FIRE DEPARTMENT VIA A SERVICE REQUEST.** If an operator is unable to immediately notify their BCC, the RTO shall verbally notify another Bureau’s BCC, ATO, EBO or supervisor to assist with the notification. Communications Division personnel shall supply pertinent information to the Fire Department operator when requests for emergency services are made at crime scenes and the safety of LAFD personnel is of concern (i.e., weapon involved, suspect at the scene, description, etc).

When notified of a booked prisoner requiring emergency medical attention, Communications Division operators shall contact LAFD, request an RA, and dispatch a patrol unit to the jail Code 3. When notified of a booked prisoner requiring non-emergency medical attention, a field unit from the Area that initially arrested the suspect shall be assigned Code 2.

125.01 **ROLL BACK**

A roll back is a follow-up investigative search initiated by field units when a person on parole or probation is stopped and detained. Under some parole or probation conditions, officers are allowed to respond to a parolee or probationer’s residence to conduct a compliance verification search. This is referred to as a “roll back.” The request shall be broadcast on Base and Traffic.

UNIT: “4X12, let me get an additional unit for a roll back.”

RTO: “4X12 is requesting an additional unit 1st and St. Louis for a roll back.”

126 **SHOTS FIRED ADVISEMENT/INFORMATION BROADCAST**

If a field unit makes an advisory/information broadcast regarding shots fired, the RTO shall make the broadcast on the concerned base and traffic channels. If the unit is responding to investigate, an incident shall be created using incident and detail type code “246H.” The

reporting unit shall be listed in the “PR” field and the call assigned to that unit. If the unit is unable to respond, an incident shall be created, the call broadcast on the appropriate channels then routed to the Area queue.

127 **SIGN LANGUAGE INTERPRETER**

When a field unit requests a Sign Language Interpreter (SLI), the location and unit requesting are required.

Example: Unit: “4A97, requesting a sign language interpreter, 1st and Clarence.”

RTO: “4A97, Roger,”

The RTO shall relay the information to the Bureau Communications Coordinator (BCC) to handle by contacting Life Signs Incorporated. This information shall be entered into the comments section of the incident.

When a SLI request is received at a secondary EBO position or the Communications Division Watch Commander’s Office, the operator shall ascertain if the request is for the same day. Same day requests are deemed emergency/urgent and the person receiving the call shall process the request.

Contact Life Signs Incorporated (contracted professional SLIs), located in the Ready Reference under “Lang Bank” and request an ETA. The ETA, when provided, shall be entered in the incident comments and provided to the requesting officer.

128 **SIGNED STOLEN BROADCAST**

A field unit will initiate a signed stolen broadcast when a vehicle theft has occurred, and the registered owner is at the scene and has signed the crime report.

This broadcast notifies units in the field that the stolen vehicle report has been filed; however, the database will not be updated until entered by the Vehicle Processing Unit (VIPU), Records and Identification (R&I) Division. The RTO shall broadcast the signed stolen information on Bureau Group. The RTO may request the BCC to assist in making the broadcast.

Example: RTO: “All units, (Unit No.) reports a signed stolen, (date) at (time), license No. (twice). Vehicle description, including identifying characteristics, direction taken and any suspect description. Taken from (location).”

129 **SPILLS/DEBRIS IN ROADWAY**

Area Patrol and Traffic Divisions shall be notified of all hazardous road conditions that could adversely affect travel through the Area. Examples of hazardous road conditions are downed trees, power outage(s), flooded intersections and spills in the roadway.

When a field unit reports a spill or obstacle in the roadway, the RTO shall make the following broadcast on the concerned Bureau Group:

Example: RTO: "All units, Information only, use caution, down tree in roadway, 2nd and Los Angeles, I1234."

If there is enough debris in the roadway to create a hazard and warrant clean up by the City, the unit will request that the proper department be notified. If sand is needed for an oil spill, ask the unit how much is needed.

130 STATION CALL

Station calls are those calls that have been received by station personnel and assigned to a field unit by the Area Watch Commander. When a field unit advises they are on a station call, whether it is a one or two-officer unit, the RTO shall repeat the broadcast. The RTO shall use the KT command and enter "Station Call" in the comments.

Example: Unit: "9A9, Station Call, 6240 Sylmar, 484 Investigation."
RTO: "9A9, Station Call, 6240 Sylmar."

Example: KT.9A9-W2.6240 Sylmar.CM;Station Call, 484 Investigation

Units on station calls shall remain available for reassignment to priority calls by monitoring the radio frequencies. A field unit on "Station Call" status may indicate to the operator additional circumstances that will make them unavailable for assignment to a priority call. The unit shall notify the operator as soon as they are available for radio calls.

131 STATUS OF AN AREA

A request from a field supervisor for "Calls and Cars," is a request for the status of an Area. When an operator receives a request for "Calls and Cars," the unit shall be provided with the number of units **clear** and the number of calls **holding** in the Area for dispatch.

Example: Unit: "1L20, Calls and cars."

RTO: "1L20, 4 calls, 2 cars."

132 SUPERVISOR

If a field unit requests a supervisor, the RTO shall create an incident if one has not already been established, unless the unit advises they will remain clear. The request shall be documented in the comment section of the incident and the responding supervisor shall be assigned to the request.

A request for booking approval will not show the responding supervisor out of service.

Example: Unit: “2A51, Requesting a supervisor, 6th and Shatto.”

RTO: “Any Rampart supervisor, meet 2A51, 6th and Shatto.”

Supervisor: “2L40 I’ll respond.”

RTO: “2A51, 2L40 will respond.”

133 TACTICAL CHANNEL CHANGES

Units are equipped with ROVERs, which have multiple channels, and will often advise when switching from one channel to another.

A field unit may request another unit to switch to a tactical channel.

Example: Unit: “4A97, Have 4A71 switch to a TAC.”

RTO: “4A71, 4A71, switch to Central Bureau TAC 1, Channel 35 for 4A97”

If the unit does not acknowledge, advise the requesting unit.

Example: RTO: “4A97, No Acknowledgement.”

If the unit advises returning to the base channel, the RTO will acknowledge with “Roger.”

Note: Each channel shall be identified with the Bureau name (West Bureau, South Bureau, etc.), the Tactical Channel Identification (TAC 1, TAC 4, etc.), and the ROVER Channel number (Channel 40, Channel 38, etc.). If a Citywide tactical channel is involved, the concerned operator shall use the term “Citywide” in place of the Bureau name (i.e., Citywide TAC 1, Channel 43).

134 TIME AND MILEAGE

Transportation of a person (suspect, victim, witness, etc.) may cause a field unit to report mileage and destination by entering the transport command (US) or by voice broadcast for input by the concerned RTO.

The unit must be at scene on an incident for the computer to accept the transport command. The **destination, mileage and unit number** must be included in the command statement. Comments and incident number are optional.

Example: Unit: “1A11, Time and Miles from Central Station to Metropolitan Detention Center, your time, my miles 209.4.”

RTO: “1A11, Roger.”

Command: US.1A11-W2.TF.L;METROPOLITAN DETENTION CENTER.OM;209

Note: Because the system identifies decimal points as an item identifier, if an officer provides a decimal point with beginning or ending miles, the operator shall round the mileage to the nearest whole number.

If an officer reports transportation activity and does not show on an incident (i.e. clear, out to station), a Code 6 location shall be generated. The departure location and the Code 6 location shall be the same. The Code 6 incident must be entered **before** the transport procedure.

Example: KT.1A11-W2.VAN NUYS JAIL
US.1A11-W2.TF.L;PAB.OM;209

The following procedure shall apply when a field unit reports transport activity, but is not at scene on an active incident:

Note: To accurately reflect a field unit's activity, the unit must be shown at scene before the transport command is used.

Example: US.1A11-W2.AS
US.1A11-W2.TF.L;METROPOLITAN DETENTION CENTER.OM;231

The following procedures shall apply when a field unit reports transport activity and the departure location is different from the active incident location (enroute or at scene) **or** the departure location is different from the unit's assigned incident and the unit is not active on an incident.

Note: Ascertain from the unit if the transport activity is related to an assigned incident.

Example: "1A11, which incident is your transport related to?"

"1A11, is your transportation related to incident 1234?"

Once the information is obtained, update the unit's status and enter the transport command. If the transport is unrelated to an assigned incident, a Code Six incident shall be generated and the appropriate transportation information shall be entered.

When the transport command statement is entered, the status is changed to TM or TF. An automatic thirty minute alert will notify the RTO when the transporting unit has been en route for the maximum allotted time by highlighting the unit in gray. The RTO shall immediately contact the unit for updated information regarding their transportation activities.

134.01 **TRANSPORTATION COMPLETE**

The TC status code indicates the completion of transport activity relating to an incident. The unit must be in "transport" status (i.e., transport command previously used), and the ending

mileage and unit number must be included in the command statement. Comments and incident number are optional, and the location is not required.

Example: US.1A11-W2.TC.OM;209

The unit status displays as TC.

134.02 INTERRUPTING TRANSPORTATION ACTIVITY

If it becomes necessary to interrupt transportation, the transporting officers shall notify the RTO.

Officer Responsibilities

- Notify the RTO of the current mileage to end transportation
- Advise the RTO of the new activity (i.e., Code Six on a traffic collision with injuries)
- Notify the RTO when transportation resumes

RTO Responsibilities

- The RTO shall enter TC command statement
- Enter new activity by creating/assigning the appropriate incident

135 TOW

All requests from field units for tow service shall be handled as quickly as possible and repeated by the RTO upon receipt. When tow is requested in conjunction with a Code 6 or Traffic Stop, the RTO shall repeat the unit number, Code 6 or Traffic Stop, location, and license plate number or vehicle description, if given.

Example: Unit: “18FB28, Code 6, Century and Figueroa, 123ABC, requesting tow.”

RTO: “18FB28, Code 6, Century and Figueroa, 123ABC.”

Command: KT.18FB28-W4.CENTURY/FIGUEROA 123ABC
NT.B3 18FB28 REQ TOW CENTURY/FIGUEROA.G;ATO.I;1234

135.01 CITIZEN REQUEST FOR AUTO CLUB TOW

A member’s request for a specific auto club tow (ex: AAA, Mercedes Benz, Allstate, etc.) requires the location, license/VIN number, nature of the trouble, name of the auto club and color and make of vehicle. The unit status remains available unless related to an assigned incident.

Example: Unit: “14A49, Citizen’s Request for AAA Tow, 10 Navy Street, 123ABC, dead battery.”

RTO: “14A49, 10 Navy Street, 123 Adam, Boy, Charles.”

Command: NT.B4 14A49 AAA 123ABC DEAD BATTERY 10 NAVY ST.G;ATO.I;1234

Note: Some Auto Clubs may require specific information from members.

135.02 CITIZEN’S REQUEST FOR OFFICIAL POLICE GARAGE (OPG) TOW

A citizen’s request for tow requires the location, vehicle license number, nature of the trouble, any unusual circumstances and name of a tow company (if a tow company name is not specified, the appropriate OPG tow shall be requested). The unit remains available unless the request is related to an assigned incident. A tow request for a vehicle with a flat tire and no spare requires the year and the make of the vehicle.

Example: Unit: “12A15, Citizen’s Request for Tow, 77th and Figueroa, 123ABC, Flat tire, no spare, 1992 Dodge Stealth.”

RTO: “12A15, 77th and Figueroa, 123 Adam, Boy, Charles.”

Command: NT.B3 12A15 CZ REQ TOW 77TH/FIGUEROA FLAT TIRE.G;ATO.I;1234

135.03 CITY VEHICLE TOW

A request received for tow of a City-owned vehicle(s) other than a Police or Fire vehicle shall be referred to a 3-1-1 Operator. The unit number, location, city vehicle shop number, Department to which the vehicle is assigned and nature of the trouble are required.

Example: Unit: “8A53, Request tow for a Sanitation Department Vehicle, Pico and Robertson, Shop 87693, flat tire.”

RTO “8A53, Pico and Robertson, Shop 87693.”

Command: NT.B4 8A53 DOT SHOP TOW #87693 PICO/ROBERTSON.G;ATO.I;0812

135.04 HEAVY DUTY TOW

Specific garages using specialized equipment provide heavy-duty tow services. Heavy-duty tow will be requested when any vehicle possesses one or more of the following:

- Three or more axles
- A gross weight loaded or unloaded in excess of 10,000 pounds
- A combination of commercial trailers

The following information shall be included in a heavy-duty tow request:

- Location
- License Number
- Type of Vehicle

- Cargo
- Position (upright or overturned)
- Approximate Weight
- The nature of the trouble

Example: Unit: “1A47, Requesting heavy duty tow, Temple and Hill, 1A1234, semi-tractor trailer loaded with beef, upright, 14,000 pounds, broken axle.”

RTO: “1A47, Temple and Hill, 1A1234.”

Due to the amount of information, it may be necessary to include a more detailed request using the NT Form to send the service request to the ATO.

Command: NT <F10>

On the NT form, fill in the Subject, Incident No., and Group. Shift <F8>, and type additional comments <F12>.

135.05 LOS ANGELES FIRE DEPARTMENT (LAFD) TOW

If a request for an LAFD vehicle is received from a field unit, the RTO shall request that LAFD communications be notified. The unit should provide the following information, location, vehicle shop number, vehicle description and nature of the trouble.

135.06 OFFICIAL POLICE GARAGE (OPG) TOW

Each Area in the City has an assigned Official Police Garage (OPG) where routine requests for tow are directed. OPG tow shall be requested unless the unit specifically requests a certain type of tow. All service requests for OPG tow shall include the requesting unit number, location, license or vehicle identification number (VIN) and any unusual circumstances that would require out of the ordinary tow equipment (i.e., no tires, two front flat tires, frame only, no wheels, etc). A request for tow where the vehicle is missing one or more tires requires the year and make of the vehicle. The RTO broadcast shall include unit number, location and license or VIN.

Example: Unit: “1A47, Requesting tow, 2nd and Hill, 123ABC, no wheels, 2009 Chevrolet Van.”

RTO: “1A47, 2nd and Hill 123 Adam, Boy, Charles.”

Command: NT.B1 1A47 OPG TOW 2ND/HILL 2009 CHEV VAN, NO WHEELS.G;ATO.I;1234

135.07 SHOP TOW

Motor Transport Division shall handle all City-owned police vehicles or police equipment requiring tow. The OIC, Motor Transport Division, may authorize Communications Division personnel to direct any request for shop tow service to an OPG for the concerned area. All

requests for shop tow shall include the location, vehicle shop number, description of vehicle and the nature of the trouble. The broadcast shall include the unit number, location and shop number.

Example: Unit: "1A47, request shop tow, 5th and Main, Shop 89123, B.O. radiator."

RTO: "1A47, 5TH and Main, Shop [REDACTED]"

Command: NT.B1 1A47 SHOP TOW # [REDACTED] B/O RADIATOR 1ST/HILL.G;ATO.I;1234

136 TRAFFIC SIGNAL REPAIR (TSR)

The Department of Transportation (DOT) handles the repair of traffic signals with malfunctions and traffic signs in need of repair. When a field unit requests TSR, the location, nature of the trouble, unit reporting and whether or not the unit is standing by are required.

Example: Unit: "4A97, requesting TSR, 1st and Clarence, lights stuck red in all directions."

RTO: "4A97, Roger."

When a field unit requests TSR for a traffic signal problem, the RTO shall include the specific type of sign, (i.e., tri-signal or left hand only signal etc.) including color, wording and directional arrows. This information shall be entered into the incident comment section of the incident and the appropriate service request sent to the ATO.

Command: NT.B1 4A97 TSR/ SIGNALS STUCK RED ALL DIR.G;ATO.I;1234 or
NT <F10>

When TSR requests are received at a secondary EBO position, the EBO shall create an incident, report the information to TSR, and dispatch a field unit or appropriately disposition the incident. Do not generate a service request.

137 TRAFFIC STOP

A Traffic Stop (TS) is an officer-initiated action indicating that a field unit is at a designated location for the purpose of a traffic violation investigation (citation).

The TS command ("KT" in conjunction with the "902" incident type and "TS" unit status) shall be used when a field unit reports they are conducting a traffic stop or issuing a citation. Traffic stop broadcasts shall be repeated for all units. The broadcast will include unit designation, license plate (if given), vehicle description or any other pertinent information (i.e., possible Code 37 or information involving officer safety) provided by the field unit shall also be repeated. The operator shall not access any system to run the license plate unless it is specifically requested. The license plate shall be entered on the location field of the traffic stop command.

Example: Unit: "1A11, traffic stop 1st and Hill, 123 Adam Boy Charles."

RTO: “1A11, traffic stop 1st and Hill, 123 Adam Boy Charles.”

Command: KT.1A11-W2.1ST/HILL 123ABC.T;902.S;TS
or KT.1A11-W2.1ST/HILL 123ABC...902...TS

Traffic stop incidents generate an automatic ten-minute “Unit Overdue” alert. If after the ten-minute alert is received the unit has not cleared, the operator shall make the following broadcast:

Example: RTO: “1A47, 1A47, Are You Clear?”

If the unit advises they are not clear, the RTO shall acknowledge the broadcast and complete the Unit Overdue (UO) command.

Example: RTO: “1A47 Roger.”
Command: UO.1A47-W2 <F10>

If the unit advises they are clear, the RTO shall acknowledge the broadcast and complete the UO command.

Example: RTO: “1A47, Clear.”
Command: UO.1A47-W2 <F10>

Once the UO command is used it will serve as documentation in the Audit Trail that the RTO checked on the unit’s status, therefore, it is not necessary to enter “still” in the comment section of the incident. An RTO shall not arbitrarily use the UO command without checking on the unit over the air.

The unit shall be responsible for clearing their MDC. If the unit is not MDC-equipped, the RTO shall close the traffic stop incident using the disposition code provided by the field unit (i.e., CIT [citation], WRN [warning], etc.).

If a field unit advises they are Code 6 on a Traffic Stop or Pedestrian “Ped” Stop, the RTO shall use the terminology appropriate for Code 6 and enter the KT Command. Traffic Stop or “Ped Stop” shall be included in the comment section of the incident. The incident shall be broadcast the same as any other Code 6 incident.

138 TRANSPORTATION

When a field unit requests another field unit for transportation of a suspect, witness, etc., an incident shall be created if one has not already been established. The request shall be entered in the comment section of the incident. The broadcast shall be made on the base channel only if the transportation is to be handled by a field unit from the same area. The RTO shall ensure that a field unit is assigned to the incident.

Example: Unit: “1A11, I’m requesting a field unit for transportation, 1st and Main.”

RTO: “Any Central unit meet 1A11 for transportation, 1st and Main.”

If the transportation request is received from a Traffic unit or is to be handled by a field unit from another area, the broadcast shall be made on the base frequencies of the requesting unit and for the unit handling the request (i.e., a transportation request from a VTD unit in North Hollywood shall be broadcast on VTD base and North Hollywood base).

The RTO for the requesting unit shall send the incident number, via Administrative Send Mail “SM” message to the appropriate RTO.

Example: SM.TRANSPORTATION REQ I1234.R;15

The RTO receiving the request for transportation shall assign the incident to a clear or available unit as soon as possible. However, it is the ultimate responsibility of the RTO for the requesting unit to ensure that the incident is assigned.

A motor unit’s request for transportation shall have priority over all other calls except those of an emergency nature and shall be assigned Code Two.

Note: Motor units will generally advise the RTO of the Area/division of his/her transportation request.

Example: Unit: “2M21, Requesting Transportation, 7th and Alvarado in Rampart.”

RTO: “Any Rampart unit, meet 2M21 for transportation, 7th and Alvarado, Code Two.”

RTO: “2A51, 2A51, meet 2M21 for transportation, 7th and Alvarado, Code Two, Incident 3421.”

139 UNIT STATUS UPDATE

A field unit Status update shall be requested when an alert message is received for a field unit, that is at scene, Code Six or on a traffic stop at an unsafe location. This procedure shall be used each time an alert is received and the unit is still at the unsafe location even if the unit advises they are at scene until further notice. If the unit acknowledges the request, it shall be noted in the comment section of the incident and the location and time updated by use of IU command.

Example: RTO: “8A68, 8A68, are you clear?”

UNIT: “8A68, Show me at this location until further notice.”

RTO: “8A68, Roger.”

If a unit does not respond to the broadcast, procedures for Code One (3/101.01) shall be followed.

140 **UNITS FROM OTHER JURISDICTIONS**

If a LAPD unit requests a field unit from another jurisdiction at an incident occurring outside the City of Los Angeles limits, the requesting unit shall be shown Code Six if an incident has not already been established. The operator shall then enter the nature of the request into the comment section of the incident, (i.e., request Inglewood PD, 415 man, or request CHP, traffic collision on the freeway onramp). If the unit did not provide the nature of the request, the operator shall obtain this information prior to notifying the concerned agency. Outside agency requests should be completed immediately via the ATO or BCC.

Example: Unit: “12A1, have an Inglewood unit meet me (location), I have a victim of an ADW.”

RTO: “12A1, Roger.”

141 **WARRANT/SUBPOENA SERVICE**

Subpoena/Warrant service shall be repeated for all officers.

Example: Unit: “4L9, Subpoena Service, Valley and Soto.”

RTO: “4L9, Subpoena Service, Valley and Soto.”

**TERMINOLOGY/PROCEDURES FOR OFFICER INITIATED EMERGENCIES
AND URGENT FIELD SITUATIONS**

142 **OFFICER EMERGENCIES PRIORITIZED**

A critical function of Communications Division is the coordination of field unit activities for the preservation of life and the safety of officers in the field. At any time, a situation may arise in which the life of an officer or other person is dependent upon the prompt and accurate response to a radio broadcast, system generated alert or a telephonic notification.

Emergency situations shall be prioritized in the following order:

- OFFICER NEEDS HELP
- PURSUIT
- REQUEST FOR BACK-UP

Personnel are to limit the use of the Priority Transmit key to Code Three calls and officer emergencies (i.e., Help and Pursuit).

Personnel **shall not** monitor a radio frequency involved in an emergency unless directly involved with the emergency or assigned to do so by their position function (BCC, WC) or directed to do so by a supervisor.

Note: During Officer Emergencies and Urgent Field Situations, update the call type and the Unit Status using the IU and US command. (i.e., IU.1234.T;999 and US.1A1-W2.1ST/MAIN.HB)

143 **OFFICER NEEDS HELP**

An “Officer Needs Help” call shall be broadcast immediately upon receipt. This call shall take precedence over any other occurrence. An “Officer Needs Help” call may be received via radio transmission, ASTRO ROVER (Remote Out of Vehicle Emergency Radio) activation or telephonically from the concerned officer or the public. When such a call is received, a specific unit shall be assigned/dispatched Code Three. All units shall be notified if an LAFD Rescue Ambulance or any other emergency vehicle is responding Code Three.

All “Officer Needs Help” broadcasts shall be made on Area Group. The Priority Transmit function may only be used when the channel selections are made using the Dispatcher User Interface (DUI).

Note: Any report of a Motor Officer down shall be broadcast as an “Officer Needs Help” call unless otherwise directed by the officer down or a field supervisor.

143.01 RADIO REQUESTS AND TELEPHONIC REQUESTS BY OFFICERS

If the location is given, broadcast:

Example: “All Units, Officer Needs Help (location), Officer Needs Help (location). Any air unit come in on (Area) frequency.” (Broadcast any pertinent information received from the unit).

If the location is not given, and a previous location is indicated, broadcast:

Example: “All Units, Officer Needs Help, no location given, (Unit No.) your location? Any air unit come in on (Area) frequency.”

If no response is received from the unit, broadcast:

Example: “All Units, Officer Needs Help, no location given, last known location was (location). Any air unit come in on (Area) frequency.” (At this point dispatch a field unit to check the prior location Code Three.)

Example: “Unit No., respond to (location,) Code Three.”

If no prior location is indicated, broadcast:

Example: “All Units, Officer Needs Help, no location given or indicated. (Unit No.), your location? Any air unit come in on (Area) frequency.”

Requests received via telephone from the Fire Department or other law enforcement agencies shall be handled in the same manner as any “Officer Needs Help” call. The broadcast shall be:

Example: “All Units, Fire Department Needs Help (location,) Fire Department Needs Help (location). Any air unit come in on (Area) frequency.”

“All Units, CHP Needs Help (location,) CHP Needs Help (location). Any air unit come in on (Area) frequency.”

143.02 CITIZEN REPORTS

When a citizen reports an “Officer Needs Help,” the incident shall be handled in the same manner as any “Officer Needs Help.”

Example: “All Units, citizen reports Officer Needs Help (location), Officer Needs Help (location). Any air unit come in on (Area) frequency.”

143.03 **HELP REQUESTS FOR FIELD UNITS NOT LOGGED ON**

If a field unit is not logged on and requests Help, the operator receiving the request shall immediately use the Field Initiate (KT) command in conjunction with the Status Code “HH”, incident type “999” and Unit ID-watch preceded by an asterisk (*). This shall be followed by the Transfer Unit (TU) command, which allows the operator to transfer the temporary unit to that Area’s Unit Status Detail.

Example: KT.*16A65-W2.POLK/FOOTHILL.T;999.S;HH
 or KT.*16A65-W2.POLK/FOOTHILL...999...HH

TU.16.16G25-W2

144 **ROLL CALL PROCEDURES**

A Roll Call shall be conducted for any officer emergency situation or urgent field situation in which the unit’s identification and location is not known and no response is received following the initial broadcast. The operator’s initial broadcast shall be:

Example: “Unit requesting Help (Back-Up, etc.,) your location?”

If there is no acknowledgement, the concerned RTO shall conduct a Roll Call. The RTO shall broadcast:

Example: “All Units, Officer Needs Help, no location or identification given, (Area) standby for a Roll Call. Any air unit come-in on (Area) frequency.”

Note: This broadcast shall be made on Area Group.

After the initial help broadcast, the RTO shall conduct the Roll Call on the Area base frequency. The operator shall display an Initiate Incident format. The division name shall be entered in the Address field and Roll Call shall be entered in the Location field.

Using the AWW as a guide, the RTO shall broadcast a “come in” for each unit listed. As each unit acknowledges the come in, the unit designation shall be indicated in the comment section of the incident.

A field unit shall be dispatched to the last known location of any unit that does not acknowledge the come in. The unit dispatched shall be noted in the comment section of the incident.

The concerned BCC shall telephonically notify the Area Watch Commander to conduct a roll call for those units out to the station, police facility, City facility or hospital. Information regarding these units shall be noted in the comment section of the incident.

Receipt of any information pertinent to the involved unit shall cause the RTO to immediately broadcast the appropriate officer emergency or urgent field situation.

145

ROVER ACTIVATIONS

The Department utilizes the Motorola XTL5000 mobile radio in its vehicles, and the XTS5000 portable radio for handheld use. Each radio features an “emergency button” which field personnel may press in the event of an emergency or circumstances where the officer may not be able to press the transmit button of the radio and verbalize the nature of the situation (i.e. the officer is fighting with a suspect). When the emergency button is depressed on a handheld radio, an automatic 10-second open microphone is activated, allowing CD personnel to listen for signs of an emergency. This feature is not enabled on the mobile radios.

Note: Upon receipt of an emergency trigger activation from a field unit, the concerned operator and/or BCC shall monitor the Emergency Channel to determine if there is an open microphone (indicated by the presence of audio on the channel and a flashing “speaker” icon on the Emergency Channel). If so, the operator shall wait until the open microphone stops transmitting before initiating any broadcast over the air.

If an open microphone is transmitting, the concerned operator shall listen for any indicators of an actual emergency situation (i.e. sounds of a struggle, screaming or yelling, heavy breathing, etc.). If it appears there is an actual emergency based upon the sounds heard, the operator shall immediately broadcast an “Officer Needs Help” call on the appropriate radio channels and handle the emergency according to the procedures listed below.

If there is an emergency trigger activation with an open microphone, but no obvious signs of an emergency, the concerned operator shall proceed with the initial ROVER activation broadcast listed below after the open microphone stops transmitting.

For emergency trigger activations with no open microphone (from a mobile radio), the concerned operator may immediately proceed with the initial ROVER activation broadcast listed below.

Upon the activation of an ROVER, the Motorola MCC 7500 Elite Dispatch application will initiate audible emergency tones alerting all logged on RTOs/BCCs. It is the responsibility of each RTO to check the status of the activated ROVER by entering the command statement:

MN.20 <F10> - this will bring up an ROVER form.

I. Assigned ROVER

If a logged on unit status is active, and a ROVER activation is generated, the unit ID will highlight in red on the USD window in the AWW, and the EMG (emergency) indicator box displays on the AWW screen. The RTO is responsible for the initial broadcast on the Area base frequency and the emergency channel.

Example: “All Units, (Unit No.) ROVER has been activated, (Unit No., Unit No.) come in.”

If the concerned unit acknowledges, the operator shall make the following broadcast:

Example: “(Unit No.) your ROVER has been activated, is there a Code Four?”

If it is determined that help is needed, the RTO is responsible for handling the Help call, and shall make the following broadcast on the appropriate Area Group and Emergency Channel.

Example: “All Units Officer Needs Help (location), Officer Needs Help (location), any air unit come in on (Area) frequency.”

II. Assigned ROVER/No Location Indicated

If the logged on unit status is inactive/clear when an activation is generated, the initial broadcast and channel selection shall be the same as a logged on unit with a location indicated.

If there is no acknowledgment, the following “Officer Needs Help” broadcast shall be made on the appropriate Area Group and Emergency Channel:

Example: “All Units, Officer Needs Help, unknown location (or Unit shows clear), last location was (location), any air unit come in on (Area) frequency.”

If the unit provides a location, repeat the Help broadcast with the location. If no location is provided, send a field unit Code Three to the last known location. Adhere to the established procedures for a Code Three response. If the unit responds with a Code Four, broadcast this information immediately.

Note: On assigned ROVER activations, the IM command shall be initiated by the concerned RTO at the end of the emergency. Using this command at the end will give an accurate end time of the emergency, which will also be date/time stamped in the Audit Trail of the incident the unit is active on.

III. Unassigned ROVER Emergency Trigger Activations

An unassigned ROVER is one which is not logged on to the system. It could be in someone’s possession when activated or stored in an Area station kitroom. Upon activation of an unassigned ROVER, the RTO will not be presented with screen changes. RTOs shall check their positional ROVER sheet and determine whether or not the ROVER is listed.

Note: BCC3 handles unassigned ROVER activations.

Example: “All Units, Unassigned Rover (Number) has been activated, Rover (Number) come in.”

It shall be the responsibility of BCC3 to contact the appropriate Area Watch Commander to determine unit assignment. If the BCC is provided with a field unit designation for the activated unassigned ROVER and the concerned unit has not acknowledged the initial "Come In," a second "Come In" broadcast shall be made on Area base and the Emergency Channel using the unit designation provided. If the unit does not acknowledge, BCC3 shall immediately notify the appropriate Area Watch Commander.

146 **PURSUIT TERMINOLOGY/PROCEDURES**

When an LAPD unit initiates a vehicle pursuit, the unit shall advise Communications Division (CD) that they are "in pursuit" and give their unit identification, location, a description of the pursued vehicle and/or suspects, direction taken and reason for pursuit. The pursuing unit shall give frequent and comprehensive progress reports.

Any unit having pertinent information regarding the pursuit may advise CD. The secondary unit shall also advise CD, as soon as possible, of the secondary unit's involvement in the pursuit by stating that the unit is "in pursuit", providing its unit identification and location. Once a supervisor is assigned to a pursuit, he/she shall respond immediately and upon arrival, declare themselves as Incident Commander (IC) via broadcast.

When an outside pursuing agency requests assistance, the operator receiving the request **shall** inquire from the requesting agency the nature of the pursuit (i.e. traffic infraction, felony evading, wanted for robbery, driving under the influence, etc.) and disseminate the information to responding LAPD units.

I. Radio Telephone Operator (RTO) Responsibility

Immediately following the declaration of a vehicle pursuit, the following broadcast by the concerned RTO shall be made on the appropriate channels (Area Group).

"All Units on all frequencies stand by, (Unit No.) is in pursuit (location/direction of Travel/pertinent information), requesting a back-up, air unit, and a supervisor."

Note: If there is no response from a back-up or supervisor, the RTO **shall** assign a back-up unit and an available uniformed supervisor in close proximity to the pursuit.

The operator **must** select channels using the pre-configured group via DUI to utilize the "Priority Transmit" function to obtain the air for broadcasting.

Operators **shall** broadcast all subsequent directions, locations and information given by the unit in pursuit, allowing the unit to complete each transmission prior to re-broadcasting. Operators should also refrain from retaining the air when not broadcasting, as this will prevent field units from communicating with one another, posing an officer safety hazard.

If the pursuit enters another geographic bureau, the radio channels for the concerned Area(s) and the Traffic division of that bureau **shall** be added to the pursuit broadcast. The initial broadcast of “All Units on all frequencies stand by, (Unit No.) is in pursuit (location/direction of travel and any other pertinent information), requesting a back-up, an air unit and a supervisor” shall be repeated.

Notes: If a back-up, air unit and/or supervisor has already been assigned or is already at scene with pursuing unit(s), that specific portion of the “All units” broadcast may be omitted.

Once an Air unit switches to the Base Frequency for the pursuit, the Air/K9 channel may be de-selected.

As the pursuit traverses through various Areas, individual Base/Traffic frequencies may be selected or de-selected based upon the location of the pursuit and at the discretion of the RTO, BCC and/or supervisor.

All pursuits shall be handled by the RTO of the primary unit until such time a field unit from another Area becomes primary, or the appropriate BCC deems it necessary or is directed by a supervisor to take responsibility for the pursuit.

All pursuit transmissions **shall** be made on the appropriate channels until such time, if any, the BCC or supervisor determines the need, because of duration or distance, to transfer the pursuit broadcast to a tactical channel.

If a subsequent foot pursuit occurs, the operator handling shall **re-broadcast** the request for back-up, air unit and a supervisor **and** include responding units (see Foot Pursuit for terminology).

Example: “All units, 1A1 (or 1A1’s partner) is in foot pursuit (direction of travel, location, and pertinent information), requesting a back-up, air unit and a supervisor. 1A9, Air 3 and 1L20 is responding.”

Personnel not immediately involved in the pursuit **shall not** broadcast or listen to the concerned channels except during those occurrences which mandate the handling of Code Three calls or an officer safety incident. Code Three calls shall be broadcast on all of the appropriate channels and dispatched according to policy.

All other calls shall be digitally assigned to MDC-equipped units.

The following broadcast shall be made upon the termination of a pursuit:

Example: “All units, All Frequencies Clear.”

II. Bureau Communications Coordinator (BCC) Responsibility

Once a vehicle pursuit has been declared and the concerned BCC becomes aware of it, they **shall** be responsible for monitoring the pursuit and:

- A. Ensuring the correct broadcasts are made on **ALL** of the appropriate frequencies by the concerned RTO.
- B. Ensuring all subsequent locations, directions, suspect/vehicle descriptions and other pertinent information is received and rebroadcast by the concerned RTO.
- C. Ensuring all vehicle pursuits are being properly handled by the concerned RTO and assess the need to assume responsibility. If the concerned RTO fails to properly handle the pursuit and jeopardizes officer safety (i.e., fails to broadcast multiple locations, is not broadcasting accurate information as provided by the pursuing unit and/or fails to broadcast the information in a timely manner), the BCC shall not hesitate to assume responsibility.

The BCC **SHALL NOT** wait until the RTO has lost control of the pursuit before assuming responsibility.

Once the BCC determines the need to assume responsibility, he/she shall advise the concerned RTO and proceed with the broadcast. The BCC shall be responsible for ensuring all pertinent information (i.e., suspect description, and vehicle description) is entered from this point. The concerned RTO shall continue to monitor the pursuit and assist the BCC as requested. The RTO shall be responsible for entering the pertinent information prior to the BCC taking over.

The BCC is ultimately responsible for ensuring the emergency is handled properly and pertinent information (i.e., start/end times, outside agency notifications, RA notifications) is entered into the comments section of the incident at the termination of the pursuit.

III. CD Supervisor Responsibility

It is the responsibility of a supervisor or individual designated by a supervisor (i.e., Emergency Board Operator Training Officer [EBOTO] or Radio Telephone Operator Training Officer [RTOTO]) to ensure that all pursuits are monitored.

The supervisor or designee shall:

- A. Immediately notify the CD Watch Commander of the pursuit.
- B. Monitor all pursuits and assist the RTO by using a Thomas Guide or the VELA map application to follow the path of the pursuit, advise of approaching locations and provide locations that are not clear.

- C. Assess all pursuits and determine whether the length of time, location, etc., will necessitate the pursuit being moved to a tactical channel.
- D. Once a supervisor determines the need to move the pursuit to a tactical channel, the operator designated to broadcast the pursuit shall continue to broadcast on any adjoining/bordering Area channels, which may be affected.

IV. CD Watch Commander Responsibility

The CD Watch Commander shall notify the Patrol Commanding Officer (C/O) of the initiating Area at the onset of the pursuit. A list of all the C/O contact numbers is available in the Watch Commander's office at the MCDC and VCDC.

Note: If there are difficulties contacting a C/O, or errors on the list of C/O contact numbers, the CD Watch Commander shall telephone RACR and ask to be "patched" to the concerned C/O to complete the notification process.

If the pursuit is initiated by an Area within Central or South Bureau, the Watch Commander at the MCDC shall make the notification to the concerned Patrol C/O. If the pursuit is initiated by an Area within Valley or West Bureau, the Watch Commander at the VCDC shall make the notification to the concerned Patrol C/O.

Note: For pursuits initiated by Metropolitan Division, regardless of the Area of occurrence, the MCDC Watch Commander shall make the notification.

If either Dispatch Center **does not** have an assigned Watch Commander, the Watch Commander, the Watch Commander at the Opposite Dispatch Center is responsible for making all pursuit C/O notifications.

In the event the Watch Commander is absent from the Dispatch Floor (i.e. Code 7, employee conference, etc.), he/she shall designate another employee to complete the pursuit C/O notifications (i.e. the Floor supervisor, Watch Commander at alternate Dispatch Center, etc.).

V. Watch Commander Aide's Responsibility

After retrieving five (5) copies of the incident's history of a vehicle pursuit, the Watch Commander's Aide shall complete and forward Intradepartmental Correspondence, Form 15.2, and four (4) copies of the vehicle pursuit incident to the Commanding Officer of CD. The fifth copy of the incident history shall be forwarded to the Officer-In-Charge, CD Project Unit. The original copy of the vehicle pursuit incident and one copy of the correspondence shall be placed in the Pursuit Notification Forms and Logs Book in the Watch Commander's office. Watch Commander's Aides in each Dispatch Center should adhere to other guidelines and protocols established by the Pursuit Review Unit.

146.01 **VEHICLE PURSUITS ENTERING OTHER BUREAUS**

If the pursuit enters another geographic Area or bureau, the radio channels for the concerned Area(s) and the Traffic division of that bureau shall be added to the pursuit broadcast. All related information shall also be broadcast on these channels.

Note: This procedure shall be followed for any emergency that travels into an adjoining geographic bureau. The operator shall multi-select that bureau's concerned Area and Traffic division channels and ensure that all related information is broadcast on the appropriate channels to the field units.

146.02 **VEHICLE PURSUITS ENTERING FREEWAYS**

When a LAPD Unit is involved in a vehicle pursuit that moves onto the freeway, the concerned RTO/BCC shall:

- A. Query the supervisor in charge of the pursuit or the primary unit (if no supervisor is available) to determine whether they are requesting the CHP to assume responsibility for the pursuit.
- A. Advise the CHP whether or not the LAPD requests the CHP to assume responsibility for the pursuit.

146.03 **VEHICLE PURSUITS ENTERING OTHER JURISDICTIONS**

When it appears imminent that a vehicle pursuit will proceed into another jurisdiction, the supervisor or BCC monitoring the pursuit shall notify via telephone the appropriate agency and advise the agency of the following:

- A. Current location of the pursuit.
- B. Description of the suspect's vehicle.
- C. If the information is available, provide the reason why the suspect is wanted.

If the decision is made to continue the pursuit, it may be necessary for the BCC or a supervisor to maintain an open line with the other agency and update them on the progress of the pursuit.

The BCC or supervisor monitoring the pursuit shall request that the other agency take over the pursuit only when asked to do so by the field supervisor in charge of the pursuit.

146.04 **AIR UNIT TRACKING DURING A VEHICLE PURSUIT**

The use of an air unit to track a suspect vehicle is a valuable law enforcement tool intended to enhance public and officer safety by encouraging a fleeing suspect(s) to operate his/her vehicle responsibly and/or terminate the pursuit.

Note: Upon the air unit's arrival at the scene of a pursuit, the air unit will assess the situation, advise the Incident Commander of the number of police units in the pursuit and request if tracking should be initiated. Exigent circumstances may preclude tracking.

Whenever possible, air units shall assume responsibility for **tracking** a suspect vehicle. In the absence of exigent circumstances, (e.g., armed suspect, murder suspect, hostage situation, etc.), which may require pursuing units to remain in pursuit of the suspect's vehicle, authorized ground units shall continue Code Three, and attempt to remain out of the suspect's line of sight, but remain in close proximity to the suspect's vehicle. Authorized ground units shall broadcast whatever information is necessary to assist the air unit.

When tracking does not produce the desired result of slowing the suspect's driving or the suspect's driving actions are contributing to an increasingly hazardous situation, the Incident Commander, at his/her discretion may direct units to re-engage the suspect vehicle. Absent exigent circumstances, Incident Commander approval during the tracking mode is required by the primary and/or secondary unit to re-engage the pursuit of the vehicle.

RTO Responsibilities:

When an air unit initiates "tracking mode" during a vehicle pursuit, the RTO should keep all applicable radio channels on stand-by and make a broadcast indicating the pursuit is now in tracking mode.

Example: "All units, Air 8 is now tracking the suspect vehicle southbound Highland from Santa Monica."

Note: Vehicle pursuits that transition to "tracking mode" shall continue to be broadcast on the same channels on which the original pursuit was broadcast (i.e. Area Group, or a Tac Channel if the pursuit was moved there due to duration or location).

The RTO shall continue to take direction from the Incident Commander, air unit and ground units and repeat any pertinent information on the applicable radio channels.

If the pursuit is re-engaged, the RTO shall make the complete pursuit broadcast, but may omit the request for a back-up, air unit or supervisor should any of those resources already be on scene.

BCC Responsibilities:

When an air unit initiates "tracking mode" during a vehicle pursuit, the BCC shall document the time tracking began in the Incident Audit Trail. Should the pursuit be re-engaged, the BCC shall document the time in the Incident Audit Trail.

147 CONCURRENT OFFICER EMERGENCIES

At times, more than one officer emergency may occur at the same time. These instances are referred to as concurrent officer emergencies.

147.01 **INTRA-BUREAU EMERGENCIES**

If two unrelated emergencies exist within the **same bureau**, the BCC shall direct each RTO to broadcast the emergency on their base channel only. The BCC shall broadcast on all appropriate channels and advise responding units to monitor the appropriate base frequency.”

Example: “Units responding to the CTD pursuit monitor CTD frequency. Units responding to the Newton pursuit monitor Newton frequency.”

147.02 **INTER-BUREAU EMERGENCIES**

In the event two unrelated emergencies exist in **different bureaus** and one or more channels are included in both Area Groups, the BCC shall direct the RTOs to broadcast on the designated Bureau Group Select. The BCC shall broadcast on all appropriate channels and advise responding units to monitor the appropriate base frequency.

Example: “Units responding to the Wilshire back-up monitor Wilshire frequency. Units responding to the Southwest pursuit monitor Southwest frequency.”

148 **FOOT PURSUIT**

All notifications of foot pursuits shall be recorded in the comment section of the appropriate incident. The following broadcast shall be made on Area Group:

Example: “All units, (Unit No. or Unit No.’s partner) is in foot pursuit, (direction of travel and location), requesting a back-up, air unit and a supervisor.”

If a field unit does not respond to the location, dispatch one unit Code Three and broadcast:

“(Unit No.), assist (Unit No.), in foot pursuit (direction of travel and location).”

149 **OFFICER NEEDS ASSISTANCE**

In March 2009, the Department eliminated the “Officer Needs Assistance” terminology. In the event an Officer requests “Assistance,” the operator receiving the call shall handle the incident as an “Officer Needs Help Call” (See Manual Section 3/143).

150 **FOLLOWINGS**

A broadcast received from a field unit reporting they are following a wanted vehicle or a vehicle possibly involved in a crime, shall be recorded in the comment section of the appropriate incident and the broadcast shall be made on **Area Base, Traffic and Air/K9**.

The word “FOLLOWING” is merely an advisement meant to describe the activity of a field unit. The officer(s) will request the type of response required (i.e., back-up, air unit, etc.).

If the following enters another geographic Area or Bureau, the radio channels for the concerned Area(s) and the Traffic Division of that Bureau shall be added to the following broadcast. All related information shall also be broadcast on these channels.

Example: “All Units, (Unit No.) is following (vehicle description, possible crime, direction of travel or location and suspect description, etc.).”

If a request for a back-up is made in conjunction with the notification of a following, the broadcast shall be made on **Area Group**:

Example: “Any Unit in the vicinity, (Unit No.) is requesting a back-up, air unit and a supervisor following a (type of crime, suspect/vehicle description, etc.), (location).”

151 BACK-UP

A request for a back-up unit is considered an emergency and shall be handled immediately upon receipt. The broadcast shall be made on Area Group or Bureau Group (if the request was received from a Bureau Traffic Unit).

The broadcast shall be:

“Any Unit in the vicinity, (Unit No.) is requesting a back-up, Air Unit and a supervisor (location and any pertinent information).”

A specific unit shall be dispatched Code Three. The initial broadcast and all subsequent broadcasts related to the back-up shall be made on Area Group. When the responding Air Unit has switched to the Base Channel for the Area of occurrence, the Air/K9 channel may be de-selected from Area Group for the duration of the incident.

NOTE: The Code Three starting location of any unit responding to a Back-Up request shall be made on the applicable Area Base Channel(s) only (i.e. a West Valley unit responding Code Three to a Back-Up in Topanga shall cause the Code Three broadcast to be made on West Valley and Topanga Area Base Channels).

152 ADDITIONAL UNIT

Upon receipt of a request for an additional unit, the operator shall immediately repeat the broadcast on Area base and Traffic.

Example: “(Unit No.) is requesting an additional Unit (location and pertinent information).”

Unit: “1A11, I’m requesting an additional Unit at 111 N. Main St, for an open door.”

RTO: “1A11 is requesting an additional Unit 111 N. Main St, for an open door.”

Note: The operator shall enter the request and pertinent information in the comment section of the incident.

153 **CODE TOM**

A Code Tom is a request for a field unit with a Taser to respond to an occurrence involving a violent suspect. All requests for a field unit with a Taser shall be broadcast on Area Group.

The request shall be entered into the comment section of the incident and responding units shall be assigned the call.

Example: “Any (Division) Unit, Code Tom (location).”

154 **CODE SAM**

A Code Sam is a request for a field unit with a Bean Bag shotgun to respond to an occurrence. All requests for Code Sam shall be broadcast on Area Group.

The request shall be entered into the comment section of the incident and responding units shall be assigned the call.

Example: “Any (Division) Unit, Code Sam (location).”

155 **CODE ROBERT-RIFLE**

A Code Robert-Rifle request shall be used by field units to request the immediate response of a Patrol Rifle-equipped unit. All requests for Code Robert-Rifle shall be broadcast on Area Group.

After broadcasting a Code Robert-Rifle, the RTO shall immediately assign the incident to a Patrol Rifle-equipped unit and an Area supervisor. The base frequency will be put on stand-by until there is a Code Four or the concerned units have switched to a tactical frequency.

Example: “All Units, Code Robert-Rifle, (location), Code Robert-Rifle, (location).”

156 **CODE ROBERT-SLUG**

A Code Robert-Slug is a request for a patrol unit equipped with Slug Ammunition. All requests for Code Robert-Slug shall be broadcast on Area Group.

After broadcasting a Code Robert-Slug, the RTO shall immediately assign the incident to a Slug Ammunition-equipped unit and Area supervisor. The base frequency will be put on stand-by until there is a Code Four or the concerned units have switched to a tactical frequency.

Example: “All Units, Code Robert-Slug, (location), Code Robert-Slug, (location).”

157 **MULTIPLE EMERGENCIES/SAME FREQUENCY**

If two unrelated emergencies exist in different areas, but on the same radio frequency, the following procedures shall apply:

A. Tied (Patched)

If two unrelated emergencies exist in **different areas** but on tied radio frequencies the following procedure shall apply:

- The RTO may be required to maintain control of both emergencies until the BCC and/or an additional operator is available to handle one of the emergencies. If the RTO is able to maintain control of both emergencies, they should be allowed to do so. The BCC shall immediately notify a supervisor. The BCC and/or supervisor shall monitor the emergencies until their conclusion.
- If the RTO is unable to maintain control of both emergencies, the BCC shall immediately move one of the emergencies to an alternate frequency and handle the emergency until another RTO is in place. If there are no other RTOs available, then the BCC shall handle the emergency until its conclusion. As soon as practical, the BCC or primary RTO shall direct an operator in the general area to notify a supervisor.
- The nature and status of the emergency shall be the determining factors in deciding which emergency to move (i.e., a vehicle pursuit will be moved to a TAC frequency if the second emergency involved a Help Call).

Exception: If two pursuits occur involving a two-wheel motorcycle unit and a field unit in a four-wheel vehicle, the two-wheel motorcycle unit shall remain on the base frequency.

Example: “Units responding to the West Valley pursuit switch to Valley Bureau TAC 1/Channel 41. Van Nuys Help Call will remain on base frequency.”

158 **DE-SELECTION OF AIR/K9**

When handling an officer-initiated emergency, back-up or vehicle following, RTOs shall broadcast on the Air/K9 channel to alert the air unit. Once the air unit has switched to the base frequency of the involved unit, the RTO may de-select Air/K9 and continue to broadcast on the remaining appropriate channels.

159 **RESTRICTING TACTICAL FREQUENCIES**

RTOs frequently receive requests from field units involved in urgent tactical situations to restrict a tactical frequency. The concerned RTO, after receiving the request shall verbally advise their

BCC immediately. The BCC shall determine the availability of a tactical channel, advise the RTO and broadcast the restriction on Citywide frequencies.

160 **FREQUENCY COORDINATION WITH AIR SUPPORT DIVISION (ASD)**

Air Support Division (ASD) may verbally request the frequency be put on a stand-by for specific, brief situations which impact immediate officer safety (i.e., officers in an ambush, establishing a perimeter). When requesting a critical conditions stand-by, ASD personnel will broadcast, “Air (Unit No.), clear frequency for an emergency” or “Air (Unit No.) put the frequency on a standby.” The air unit will handle the urgent tactical situation, then relinquish the frequency. For lengthy situations, a tactical frequency shall be restricted for all concerned units to switch to.

Upon receipt of an emergency stand-by request from an air unit, the concerned RTO shall IMMEDIATELY broadcast:

“All units, stand-by for Air (Unit No.)”

161 **METROPOLITAN DIVISION CODE RED**

Very Important Person (VIP) motorcades or SWAT call-outs are referred to by Metropolitan Division as “CODE RED.” The Metro channel is restricted from ALL broadcasting. All routine voice traffic by their personnel is re-routed to a tactical frequency. During these occurrences, Metro will telephonically notify Communications Division and/or Metro field personnel will broadcast on the designated channel, “CODE RED.” Routine broadcasts will commence once the “CODE RED” has been lifted, or unless otherwise advised by the Metropolitan Division Watch Commander.

162 **STOLEN VEHICLE LOCATOR SYSTEMS**

162.01 **LOJACK**

LoJack is an electronic vehicle recovery system designed to help officers locate stolen vehicles. It does not interfere with an officer’s radio car operations or vehicle report procedures.

Police Tracking Computers (PTC) have been placed in police helicopters and patrol vehicles. The PTC is used to “track” stolen vehicles equipped with LoJack transponders (honing devices).

- A. When a stolen LoJack vehicle is in range (two to four miles), an activation signal (five-digit reply code) is displayed on the PTC.
- B. The concerned unit may run a vehicle check using the reply code via the Mobile Data Computer (MDC) or voice request Communications Division to run a check.
 - The reply code is entered into the system the same as a vehicle license number. The letter “LJ” must be entered into the state field.

Example: QP.1A1-W2.12345.LJ <F10> (Command Line), or use Open Query Form and change the state to LJ

- C. The Date Base Response (DBR) will be returned in the same format as a stolen “VIN” return. Operators shall use the terminology appropriate for Code Thirty-Seven returns.
- D. Officers will advise Communications Division that they are tracking or following the Code Thirty-Seven.

Note: “Tracking” is a notification that the stolen vehicle is in the area, but **not in sight**. The concerned Radio Telephone Operator (RTO) shall broadcast the information on base frequency only.

Example: “2A47 is tracking a possible Code 37, w/b 3rd Street from Bonnie Brae, red 1990 Ford Mustang, 123ABC.”

Note: If the unit advises they are following the vehicle or requesting an air unit, back-up etc., the RTO shall follow the established procedures for the specific request made by the unit.

Upon receiving a request for information from a LoJack employee, Communications Division personnel shall:

1. Verify the employee’s identity by obtaining the following information:
 - The name of the LoJack agent
 - The five-digit LoJack number (also referred to as the reply code)
2. Reference the Ready Reference Directory, Miscellaneous, (MISC) Category in order to verify that the LoJack employee is on the authorized list. If the LoJack employee is not listed, the caller shall be advised that Communications Division will not process the request.
3. If the name of the LoJack employee is on the authorized list in the Ready Reference and the LoJack employee provides the five-digit number, then Communications Division personnel may provide the LoJack employee with the following information:
 - Reporting Agency or Agency that recovered vehicle
 - Vehicle Damage
 - District Reporting (DR) Number
 - Whether or not a suspect is in custody

Note: The list of LoJack employees is available in the Ready Reference, Miscellaneous Category.

162.02 **TELETRAC**

TELETRAC is a computerized stolen vehicle locator system with the capability to “track and record” stolen vehicle movement. The system is equipped with a “location information file” which enables the TELETRAC Control Center or company/corporate subscribers to provide Communications Division with the location of the stolen vehicle as it travels through the City. TELETRAC will make telephonic notifications via the BCC when an activation has occurred.

I. Routine TELETRAC Activations

A. TELETRAC Responsibility

TELETRAC will telephone the BCC with the necessary information to dispatch:

- Vehicle description and license number.
- Current location and direction of travel.
- Episode number (equivalent to LAPD incident/event number).
- Name or operator number of TELETRAC employee reporting.

Note: Verbal affirmation from TELETRAC that the owner has been contacted and advised to make a stolen vehicle report is all that is required for the BCC to create an incident for dispatch.

B. BCC Responsibility

The BCC shall create an incident for dispatch in accordance with established policies and procedures:

Incident Type: 503 Vehicle
Detail Type: 3SN GTA Suspects There Now
Code: 2

The TELETRAC episode number shall be entered into the comment section of the incident, but not broadcast.

Example: Any Rampart Unit, GTA Suspects There Now, 4th Street and Vermont, tracking a Code Thirty-Seven southbound Vermont from 4th Street, red 1990 Toyota Corolla, 2ABC123, Code Two, I1234, RD 262.”

The BCC shall maintain an open line with TELETRAC to receive and relay updated information to responding units. The BCC shall handle broadcasting and inputting information until a Code Four is received. The concerned RTO shall be responsible for handling requests received after the Code Four.

Once the vehicle is stopped, the BCC shall advise TELETRAC and terminate the call. The BCC shall telephone TELETRAC when the vehicle has been recovered to deactivate or terminate the episode.

If the vehicle stops moving, a two-officer unit shall be sent to investigate Code Two to the last known location. If TELETRAC advises that a vehicle has been standing for an hour or more, a two-officer unit shall be sent to investigate as a recovered vehicle, no code.

If the vehicle leaves the City before it is sighted or stopped, TELETRAC will notify the concerned agency.

II. TELETRAC Notifications Received From Owner or Last Driver

Communications Division personnel may receive notification of the theft of a TELETRAC equipped vehicle directly from the owner or last driver of the vehicle. In these instances the following procedure shall apply:

- A. The operator receiving the call shall interview the person reporting (PR) to obtain information necessary for dispatch.
 - Other crime involved
 - Location of occurrence
 - Vehicle description and license number
 - Direction of travel
 - Any other pertinent information
 - Location, callback number and name of victim

Note: Do not advise the caller to call TELETRAC.

- B. The concerned operator shall create an incident for dispatch in accordance with established policies and procedures. "TELETRAC-EQUIPPED" shall be entered into the comment section of the incident.
- C. The operator shall notify the appropriate BCC of the incident number.
- D. The BCC shall telephone TELETRAC and provide the vehicle license number and/or vehicle owner's name. TELETRAC can utilize this information to initiate the tracking function.
- E. Once TELETRAC has located the vehicle, the incident shall be handled using established dispatch procedures described in routine TELETRAC activations.

III. TELETRAC Fleet/Corporate Activations

Businesses (private and public) have purchased TELETRAC monitoring units. These businesses are identified as fleet or corporate accounts and their monitoring units operate independently of the TELETRAC Control Center. Episode numbers are not assigned to these activations.

Calls may be received via 9-1-1 or secondary lines. PRs may be company drivers, dispatchers or agents. Activations may be related to emergency (i.e., robbery, injury, or vehicle taken in a robbery) or non-emergency situations.

A. The concerned operator shall obtain information necessary for dispatch:

- Crime(s) involved
- Location of occurrence
- Vehicle description and license number
- Direction of travel
- Any other pertinent information (injuries, weapons, etc.)
- Location, callback number and name of driver/victim
- Name, callback number and contact person for the Company

Note: The PR should be advised to standby for police.

B. If the dispatcher of the business is able to communicate with the driver they should ascertain the nature of the problem and relay the information to Communications Division. An incident shall be created and dispatched in accordance with established policies and procedures. The statement “TELETRAC Corporate Activation” shall be entered into the comment section of the incident.

If the operator is unable to communicate with the driver and the panic/alert button has been activated, the following should be used to determine if a police problem exists:

1. The driver used a pre-designated “code word” indicating an emergency exists.
2. There was no response from the driver.
3. The vehicle is off the designated route.
4. The vehicle is moving at a high rate of speed or has not moved for a long period of time.

An incident shall be created and dispatched as incident type 900 (unknown trouble). The statement “TELETRAC Corporate Activation” shall be entered into the comment section of the incident.

The caller shall be transferred to the BCC. The BCC shall maintain an open line to receive and relay information to responding units regarding the location of the vehicle. The incident shall then be handled using procedures described in routine TELETRAC activations.

- C. If the driver of the vehicle contacts Communications Division directly, the operator receiving the call shall obtain information necessary for dispatch:

- Crimes involved
- Location of occurrence
- Vehicle description and license number
- Direction of travel
- Any other pertinent information (injuries, weapons, etc)
- Location, callback number and name of driver/victim
- Name, callback number and contact person for the company

If the request for service involves other emergency or non-emergency police-related situations, the operator receiving the call shall process the incident consistent with the incident type and code. If a police problem does not exist, then a field unit shall not be dispatched.

IV. TELETRAC Panic/Alert Button Activation

- A. In addition to TELETRAC monitoring units, some of the vehicles may be equipped with a panic/alert button. Businesses utilizing a panic/alert button are required by TELETRAC to maintain direct communication (i.e., two-way radio, computer and cellular telephone) with drivers. The following information shall be obtained:

1. Crime(s) involved
2. Location of occurrence
3. Vehicle description and license number
4. Direction of travel
5. Any other pertinent information (injuries, weapons, etc.)
6. Location, callback number and name of driver/victim
7. Name, callback number and contact person for the Company

- B. If the dispatcher of the business is able to communicate with the driver, they should ascertain the nature of the problem and relay the information to Communications Division. The driver should be advised to standby for police. An incident shall be created and dispatched in accordance with established policies and procedures. The statement "TELETRAC Corporate Activation" shall be entered in the comment section of the incident.

- C. If the dispatcher is unable to communicate with the driver and the panic/alert button has been activated, the following should be used to determine if a police problem exists:

1. The driver used a previously designated "code word" indicating an emergency exists.

2. There was no response from the driver.
3. The vehicle is off the designated route.
4. The vehicle is moving at a high rate of speed or has not moved for a long period of time.

An incident shall be created and dispatched as incident type 900 (unknown trouble). The statement “TELETRAC Corporate Activation” shall be entered in the comment section of the incident.

- D. The caller shall be transferred to the BCC. The BCC shall maintain an open line to receive and relay information to responding units regarding the location of the vehicle. The incident shall then be handled using procedures described in routine TELETRAC activations.
- E. If the driver of the vehicle contacts Communications Division directly, the operator receiving the call shall obtain information necessary for dispatch.
- F. If the request for service involves other emergency or non-emergency police-related situations, the operator receiving the call shall process the incident consistent with the incident type and code. If a police problem does not exist, then a field unit shall **NOT** be dispatch.

V. TELETRAC Panic/Alert Button Activation-Department of Transportation (DOT)

DOT has equipped all parking enforcement vehicles with automated vehicle locators to provide faster response time to emergency service calls and enhance officer safety.

- A. The TELETRAC system provides a “panic button” in each parking enforcement vehicle, that when pressed, alerts a supervisor at DOT’s Communications Division. The TELETRAC system will transmit the current location for the corresponding vehicle.
- B. Upon receiving a DOT distress call, a DOT supervisor will contact Los Angeles Police Department (LAPD) Communications Division to request help. Upon receiving a report of a “panic button activation,” the operator receiving the request shall create and dispatch a HELP call in accordance with established policies and procedures.

Example: “All Units, DOT Officer needs Help, Western and Florence, DOT Officer needs Help, Western and Florence, any air unit come in on (Division) frequency, panic button has been activated.”

- C. All pertinent information shall be broadcast. This call shall be handled as a Priority I call. One unit shall be dispatched/assigned Code Three; all other units shall respond Code Two.

Incident Type: 999

Detail Type: O (other)

Code: 3

The statement "Panic Alarm" shall be entered in the comment section of the call.

VI. TELETRAC Activations on Non-Verified Stolen Vehicles

If TELETRAC is unable to contact the owner, Communications Division will **NOT** dispatch a field unit or make any broadcast concerning the episode. The following procedures shall be followed when TELETRAC makes notification on an episode where the owner was **NOT** contacted.

- A. The BCC shall create an incident for information only. The phrase, "OWNER NOT CONTACTED, NO CAR SENT" shall be entered on the first line of the comment section of the incident.
- B. The episode number, vehicle description, license number and name/operator of the person reporting shall also be entered into the comment section of the incident.
- C. The incident and detail types are the same as those used for verified stolen vehicles. The code shall be removed.
- D. The BCC shall advise the TELETRAC operator of the incident number and close the incident using the appropriate disposition code, "INF."
- E. If TELETRAC subsequently contacts the owner and they are still tracking the vehicle in the City, a call shall be created and the established dispatch policies and procedures shall be followed.

Note: TELETRAC will advise the BCC that the call is related to a previously reported incident/episode.

VII. Stolen Vehicle Reports

TELETRAC subscribers will be advised to contact the Area station to make a telephonic or in-person stolen vehicle report. The subscriber is responsible for notifying TELETRAC when the report has been taken.

162.03 ON-STAR GLOBAL TRACKING

“On-Star” is a computerized locator system with the ability to “track” vehicle movement. The system is mainly installed in General Motors vehicles. When an anti-theft device has been activated, On-Star will only contact police when the vehicle has moved, sounds were monitored, or the owner of the vehicle has indicated that it was taken.

I. Theft Notifications

On-Star will contact Communications Division and provide the following information:

- Vehicle description and license/VIN number
- Current location and direction of travel
- Owner verification (including name and contact number)
- Name or operator number of the On-Star employee reporting
- Incident/Case number

When an operator receives a call from On-Star reporting a stolen vehicle activation, the operator shall obtain verbal affirmation from On-Star that the owner has been contacted and advised to make a stolen vehicle report.

The operator shall create an incident for dispatch in accordance with established policies and procedures:

Incident Type: 503 Vehicle
Detail Type: 3SN GTA Suspect Now
Code: 2

Example: “Any Central Unit, GTA Suspects There Now, 1st Street and Main, On Star tracking a Code Thirty-Seven southbound Main, License 2ABC123, 2ABC123, Code Two, I1234, RD 111.”

The operator shall maintain an open line with On-Star to receive and relay additional information to responding units. The operator shall broadcast and input information until a field unit has the vehicle in sight or a Code Four is received. The concerned RTO shall be responsible for handling all subsequent requests.

Once the officer has the vehicle in sight, the operator shall advise On-Star and terminate the call. When the vehicle has been recovered the BCC shall notify On-Star and advise them to deactivate the anti-theft device or terminate the incident.

If the vehicle stops moving, a two-officer unit shall be dispatched Code Two to the last known location. If On-Star advises that the vehicle has not moved for an hour or more, a two-officer unit shall be sent to investigate as a recovered vehicle, no code.

If the vehicle leaves the City before it is sighted or stopped, On-Star will notify the concerned police agency.

II. Air Bag Deployment

On-Star will contact the concerned police agency when they receive a signal from the vehicle that the airbag has been deployed. An airbag deployment signal indicates that the vehicle was possibly involved in a traffic collision.

If On-Star is able to verify with the occupant of the vehicle that an airbag has been deployed, they will provide an exact location, owner's name, vehicle description and advise if medical response is required. Communications Division personnel shall dispatch or refer according to established policies and procedures.

If On-Star reports an airbag deployment, and they have not verified with the occupant that the airbag has been deployed, On-Star will provide a location within 500 square feet. The operator shall create an incident and dispatch an area Traffic Division Collision Investigation (CI) unit to the reported location of occurrence. The incident shall be a 904(1), Traffic Collision, unknown if injuries. The phrase "UNVERIFIED AIRBAG DEPLOYMENT" shall be included in the first line of the comment section of the incident. The EBO receiving the call shall attempt to obtain all pertinent information (vehicle description, license number, owner's cell phone number, etc.).

Because On-Star can only provide a location within 500 square feet, the Traffic division RTO shall utilize assertive dispatch techniques to assign a field unit to check the area (i.e., request an air unit to fly over the area of the call) to determine if a traffic collision has in fact occurred.

If Air Support Division advises they have located the vehicle and it appears that police and/or medical response is required, Communications Division personnel shall dispatch and/or refer according to established policies and procedures.

III. On-Star Notifications

Communications Division may receive notification of a vehicle equipped with an anti-theft system installed with On-Star from the subscriber. In those instances the following procedures shall apply:

- A. Operator receiving the call shall interview the Person Reporting (PR) to obtain the following information necessary for dispatch:
 - Other crimes involved
 - Vehicle description and license number
 - Direction of travel
 - Location of occurrence
 - Location, callback number, and name of victim

The concerned operator shall create an incident for dispatch in accordance with established policies and procedures. "Tracking system" shall be entered into the comment section of the incident.

The operator shall notify the appropriate BCC of the incident.

The BCC shall telephone On-Star at (888) 466-7827, menu option 1, and provide the operator with the vehicle owner's name and/or license plate number. On-Star will initiate the tracking device. The BCC shall remain on the line with On-Star to receive and relay information to responding units.

Note: The operator shall not advise the person reporting to call "On-Star."

162.04 MISCELLANEOUS VEHICLE LOCATOR SYSTEMS

In addition to LOJACK, Teletrac and On-Star, a number of other companies offer vehicle location services to their subscribers (i.e. ATX, BMW, etc.).

Reports from other companies with vehicle location services shall be handled in the same manner as On-Star incidents.

TERMINOLOGY FOR DATA BASE RESPONSES

163 **OPEN QUERY**

The Premier CAD Open Query application is a tool for querying external law enforcement databases for specific information. Operator(s) enter specific information necessary for running persons, vehicle license plates and property through various automated systems. Responses involving Code Six Charles Returns will generate a tone at the RTO and Bureau Communications Coordinator (BCC) consoles, and messages in both the Alert Monitor application and in the Query section of the Clock & Messages window.

163.01 **DATA BASE SYSTEMS**

Operators are required to process Data Base Inquiries (DBI) involving persons, vehicles and property through various data base systems.

RTOs receive requests from MDC and non-MDC equipped units. EBO operators are required to process DBIs related to incidents.

By entering certain Data Base Selection (DBS) codes, operators are able to query specific Data Base Systems. DBS codes are single letters which identify external databases. These codes, along with specific qualifying information, are required to access these systems. The returns are generated and provided to units in a matter of seconds.

DBS codes are entered in the Data Base Select Field of the Open Query application and the command line of Premier CAD. There are six external data base systems available for access by Communications Division personnel. Operators receiving requests from field units for information on persons, vehicles or property shall query only those systems in which the requested information is contained.

I. **Countywide Warrant System (CWS)**

CWS is a computerized system that stores and retrieves all warrants created modified and recalled, and information on individuals within **Los Angeles County only**. Warrant information for persons and vehicles are retrieved from this system.

The Conditions of Probation System (COPS) is a sub-system of CWS and provides information on individuals on active Court Probation. All inquiries into CWS are automatically queried through COPS.

To obtain warrant information **outside** of Los Angeles County, personnel must access the Criminal Justice Information System (CJIS).

II. **Criminal Justice Information System (CJIS)**

The Criminal Justice Information System (CJIS) is a **Statewide** computerized file containing records which are of interest to the criminal justice community. CJIS is maintained by the California Department of Justice (DOJ) and it is available to

authorized local, state, and federal criminal justice agencies via the California Law Enforcement Telecommunications System (CLETS) network.

CJIS includes the following nine (9) systems:

A. Stolen Vehicle System (SVS)

SVS is a file of records of stolen, felony, lost, pawned, repossessed or stored vehicles; stolen, lost, felony plates; stolen vehicles parts; and vehicles associated with wanted or missing persons.

B. Automated Boat System (ABS)

ABS is an online computer file of records of boats (vessels) that are stolen, lost, repossessed and stored, and boat (vessel) parts that are stolen. Inquiries about boats (vessels) must include one of the following:

C. Wanted Persons System (WPS)

WPS is a file of records pertaining to wanted fugitives and arrest warrants.

D. Automated Firearms System (AFS)

AFS is an online file of serialized firearm records. There are two types of firearm records: law enforcement and historical records. Law enforcement records consist of firearms that are reported stolen, lost, found, held for evidence, under observation, destroyed, institution registrations and retained for official use. Historical records are firearms that are associated with a person and have been reported when a firearm is purchased or transferred (i.e., by a Dealer's Record of Sale); when a license to carry a concealed weapon (CCW) is issued; through assault weapon registrations; voluntary registrations; when pawned, bought, consigned, sold at an auction, operation of law, new resident's report, collector's report, or pawn redemption.

NOTE: AFS is not available to Communications Division personnel. Field units requesting an inquiry on a gun shall be referred to their station.

E. Automated Property System (APS)

APS is an online computer file of serialized property records that are reported stolen, lost, found, held for evidence, under observation, pawned, or bought. In addition, non-serialized jewelry and property that are pawned or bought are maintained in APS. A Serial Number or Owner Applied Number and type (i.e. bicycle, stereo) is required for all inquiries. The brand name, make, model, etc. are optional.

NOTE: Communications Division personnel **shall not** run guns through APS. Field units requesting an inquiry on a gun shall be referred to their station.

F. California Restraining and Protective Order System (CARPOS)

CARPOS is a file of records containing subjects of restraining orders. It also contains the terms and conditions of the restraining order.

G. Missing and Unidentified Persons System (MUPS)

MUPS is a file of records of missing and unidentified persons. The system catalogs reports according to a variety of physical (e.g., date of birth, height, weight, hair color, etc.) and dental characteristics. It is continuously available to law enforcement agencies to assist in locating and recovering missing and unidentified persons.

H. Sex and Arson Registration File (SAR)

SAR is a relational database which stores registration information on California's sex and arson registrants. Records that are entered into CSAR are retained indefinitely, unless an individual registrant is deceased or has been found that he/she is no longer required to register per court documentation.

I. Supervised Release File (SRF)

The SRF is a file of individuals on "active supervision" status (i.e. parole or probation). A typical response will provide physical descriptors, drivers' license and social security numbers, county and city of residence, primary offense, sex registration status, supervising officer's name, phone number and unit. Advisory information, deemed critical and for the immediate knowledge of law enforcement is also included in the response.

III. California Department of Motor Vehicles (DMV)

The California Department of Motor Vehicles (DMV) maintains various automated files that contain information for Driver Licenses, Vehicle and Vessel Registration, Parking and Toll Evasion Citation information, Occupational Licensees, and the International Registration Plan. California DMV files provide information for the State of California only.

Information on out-of-State driver's license and vehicle registration information may be obtained via the National Law Enforcement Telecommunications System (NLETS). See Manual Section 3/163.02 and 3/170.

Note: The information contained in DMV records is considered personal and confidential. It is a misuse of CLETS to access DMV or any other records without a specific request.

IV. National Law Enforcement Telecommunications System (NELTS)

NLETS is a sophisticated message switching system linking local, state, and federal agencies together to provide the capability to exchange criminal justice and public safety related information by means of computers, terminals, and communication lines. NLETS links the state computers together via high speed frame relay circuits. Using this concept coupled with a standardized nationwide addressing scheme, a local agency may transmit and receive from another agency outside his or her state in a matter of seconds.

Communications Division personnel utilize NLETS primarily to access out-of-state driver's license and vehicle registration information.

V. National Crime Information Center (NCIC)

NCIC is the nationwide computerized counterpart of CJIS and is maintained by the Federal Bureau of Investigation (FBI). It consists of numerous databases on people and property. NCIC is automatically accessed through CJIS when checking out-of-state license plates or Vehicle Identification Numbers (VINs). NCIC will also be automatically queried on all CJIS WPS transactions.

163.02 **ACCESSING DATA BASE SYSTEMS**

When accessing Data Base Systems (DBS), operators are required to enter specific DBS codes.

I. Vehicles

Vehicles with can only be queried through three Data Base Systems: SVS, DMV and CWS or any combination of the three.

A. SVS – DBS code needed is “S”

The information requested from this system is referred to as either Auto Status or Wants (i.e., “1A11 requesting Auto Status on 123 Adam, Boy, Charles”). The operator can receive one of fifteen possible returns when accessing SVS files.

1. No Hits (vehicle not wanted)
2. Stolen Vehicle
3. Stolen Vehicle Part
4. Lost/Stolen Plates
5. Felony Vehicle
6. Felony License Plate
7. Found/Evidence Vehicle Part or Plate
8. Impounded Vehicle (Stored Vehicle with Police Hold)
9. Lost Vehicle
10. Missing Person Vehicle
11. Pawned Vehicle

12. Repossessed Vehicle
13. Stored Vehicle
14. Located Vehicle
15. Cleared (Recovered) Vehicle

B. CWS – DBS code needed is “V”

The operator will receive information regarding warrants, including Code Six Charles on individuals who were driving the vehicle when the license plate is queried through CWS files.

C. DMV – DBS code needed is “R”

The operator will receive a return containing the following information when accessing DMV files:

1. Year, Make, Body Style
2. Registered Owner (RO) information
3. Vehicle Identification Number (VIN)
4. Registration expiration date
5. Notice of transfer/New Buyer information

II. Out of State License Plates

Vehicles with out-of-state license plates may be queried through all available Data Base Systems including SVS and CWS. Once an out-of-state license plate has been run through SVS, the system will automatically check NCIC files. The operator will receive one of nine possible returns, the eight available with California Plates and a possible No Hit NCIC return.

To obtain out-of-State vehicle registration information, the requesting Operator must include the DBS code “R”. CJIS will access the National Law Enforcement Telecommunications System (NLETS) to obtain vehicle, registered owner and expiration information.

164 REQUEST FOR CODE 10 OR NCIC CHECK

RTOs may query CWS or the CJIS Wanted Persons System (WPS) when checking to see if a person is wanted (has warrants) or has probation information/enforceable conditions of probation noted in the return. Officers will request a “Code Ten.” The system queried will be dependent on the information requested.

Note: RTOs shall ensure units show Code 6 or at scene on a call prior to running a Code 10.

CWS contains warrant information and conditions of probation information for most law enforcement agencies in Los Angeles County. Upon receiving a request to run an individual (i.e., request for Code Ten, request for Wanted Persons/NCIC check), the operator shall put the frequency on a standby by Area Name and advise the requesting unit to proceed.

Example: “(Area) Standby, (Unit No.) Go Ahead.”
“Wilshire Standby, 7A33 Go Ahead.”

As the officer broadcasts the subject information, the RTO shall type the information directly into the Open Query form. If the RTO has received all of the information given, he/she shall clear the concerned frequency.

Example: “(Unit No.) Roger, (Area) Clear.”
“7A33 Roger, Wilshire Clear.”

If the RTO misses any portion of the subject information, the officer shall be asked to repeat only the information missed and all at the same time. This shall be done prior to clearing the frequency.

Example: “7A33, repeat eyes and DOB.”

I. Wanted Persons (NCIC)

The Los Angeles Police Department subscribes to the CWS. The system contains want and warrant information for most law enforcement agencies in Los Angeles County. The California Department of Justice (DOJ) – Criminal Justice Information System – Wanted Persons System (CJIS-WPS), contains statewide want and warrant information, including those agencies not subscribing to CWS, and interstate information, as provided by the NCIC.

When field officers check suspects for wants and warrants using the MDC, they are capable of accessing CJIS-WPS and NCIC in addition to CWS, without using valuable air time. When field units run suspects over the radio, CJIS-WPS and NCIC are not automatically checked by the RTO. This situation exists because “near miss” data on statewide and interstate hits requires extensive use of airtime for the verification process. Suspects with common names often cause the return of multiple pages of data, which **cannot** be verified over the radio.

Officers requesting wants and warrants over the radio and desiring CJIS-WPS and NCIC checks must **specifically** request an NCIC or wanted persons check. The concerned RTO shall then enter both “P” and “W” in the database field of the OpenQuery form. If the return is a possible felony want, the terminology shall be:

“(Unit No.), NCIC hit, possible Code Six Charles indicated, verify your location?”

The procedures for handling Code Six Charles returns shall be followed. Upon being advised of a “NCIC hit, possible Code Six Charles,” officers **shall not** request any further information from the RTO. The RTO shall advise the officers to verify the information by using any of the following methods:

- A. Utilize the Response Redisplay function for Mobile Data Computer (MDC) equipped units
- B. Contact Area Records personnel via telephone
- C. Transport the suspect to the station if further investigation is necessary and there is a reasonable likelihood that the want and warrant is for the suspect in custody.

Note: If the operator is unable to determine if the return is a possible felony, the terminology shall be:

“(Unit No.), possible NCIC hit.”

Under no circumstances shall the RTO access CJIS-WPS/NCIC unless specifically requested to do so. Entire multiple page returns shall not be read over the air by the RTO on these types of returns. Officers shall only be advised of the information which is vital to officer safety. This information includes, but is not limited to Code Six Charles information.

165 WARRANT RETURNS

A DBR containing a want shall be broadcast and shall include: the unit number, the number and type of warrant(s), bail and restrictions. Restrictions on warrants indicate that the warrant can only be served during certain hours.

I. Misdemeanor Warrant

When broadcasting a misdemeanor warrant return the RTO shall include the unit number, number of the misdemeanor warrants, violation code, bail amount and any restrictions.

Example: “1A65 one misdemeanor warrant, 23102 VC, \$1000.00 restricted.”

II. Infraction Warrant

Infraction warrant information will be generated in the “other” field of the return. The operator, when broadcasting mover warrants, shall include the unit number, number of mover warrants, bail amount and any restrictions.

Example: “1A65, three possible infractions, \$250.00 each, restricted.”

III. Felony Warrant

Based on the data processed through CJIS, NCIC, CWS and SVS, a Code Six Charles response may be generated. A Code Six Charles indicates a Data Base Response (DBR) which may involve a felony suspect, an armed and dangerous suspect, individuals with suicidal tendencies, mentally deranged individuals, escapees, individuals who are escape risks or vehicles involved in these incidents.

After a Code Four is received, if a field unit requests the information for felony warrant returns with matched descriptors, the broadcast shall include the unit number, violation and bail amount and any officer hazard codes indicated.

Example: "7A33, 187 P.C., no bail, escape risk."

Note: If there are also matching misdemeanor warrants included in the return, the RTO shall include this information in the broadcast.

Example: "7A33, 187 P.C., no bail, escape risk, two misdemeanor warrants, 23102 VC, \$1000.00 each, restricted."

After a Code Four is received if a field unit requests information for felony warrant returns with mismatched descriptors, the broadcast shall include the unit number, violation, bail amount, mismatched descriptors and any matching misdemeanor warrants.

Example: "7A33, 187 P.C., no bail, 5-10, 185, two misdemeanor warrants, 40508(a) VC, \$232.00 restricted."

IV. Other Warrants

Information contained in this field can include parole information, mover violations and infractions.

When reading warrant information, the RTO will need to compare the original information provided by the field unit against the information contained in the return. If there are discrepancies in descriptors, only the difference shall be broadcast. If the return is for a warrant and it returns in the "other" field, personnel **SHALL NOT BROADCAST THE WORD "OTHER."** The RTO shall broadcast the unit number, type of warrant, bail and any restrictions.

If multiple warrants return, the RTO shall broadcast only the violation code on the misdemeanor warrant that most accurately matches the suspect's descriptors.

166 **CODE SIX CHARLES**

RTOs receiving Code Six Charles returns may receive officer hazard codes in the return in addition to the return information. These officer hazard codes are entered through the Countywide Warrant System (CWS) and will trigger Code Six Charles responses when:

I. A CWS response in which one of the following officer hazard codes are present:

- A. Armed and Dangerous
- B. Suicidal
- C. Mentally Disturbed
- D. Escapee or Escape Risk

Note: Hazard Codes for persons with mental illnesses, and escape risks, are not entered for misdemeanor warrants in CWS and will not return Code Six Charles.

II. A CJIS-SVS response which contains:

- A. “Felony Vehicle”
- B. “Armed and Dangerous”
- C. “Driver May be Wanted”
- D. “Hold for Latent Prints”

Note: Recovered or Impounded vehicles will not be contained in a CJIS-SVS response.

III. A NCIC-SVS response which contains “Caution.”

IV. A CJIS-WPS response which contains “**CAUTION**.”

V. A NCIC-WPS response which contains “CAUTION.”

Any felony warrant is considered a Code Six Charles. RTOs shall include any of these responses in their broadcast when indicated. RTOs are responsible for reading all returns, and the information contained in the return, even if a Code Six Charles is not indicated.

Hazard codes are updated on a continuous basis. RTOs receiving a hazard code other than those listed in this section shall make a broadcast following established guidelines for Code Six Charles. The RTO shall include the hazard code information indicated in the return.

167 **WARRANT FIELDS**

The violation codes which are contained in the CWS are indicated in each return. A DBR on suspects with warrants will return with one of the following letters following the violation code.

- F – Felony
- M – Misdemeanor

- I – Infraction
- J – Juvenile

Example: 11360 H/S – F

168 **EXONERATION (XON)**

When exoneration information is available on selected CWS Warrant Information Sheet (WIS), the letters “XON” will appear to the right of the subject’s name.

When providing a DBR on a warrant with “XON” the RTO shall broadcast exoneration indicated following the charge.

Example: “6A65, one possible misdemeanor warrant, 484 P.C., exoneration indicated.”

169 **PAROLEE**

If the return indicates a possible parolee, broadcast that fact followed by the violation code and the date.

169.01 **NATIONAL CRIME INFORMATION CENTER, KNOWN OR APPROPRIATELY SUSPECTED TERRORIST HITS**

Based upon Homeland Security Presidential Directive-6 signed in September 2003, the Terrorist Screening Center (TSC) was established to consolidate the Federal Government’s approach to terrorism screening and to provide for the appropriate and lawful use of terrorist information in the overall screening process.

The Federal Bureau of Investigation (FBI) has established a notification system in the National Crime Information Center (NCIC) to alert law enforcement personnel of individuals who are subjects of terrorism-related investigations. This system is known as the TSC Known or Appropriately Suspected Terrorist (KST) file.

CD personnel may encounter a TSC hit while running a subject for an officer in the field. In this case, the concerned operator shall immediately and discreetly advise the officer:

- Over the air to monitor his/her Mobile Digital Computer (MDC) for additional information on the subject;

Example: “20A71, NCIC hit, monitor your MDC for further.

- If the officer is not MDC-equipped, attempt to have another unit in the area respond to their location with an MDC; and,
- If no MDC is available, request the officer to switch to an available tactical channel and advise him/her of the information.

When providing Officers with TSC hit information on a tactical channel, the Officer shall be advised of the “Handling Code” indicated in the Database Response (i.e. Handling Code 1, Handling Code 3, etc.).

170 DRIVER’S LICENSE INFORMATION

Operators may query DMV files for driver’s license information for an individual (i.e., validity of driver’s license).

The RTO shall input the DBS “D” in the DBS field and either the eight character Operator License Number (OLN) or the individual’s full name (LAST, FIRST and MIDDLE) and DOB. The display generated will include the subject’s:

- Name
- Address
- Physical description
- License status
- Other DMV information
- Provisional License Restriction if applicable

Unless the officer requests specific information, he/she is concerned only with the actual driver’s license status. The response shall include the unit number, driver’s license/identification card number, name and one of the following:

- “License Status valid.”
- “License Status cancelled.”
- “License Status expired.”
- “License Status juvenile delay.”
- “License Status none issued.”
- “License Status refused.”
- “License Status valid pending review.”
- “License Status suspended by court.”
- “License Status suspended or revoked.”
- “License Status suspended except in course of employment, 16073(VC).”
- “License Status withheld FTA.”
- “License Status withheld FTP.”
- “License Status valid, withheld by the Department.”
- “DMV ordered IID required per CVC 23700.”

Examples: “1A65, Charles 2345678, license status withheld, FTA.”

“1A65, Charles 2345678, license status valid.”

“1A65, Charles 2345678, license status, valid, with a Provisional License Restriction, first six months, may not transport passengers under the age of 20.”

It should be noted that a driver's license status can be valid and still indicate FTAs. It is the requesting officer's responsibility to initiate a warrant check.

Note: If the request is made using the individual's name then the return shall include the unit number, individual's name, driver's license/identification card number and status.

171 **VEHICLES REGISTERED TO AN INDIVIDUAL**

RTOs may obtain vehicles registered to an individual by using the DBS Codes "DR" in the DBS field of the Open Query. The RTO shall also include the individual's name and DOB. This information is accessed through DMV files.

172 **VEHICLE IDENTIFICATION NUMBERS AND CORRESPONDING RETURNS**

RTOs receiving requests from field units to process Vehicle Identification Number (VIN) shall advise the unit to go ahead. The RTO shall repeat the VIN upon receipt and access the SVS as well as the DMV files by inputting the DBS codes "S" and "R" in the DBS field of the Open Query format.

RTOs shall not put the frequency on a standby when processing VINs or license plates.

Upon receipt of the return(s), the operator shall again, repeat the VIN and proceed with the return information. The broadcast shall include the SVS and NCIC returns, year, make, body, type, corresponding license plate number and registered owner information including the city. The city shall only be included in the broadcast if other than the City of Los Angeles.

Example: "1A11, 1JN6S65411689, no want, no want NCIC, 2009 Ford Van
corresponding license 123 Adam, Boy, Charles. Mary Smith, 1111 W. 1ST Street."

If the NCIC return indicates "Checking NCIC," the RTO shall include this statement in the return broadcast and provide the NCIC return upon receipt.

Returns containing near miss information shall also be broadcast. However, near miss information shall only be broadcast if the near miss is on a stolen vehicle.

Example: "1A11, 1JN6S5411689, no want, no want NCIC, 2009 Ford Van
corresponding license 123 Adam, Boy, Charles. Mary Smith, 1111 W. 1ST Street,
one near miss."

If a field unit requests the near miss information, the RTO shall provide the vehicle make and license plate number as indicated in the return.

Example: "1A11, Honda, 456 Sam, David, Edward."

173

DEPARTMENT OF JUSTICE (DOJ) STOP, RESTRAINT AND REFERRAL

When a stolen or felony vehicle entry is accepted by the SVS, a Department of Justice (DOJ) Stop, Restraint or Stop Referral is placed on the corollary vehicle record in the DMV files. This DOJ Stop, Restraint or Stop Referral is intended to prevent the registration of felony vehicles.

When a DOJ Stop, Restraint or Stop Referral are received on a DMV return and SVS was not requested or is not available, the RTO receiving the return shall broadcast the information to the requesting unit. The RTO shall include the phrase, "DOJ Stop, DOJ Restraint or DOJ Stop Referral" at the end of their DMV broadcast if indicated.

RTOs shall not arbitrarily run the license through the SVS when a DOJ stop is received on a DMV return.

I. DOJ Stop

A DOJ STOP is placed when a stolen or felony vehicle is entered with a VIN, California license plate and license and VIN that match the DMV files.

II. DOJ Restraint

A DOJ Restraint will be placed on the corollary vehicle record in DMV files when:

- A. A vehicle is entered by VIN and an out-of-state license plate.
- B. A vehicle is entered by VIN only.
- C. A vehicle is entered by VIN and California license plate, but the VIN is not valid.
- D. A vehicle is entered with a good VIN and California license, but DMV has a bad VIN.
- E. A new vehicle is entered which has not been registered at the DMV.
- F. When a vehicle part is entered on a VIN plate.

III. DOJ Referral

- A. A vehicle is entered as a stolen vehicle with a Caution Code of "Armed and Dangerous."
- B. A vehicle is entered as a felony vehicle and the license plate and VIN match DMV files.
- C. A vehicle is entered as a felony vehicle by VIN only.
- D. A vehicle is entered as a felony vehicle by VIN and out-of-state license plate.

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VEHICLE LICENSE KIND CODES

The following is list of the acceptable vehicle license kind codes (type of license plate) for entry into the Open Query format.

- A – Automobile (includes Regular Automobiles, Historical Vehicle, Assemblymember, U.S. Senator, State Senator and Congressman)
- B – Boat
- C – Commercial
- E – Exempt, Congressional Medal of Honor (CMOH)
- F – Off Highway
- H – Ham/Amateur Radio Operator
- I – Apportioned Commercial and Trailer
- L – Environmental (Personalized)
- M – Motorcycle
- P – Prorated
- S – Special Vehicle (includes Citizen Band, Constable, Disabled Person, Disabled Veteran, Pearl Harbor Survivor, Purple Heart Recipient, Farm Equipment, Moped, Non-Personalized Olympic, Special Equipment).
- T – Trailer, Horseless Carriage, Press Photographer

175 **STANDARDIZED TERMINOLOGY FOR DATA BASE RETURNS**
(LICENSE AND VEHICLE IDENTIFICATION NUMBERS)

When a field unit requests a vehicle license/VIN inquiry, the concerned RTO shall always repeat the unit number and the license/VIN given by the unit prior to entering the information.

Example: Unit: “1A65, requesting wants on 123ABC.”

RTO: “1A65, 123 ADAM, BOY, CHARLES.”

Standardization of broadcasting terminology is essential to efficient Communications Division operations, and assists field units in identifying priority transmissions and comprehending responses. To achieve this, the following guidelines shall be adhered to:

- I. Input and broadcast the return only for the information requested by the unit.
- II. The return shall always be preceded by the full unit designation for the unit requesting.
- III. It is only necessary to broadcast the City of a registered owner’s (R/O) address when it is other than the City of Los Angeles.

NO WANT RETURN

Unit: “1A65 requesting auto status on 347 Adam, Boy, Charles.”

RTO: “1A65, 347 Adam, Boy, Charles, no want.”

CODE 6 CHARLES RETURN

Unit: “1A65, requesting auto status and DMV on 347 Adam, Boy, Charles.”

RTO: "1A65, 347 Adam, Boy, Charles, Code Six Charles indicated verify your location?"

STOLEN VEHICLE RETURN

Unit: "1A65, requesting auto status on 347 Adam, Boy, Charles."

RTO: "1A65, 347 Adam, Boy, Charles, Code Thirty-Seven 2013 Ford Mustang, blue."

RECOVERED VEHICLE RETURN

Unit: "1A65, requesting wants on 347 Adam, Boy, Charles."

RTO: "1A65, 347 Adam, Boy, Charles, recovered, (DATE)."

TOWED/STORED VEHICLE RETURN

Unit: "1A65, auto status on 347 Adam, Boy, Charles."

RTO: "1A65, 347 Adam, Boy, Charles, towed and stored, (DATE)."

REPOSSESSED VEHICLE RETURN

Unit: "1A65, auto status on 347 Adam, Boy, Charles."

RTO: "1A65, 347 Adam, Boy, Charles, repossessed, (DATE)."

VEHICLE IDENTIFICATION NUMBER (VIN) RETURN

Unit: "1A65, requesting to run VIN 6794238765."

RTO: "1A65, 6794238765, no want, no want NCIC, 2014 Ford coupe, corresponding license 347 Adam, Boy, Charles, John Doe, 2111 E. 48th Street. (This response would be used when the RTO has already repeated the VIN to the unit as an acknowledgement).

LOST/STOLEN PLATE(S) RETURN

Unit: "1A65, requesting wants on 347 Adam, Boy, Charles."

RTO: "1A65, 347 Adam, Boy, Charles, one lost or stolen plate, front plate missing."

NO WANT, NO WARRANT, SHORT DMV RETURN

Unit: "1A65, requesting wants, warrants and short DMV on 347 Adam, Boy, Charles."

RTO: "1A65, 347 Adam, Boy, Charles, no want or warrant, 2014 Ford Coupe."

NO WANT, NO WARRANT, DMV RETURN

Unit: "1A65, requesting wants, warrants and DMV on 347 Adam, Boy, Charles."

RTO: "1A65, 347 Adam, Boy, Charles, no want or warrant, 2014 Ford Coupe, John Doe, 2111 E. 48th Street."

NO WANT AND LONG DMV RETURN

Unit: "1A65, requesting auto status and long DMV on 347 Adam, Boy, Charles."

RTO: "1A65, 347 Adam, Boy, Charles, no want, 2014 Ford Coupe, 2111 E. 48th Street, corresponding VIN _____."

NO WANT, NO WARRANT ON OUT OF STATE RETURN

Unit: "1A65, requesting wants and warrants on Texas plate, 459 David, Edward, Boy."

RTO: "1A65, Texas 459 David, Edward, Boy, no want or warrant, no want NCIC."

DMV RETURN

Unit: "1A65, requesting DMV 123 Adam, Boy, Charles."

RTO: "1A65, 123 Adam, Boy, Charles, 2014 Ford Coupe, John Doe, 2111 E. 48th Street."

DMV RETURN – R/O DECEASED

Unit: "1A65, requesting DMV 123 Adam, Boy, Charles."

RTO: "1A65, 123 Adam, Boy, Charles, 2014 Ford Coupe, R/O deceased."

LONG DMV RETURN

Unit: "1A65, long DMV 123 Adam, Boy, Charles."

RTO: "1A65, 123 Adam, Boy, Charles, 2014 ford Coupe, John Doe, 2111 E. 48th Street, VIN 1JNS6541122."

SHORT DMV

Unit: "1A65, short DMV 123 Adam, Boy, Charles."

RTO: "1A65, 123 Adam, Boy, Charles, 2014 Ford Coupe."

176 DATA BASE RETURNS

I. RETURN FOR CODE 10 WITH HAZARD HITS

09/07/14 00:25:59 13G22-W5
CWS RESPONSE FOR

1. [REDACTED] M H BLK BRO 507 250 [REDACTED] 000 [REDACTED] CA
2. Hazards: Hits:003 Felony:000 Misdem:003 Infrac:000 Exon:00
3. 40508A/VC M 21453A/VC I (More charges) LAM4 031208 \$1348 997033419420
N [REDACTED] M H BLK XXX 504 125 [REDACTED]
[REDACTED] S FIGUE ST LOS ANGELE CA
4. 472/PC M 472/PC M (More charges) LAX4 052405 \$10000 LAX5WL1712301
N [REDACTED] M H BLK BRO 507 170 [REDACTED]
[REDACTED] HAW CA
5. 40508A/VC M 12500AXX/VC I COM4 050906 \$541 P26712619000
N [REDACTED] M H BLK XXX 503 150 [REDACTED]
[REDACTED] ST LOS ANGELE CA

Line 1. Displays information used for the Code 10

1. [REDACTED] M H BLK BRO 507 250 [REDACTED] 000 [REDACTED] CA

Use this information to compare with the Hazard Hits

Line 2. Displays the number of Hazard Hits

2. Hazards: Hits:003 Felony:000 Misdem:003 Infrac:000 Exon:00
Use this information to advise the officers of the number of Felonies, Misdemeanor, Infracctions and Exonerated.

Lines 3, 4 and 5 – Individual warrant information. Compare descriptors with line 1, broadcast discrepancies only.

Note: When there are multiple returns only read back the Hazard hits that closely match the Code 10

II. RETURN FOR CALOP CHECK BY NUMBER

11X25 QD: [REDACTED]
DMV-DL RESPONSE FOR
DATE:02-07-14*TIME:02:05*

1. DL/NO:[REDACTED]*B/D:[REDACTED]*NAME:[REDACTED]*
 2. RES/ADD:[REDACTED] AVE BALDWIN PARK 91706*EFF:06-01-07*
 3. OTH/ADD:[REDACTED] LOS ANGELES*EFF:04-27-07*
- DENTIFYING INFORMATION:
4. SEX:MALE*HAIR:BLOND*EYES:BLU*HT:5-10*WT:170*

ID CARD MLD:07-16-04*EXP:05-27-09*
5. LIC/ISS:03-03-05*EXP:05-27-09*CLASS:C NON-COMMERCIAL*
ENDORSEMENTS: NONE*
CERTIFICATES: NONE*
LATEST APP:DL TYPE:RENEWAL*APP/DATE:03-03-05*HLY*BATES:POL*
6. LICENSE STATUS: SUSPENDED OR REVOKED*
7. FTP: NONE*
8. FTA:
9. VIOL/DATE:03-05-07*SEC/VIOL:40508A VC ,21453A VC ,405095 VC *
DOCKET:BS31688*COURT:19430*VEH/LIC: [REDACTED]*
10. VIOL/DATE:04-27-07*SEC/VIOL:40508A VC ,22350 VC *DOCKET:53908DP*
COURT:19446*VEH/LIC: [REDACTED]*
11. VIOL/DATE:06-21-07*SEC/VIOL:216558 VC ,40508A VC ,405095 VC *
DOCKET:40441DP*COURT:19446*VEH/LIC: [REDACTED]*
12. VIOL/DATE:05-07-08*SEC/VIOL:22101D VC ,40508A VC ,405095 VC *
DOCKET:0052693*COURT:19463*VEH/LIC: [REDACTED]*
* * END * *

RTO - "11X25 [REDACTED], LICENSE STATUS SUSPENDED
OR REVOKED, SEVERAL FTAs"

- Line 1 - Driver License number, Date of Birth and Name
- Line 2 - Residence address and effective date
- Line 3 - Other residence address and effective date
- Line 4 - Descriptors
- Line 5 - License issue date, expiration date, class, endorsements and certificates
- Line 6 - License status
- Line 7 - Failure to Pay (FTP)
- Line 8 - Failure to Appear (FTA)
- Line 9-12 Violation dates and Violation sections

Note: A FTP or FTA will only be mentioned when there is a violation listed.

III. RETURN FOR WANTS, WARRANTS AND DMV

6A45 VEH: [REDACTED]
1. CJIS-SVS RESPONSE FOR
1YYX.QVK.CA0194200.LIC/14J6173.
NO HITS
NO NEAR MISS
2. DMV-VR RESPONSE FOR
DATE: 09/08/08 TIME: 00:50
INSURANCE INFORMATION UNKNOWN
3. REG VALID FROM: 05/16/08 TO 05/16/09
4. LIC#: [REDACTED] YRMD:08 MAKE:SUZI BTM :MC VIN : [REDACTED]
5. R/O : [REDACTED] CITY:DOWNEY

C.C.:19

ZIP#:90242

SOLD:00/00/08 RCID:05/22/08 OCID:06/01/08 LOCD:5 ENG#: [REDACTED]

TYPE:21 POWR:G VEH :21 BODY:0 CLAS: CX

REC STATUS:

6. 08/06/08 VEH REG SUSPENDED EFF: 08/10/2008

CLEARANCE INFORMATION RECORDS:

OFFICE WORK DATE TECH/ID SEQ# VALUE FICHE DATE TTC

194 05/22/08 B1 0475 00136.00 00/00/00 A00

05/15/2008-ODOMETER: 12 MILES ACTUAL MILEAGE

END

7. CWS RESPONSE

INFO - VLN# [REDACTED] CA NO HIT

RTO - "6A45 [REDACTED], NO WANT,NO WARRANT, 2008 Suzuki motorcycle, [REDACTED]
[REDACTED] Downey, REGISTRATION SUSPENDED
EFFECTIVE 8/10/2008"

Line 1 – CJIS-SVS returns as NO HIT and NO NEAR MISS

Line 2 - DMV information

Line 3 - Valid dates for registration

Line 4 - License plate number, vehicle year, make, body type and VIN

Line 5 - Registered Owner information

Line 6 - Vehicle registration suspension effective date

Line 7 - CWS NO HIT

Note: Vehicle returns are broadcasted in the following order: SVS, CWS and DMV.

IV. RETURN FOR CODE 10 AND NCIC

1A85 PERS: [REDACTED]

1. CJIS-SRF RESPONSE FOR

7YYX.CA0194200 RE: QVCK.CA0194200.NAM/[REDACTED]

NO MATCH NAM FIELD

NO SUPERVISED RELEASE RECORDS

CHECKING NCIC

**** END OF SRF MESSAGE ****

2. CWS RESPONSE

INFO - [REDACTED] NO HIT

3. CJIS-WPS RESPONSE FOR

3YYX.CA0194200 RE: QWK.CA0194200.NAM/[REDACTED]

NO MATCH NAM FIELD

NO WANTS

***** END OF WPS MESSAGE *****

4. CJIS-CARPOS RESPONSE FOR

8YYX.CA0194200

RE: QRRK.CA0194200.NAM/[REDACTED].SEX
NO MATCH NAM FIELD
NO RESTRAINING ORDERS
***** END OF CARPOS MESSAGE *****

5. NCIC-WPS RESPONSE FOR
1L01
CA0194200
NO NCIC WANT NAM/[REDACTED] SEX/M
***MESSAGE KEY QWA SEARCHES ALL NCIC PERSONS FILES WITHOUT
LIMITATIONS.

1A85 Requested Code 10 and NCIC for [REDACTED]

Line 1 CJIS-SRF returns a NO MATCH on NAM FIELD and No Supervised Release Records
Line 2 CWS returns NO HIT
Line 3 CJIS-WPS – returns NO MATCH on NAM FIELD and no wants
Line 4 CJIS-CARPOS returns NO MATCH on NAM FIELD and No Restraining/Protective
Orders
Line 5 NCIC-WPS returns NO NCIC WANT on NAM/[REDACTED]
[REDACTED] SEX/M

Line 2 - is the return for the Countywide Warrant System. Lines 1, 3, 4 and 5 are the returns for
CJIS and NCIC

RTO - "1A85 NO WANT and NO WANT NCIC"

Note: Any possible matches on lines 1, 3, 4 or 5 would list addition descriptors and information
pertaining to the subject, these returns may return Code 6 Charles. The RTO would then
advise the unit, "Monitor the MDC for possible NCIC hit (Operation Order No. 13 April
21, 2006). Any possible matches to line 2 (CWS) would be listed as Hazard Hits.

V. RETURN FOR CONDITIONS OF PROBATION

- 2A45-W3 PERS: [REDACTED]
CWS RESPONSE FOR
1. [REDACTED] M W BLK BRO 411 115 [REDACTED] 000
 2. Hazards: Hits:001 Felony:000 Misdem:000 Infrac:001 Exon:00
 3. 459PC F JCO3 0 [REDACTED] COPF [REDACTED]
 4. N A [REDACTED] M W BLK BRO 410 125 [REDACTED]
TAT R ARM PROBATION INFO ONLY EXP DATE 081309

Line 1 - Code 10 descriptors
Line 2 - Hazard Hits
Line 3 – Hit information, Penal Code and Conditions of Probation (COP) indicated
Line 4 - Descriptor of subject and text "PROBATION INFO ONLY" with expiration date.

This subject is on active County Probation for 459(PC) until 08/13/09.

RTO - "2A45 Conditions of Probation indicated, monitor your MDC for further".

9X55-W3 PERS: [REDACTED]

CWS RESPONSE FOR

1. H [REDACTED] M W BLK BRO 503 125 [REDACTED] 000
2. Hazards: Hits:001 Felony:000 Misdem:000 Infrac:001 Exon:00
3. 211PC F 487(C)PC M (More charges) JCO3 [REDACTED] COPPJ [REDACTED]
4. N [REDACTED] M W BRO BRO 503 120 [REDACTED]
PROBATION INFO ONLY EXP DATE 102414

Line 1 - Code 10 descriptors

Line 2 - Hazard Hits

Line 3 - Penal Code and Conditions of Probation (COP) indicated

Line 4 - Descriptor of subject and text "PROBATION INFO ONLY" with expiration date.

This subject is on active County Probation for 487(PC) until 10/24/14.

RTO - "9X55 Conditions of Probation indicated, monitor your MDC for further."

VI. RETURN FOR A VIN

1. 18A1-W3 QV: VIN [REDACTED]
2. CJIS-SVS RESPONSE FOR
1YYX.QVK.CA0194200.VIN/[REDACTED]
3. NO HITS
NEAR MISS ON [REDACTED]
4. VIN/[REDACTED] STOLEN VEH YAMA
FCN/4500506506871
CHECKING NCIC
5. DMV-VR RESPONSE FOR
DATE: 04/28/08 TIME: 08:21
INSURANCE INFORMATION ON FILE
6. REG VALID FROM: 05/24/07 TO 05/24/08
7. LIC#: [REDACTED] YRMD:96 MAKE:HOND BTM :4D VIN [REDACTED]
8. R/O [REDACTED] CITY:LOS ANGELES
C.C.:19 ZIP#:90042
SOLD:00/00/96 RCID:04/11/07 OCID:10/27/02 LOCD:9
TYPE:11 POWR:G VEH :12 BODY:0 CLAS:DR
REC STATUS:
02/28/2008 RENEWAL NOTICE EXTRACTED
04/20/06 SMOG DUE 04/28/08
01/26/08 SMOG INSPECTION AT TEST ONLY CENTER REQD
CLEARANCE INFORMATION RECORDS:
OFFICE WORK DATE TECH/ID SEQ# VALUE FICHE DATE TTC

510 06/04/02 07 0002 00086.00 00/00/00 H05
510 06/03/02 30 0001 00086.00 PRIOR SUSPENSE
D31 09/05/02 L7 0089 00022.00 00/00/00 F10
510 10/17/02 05 0027 00015.00 10/19/02 F00
510 05/14/03 C1 0010 00069.00 05/16/03 I05
510 04/08/04 E1 0002 00074.00 04/10/04 H05
510 05/06/05 16 0026 00071.00 05/10/05 H05
510 04/18/06 19 0032 00066.00 04/20/06 H05
142 04/03/07 24 4742 00067.00 04/03/07 POT
10/15/2002-ODOMETER: 65,221 MILES ACTUAL MILEAGE
END

9. NCIC-SVS RESPONSE FOR
1L01
CA0194200

10. NO RECORD VIN/[REDACTED]

- Line 1 - Unit-ID and VIN number ran
- Line 2 - System being searched CJIS-SVS
- Line 3 - SVS response (NO WANT)
- Line 4 - Near miss on a VIN
- Line 5 - System being searched DMV
- Line 6 - Registration dates
- Line 7 - License plate and Vehicle descriptors
- Line 8 - Registered Owner information
- Line 9 - System being searched NCIC-SVS
- Line 10-NCIC response (NO WANT NCIC)

RTO - " 18A1 [REDACTED], no want, one near miss, no want NCIC, 1996 Honda 4D
corresponding license [REDACTED] Street."

VII. RETURN FOR A CALOP BY NAME

3TL5-W3 DMV: [REDACTED]
DMV-DL RESPONSE FOR
DATE:09-08-08*TIME:00:21*
MATCHED ON:*L/N*F/N* BD
DL/NO:[REDACTED]
RES/ADD:[REDACTED] AVE D SAN PEDRO 90731*EFF:01-31-08*
OTH/ADD:[REDACTED] LOMITA*EFF:06-03-07*
AKA:[REDACTED]
IDENTIFYING INFORMATION:
SEX:FEMALE*HAIR:BROWN*EYES:HZL*HT:5-05*WT:150*
LIC/ISS:12-15-05*EXP:04-10-10*CLASS:C NON-COMMERCIAL*
ENDORSEMENTS: NONE*
CERTIFICATES: NONE*

LATEST APP:DL TYPE:DL MAG STRIPE REISSUE*APP/DATE:01-04-06*HQT*
BATES:POL*RESTR:MUST WEAR CORRECTIVE LENSES WHEN DRIVING*
LICENSE STATUS: VALID*
FTP: NONE*
FTA: NONE*
* * END * *

RTO - " 3TL5 [REDACTED] CALOP [REDACTED], License status, Valid."

Note: A CALOP check by name should always be read back starting with name, then the corresponding Driver license/California ID number. A CALOP check by number should be read back starting with the number, then the name.

177 MISCELLANEOUS DATABASE INFORMATION

Operators shall ensure that when providing DMV information to units, the current registered owner's name and address (or latest transfer notice information) and any subplate information is included. Operators shall include the date when broadcasting Notice of Transfer information.

The most current DMV information is the information with the most current date regardless of the order in which the information is listed in the return.

To ensure that all appropriate SVS information is available for broadcasting operators are required to check the "MIS" (miscellaneous) field on ALL SVS returns for felony information prior to broadcasting a Code 37. If there is felony information contained in this field (i.e., used in a 211 or taken in a 211), a Code Six Charles should be broadcast instead of a Code 37.

Operators shall advise officers if a warrant returns with a drivers license or identification card number and this information was not included in the original broadcast.

178 CONDITION OF PROBATION SYSTEM

The Condition of Probation System (COPS) is available through CWS. The system provides officers with probation information and enforceable conditions of probation. COPS information will return as a hit in the "infraction" category when the CWS is queried.

The abbreviation "COP" will follow the Penal or other code section. The phrase "PROBATION INFO ONLY" with an expiration date will also be included in the return.

Communications Division Personnel receiving COPS information as a result of a CWS inquiry shall notify the requesting unit of the possible COP hit (i.e., "20A45, Condition of Probation indicated.").

Communications Division Personnel shall not run the COPS number or broadcast any of the enforceable conditions. Officers requesting enforceable condition information should be advised to query the MDC, transport the suspect to the station or telephone Area/Division records.

EMERGENCY BOARD OPERATOR PROCEDURES

201

OVERVIEW: CALLS FOR SERVICE AND GENERAL DISPATCH GUIDELINES

The public's initial contact with the Los Angeles Police Department is frequently through the Communications Division's Emergency Board Operators (EBOs). A caller's impression of the Department is often formed by the timely, courteous manner in which calls are handled. The primary objective of the EBO is to provide service and maximum assistance on all requests for police service, while projecting a professional attitude and being sensitive to the emotional state of the caller.

Personnel answering and placing telephone calls shall do so in a courteous and professional manner. Operators shall never treat any caller rudely. Rudeness or discourtesy is cause for disciplinary action.

Callers who are abusive and/or uncooperative shall be transferred to a supervisor. Operators should make every reasonable attempt to determine the nature of the problem before transferring the call. Operators shall advise the supervisor of the circumstances prior to completing the transfer.

Personnel assigned to the Emergency Board Operator (EBO) position staff telephone positions where calls for service are received. EBO positions are designated as primary, secondary or Spanish. Incoming calls are electronically processed via a "two-tier" system.

I. EBOs shall log on the console using the Sign On form. The following information shall be entered into the appropriate box/section:

Agency – PD	Position – "C" (call taker)
Personnel No – Serial No.	Area – EBO
Password – Last Name	

Personnel assigned to the EBO position shall be plugged in and available for calls except when on scheduled lunch and breaks.

EBOs shall log off the console during lunch, breaks, and at the end of watch. Relief personnel shall enter a complete log on.

II. EBOs shall also log on to the VESTA system.

A. An operator shall log on to one of the six queues using his/her user name.

1. Primary 911
2. Secondary 912
3. ATO 913

4. Spanish 914
5. BCC 916
6. Training 918

Note: The RTO queue is logged on with RTO and the specific Area.

Example: RTO19 – Mission Division
RTO25 – South Traffic Division

The RTO queue on VESTA should already be logged on to each radio position, and should not be logged off.

- B. The user name is comprised of the employee's last name, a space, first initial followed immediately by the applicable queue.

Example:

1. SMITH J911
(John Smith logging into the Primary Queue)
2. DOE J912
(John Doe logging into the Secondary Queue)
3. WILLIAMS M913
(Mary Williams logging into the ATO Queue)

Note: An operator must log into VESTA to have use of the IRR and Master Volume.

- III. EBOs **shall not** monitor frequencies during routine or emergency field situations unless instructed to do so by a supervisor.
- IV. The operator receiving the call is responsible for screening, evaluating and prioritizing requests for service. Operators shall create incidents for dispatch following established laws and Department and Communications Division guidelines.
 - A. Operators shall exercise sound and reasonable judgement when it is necessary to make a decision regarding a request for service, which deviates from established guidelines.

Each call shall be assessed separately and may be upgraded or downgraded dependent upon the immediate circumstances.
 - B. Accurate incident and detail types shall be used to describe the occurrence.

- C. The comment section of the incident shall be restricted to significant and pertinent information.
- D. Information shall be accurate, concise and include data necessary for officer safety:
 - 1. Suspect description and travel direction
 - 2. Weapons
 - 3. Vehicle description and travel direction
 - 4. Special locations
- V. EBOs shall process calls received via the Teletypewriter for the Hearing-Impaired (TTY).
- VI. EBOs shall broadcast/dispatch Priority I calls in accordance with established policies and procedures during a vehicle pursuit.
 - A. Priority II and III calls shall not be broadcast. The RTO or BCC may send an administrative “SM” message advising units of the calls.
- VII. EBOs shall refer or transfer calls when the dispatch of a police unit is not required.
- VIII. EBOs shall disposition calls as necessary.
- IX. EBOs shall support Mode Two operations.
- X. EBOs shall complete other job duties as designated by the Watch Commander or supervisor.

202 OPERATOR NUMBERS

Operator numbers are used for simplicity and brevity. Emergency Board Operators (EBOs) shall provide their operator numbers in their salutations when answering calls and whenever requested by a caller. EBOs may give their names to callers if they wish. A caller usually does not solicit such information unless the tone of the conversation has been allowed to drift toward a personal nature, which should be avoided.

Operators should speak in a friendly manner. An operator’s mood or attitude can often be detected by the way they answer the telephone. Operators should speak evenly and distinctly without being unduly loud or soft, regardless of the caller’s tone of voice. When a caller wishes to talk to a supervisor or the Watch Commander, the caller should be asked professionally if it is something that can be handled by the EBO. Do not say, “What do you want to talk to them about?” If a caller prefers to talk with a supervisor, they shall be permitted to do so.

203 **PRIMARY 9-1-1**

Calls received via 9-1-1 lines are routed to primary consoles. Operators assigned to these consoles shall be responsible for handling Priority I and Priority II calls only. Calls shall be answered:

“9-1-1 Emergency, Operator No. _____.”

The Primary EBO shall quickly determine the nature of the call and follow the established guidelines to process calls requiring emergency or high priority (Code Two and Code Three) responses. The EBO shall verify all Automatic Number Identification and Automatic Location Identification (ANI/ALI) information with the person reporting (PR) all 9-1-1 calls for service. The Primary EBO shall redirect all other calls via single-button transfer. Non-emergency dispatchable calls shall be transferred to Secondary.

Spanish speaking operators receiving calls on 9-1-1 shall interview the caller to determine the nature of the call. If the call requires Priority I or II dispatch, the operator shall follow established guidelines for handling such requests.

Spanish speakers receiving a TTY call shall handle the call at the EBO position regardless of the nature. All Spanish speaking EBO calls received at the secondary position by a Spanish speaking EBO shall be handled at the console.

204 **SECONDARY**

Calls received on Secondary EBO positions shall be answered:

“Los Angeles Police Department, Operator No. _____. What are you reporting?”

Secondary EBOs shall be responsible for processing transferred (non-emergency) 9-1-1 calls and all incoming seven-digit calls. Some seven-digit calls may still be emergency in nature. Operators assigned to these consoles shall process all calls for service regardless of the priority.

205 **SPANISH CONSOLES**

Calls transferred from 9-1-1 telephone lines or persons dialing directly to Spanish lines are routed to these consoles. Operators assigned to these consoles shall translate and process calls for service for Spanish speaking persons. Spanish lines shall be answered in the following manner:

“Departamento de Policia, Operador/a 123. En que le puedo ayudar?”

Personnel assigned to these consoles may on occasion handle field requests for further information for those calls where the person at the callback number is Spanish speaking.

ATO or Bureau Communications Coordinator (BCC) personnel shall hand carry the concerned incident number to the Spanish EBO position and give it to one of the operators. "Given to operator No. _____" shall be entered in the comment section of the incident.

Spanish language personnel will only provide translation services to field personnel during emergency situations. Such situations might include:

- Initial/brief interview of potential witnesses to major felony crimes.
- Initial/brief interview of individuals in life-threatening situations.

For situations other than those involving urgent officer safety or life-threatening circumstances, field officers and detectives should seek appropriate alternate bilingual resources which could include the Department Language Roster, Bilingual Area Personnel, or the Language Line Services.

Spanish language personnel shall not provide translation service to the Fire Department when transferring medical emergency calls.

206 GEOGRAPHIC DATA FILE (GEOFILE)

- I. The Geographic Data File (GEOFILE), within the Premier Computer Aided Dispatch (CAD) system contains address information for the City of Los Angeles.
 - A. Location information is entered during the incident entry process.
 1. The GEOFILE is checked to verify that the location is within the jurisdiction of the Los Angeles Police Department. Verification is made by entering:
 - a. Street Addresses
 - b. Intersections
 - c. Place names (i.e., Staples Center)
- II. Place Name File
 - A. Place names may be used in lieu of addresses and intersections. The place name file is a part of the GEOFILE and is limited to twelve categories:
 1. Parks
 2. Hospitals
 3. Schools
 4. Official Police Garages
 5. Shopping Centers/Plaza
 6. La Brea Call Boxes
 7. Geographic Areas (by Area name)

8. Theaters/Entertainment Centers
9. Government/Entertainment Centers
10. Churches
11. Hotels/Housing Developments
12. Well-known established businesses

Note: The main address for the place name is entered because only one address can be assigned to each place name. In many instances, the caller will not be at the main address because of the size and/or type of location. The operator must question the caller to determine a more specific location to assist officers in locating the PR and/or problem. This information shall be entered in the comment section of the incident.

Example: Cabrillo Beach
3720 Stephen White Dr

(The beach contains an upper and lower bluff, each approximately one mile long).

III. GEOFILE Misroute Conflicts

GEOFILE problems are generally the result of operator error due to special requirements of the Premier CAD system.

The following are location entry conflicts:

A. Spacing

Example: McKinley vs. Mc Kinley

B. Street Types vs. Street Names

Example: The Old Road vs. The Old Rd
(Types are always two characters)

C. Street Spelling and Correct Type

Example: Lucile St in Pacific Division
Lucile Av in Rampart and Northeast Divisions
Lucile Av in Pacific Division
Lucile Tr in Hollywood

D. Spelling

When running a well-known street and no hit returns, check Reporting District (RD) book or VELA for correct spelling.

Example: San Vincente – incorrect
San Vicente – correct

E. Direction

When receiving a seven-digit call, leave the direction out to obtain the most choices.

F. 9-1-1 ALI Display Oddities

1. Telephone companies do not display street types to save space. The operator must enter “St” before sending out to GEOFILE.
2. On all numbered streets ending with a 2 or 3 (i.e., 52nd or 123rd), the N or the R will not be displayed. The operator must enter the N or R before sending out to GEOFILE.

3. E WK (Harbor Division)

This is the only circumstance where the operator must force a direction to receive a hit. The GEOFILE sees E as a direction and reads WK as the street.

4. Intersections

Always run intersections both ways for possible RD differences. RDs at intersections are determined by the high/even address at the intersection. Major streets that border Divisions/Bureaus always return to the same division. If the officer states it is not their Division/Bureau, do not argue with them. Check with the BCC, the RD book or VELA.

G. 9-1-1 Telephone Number/Address Misroute

1. Misroute will occur only when:
 - a. Telephone number or address reported by the caller differs from that on VESTA.
 - b. The telephone number and address are correct, but it returns out of the City.

H. Incorrect ALI Report (VESTA)

1. To access the incorrect ALI Report format, the operator shall **click** on the **options button** on the ALI Window Display and then **click** on **Create Incorrect ALI Report**.

2. The operator will fill in the applicable boxes with the correct information. If additional comments or an explanation regarding the incorrect ALI is needed, check the “other error in ALI” box and enter the comments/ explanation in the large box.
3. The operator shall also use this form to report GEOFILE problems. The “other error in ALI” box must be checked and the appropriate information entered in the text box.

Rarely will an operator complete the following boxes:

- a. EMS Agency incorrect
 - b. Fire Agency incorrect
4. After completing the form, the operator shall click the print key and give the printed report to a supervisor. There is a possibility that in the future the report may be routed directly to the GEOFILE coordinator.

I. GEOFILE Unit

1. The GEOFILE Unit, Application Development and Support Division (ADSD) is responsible for:
 - a. Maintaining the GEOFILE
 - Updates to the GEOFILE are made from information received from Department personnel; Department of Engineering reporting new construction sites; map updates received from the Los Angeles Fire Department; and, new customer information received from telephone companies.
 - Upon verification of the new information, updates are usually entered on a quarterly basis.
 - b. Acting as liaison with the County of Los Angeles 9-1-1 Coordinator.

207

INTERVIEW TECHNIQUES

The primary objective of the Emergency Board Operator (EBO) is to provide service and maximum assistance to the residents of the City of Los Angeles. Calls for service must be carefully screened and evaluated to determine the actual needs of the individual calling and to determine the method of handling the request. Interview techniques shall be consistent with Department and Division policies and procedures. Patience, positive attitude, courtesy and professional demeanor are the primary assets of a good interview.

207.01 **HANDLING CALLERS**

Callers to the Emergency Board have a wide range of attitudes and exhibit varying mannerisms on the telephone. They all have one thing in common: A problem that they believe the police should handle.

I. Technique

There are many techniques for dealing with callers. One of the best would be to treat callers in the same way you would want to be treated if you were to call the police for service. Practice being empathetic.

A caller who reaches the Emergency Board may have been transferred several times from other extensions or may have received erroneous information. The caller may be upset for any number of reasons, which may or may not be justified.

The first thing an operator should do is **listen** to the caller and find out the problem. Quite often, permitting the caller to explain the situation without challenge or interruption will calm them. However, once it is obvious that the police are needed, conclude the conversation by telling the caller that an officer(s) will be dispatched.

Operators should be understanding and recognize that problems which seem unimportant to them may be extremely important to the caller. The attitude of the caller must not affect the operator. The caller may have a legitimate need for service.

II. Argumentative Callers

Do not argue with a caller. This is time consuming and often generates anger, and unnecessary stress for all involved parties. Listen to the caller and avoid sarcasm. Such comments create resentment and ill feelings and may result in a personnel complaint.

Often a caller's problem may be the result of the caller's own making or may be a problem that appears to the operator to be very minor. In such cases, the operator should avoid "talking down" to the caller or talking in a patronizing manner. All callers should be treated equally, with dignity, understanding and consideration.

207.02 **ELEMENTS OF THE INTERVIEW**

An "interview" refers to the questioning of a person in order to seek and evaluate information. The EBOs main objective is to ask those questions that will quickly and accurately disclose pertinent information.

I. The interview process is divided into three elements:

A. Introduction

This initial contact with the calling party generally sets the stage for the remainder of the interview. It also establishes the subject's attitude toward the situation and the interviewer.

B. Main Body

Identifies the information the subject has in regards to the call. The basic objective is to ask the type of questions which will disclose what the subject knows about the incident.

C. Close

Close the interview courteously and in a businesslike manner regardless of the caller's demeanor or whether or not all information needed was obtained.

Statements such as "have a nice day," or "thanks for calling," should be avoided when handling any volatile situations.

207.03 **INTERVIEW PROCESS**

There are several ways to handle a request for service. The information received during the interview process will determine whether the incident will be dispatched, broadcast as information or transferred to another entity.

Certain types of questions can either aid or hinder the interview.

- Open-ended questions require a lengthy answer constructed in the caller's own words and are used when additional information is desired.
- Close-ended questions restrict answers to a single phrase or word. They are used to obtain more detailed information and a faster response. They may be used to clarify statements of confused subjects or reluctant witnesses.

Specific questions must be asked to obtain accurate information. Officer safety may be affected by information regarding suspects, vehicles and/or weapons.

Note: The safety of an individual **MUST NEVER BE COMPROMISED** by asking them to risk potential danger or injury in an effort to provide information (i.e., "Can you go outside and get the description of the suspect?").

To interview effectively, EBOs should keep in mind the following items:

A. Interview strategies generally refers to the questioning of a person willing to give truthful answers, not an interrogation.

B. [REDACTED].

- C. Speak distinctly, maintaining a firm but courteous tone.
- D. Be sensitive to the emotional state of the caller.
- E. Make sure the caller is aware of your intention regarding the call.
- F. If there is no need for police response, tactfully advise the caller and move on to the next call.
- G. If transferring, tell the caller where you are transferring them and why.
- H. Allow the caller time to respond to questions and **LISTEN** to the answers.
- I. Be businesslike and terminate the interview in a positive manner.
- J. Five major questions that should be asked during the interview are:
 - 1. Who?
 - Person Reporting (PR)
 - Suspect
 - 2. What?
 - Type of crime
 - Type of civil matter
 - 3. When?
 - In progress?
 - Occurred previously?
 - 4. Where?
 - Location of PR
 - Location of suspect
 - Location of occurrence
 - 5. How?
 - Force or fear
 - Weapons

Operators shall include the complete name (first and last), telephone number, (including a daytime telephone number), address of the PR if different from the location of occurrence in **ALL** incidents.

It is vital during the interview process that operators obtain **ALL** information necessary for the responding officers. This reduces unnecessary requests for further information.

- If the location is an apartment building or complex, the EBO shall obtain the appropriate apartment number and ask if the building is secured (i.e., “Is this a security building?”).
- If the building or complex is secured, the EBO shall ascertain the means necessary to gain entry (i.e., “How do the officers get in?”).
- Security access information shall be entered as the first item in the comment section of the incident (i.e., “Dial 227 for entry”).

Exception: If the caller has refused contact, “DO NOT CONTACT THE PR” shall be the first item in the comment section of the incident and the security access information shall be listed second.

MAINTAINING A POSITIVE ATTITUDE, PROFESSIONALISM AND PATIENCE WILL ASSIST AN EBO WITH ALL CALLERS.

Note: For Resolving Duplicate Incidents/Events, see Premier CAD, Manual Section 2/250.02.

207.04 INTERVIEWING POSSIBLE SUSPECTS

EBOs may receive calls from possible suspects. These calls should follow the dispatch protocol used in a call of a **possible suspect there now** or **possible crime in progress**. When creating the incident, use the appropriate type (187, 459). **Do not use incident type 100**. The following information should be obtained:

- A. **Location of suspect:** Determining whether this location is different from the location of occurrence.
- B. **Location of occurrence:** Check for duplicate incidents and create or update the incident as needed.
- C. **Phone number** to obtain additional information if disconnected.
- D. **Full name** of the suspect (first and last).
- E. **Suspect description**
- F. **Weapon(s)**
- G. Any **additional/pertinent information** or **statements made by the caller** should be entered into the comment section of the incident.
- H. The operator should remain on the line until the police arrive. The concerned operator shall advise the suspect(s) to put down any weapons and exit with their hands up and fully visible to officers.

- I. If the person calls and makes statements regarding their involvement in any type of crime, but refuses to provide the date and/or location of occurrence, their present location or any information that would cause a field unit to be dispatched, the EBO shall:
 1. Create an incident.
 2. Enter any/all information from the possible suspect.
 3. Notify a supervisor on the floor and be guided by their advice as to the appropriate action.
 4. Enter the name of the supervisor notified in the comment section of the incident.

207.05 INTERVIEWING POSSIBLE WITNESSES

The fear of retaliation, whether real or perceived, makes many witnesses reluctant to help the police solve a crime. Once an EBO realizes that they have a caller on the line who may have information which may help solve a crime, they should make every effort not to become overly demanding. Too much pressure may make the already reluctant witness even more afraid.

The EBO should remain professional, but friendly. This will make the caller feel more at ease and provide a good foundation for the interview process.

Keeping these things in mind, the EBO shall:

- A. Obtain the location of occurrence.
- B. Obtain the PR's callback, determining where they may be reached during day and/or evening hours if possible.
- C. PR's location, where they are now and where the crime occurred.
- D. Attempt to obtain the PR's home and business address if possible.
- E. PR's full name (first and last).
- F. Location of the suspect, determining whether this location is different from the location of occurrence.
- G. All pertinent information regarding the crime, (i.e., weapons, statements made by suspect, etc.) should also be entered into the comment section of the incident.
- H. Remember to thank the witness for calling.

Calls of this nature may require dispatching in accordance with established guidelines. For calls not dispatched, an incident shall be created, with the reason for non-dispatch indicated in the comment section of the incident and the appropriate disposition code used. If the call is transferred, the name of the person and the entity shall be entered into the comment section of the incident.

It is imperative that the EBO obtain and provide as much information as possible to the responding officers. However, if soliciting that information subjects a person to a potential danger or injury, the EBO should refrain from further questioning because the safety of a person outweighs the value of that information. **At no time** shall a caller be required to confront a suspicious person in order to obtain additional information. Callers should not be requested to open a door to a suspicious person or step outside to obtain a description of a suspect vehicle or vehicle license if that request jeopardizes the safety of the caller. **The safety and welfare of an individual must never be compromised** in an effort to acquire additional information.

207.06 CALLERS REPORTING SIGHTINGS OF WANTED PERSONS

When a caller reports seeing a wanted suspect/victim, a field unit shall be dispatched if any of the following conditions exist:

- A. Suspect/victim is “there now” or in close proximity to the person reporting (PR).
- B. PR can direct police to the suspect/victim.

When creating the incident the appropriate incident type (i.e., 187, 245, 207, 928, etc.), should be used. **DO NOT** use incident type 100.

Any pertinent information (vehicle and/or suspect description, weapons), along with a brief explanation of the specific circumstances, shall be included in the comment section of the incident.

These calls shall be dispatched Code 3.

207.07 PROTECTING WITNESSES

EBO personnel often receive calls for service where anonymity may be appropriate. The information these witnesses can provide to detectives during follow-up investigations can be valuable. It is important for the EBO to capture the ANI/ALI information when the call is received. When the PR refuses to identify on a 9-1-1 call, the ANI/ALI information shall be included in the incident with the phrase, **“Address and telephone number not verified, do not contact the PR,”** as the first item in the comment section of the incident.

When the PR refuses to identify on seven-digit calls, or when the ANI/ALI information is not available, the phrase, **“Do not contact the PR,”** shall be included as the first item in the comment section of the incident, and also in the “PR Location” field of the Initiate Incident (II) format.

Additionally, the PR shall be given the option of speaking to officers telephonically. If the PR agrees to be interviewed by officers via telephone, Communications Division personnel shall enter the phrase, **“Contact PR by Phone Only,”** as the first item in the comment section of the incident and in the “PR Location” field of the Initiate Incident (II) form.

207.08 **ANONYMITY TO CALLERS REPORTING CRIMINAL ACTIVITY**

Upon receipt of a call from the public reporting criminal activity, the concerned operator shall ask the person reporting (PR) if they would like to provide their name and/or telephone number. This request may be made after obtaining the location of occurrence and pertinent information but shall be made **PRIOR** to obtaining PR information.

EXAMPLE: “Would you like to leave your name and/or telephone number?”

NOTE: At this point, operators will continue the interview process, obtaining all pertinent information.

Should the PR decline to give their name or telephone number, the operator shall provide them with the option of speaking to officers telephonically. CD personnel shall enter the phrase, **“Contact PR by Phone Only”** as the **FIRST ITEM** in the Incident Comments **and** in the Caller’s Address (“Call Add”) field of the Initiate Incident (II) screen.

9-1-1 calls

When a PR refuses to identify on a 9-1-1 call, the Automatic Number Identification/Automatic Location Identification (ANI/ALI) data shall be included in the incident with the phrase, **“Address and telephone number not verified, do not contact the PR,”** as the **FIRST ITEM** in the comments section.

Seven-digit calls

When the PR refuses to identify on seven-digit calls, or when the ANI/ALI information is not available, the phrase, **“Do not contact the PR,”** shall be included in the incident as the **FIRST ITEM** in the comments section and also in the “Call Add.” field of the II format.

Furthermore, CD Manual Section 3/207.03 states that operators shall include the complete name (first and last), telephone number (including a daytime telephone number), and address of the PR if different from the location of occurrence in **ALL** incidents.

208 **COMMENT SECTION OF THE INCIDENT**

Communications Division personnel provide service not only to the public, but also to officers in the field via the comment section of an incident.

Personnel are responsible for ensuring that an adequate amount of information is entered into the comment section of the incident. The information entered into the comment section of the

incident should be restricted to significant, pertinent and concise information. Unnecessary time should not be used to record or broadcast nonessential information that will detract from important details.

The operator entering information into an incident must balance pertinent information with the length of the comments.

- A. The first three lines of the comments should be used to briefly detail suspect description(s), vehicle(s) used, weapon(s) used, direction taken, and how long ago the crime occurred. The information entered in the comment section of the incident can be kept shorter by use of Department approved abbreviations.
- B. Unit(s) responding to a call have the need to know what they are responding to beyond a general crime type such as “415” or dispute. This need stems from a concern for officer safety, but also an interest in saving time upon reaching the location of occurrence.

The comments need not be long. Statements such as “dispute over property line,” “dispute over trimming of PR’s tree by neighbor,” tell officers they are needed to keep the peace. A “415” man, woman, or group can be easily detailed with statements such as “415/390 group of 10/12 M/Hisps, yelling at passing vehicles,” or “M/Wht, transient panhandling, refusing to leave the location.” Include a brief clothing description of the suspect whenever possible.

- A. The comment section of the incident in domestic violence calls (620D) cannot be over emphasized. Family disputes are often dangerous for responding officers because of the extreme emotional state of the parties involved. For officer safety, the comment section of the incident should include:
 - 1. The whereabouts of the assailant.
 - 2. The type of weapon involved (if any).
 - 3. If the complainant has sustained injuries.

209 **DISPOSITION OF CALLS FOR SERVICE WHICH DO NOT REQUIRE FIELD UNIT RESPONSE**

When a caller requests that a field unit respond to a call which does not require an on-site investigation, the concerned operator shall briefly and politely explain that the request does not require a police response. These types of situations may include but are not limited to: Property Damage Only (PDO) traffic collisions, requests for legal opinions, requests for enforcement of civil judgements. This is not the responsibility of this Department. If the caller does not accept the operator’s explanation or the caller becomes argumentative, the operator shall transfer the caller to a supervisor. The supervisor shall be responsible for the final disposition of the call.

A call shall be terminated only if police action, or other emergency service, information or referral is not necessary. If the operator is unsure of the appropriate action necessary, the call may be referred to the concerned Area Watch Commander or a Communications Division supervisor.

210 **3-1-1 NON-EMERGENCY CITY SERVICES NUMBER**

When an Emergency Board Operator (EBO) receives a non police-related call, the caller shall be transferred to 3-1-1 operators if the EBO cannot provide the requested assistance. Prior to transferring the caller, the EBO shall advise the caller that he/she is being transferred to a 3-1-1 operator. The 3-1-1 Call Center processes a variety of requests for service including graffiti removal, pothole repair, bulky-item pickup, tree trimming, dead animal pickup, sidewalk repair, tree/branch in the street, and other services.

To initiate a telephonic transfer to the 3-1-1 Operations Center from the Metropolitan Communications Dispatch Center's VESTA Telephone System, the EBO, while on the IN key, must click the conference button. The operator will then type the appropriate 7-digit number in the dial box located in the Auto Dial Window (operators in the Valley Communications Dispatch Center [VCDC] will type the 10-digit number. The caller is placed on hold while the number is dialed. A three-way conference is established as soon as the dial function has been completed. The operator may then disconnect from the call by clicking the release button.

Note: The 3-1-1 Call Center operates 7 days per week, 0800 to 1645 hours. After hours, a caller may be referred to the 311 website at <http://www.lacity.org/myla-311/myla-311-service-request> or email 311@lacity.org to submit a request for service. If the after-hours situation is urgent, the EBO shall attempt to connect the caller to the appropriate City Department/entity.

211 **CALL CANCELLATION**

Calls for service shall not be routinely cancelled by anyone other than the original PR.

212 **TRANSFERRING CALLS**

The transfer function is used to route incoming calls to another answering point or to speak privately with a second person. Many of the calls received in the Metro Communications Dispatch Center (MCDC) or Valley Communications Dispatch Center (VCDC) will not require police response. However, these callers may need assistance from other City Departments or outside agencies. In these instances, Communications Division personnel must be able to transfer the calls to the appropriate office for handling. The VESTA system allows for single-button transfers.

- I. A call shall be transferred (or referred) for one of the following reasons:
 - A. The call requires information or advice only.

- B. The caller requires a crime report which qualifies for telephonic completion by Area desk personnel, including System to Prioritize Accident Reports (SPAR) type incidents.
- C. The call can be handled as an Area STORM call.
- D. The caller requires information from a specific Department, unit or employee.
- E. The caller requires information or non-emergency service from another City Department or agency.
- F. The caller requires non-emergency service from another police agency.

II. Single-Button Transfer (Auto Dial Window)

The single button operation will transfer calls from 9-1-1 positions to any entity designated by the Auto Dial buttons.

A. 9-1-2 Auto Dial button

Many callers are aware of Communications Division's two-tier system and will state "transfer me to a non-emergency operator." Auto Dial 9-1-2 transfers these callers from the primary Emergency Board Operator (EBO) to the secondary EBO. The Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information is not routed.

Note: As a reminder, operators should verify the caller does not have a police or fire related emergency before transferring to secondary.

B. California Highway Patrol (CHP) Auto Dial button

Transferring callers to the CHP Dispatch Center via the Auto Dial button should be used for emergencies only. ANI/ALI information is not routed. Operators must remain on the line and provide the CHP operator with ANI/ALI information.

III. Alarm Calls

Alarm company calls may be received on both 9-1-1 and secondary EBO positions. These calls shall be handled in the following manner:

A. Primary EBO

If the call is not a Priority I or II, the call shall be transferred to the ATO position by using the Auto Dial ATO button.

B. Secondary EBO

Secondary EBO operators shall process all alarm calls when received at this position. DO NOT TRANSFER these calls to the ATO position.

IV. Telephone Etiquette

Operators should advise callers **WHY and WHERE** they are being transferred.

Examples: “Stay on the line, I am transferring you to the Fire Department. Give them your address and telephone number.”

“Stay on the line while I transfer you to Communications Division Watch Commander. In case we are disconnected, that number is...”

“Please stay on the line for a police operator/dispatcher.”

Note: Operators shall not advise callers to hold for a non-emergency operator, as this gives the caller the impression that their call is not important.

213 **CALLS WHICH REQUIRE FIRE DEPARTMENT/PARAMEDIC RESPONSE**

All calls from persons reporting medical emergencies in which no police response is required shall be transferred immediately to the Fire Department. Before transferring the caller, Communications Division personnel shall instruct the caller to immediately state the address and telephone number of the location of the emergency when the Fire Department operator is connected with the caller. This information is needed by Fire Department personnel for their Medical Priority Cardset format. The EBO shall release as soon as it is determined police response is not necessary.

213.01 **NOTIFICATIONS TO LOS ANGELES COUNTY LIFEGUARDS REGARDING BEACH RELATED INCIDENTS**

Los Angeles County Lifeguards are to be notified of all significant incidents, including deaths, crimes or medical emergencies, occurring on any beach within the Department’s jurisdiction. If an Emergency Board Operator (EBO) receives such a notification from a caller the EBO is responsible for making the proper notification. If a Radio Telephone Operator (RTO) receives the information from an officer in the field, the RTO shall notify the Bureau Communications Coordinator, who will in turn contact the Lifeguards. All notification information is to be documented in the comment section of the incident.

Lifeguards are a division of the Los Angeles County Fire Department and response is available 24 hours, seven days a week. The contact number is located in the Ready Reference, “Beaches” category.

214 **CALLS FROM PERSONS USING TELETYPEWRITERS FOR THE HEARING IMPAIRED (TTY)**

The Americans with Disabilities Act (ADA) requires that hearing/speech impaired persons receive an equal level of service.

An operator may receive a TTY, a Voice Carry Over (VCO), or a Hearing Carry Over (HCO) call on the VESTA System. The usual TTY call involves a hearing-impaired caller who does not speak. A VCO caller is one who is hearing-impaired and can speak. A HCO caller is one who is speech-impaired and can hear.

All TTY calls shall be handled by the operator who received the call. TTY callers shall not be transferred except to the Los Angeles Fire Department or a Spanish speaker's console within the dispatch centers. **EBOs WORKING 9-1-1 POSITIONS SHALL NOT TRANSFER NON-EMERGENCY TTY CALLS TO A SECONDARY OPERATOR.**

- A. On Primary and Secondary the TTY window is automatically launched if the caller is using a Baudot TTY device. The TTY window will appear in Active Mode.
 - 1. The TTY greeting message will automatically be sent to the caller

Example: 911 emergency, ga.
 - 2. The caller's response will appear in the conversation area. To continue the conversation, type a message or select a pre-programmed message from the Preset Response area.

- B. In both cases, when the TTY caller responds, the operator shall use basic interview techniques to obtain the following information:
 - 1. Exact nature of the problem or request
 - 2. When and where it occurred
 - 3. Suspect/vehicle description
 - 4. Any other pertinent information (i.e., weapons)
 - 5. Person reporting (PR) name and location if different from the location of occurrence

- C. The statement "TTY CALL" should be included in the comment section of the incident.

- D. Dispatch the incident or refer the caller according to established procedures.
- E. The TTY module must be launched and activated upon receiving an open line.
 - 1. To launch and activate the TTY window, click on the TTY button located on the VESTA toolbar.
 - 2. The TTY window will appear in Disabled mode.
 - 3. Click the TTY Disabled button. The TTY window will appear in Active Mode and the TTY greeting message will automatically be sent to the caller.

Example: 911 emergency, ga
 - 4. If a response does not appear in the conversation area, dispatch according to policy and procedures.
- F. When processing a TTY call, the operator has three options for communicating with the caller.
 - 1. Double clicking the appropriate response in the displayed tabs
 - 2. Press the function key assigned to the appropriate message
 - 3. Type a manual response

After entering the appropriate questions/responses the EBO shall end the text with “ga” (go ahead). The EBO shall continue to the aforementioned steps until a thorough interview has been conducted. The call shall be ended with the operator typing “sksk” (stop keying/hanging up).

- 1. The caller’s messages as well as the operator’s messages appear in the conversation area. A scroll bar will automatically appear when the text exceeds the size of the window.
- 2. A different color is used to represent each speaker. The caller’s text is green and in upper case while the operator’s text is blue and in lower case. Any third party that joins the conversation, (i.e., the Fire Department, a supervisor) will be upper case green.

An operator may receive an HCO/VCO caller. In order to communicate with the caller, the operator will toggle the TTY Disabled/TTY Active button when appropriate (to turn TTY capabilities on and off).

- G. VCO/TTY calls involve persons who are hearing impaired and can speak. The VCO/TTY user reads the message displayed on a special VCO phone as the operator types questions or responses on the VESTA TTY System.

The VCO/TTY user will speak directly to the operator.

1. The voice TTY call will be received as a voice call on 9-1-1 or secondary.
2. The caller will verbally announce that he/she is a VCO/TTY user.
3. The EBO shall launch the TTY module from the VESTA tool bar. The TTY window will appear in Disabled mode. Click the TTY Disabled button. The TTY window will appear in Active mode and the TTY greeting message will automatically be sent to the caller.

Example: 9-1-1 emergency, ga

4. After the message has been transmitted, the EBO shall click the TTY active button, which disables the TTY window.
5. The EBO will listen to the VCO/TTY user via the headset and wait for him/her to say "Go Ahead."
6. After the "Go Ahead" is heard, the EBO shall reactivate the TTY window by clicking on the TTY Disabled button. After entering the appropriate questions/responses the EBO shall end the text with "ga" and disable TTY by clicking on the TTY Active button.
7. The EBO shall continue the aforementioned steps until a thorough interview has been conducted. The call shall be ended with the operator typing "sksk" (stop keying/hanging up).

- H. HCO/TTY calls involve persons who are speech impaired and who can hear. The HCO/TTY user listens as the operator speaks via the headset and types his/her responses, which are displayed on the TTY window.

1. The HCO/TTY call will be received via the TTY module.
2. The HCO/TTY caller will advise he/she is a HCO/TTY user.
3. When the HCO/TTY user completes their message by typing "ga," the EBO shall disable TTY.
4. The EBO shall then begin the interview. After a couple of questions have been asked, the EBO shall state "Go Ahead" and reactivate the TTY.

5. The EBO shall continue the aforementioned steps until a thorough interview has been conducted. The call shall be ended as any other call.
- I. Once a connection is established with a TTY caller, the operator may perform call tasks as he/she would with voice calls.
1. To place a TTY caller on hold, click the Hold button (refer to the Call Control Panel).
 2. Placing a TTY call on hold disables the TTY window, but retains the TTY conversation on the screen.
 3. The TTY window is not automatically reactivated when the operator retrieves the held call. The TTY window must be reactivated.
 4. Conferencing or transferring a TTY.
 5. Conferencing a call disables the TTY window, but retains the TTY conversation on the screen.
- Note:** When you conference or transfer a TTY caller, the TTY text is not transferred.
- J. Calls requiring the Los Angeles Fire Department (FD) or paramedics shall be conferenced. After conferencing the EBO shall click on TTY Disable to reactivate the TTY.
1. Messages between the TTY caller and the Fire Department will also be displayed in the conversation area of the TTY screen. The Fire Department and the caller's text will be in upper case green.
 2. The EBO shall remain on the line to determine if police response is needed.
 3. If police response is needed, the FD dispatcher will advise the TTY caller to "Stay on the line for a police operator, ga sk." The EBO shall type his or her operator number, begin interviewing the TTY caller and handle the call according to established guidelines.
 4. If police response is not needed, the EBO shall disconnect from the call.
 5. When the call is complete, click the Release button in the Call Control window to disconnect from the call.

- K. Calls requiring a Spanish-speaking operator shall be handled by:
1. Selecting the preprogrammed message **“Por favor no cuelge, espérese en la línea para una operadora que hable Español, sk.”**
 2. After the message is transmitted, transfer the call to a Spanish-speaking operator using established procedures.
 3. After completing the transfer, click the Release button in the Call Control window to disconnect from the call.
- L. How to place calls to a TTY user?
1. Manually enter the phone number in the Dial Box.
 2. While the number is being dialed, the operator shall launch the TTY window by clicking on the TTY module. To activate the TTY window, click on the TTY Disabled button.
 3. Continue the conversation as above.
- M. How to clear the TTY conversation area?
1. The TTY conversation is automatically cleared whenever an operator takes a new TTY call or logs off VESTA; or,
 2. When you click the Clear button on the TTY window. All the text is removed from the TTY conversation area and saved to the call record.
- N. How to close the TTY window?
1. Click the Close button.
 2. Closing the TTY window does NOT release the line on which the TTY call was received. To release an active TTY call, click the Release button in the Call Control Window.
 3. Closing the TTY window does NOT clear the text in the conversation area until you receive another TTY call or you clear the conversation area manually.

215

CALLS FROM CELLULAR TELEPHONES/WIRELESS 9-1-1

When 9-1-1 is dialed from a cellular telephone, some calls are routed to the California Highway Patrol (CHP) based upon the location of the cell tower and cell sector. CHP operators then use a dial transfer process to transfer appropriate calls to LAPD 9-1-1 operators. The operator who

receives the initial call shall handle all emergency cellular calls transferred from the CHP. These calls shall be handled according to established procedures. When applicable, calls received from the CHP shall not be transferred except to the Los Angeles Fire Department or a 9-1-1 Spanish-speaking operator. If a cellular call transferred from the CHP is determined to be a non-emergency call, the call shall be transferred to a secondary emergency board position.

215.01 **EMERGENCY BREAKTHROUGHS**

Operators often receive 9-1-1 calls during which the caller hangs up before any information can be obtained. If it is determined that a callback should be attempted but the callback is busy, an “Emergency Breakthrough” can be made by using the telephone company “O” operator. The “Emergency Breakthrough” can also be made on wireless telephone (cellular) systems when the callback is busy.

An operator making a request for an “Emergency Breakthrough” should identify him/herself as a 9-1-1 dispatcher from the Los Angeles Police Department who needs an “Emergency Breakthrough” on a busy callback.

216 **TRACKING CELLULAR TELEPHONE SEARCH WARRANTS**

At times, it is necessary for Communications Division supervisors to obtain search warrants on cellular telephone numbers to obtain the address of the subscriber when a third party calls to report an unknown or life-threatening situation.

When a search warrant must be obtained from a judge on a third party call reporting an emergency, it must have a supervisor’s approval and the warrant must be logged into the Search Warrant Control Book. The book will be placed in centralized locations at the MCDC and VCDC, and audited monthly by the Warrant Coordinator.

217 **TRANSFER/CONFERENCE CALLS TO THE CALIFORNIA HIGHWAY PATROL (CHP)**

Personnel shall note that the 9-1-1 emergency Telephone System used by the CHP does not provide ■■■ information. Therefore, when transferring or conferencing a call with the CHP dispatch facility, personnel shall ensure that the CHP employee is provided with accurate incident location information. If the call requires a response from both the LAFD and CHP, the call shall be transferred to LAFD. The concerned EBO shall immediately disconnect the call and LAFD personnel will conference with CHP personnel.

218 **HANDLING CALLS RECEIVED FROM OUTSIDE THE CITY OF LOS ANGELES**

Communications Division personnel receiving a 9-1-1 emergency call for police service that was dialed from outside LAPD jurisdiction and was intended for an outside agency shall transfer the caller to the correct Public Safety Answering Point (PSAP). Using the VESTA telephone system, operators will select the correct agency under the “Quick Dial: drop-down menu tab

labeled “Outside PSAP.” Operators shall connect the caller to the specific agency and remain on the line until the specified agency answers. At that time, Communications Division personnel will verify the outside PSAP has the call and the Automatic Number Identification (ANI) and Automatic Location Identification (ALI) has been received. Once the outside agency has contact with the caller and the ANI/ALI information, Communications Division personnel can disconnect the line. **Under no circumstances shall the Outside PSAP number be given to the public.**

If the caller disconnects the line before the transfer is complete, the operator shall advise the outside agency of any information that was obtained. Additionally, the operator must provide the ANI/ALI to the outside agency prior to disconnecting the line. The operator shall complete the incident with the agency and operator name and/or number in the comment section of the incident, and disposition the incident as referred (REF).

When a non-emergency call for police service in another jurisdiction is received, the secondary EBO shall provide the caller with the name and telephone number of the appropriate agency, if available. In the event that the agency telephone number is not available, the EBO may advise the caller to consult the City of Los Angeles 3-1-1 operator, or refer the caller to the telephone company directory assistance. If call load permits, the secondary EBO may obtain the pertinent information, create the incident and refer the information to the appropriate agency. The incident shall be dispositioned referred (REF).

219 **NON-EMERGENCY CALLS FOR OTHER ENTITIES/DIVISIONS/CITY DEPARTMENTS**

When non-emergency calls are received on the seven-digit lines for other divisions within the Department, Departments within the city, or entities within City limits, the secondary EBO shall provide the caller with the non-emergency seven-digit telephone number to the division/department/entity, whenever practicable. The caller may also be advised to consult the City of Los Angeles 3-1-1 operator or telephone company directory assistance.

220 **CALLS INVOLVING THE METROPOLITAN TRANSIT AUTHORITY (METRO) BUS AND RAIL SYSTEMS AND METROLINK COMMUTER RAIL SYSTEM**

Operators receiving calls for service involving the Metro Bus and Metro Rail systems or the Metrolink Commuter Rail System shall dispatch units following established guidelines and make telephonic notification to the Los Angeles County Sheriff’s Department (LASD) Transit Services Bureau (TSB).

Metro systems include:

- Metro Bus (including the Orange Line)
- Metro Rail (including the Blue, Gold, Red, Purple, Green, and Expo Lines)

The responding LAPD units are responsible for determining who will conduct the preliminary investigation. Response of LASD TSB does not eliminate the necessity for dispatching an LAPD unit. An Operator may cancel an LAPD unit only when LASD TSB advises they will handle the call and LAPD response is not necessary.

Communications Division personnel shall ensure the LASD TSB is notified of all incidents involving any of the transit systems when an LAPD unit is responding Code Three.

220.1 CALLS OCCURRING IN THE CHATSWORTH TUNNEL COMPLEX

The [REDACTED] consists of three railroad tunnels near Topanga Canyon Boulevard and the Chatsworth Park area in Reporting District (RD) 1721. Metrolink and other railroad companies use these tunnels as they travel between the northwestern San Fernando Valley and eastern Ventura County. [REDACTED] is approximately 1.4 miles in length, Tunnel 27 is 994 feet long, and Tunnel 28 spans 599 feet.

Personnel responding to the [REDACTED] shall use extreme caution and shall not enter tunnels without proper notification to Communications Division. If personnel must enter Tunnel [REDACTED] or require the interruption or stoppage of train traffic, the concerned Bureau Communications Coordinator (BCC) shall immediately notify the Los Angeles County Sheriff's Department (LASD) Transit Services Bureau (TSB).

Priority I and II calls for service occurring at the [REDACTED] shall be dispatched following established policies and procedures. The Operator receiving the call shall notify LASD TSB and take direction from LASD personnel (i.e. canceling the call, have the LAPD unit stand-by until LASD arrives).

Priority III calls for service occurring at the [REDACTED] (i.e. trespassing or graffiti) shall be referred to LASD TSB for dispatch. An LAPD unit shall not be dispatched to a Priority III call. The Operator receiving the call shall create and close an incident, then make an "information broadcast" to area units indicating LASD is handling.

221 TRAFFIC COLLISIONS IN OTHER JURISDICTIONS

All 9-1-1 calls involving traffic collisions with injuries in other jurisdictions shall be immediately transferred to the LAFD. The EBO shall disconnect from the call immediately. If the occurrence does not include an injury and is not an emergency, the caller should be referred to the correct police agency.

222 CALLS FOR THE OFFICE OF THE CHIEF OF POLICE (OCOP)

All incoming calls from the primary number of the Office of the Chief of Police (OCOP) will be forwarded to Communications Division secondary lines. The OCOP has provided the following information for the calls they receive most frequently.

Purpose of Call

- I. Complaint or commendation regarding a Department employee, operators shall:
 - A. Advise the caller that the Chief of Police has tasked Professional Standards Bureau with investigating these complaints and recording commendations.
 - B. Instruct the caller to standby while you connect them with the appropriate person to take their complaint.
 - C. Transfer the caller to (800) 339-6868, press No. 4 after the recording, ensuring connection with a live person.

- II. Invitation for the Chief of Police to attend an event and/or speak at an event, operators shall:
 - A. Advise the caller that invitations for the Chief of Police must either be mailed or faxed.
 - B. Provide the mailing address listed in the ready reference under OCOP.
 - C. Provide the fax number.

- III. Response to comments made in the Media by the Chief of Police, or actions by Department members. Includes calls to comment the COP, operators shall:
 - A. Transfer the caller to Media Relations Section.

- IV. Callers that use 411 requesting to be connected with an entity within the Department, operators shall:
 - A. Transfer the caller to 3-1-1.

- V. Persons with mental illness, operators shall:
 - A. Dispatch according to Communications Division guidelines if a person with mental illness requires police.

- VI. Dignitaries, Government Officials, Chiefs of Police from other agencies, operators shall:
 - A. Forward the caller to the Office of the Chief of Staff.

- VII. Callers requesting the status of their correspondence to the Chief of Police, operators shall:
 - A. Forward the caller to the Chief of Staff, Administrative Section.

VIII. Leaders of Community Organizations, operators shall:

- A. Forward the caller to the Community Relations Section.

IX. Callers requesting to meet with the Chief of Police, operators shall:

- A. Forward the caller to the Chief of Staff, Administrative Section.

X. Other Police Departments requesting information on warrants or records, operators shall:

- A. Direct the caller to the Fugitive Warrant Section or Records and Identification Warrants.

The above protocol is also located in the Ready Reference Bulletin Board.

223 **COLLECT CALLS**

Department employees may accept collect calls for emergency services and for matters of importance to the City of Los Angeles and to the Department. After receiving an incoming, collect telephone call, the person accepting the call shall immediately notify the Administrative Unit, Detective Support and Vice Division and provide the following information:

- The origin of the call;
- The name of the caller;
- The name of the person who accepted the call;
- The extension on which the call was received; and,
- The time the call was accepted.

If the call does not require police dispatch, an incident shall be established with the location and the incident type 100 (Other). The incident should be closed with the disposition "CLO."

Note: Department employees shall not accept *personal*, collect telephone calls except in cases of emergency.

224 **CHRONIC CALLERS/ABUSERS**

Operators must carefully assess requests for service from chronic callers. Evaluating a caller who is suspected of being intoxicated, under the influence of a drug or chemical substance or mentally impaired requires active questioning to establish the exact needs or type of service requested by the caller. **DO NOT** allow the caller to ramble. Advise the caller that he/she is depriving others of emergency services and unless a reason for police service is stated the call shall be disconnected or referred to a supervisor. If there is any indication that the caller is violent or has the immediate potential or ability of endangering himself or others, attempt to establish his/her location and dispatch a field unit. Personnel should remember that physical

disabilities, illnesses or immediate emotional stress (fear, anxiety, anger, etc.), might cause an individual to sound as if he/she may be under the influence of alcohol or drugs.

Abusive calls on 9-1-1 may include, but are not limited to the following types: Multiple calls where no emergency exists, and/or calls in which obscene language is used. Employees who receive abusive calls on 9-1-1 emergency telephone lines shall evaluate the call based upon the above guidelines.

224.01 **CALLS RECEIVED FROM TELEPHONE COMPANY RELAY SERVICES WHICH INVOLVE SUSPECTED ELECTRONIC 9-1-1 ABUSE**

The term “Electronic 9-1-1 Abuse” refers to false calls placed to a Public Safety Answering Point (PSAP) reporting life-threatening emergencies, primarily at the homes of celebrities/public figures or critical infrastructure/key resource locations. These calls are related to a nationwide phenomenon termed “Swatting.”

The intent of the caller is to cause a massive law enforcement response to a false emergency, often resulting in significant media attention and notoriety to individuals or groups operating within electronic or digital domains for the purpose of status or fame. Electronic 9-1-1 Abuse calls received by LAPD have involved a variety of false incidents including shootings in progress, residential robberies in progress, hostage situations and suspects armed with guns.

Suspects who initiate these calls employ a number of techniques in order to “trick” a 9-1-1 operator/dispatcher into sending authorities to a false emergency. These techniques include:

- **Caller ID spoofing:** The practice of using an internet-based service to cause telephone company networks to display a fictitious telephone number on the recipient’s Caller ID display.
- **Prank calls:** Often used in conjunction with Caller ID spoofing, some callers use elaborate scripts and recorded sound effects, including gunshots and screaming, in order to legitimize the reported emergency.
- **Use of telephone company relay services:** Using internet proxy servers and Virtual Private Networks (VPNs) to mask their identity, some suspects use internet Instant Messaging (IM) services (i.e. AOL Instant Messenger, Yahoo Messenger, etc.) to communicate the false emergency to a telephone company relay operator (i.e. AT&T Relay Services or Sprint Relay Services). The telephone company relay operator then communicates the information to the local PSAP via telephone.

Nearly all Electronic 9-1-1 Abuse calls received by LAPD have originated from a telephone company relay service using an unregistered account. These calls are illegal and have the potential for an innocent person to be injured or killed as a result of law enforcement’s response.

The procedures for calls from telephone relay services with an element of suspected swatting are as follows:

EMERGENCY BOARD OPERATOR

1. Upon receipt of a call from a telephone company relay service reporting a life threatening emergency, the Emergency Board Operator (EBO) shall enter the phrase, **“CAUTION: CALL RECEIVED FROM TELEPHONE COMPANY RELAY SERVICE FROM AN UNREGISTERED ACCOUNT”** on the first line of the comments of the incident.

Note: Calls reporting medical emergencies only shall continue to be transferred to the Los Angeles Fire Department (LAFD) following established policies and procedures.

2. The EBO shall obtain the name and callback number of the relay service and name and/or operator number of the relay operator. The EBO shall also ask for the name of the person using the relay service. This information should be entered into the incident.
3. The EBO shall handle the call following established policies and procedures, creating and prioritizing the call for service based upon the information provided.

Note: Because a call received from a telephone company relay service always has the potential to be an actual emergency, the EBO shall not make the determination that the call is Electronic 9-1-1 Abuse solely because the call originated from a relay service.

4. During the course of the interview, the EBO shall attempt to obtain the callback number and IP address of the person reporting the incident. This information is usually available to the relay operator and shall be entered into the comments of the incident.

Note: An IP address consists of a series of four sets of numbers separated by a decimal point (i.e. 24.135.33.149).

In addition, the EBO should ascertain whether or not the person reporting the incident is using an Instant Messaging service (i.e. AOL Messenger). If so, the EBO shall obtain the name of the Instant Message service and the user/screen name being utilized by the person reporting the incident. This information shall be entered into the incident comments.

5. The EBO shall ascertain a physical description of the location and/or the surrounding locations. This information shall be included in the comments of the call.
6. Once the EBO has obtained the information required to dispatch a patrol unit, he/she shall dispatch the call in the same manner in which a “bomb call” is dispatched.

Do not broadcast the reported location, incident/detail type or comments. In the initial broadcast only, the unit designation shall be broadcast twice along with the code and the

incident number. A patrol unit shall be assigned Code Three and a supervisor shall be assigned Code Two.

Example: *“Hollywood Units and 6A45, 6A45, Incident 1234, Code Three.”*
“6L40, 6L40, handle Incident 1234 Code Two.”

7. Upon completion of the dispatch process, the EBO who received the call shall notify the Floor Supervisor of the incident.

RADIO TELEPHONE OPERATOR

1. Working in conjunction with the EBO, the Radio Telephone Operator (RTO) shall ensure that a patrol unit is dispatched Code Three and a Supervisor Code Two.
2. The RTO is responsible for making the Code Three notification broadcast, however, shall **not** broadcast the location of the incident. [REDACTED]

Example: *“All Units, 6A45 is responding Code Three from Santa Monica and Highland to incident 1234. 6A45, [REDACTED]”*

If the assigned unit asks for details regarding the incident, advise the unit to monitor their Mobile Data Computer (MDC). Other units requesting information regarding the call shall be directed to obtain an incident history via the MDC. For a non-MDC equipped unit, provide the incident number and have the unit contact the Area Watch Commander for information regarding the call.

FLOOR SUPERVISOR

1. Upon being notified of a potential Electronic 9-1-1 Abuse incident, the Floor Supervisor shall review the incident comments to ensure that all necessary information was obtained.
2. The Floor Supervisor shall notify the CD Watch Commander of the incident.
3. The Floor Supervisor shall monitor the progress of the incident and keep the CD Watch Commander informed of any pertinent information.

CD WATCH COMMANDER

1. Once notified of a possible Electronic 9-1-1 Abuse incident, the CD Watch Commander shall note the occurrence in his/her Watch Commander’s Log. The date, time and Area of occurrence should be included, along with the disposition of the call and any other pertinent information.

2. The Watch Commander shall be responsible for ensuring that the Real-Time Analysis and Critical Response (RACR) Division Watch Commander is notified without delay.

225

PREMISE HAZARDS

The Premise Hazard File is designed to allow input of information regarding a particular location. This information should aid in dispatching calls to the location and/or will provide additional insight for responding units to the location. Use of the file includes, but is not limited to the identification of consulates, City facilities and stakeholder locations, residences of public figures, Code Five locations, movie locations, and possible ambush and officer safety locations.

Department Employees that have information regarding locations suitable for inclusion into the Premise Hazard File shall provide it to the concerned Area Watch Commander. The Watch Commander will verify accuracy of the information and request the information be entered into the Premise Hazard file via Form No. 15.93.00, "Special Locations/Premise Hazard Request." The Area Watch Commander shall email or fax the Form No. 15.93.00 to Communications Division. The Communications Division Watch Commander shall ensure the request is entered by a BCC or Supervisor. After the information is entered into CAD, the Communications Division Watch Commander shall send a confirmation email to the Area Watch Commander advising that the location was entered into the Premise Hazard File.

All requests received via Form No. 15.93.00 shall be retained in the Communications Division Watch Commander's office for a period of six months, and may then be destroyed.

Communications Division operators shall not enter any information into the Premise Hazard File without the receipt of a Form 15.93.00 from the concerned Area Watch Commander.

Exception: Code 5 and Code 5 QT shall be placed in the Premise Hazard File by the BCC when declared and deleted when cleared. To ensure Code 5 and Code 5 QT entries are in fact deleted, BCCs shall enter the automatic purge date as the same date, or date following the Premise Hazard entry date depending on the specific circumstances (i.e. the purge date for an outside agency Code 5 from 03/15/15 1900 hours to 03/16/15 0300 hours should be 03/16/15).

Personnel entering locations into the Premise Hazard File shall enter the Serial Number of the requesting Area Watch Commander in the "Personnel Authorizing Entry" field of MN.3 (for Code 5 entries, the Operator shall enter his/her own Serial No.). Names should **not** be entered in this field. On the first line of the Comments section, the Operator shall enter the phrase "ENTERED (date):" followed by pertinent information (i.e. ENTERED 04/10/15: Use of force occurred 03/30/15, send 2 units and a Supervisor on all calls).

When a location appears in the Premise Hazard display during the incident entry process, the operator shall assess the display for applicable locations. The operator shall select the appropriate line identifier and enter the identifier in the Premise Hazard field. This information becomes part of the incident audit trail. Premise Hazard displays all information provided.

Note: Premise Hazards cannot be added when updating an incident.

Mobile Data Computer (MDC) equipped units may view the Premise Hazard information once it has been appropriately included in the incident via the “Write to Incident” tab. Premise Hazards location information may jeopardize officer safety; therefore, it shall be broadcast for non-MDC equipped units.

225.01 NO SEND PREMISE HAZARDS

When a location of a call for service indicates a premise hazard location which has been identified as “**NO SEND**”:

I. Priority III Calls

The operator shall confer with the Area Watch Commander. The Area Watch Commander will determine whether police response is appropriate. The concerned operator shall:

- A. Obtain ALL pertinent information from the caller and relay it to the Area Watch Commander. The information shall include the caller’s name, address, telephone number and nature of the problem.
- B. If a field unit is to be dispatched, the operator shall complete the incident and assign a field unit in accordance with established guidelines. The Area Watch Commander’s name shall be entered in the comment section of the incident.
- C. If a field unit is not to be dispatched, the operator shall complete the incident and close it with the disposition code “**BOC**” (Bad Order Call). The Area Watch Commander’s name and any other pertinent information shall be entered in the comment section of the incident.
- D. The operator shall ascertain from the Area Watch Commander if the caller is to be advised that a field unit will or will not be responding.
- E. If the Area Watch Commander is not readily available, the concerned operator shall contact a Communications Division supervisor for assistance. All attempts to notify the Area Watch Commander shall be documented in the comment section of the incident.

II. Priority I or II Calls

- A. The operator shall process a Priority I or II call at a “**NO SEND**” premise hazard location in accordance with the established procedures.

- B. The Area Watch Commander shall be telephonically notified of the dispatch and provided with the incident number and unit assigned. The Area Watch Commander's name shall be documented in the comment section of the incident.

225.02 **PREMISE HAZARDS TERMINOLOGY**

Operators receiving a call for police service shall ensure that all relevant Premise Hazard Information is reviewed and appropriately included in the incident via the "Write to Incident" tab during the Incident Initiate (II) process. Operators dispatching a call with Premise Hazard information included shall make the following broadcast to the units.

Example: "Monitor your call for premise hazard information."

226 **FOREIGN LANGUAGE INTERPRETATION**

Communications Division personnel assigned to the Metropolitan and Valley Communications Dispatch Centers shall access Language Line Services (LLS) for emergency foreign language interpretation or Avaza Language Services Corp. for non-emergency foreign language interpretation services. **Field personnel may only access these services through a Communications Division Emergency Board Operator (EBO).**

The Emergency Board Operator (EBO) receiving the call will attempt to ascertain if the call is an emergency or non-emergency. If this information cannot be determined, the call **shall be handled as an emergency**. The EBO shall create an incident using the Incident Type "100" if the nature of the incident is unknown and shall temporarily use the address of his/her concerned Dispatch Center until the correct location is determined (i.e. 100 N Los Angeles St. for the MCDC and 23001 Roscoe Bl. for the VCDC).

I. Interpretation Requests of an Emergency Nature

- A. The EBO shall establish a conference call with LLS at **(866) 865-7024**. Upon answering, the LLS representative will know the call is coming from the dedicated LAPD line. He/She will answer the call similar to, "*Language Line Services, what language please?*" The EBO shall provide the operator with the language, if known. It is **not necessary** to provide a Client Identification Number (CID), last name, serial number, or incident number.

NOTE: In the unlikely event the dedicated toll-free LLS number for LAPD is out of service, CD personnel may call the back-up emergency number at **(800) 523-1786** [REDACTED]

[REDACTED] shall be entered when prompted, followed by "1" for Spanish or "2" for all other languages. This number should **only** be used if the **primary** LLS emergency number is inoperable. This number is **not** programmed in the Vesta Quickdial Directory, and must be dialed manually.

- B. LLS will connect the EBO with an interpreter. The EBO will provide the interpreter with basic information (i.e., *“This is the Police Department and the caller may have an emergency”*). During the interview, the actual nature of the call and location should be determined. If a Dispatch Center location has been used, it shall be updated to reflect the actual location. The Incident Type “100” will be updated to reflect the appropriate type of incident, code and priority.
 - C. If it is determined that the person requiring interpretation is in need of **medical attention or is reporting a fire**, the interpreter may drop off the line and the caller shall be transferred to the Fire Department using established procedures. The Fire Department shall also be provided with the language and briefly apprised of the situation. Fire Department personnel are responsible for establishing interpretation for medical or fire emergencies.
- II. Interpretation Requests of a Non-Emergency Nature
- A. The EBO shall establish a conference call with Avaza Language Services Corp. at **(866) 452-6482**. When the Avaza representative answers, the [REDACTED] their Operator Number, and the requested language. In the event all representatives are busy, the call will be answered by an IVR system. In this instance, the EBO shall press “1” for Spanish or “2” for all other languages.
 - B. Avaza will connect the EBO with an interpreter. The EBO will provide the interpreter with basic information (i.e., *“This is the Police Department and the caller is reporting a possible theft”*). During the interview, the actual nature of the call and location should be determined. If a Dispatch Center location has been used, it shall be updated to reflect the actual location. The Incident Type “100” will be updated to reflect the appropriate type of incident, code and priority.
 - C. If it is determined that the person requiring interpretation is in need of medical attention or is reporting a fire, the interpreter may drop off the line and the caller shall be transferred to the Fire Department using established procedures. The Fire Department shall also be provided with the language and briefly apprised of the situation. Fire Department personnel are responsible for establishing interpretation for medical or fire emergencies.
- III. Interpretation Requests from Field Officers
- A. A field Officer who requires translation services via telephone shall contact a CD operator at (213) 928-8223 or (818) 734-2223.
 - B. Field personnel should make every attempt to determine the language requirement, address/location of the person reporting, and the nature of the incident prior to contacting Communications Division. This information, if obtained, is to be given to the EBO.

- C. If the information is not available, CD personnel shall follow the procedures established for EBO and process the call as an emergency. If the call has been verified as a non-emergency, the EBO procedures for non-emergency translation shall be followed.

NOTE: CD is the billing party for calls requiring translation; therefore it is imperative that during non-emergency calls, the name and serial number provided to Avaza belong to personnel assigned to CD.

- D. Once the caller has been successfully connected to CD, the Officer who initiated the transfer may disconnect the line.
- E. If it has been determined that dispatch is not required, and the caller needs to speak with the Area station (i.e. telephonic report), the EBO shall transfer the caller and the translator to the appropriate Area station. The EBO shall advise the Officer that a caller and translator are on the line and provide a brief synopsis of the caller's need. The name and serial number of the Officer, their assigned Area and any pertinent information shall be added to the incident comments.

EXAMPLE: Officer Smith, Serial No., Southeast Area, conferenced with PR and Avaza Language Services Corp. for Burglary report.

IV. Interpretation Request from Field Officers in Conjunction with a Medical Requirement

A person requiring medical attention will always take precedence. In those instances where an Officer has transferred a caller for interpretation, and it is subsequently determined that the caller requires medical attention:

- A. The EBO will have the interpreter tell the person reporting to stay on the line while the person is being transferred to the Fire Department/Paramedics and they will need to call back the concerned Area station as soon as possible to complete their report.
- B. The EBO will then advise the interpreter (and Officer, if he/she is still on the line) to disconnect the line.
- C. Once the interpreter has disconnected, the EBO will transfer the caller to the Fire Department according to establish procedures.
- D. Once contact is made with the Fire Department, the EBO will briefly inform the Fire Department of the situation. The EBO will provide their operator number, the translation request, and the language requirement, as well as the nature of the medical emergency, if known.
- E. It is the responsibility of Fire Department personnel to establish interpretation service for medical emergencies.

- F. Once it is determined that police response is not needed, the EBO will disconnect.

226.01 **DEPARTMENT LANGUAGE BANK ROSTER**

The Department Language Bank Roster is a special file of Department Sworn/Civilian personnel able to speak various foreign languages. This file is maintained by Communications Division. For all non-emergency situations, the Department Language Bank Roster shall be used first for all interpretation calls except Spanish.

When there is a need to access this roster, personnel shall place the caller on hold and phone the Communications Division Watch Commander's office. The operator shall request the name and telephone number of an interpreter for the required language.

After obtaining the interpreter's telephone number, a conference call shall be established between the caller, the interpreter, and the involved operator.

Once contact is made with an interpreter, the operator shall identify himself/herself (i.e., "This is Operator No., LAPD Communications Division requesting interpretation assistance") and allow the interpreter to assist them.

The name of the interpretation method, interpreter and language shall be entered into the comment section of the incident (i.e., Department Language Bank Roster, Chinese, Interpreter-Doolittle).

226.02 **KOREAN SUB-STATION**

The Korean sub-station can assist with translations for Korean-speaking individuals. Personnel are available Monday through Saturday. The sub-station is closed on Sunday.

226.03 **COMMUNICATIONS DIVISION SPANISH LINE**

Calls for service received by Communications Division personnel requiring Spanish interpretation shall be transferred via single button or digital transfer to the Spanish Line. These lines are staffed 24 hours by Communications Division personnel.

If there are no Spanish Line operators available or the lines are busy for a lengthy period of time, the operator may establish a conference call and obtain assistance from Language Line Services for emergencies, or Avaza Language Services Corp. for non-emergencies (see Manual Section 3/226). Communications Division personnel shall only use this method of translation for Spanish interpretation when absolutely necessary.

I. Spanish Interpretation from Field Personnel

Field personnel shall exhaust all means of obtaining a Spanish speaker through Area or field requests prior to contacting Communications Division. Once all other measures have been exhausted, field personnel may contact Communications Division Spanish line at:

(213) 928-8222 Metropolitan Communications Dispatch Center; or,
(818) 734-2222 Valley Communications Dispatch Center

The Spanish Speaking EBO answering the line will determine the nature of the call and handle if police response is needed.

If it is determined that police response is not needed and the request for interpretation is for an investigation/report, the Spanish-speaking EBO shall transfer the caller and Officer to the non-emergency line (912) and advise the Officer to request a Spanish-speaking interpreter for a non-emergency report. Spanish-speaking EBO's must remain available for potential incoming emergency calls and should not be utilized for interpretation for completion of non-emergency reports.

226.04 **SIGN LANGUAGE INTERPRETER**

Upon receiving a request for a sign language communicator, Communications Division personnel shall utilize professional Sign Language Interpreters (SLI).

In an effort to provide the highest level of service possible, upon receipt of a request for a SLI from Field Personnel via the seven digit telephone lines, the Emergency Board Operator shall complete the request.

I. Urgent/Emergency request from Field Officer

- A. Contact Life Signs (contracted professional SLI's) and request a call back from Life Signs within five minutes with an estimated time of arrival (ETA).
- B. In the event Life Signs is unable to fulfill the request the concerned operator should contact the Department of Disabilities Deaf Services Coordinator.
- C. Contact the Department of Disabilities Project Coordinator & Sign Language Interpreter, who will respond to the request for an SLI.

II. Non-emergency request from an officer or request by appointment only

- A. Contact the Department of Disability. The Department of Disability requires a 72-hour prior notice.
- B. Create an incident with the location of occurrence (if no current incident exists).

- C. Use incident type 100.
- D. Document the requesting officer's name, serial number, the name of the service provider (i.e., Life Signs, Links, or the Department on Disability), the telephone number of the service provider that was notified, and the ETA provided by Life Signs, if applicable.
- E. If an incident already exists, personnel completing the request shall document the request in the comment section of the incident.
- F. Print the incident and distribute it to the Watch Commander's Aide.

If an officer requests a SLI by contacting the Communications Division Watch Commander's office, the Watch Commander's Aide shall maintain a copy of each emergency and non-emergency incident in the Sign Language notebook in the Watch Commander's Office. Fax a copy to the Department of Disability, Disability Access and Services

227 EMERGENCY RESPONSE ALERT SYSTEMS

There are several products available to the public which can be pre-programmed to dial 9-1-1. These products can present EBO personnel with situations which require special handling. Available are the Main Street Messenger Phone Set and the 9-1-1 Emergency Response Alert System (ERAS).

Both products resemble a common telephone, but feature an auto-dialer which dials 9-1-1 upon activation of a push-button switch, and can be mounted either under a counter, on a cash register, on a pendant or wrist-band. When 9-1-1 is dialed using the regular telephone line of a business, the EBO receiving the call should be able to obtain the business name, address and phone number from the ANI/ALI display common to all 9-1-1 calls.

Companies possessing these special telephones are instructed by the vendor to activate the "Alarm" button only when an emergency response by fire, police or paramedic is required. Once activated, the emergency dialing and communications tone is muted and the microphone is activated. When the call is established, the EBO will have the ability to monitor the situation through a sensitive microphone installed on either the telephone instrument, pendant or wrist band. While two-way voice communications is possible once the headset is lifted from its cradle by the caller, it may not always be practical to do so. In this situation, the EBO will **not** be able to interview the caller. The EBO must assess the situation solely by monitoring through the microphone of the system.

Operators receiving calls via these alert systems shall process the calls according to established policies and procedures. The incident type, code and priority of the call shall depend on the information the operator has obtained by monitoring the conversation.

Whenever an EBO determines a call is received via an ERAS device, the phrase "received via possible ERAS device, no further information" shall be broadcast **AND** entered into the

comment section of the incident. The “no further information” part of the phrase may be abbreviated in the comment section with the Department approved abbreviation, “NFI.”

228 **LOS ANGELES FIRE DEPARTMENT ARSON DETAIL**

The Los Angeles Fire Department (LAFD) Arson Detail consists of nineteen investigators who have peace officer powers. These investigators work business hours but are subject to 24-hour call out.

Communications Division personnel shall provide vehicle license information to Metropolitan Fire Communications (MFC) personnel when it is requested by the Arson Detail.

229 **MEDIA INQUIRIES**

Communications Division supervisors fielding inquiries from the press shall be guided by the following procedure, which has been approved by Media Relations Section:

- I. During normal business hours, media inquiries shall be referred to the Media Relations Section.
- II. On weekends and during non-business hours, media inquiries shall be referred to Detective Support and Vice Division.

Media representatives making periodic status requests shall be informed that newsworthy incidents are reported to the Media Relations and to the previously listed offices.

230 **ENHANCED QUICK DIAL TONE SERVICE**

Enhanced Quick Dial Tone (QDT) is a part of the Automatic Number and Location Identification (ANI/ALI) display. The QDT provides a telephone number to be used by public safety agencies to place calls to disconnected telephones. It shall be used to callback 9-1-1 hang ups or when further information is needed. The telephone number appears directly after the words “Quick Dial Tone.” Under no circumstances shall this number be given to any caller.

231 **VERIFICATION OF AUTOMATIC LOCATION IDENTIFICATION (ALI)**

The EBO shall verify ALI information displayed on the status screen with ALI information on the VESTA screen as well as verifying the information with the caller. Any discrepancies shall be reported as a 9-1-1 Misroute.

232 **PROCEDURES FOR REPORTING 9-1-1 MISROUTES**

The Los Angeles County 9-1-1 Coordinator is responsible for maintaining Automatic Number and Location Identification (ANI/ALI), for 9-1-1 answering points within Los Angeles County. Each 9-1-1 answering point is responsible for notifying the County whenever a 9-1-1 misroute occurs. A Misroute occurs when the telephone number and/or address reported by the caller

differs from the information on the VESTA display; or the telephone number and/or address is correct, but when verified through GEOFILE, the address returns out of the City.

Each time a 9-1-1 call is received that meets the misroute criteria the following procedures shall be used:

- I. Operator receiving the call shall:
 - A. Complete (and Print) an Incorrect ALI Problem Report on VESTA.
 - B. Place the completed form in the Emergency Command Control Communications System (ECCCS) Administrative tray in the Watch Commander's office.

233 CONDITIONAL RELEASE PROGRAM

The Conditional Release Program (CONREP) is a cooperative communications network between the Los Angeles Police Department's Mental Evaluation Unit (MEU) and the Los Angeles County Department of Mental Health Forensic Unit.

The CONREP population is limited to persons adjudged not guilty by reason of insanity, incompetent to stand trial or mentally disordered sex offenders.

CONREP locations are entered into the Special Locations File. The parolee's name, charges, apartment or room number will not be included. Instead "CONREP" will be entered in the description field.

EBOs who receive calls for service at addresses with CONREP listed in Special Locations shall include that information in the incident. The incident shall be handled according to established policies and procedures appropriate for the type of activity occurring at the location. Detailed information regarding a CONREP location may be obtained by field officers from MEU or Area Watch Commanders.

**PRIORITIZING CALLS FOR SERVICE AND
FIELD UNIT SELECTION SEQUENCE**

234 **PRIORITIZING CALLS FOR SERVICE**

All calls for service are classified as Priority I, II or III to provide police service in a timely manner.

235 **NON-TRAFFIC PRIORITY I CALLS**

Priority I calls are those requiring immediate assignment as a result of life-threatening or urgent situations. These calls are Code Three, either by system assignment or an overriding operator assignment. These calls shall be dispatched immediately by the operator receiving the call (single-stage dispatching). Dispatch shall be by voice and by digital transmissions if the concerned unit is MDC equipped. All Code Three calls shall be broadcast on the appropriate channels. Operators should monitor the frequency prior to making a broadcast to ensure awareness of the field activities occurring within an Area. After an initial broadcast, the RTO can assign the call while the operator returns to the caller to obtain additional information; however, the ultimate responsibility for assignment of the incident remains with the EBO.

Voice acknowledgement must be received before assigning Code Three calls. Code Three calls shall be dispatched following the sequential order of unit assignment and the established Priority I broadcast procedure.

236 **FIELD UNIT SELECTION SEQUENCE FOR NON-TRAFFIC PRIORITY I**

- A. Basic Car or any other deployed unit (i.e., X-unit) listed on the defined beat in which the call is located.
- B. Any other deployed unit listed on any adjacent defined beat (except Basic Cars) within the Area of occurrence.

Note: At this point, Communications Division may broadcast for “any available unit” or retone a field unit from a lower priority call (i.e., Priority II or III.)
- C. Any specialized unit within the Area of occurrence.
- D. Basic Car listed on any adjacent defined beat within the Area of occurrence.
- E. Any supervisory units within the Area of occurrence.
- F. Any deployed unit from an adjacent Area (except Basic Cars), irrespective of bureau boundaries, whose selection is based on its proximity to the location of the call.
- G. Any Collision Investigation (CI) or Traffic Enforcement (TE) unit deployed within the Area of occurrence.

- H. Any CI or TE unit deployed in an adjacent Area, irrespective of bureau boundaries, whose selection is based on proximity to the location of the call.
- I. Watch Commander, Area of occurrence.

In order to accurately measure response time, units not logged on, but responding to an emergency call, can be shown active on the incident as a temporary unit.

Example: ID.1234.*8Y325-W2.PA;N

Temporary units assigned to existing incidents are automatically reflected on that Area's AWW.

237 **MODIFIED DISPATCH PROCEDURES FOR HARBOR/SOUTHEAST PATROL AREAS**

The following order of selection shall be used when assigning non-traffic Priority I and II calls for service:

- I. Harbor Area Reporting Districts (RD) 501/502
 - A. Basic Car or any other deployed unit (i.e., X, FB unit) listed on the defined beat in which the call is located.
 - B. Any deployed Southeast unit listed on the defined beat for RDs 1881/1891.

Note: At this point Communications Division may retone a field unit off of a non-priority call.

 - The Basic Car or any other deployed unit listed on the defined beat in which the call is located shall be considered for retone first.
 - Any deployed Southeast unit listed on the defined beat for RDs 1881/1891 shall be considered for retone **BEFORE** other units in Harbor area.

Note: If a Harbor unit **requests** to handle the call, the Southeast Area field unit shall be canceled and the Harbor unit assigned.
 - C. Basic Car or any other deployed unit listed on any adjacent defined beat within the Area of occurrence.
 - D. Any deployed specialized unit within the Area of occurrence.
 - E. Any deployed supervisory units within the Area of occurrence.

- F. If the call is still unassigned, the concerned RTO shall attempt to locate a field unit to handle in continuation of steps “F” through “H” of the Order of Selection of non-traffic priority calls.

II. Southeast Area Reporting Districts (RD) 1881/1891

- A. Basic Car or any other deployed unit (i.e., X, FB unit) listed on the defined beat in which the call is located.
- B. Any deployed Harbor unit listed on the defined beat for RDs 501/502.

Note: At this point, Communications Division may retone a field unit off of a non-priority call.

- The Basic Car or any other deployed unit listed on the defined beat in which the call is located shall be considered for retone first.
- Any deployed Harbor unit listed on the defined beat for RDs 501/502 shall be considered for retone **BEFORE** other units in Southeast area.

Note: If a Southeast unit requests to handle the call, the Harbor unit shall be canceled and the Southeast unit assigned.

- C. Basic Car or any other deployed unit listed on any adjacent defined beat within the Area of occurrence.
- D. Any deployed specialized unit within the Area of occurrence.
- E. Any deployed supervisory units within the Area of occurrence.
- F. If the call is still unassigned, the concerned RTO shall attempt to locate a field unit to handle in continuation of steps “F” through “H” of the Order of Selection of non-traffic priority calls.

238 **NON-TRAFFIC PRIORITY II CALLS**

Priority II calls are those that are of an urgent nature but not necessarily life-threatening. These calls are assigned Code Two by either the system or the operator. The RTO shall be responsible for broadcasting and assigning the incident within 15 minutes from the time the call was originally created. Voice acknowledgement must be received when assigning Priority II calls to non-MDC equipped units.

The order of selection for dispatch shall be the same as indicated for Priority I calls.

239 **NON-TRAFFIC PRIORITY III CALLS**

Priority III calls are routine calls for service which are not coded and are not of an urgent or emergency nature. These calls shall be dispatched by the RTO. Dispatching shall be digital if the concerned unit is MDC equipped, or by voice if the unit is not MDC equipped. These calls shall be dispatched following the sequential order of unit assignment for non-traffic Priority III calls.

Priority III calls are often referred to as “non-priority” calls. Voice acknowledgement must be received from non-MDC equipped units when assigning Priority III calls.

239.01 **FIELD UNIT SELECTION SEQUENCE/NON-TRAFFIC PRIORITY III CALLS**

- A. Basic Car or any other deployed unit listed on the defined beat in which the call is located.
- B. Any deployed unit listed on a defined beat within the Area of occurrence (except Basic Cars.)
- C. Any specialized unit within the Area of occurrence.
- D. Basic Car listed on any adjacent beat within the Area of occurrence.

Note: At this time, if no units are available the call may be held for a maximum of 60 minutes, pending the availability of a field unit. RTOs shall not assign field supervisors to Priority III (non-coded) calls or Code 30s. However, field supervisors will remain in the sequential order of dispatch, and will continue to be assigned Code Two and Code Three calls when necessary.

- E. Watch Commander, Area of occurrence.

240 **TRAFFIC COLLISION CALLS**

Calls for service regarding traffic collisions shall also be classified as Priority I, II and III. Traffic collision calls shall follow the same guidelines and procedures as other Priority I, II and III calls. These calls shall be dispatched following the sequential order of unit assignment for traffic collision calls.

240.01 **FIELD UNIT SELECTION SEQUENCE/TRAFFIC COLLISION CALLS (PRIORITY I)**

The EBO (or any operator) receiving the call shall dispatch:

- 1. Any CI traffic unit (T or TL) listed on the defined beat in which the call is located.

2. Any CI traffic unit (T or TL) listed on the adjacent defined beat whose selection is based on proximity to the location of the call.

3. Any CI traffic unit (T or TL) listed within the bureau.

NOTE: Traffic Enforcement Officers (Motor Units) shall not be considered for dispatch on Priority I/Code Three calls for service.

4. Any patrol unit listed on the defined beat in which the call is located.

5. A patrol unit (except Basic Car) in the Area of occurrence, whose selection is based on the proximity to the location of the call.

6. Any patrol unit in the Area of occurrence, whose selection is based on proximity to the location of the call.

NOTE: Once a unit is located, the operator assigning the call shall immediately broadcast the Code Three notification on the appropriate Area Group channels and enter the information in the incident comments.

7. If there are no concerned Traffic or concerned Area patrol units available, the operator receiving the call shall immediately queue the incident the Traffic Radio Telephone Operator (RTO).

8. At this point the Bureau Communications Coordinator (BCC) shall be notified. The BCC's assignment (i.e. BCC 3 notified) and the statement "No CI or (Area) units available" shall be entered into incident comments.

9. A one-officer unit (TL or L) may be assigned as the primary unit to respond Code Three to a Priority I Ambulance T/C and the operator initiating the assignment is not required to locate another unit to accompany the one-officer unit. Should certain circumstances exist at the scene of an Ambulance T/C, then a one-officer (TL or L) unit shall not be assigned. These circumstances include, but are not limited to:

- Any type of dispute or disturbance involved
- DUI, 390 or 502 driver
- Situations requiring crowd control that may jeopardize an officer's safety

If a one-officer unit requests to handle (buys) a call where one of more of these conditions exist, it is the RTO's responsibility to assign a second unit to respond Code Two.

BUREAU COMMUNICATIONS COORDINATOR (BCC) RESPONSIBILITY

The BCC shall dispatch Priority I Ambulance T/Cs when there are no Bureau Traffic or Area Patrol Units available. Once the BCC becomes aware of the situation, the BCC shall follow the field unit selection for Priority I Ambulance T/Cs.

Once a unit is located, the BCC shall immediately broadcast the Code Three notification on the appropriate Area Group channels and enter the information in incident comments.

Once the order of dispatch sequence has been exhausted, the concerned BCC shall contact the Traffic Division Watch Commander. The Watch Commander shall make the determination whether to activate specialized Traffic units to assist with call load. The notification including the name of the Watch Commander shall be documented in incident comments.

Officers may upgrade or downgrade their response to a radio call based on their judgment. Should an officer have specific information that the circumstances of the call amount to an urgent situation rather than an emergency, that officer shall downgrade their response to Code Two and notify Communications Division.

240.02 FIELD UNIT SELECTION SEQUENCE/TRAFFIC COLLISION CALLS (PRIORITY II AND III)

- A. Any CI or other deployed traffic unit (other CI, TE, etc.) listed on the defined beat in which the call is located.
- B. Any CI or other deployed traffic unit (other CI, TE, etc.) listed on an adjacent defined beat (adjacent Area) **within the bureau of occurrence.**
- C. Any patrol unit listed on the defined beat in which the call is located.

Note: The Traffic Division Watch Commander shall be telephonically notified prior to assigning Priority II traffic calls to a patrol unit.
- D. Any patrol unit from the Area of occurrence whose selection is based on proximity to the location of the call.
- E. Any patrol unit from an adjacent Area within the bureau of occurrence whose selection is based on proximity to the location of the call.
- F. Any CI or TE field supervisor from the bureau of occurrence.
- G. Any CI or other deployed traffic unit (TE, etc.) listed in an adjacent Area, regardless of bureau boundaries, whose selection is based on its proximity to the location of the call.

240.03 **PRIORITY I TRAFFIC COLLISIONS**

- A. Fatality involved (K).
- B. Ambulance needed at the scene.
- B. Felony hit and run (with RA responding).
- C. Traffic collisions involving life-threatening circumstances (i.e., victim trapped in burning vehicle).

240.04 **PRIORITY II TRAFFIC COLLISIONS**

- A. City property involved (CPI).
- B. Trains involved.
- C. Driving under the influence (DUI) involved.

240.05 **PRIORITY III TRAFFIC COLLISIONS**

All other traffic collisions shall be classified as Priority III and either referred to SPAR (System to Prioritize Accident Reports) for telephonic misdemeanor hit and run traffic collision reporting, dispatched with no code, or not dispatched dependent upon the circumstances.

241 **SYSTEM TO PRIORITIZE ACCIDENT REPORTS (SPAR)**

The telephonic Class II misdemeanor hit and run traffic report may be completed when no unusual circumstances exist requiring a field investigation and when all of the following criteria are present:

- A. The collision is a misdemeanor hit and run.
- B. The PR is the driver, registered owner, lessee, property owner or person responsible for the property.
- C. There is no possibility for a follow-up investigation (i.e., no suspect description, no identifying information about the suspect vehicle, etc.).
- D. There is no traffic hazard at the scene.
- E. There is no City property involved.
- F. Involved vehicles, other than the hit and run vehicle, were parked and unattended at the time of occurrence.

- E. Burglary from Vehicle (BFV) - Gun taken, property taken valued at over \$3000.00.
- F. Stolen Vehicles - Registered owner cannot be verified, lease vehicle and lessee name does not appear on the registration, rental vehicles.
- G. Recovered Vehicles - Department of Transportation will handle. Exceptions: Recovered vehicles where the registered owner is standing by shall cause a field unit to be dispatched; a recovered Code 6 Charles vehicle with the owner standing by shall cause a field unit to be dispatched Code Two.
- H. Vandalism (594) - Property damage over \$5000.00 (under \$5000.00 is misdemeanor), involving labor disputes, racial, ethnic or religious connotations, or persons reporting vandalism to a closed business. Vandalism to a vehicle if gunshots were fired.
- I. Shots fired into an inhabited dwelling (246D)
- J. Lost property - Guns, property valued over \$3000.00.

Deployment of STORM personnel (Area STORM officer and field report taking unit) is mandatory on Day and PM watches. Personnel receiving information that an Area STORM unit is closed shall immediately notify the Communications Division Watch Commander or a supervisor. Units unable to complete assigned STORM calls are to notify their Watch Commander. Communications Division operators shall not “buy” back STORM calls.

Communications Division personnel, when assigning STORM calls to the Area STORM officer on PM watch, need to consider that the change-of-watch times, and the hours for closing STORM, for each Area may vary.

Communications Division personnel on PM/AM watches receiving calls for service which qualify for STORM shall not assign these calls to the Area STORM officer 30 minutes prior to the end-of-watch of an Area’s PM watch. Dispatchers that receive calls that qualify for STORM after this cutoff time, and through AM watch, shall cause an incident to be created.

242.01 STORM CALL PROCEDURES

Requests for police service which qualify as STORM calls shall be handled in the following manner:

- A. Operators receiving the call shall create an incident using the II form. All pertinent information shall be included.
- B. The operator shall contact the concerned Area STORM officer or desk personnel and provide the information necessary to handle the request.
- C. List the name of the Area personnel notified in the comment section of the incident.
- D. The incident shall be disposed “CTR.”
- E. If EBO personnel are unable to contact Area STORM personnel, the incident shall be printed and given to an MCDC or VCDC supervisor. Personnel shall be sure to list “BUSY” in the comment section of the incident and the name of the MCDC or VCDC supervisor notified.

242.02 STORM PROCEDURES – U90 LOGGED ON

EBO and ATO personnel receiving calls for service that meet the criteria for STORM when there is an Area U90 logged on shall:

- A. Create an incident using the II form, including all pertinent information.
- B. When the incident is completed, the operator shall check the unit history of the Area U90 to determine their status.
- C. The incident shall be assigned to U90, if available.
 - All subsequent notifications, dispositions, etc., will be handled by the PSR assigned to the Area Command Center (ACC).
- D. STORM procedures remain unchanged when there is no U90 on duty.

242.03 TELEPHONIC REPORTS

The following crimes may be reported telephonically when no unusual circumstances exist which require a field investigation:

- A. Stolen Vehicle, when:
 - 1. The person reporting is the registered owner or lessee of the vehicle; AND

2. The employee taking the report has verified through Department of Motor Vehicle files:

- The registration and ownership of the vehicle.
- The identity of the reporting person.

Note: Stolen vehicle reports will **not** be taken telephonically for rented vehicles.

B. Burglary/Theft from Vehicle or Plain Theft, when:

1. The property taken is valued at less than \$3000; and,
2. The person reporting is the owner of the property taken.

C. Grand Theft-Pickpocket, when:

1. The suspect is not at the scene;
2. There is no possibility of located the suspect through a limited follow-up investigation by field personnel; and,
3. The property taken is valued at less than \$3000.

D. Battery, when:

1. The suspect is not at the scene or in the immediate area; and,
2. No additional battery is likely to occur; and,
3. The injury, if any, does not require immediate medical attention.

E. Lewd/Annoying Phone Call, when the reporting person is in no immediate danger.

F. Any misdemeanor reportable on a Investigative Report, Form 03.01.00, when:

1. The amount of damage is estimated as less than \$3000, and,
2. The offense is not directly related to a labor dispute, and,
3. The offense has no racial, ethnic, or religious connotations.

**SINGLE STAGE DISPATCHING/
DISPATCH AND BROADCAST PROCEDURES**

243 **DISPATCH TERMINOLOGY AND BROADCAST PROCEDURES**

Standardization of broadcast procedures and terminology is essential when dispatching calls for service. It assists field units in identifying types and priorities of calls. Specific dispatch and broadcast procedures have been established for Priority I, II and III calls. These procedures shall be followed by all personnel.

244 **PRIORITY I CALLS**

All emergency calls that may be the result of a life-threatening situation shall be dispatched as Code Three in accordance with the LAPD Manual Section 4/120.40. A radio call accompanied by a Code Three designation is an emergency call. It shall be answered immediately, but in a manner which will enable the unit to reach the scene as quickly as possible with safety. Any call may justify a Code Three response if any of the following elements are present:

- A serious public hazard
- The preservation of life
- A crime of violence in progress
- The prevention of a crime of violence
- An immediate pursuit
- A field unit at the scene requests another unit Code Three

The final decision for the use of Code Three, other than in response to a directed radio call, shall be made by the vehicle operator.

244.01 **INITIAL PRIORITY I BROADCAST PROCEDURE**

Whenever possible, an initial broadcast shall be made on Priority I calls and the caller advised to remain on the line. Some Code Three calls do not require an initial broadcast or it may not be feasible to keep the caller on the line. For consistency, the following policy/procedure has been established as a guideline for when an initial broadcast should be done and when the caller shall be kept on the line until police arrive.

Operators shall remain on the line when a caller is reporting a Priority I, life-threatening call to relay pertinent information for responding field units in the following situations:

- The Person Reporting (PR) is the victim
- The PR is a witness who has a visual on the suspect/situation
- Any PR who has the second-hand access to provide further updated information (i.e., the PR is simultaneously speaking to a victim or witness of a crime on another line or in-person)

Operators shall process Priority I calls as follows:

- I. The operator receiving the call, with a maximum of three (3) minutes dispatch wait, shall immediately dispatch Priority I-Code Three calls using single-stage dispatch. (Single-Stage dispatch means the operator receiving the call immediately dispatches the call).

Note: The operator shall not wait until the maximum time has exceeded before assigning a call. Calls shall be dispatched as soon as possible.

- II For calls received on 9-1-1 telephone lines, the Automatic Location Identification (ALI) and the Automatic Number Identification (ANI) information shall be immediately confirmed with the Person Reporting (PR) and recorded on the Initiate Incident Form. For calls received on seven-digit telephone lines, the address of occurrence and callback number shall be obtained from the PR and recorded on the Initiate Incident Form.
- III After obtaining or attempting to obtain information for the Initial Priority I broadcast, the operator shall advise the caller to remain on the line. Operators shall assure the PR that they are not hanging up, but will be away from the telephone to advise officers of the call.
- IV. The concerned operator shall proceed with an Initial Priority I Broadcast on the appropriate Area Group Select, to alert air and ground units. Due to the increase in the number of Code Three calls, operators shall monitor the radio frequencies for Code Three and other emergency broadcasts prior to utilizing the transmit key.
- V. The Initial Priority I Broadcast shall include:
 - Priority I-Code Three alert tones
 - Division (Units)
 - Type of call
 - Location (once)
 - If possible, a brief vehicle, suspect description and weapon
 - Incident number
 - Reporting District (RD) of the call
 - Stand by for additional

Example: "Rampart Units, shooting in progress, 6th Street and Shatto Place, suspect male White I1234, RD 263, stand by for additional."

- VI. The concerned operator shall return to the caller to obtain additional information for a supplemental broadcast. If there is additional pertinent information, it shall be added to the comment section of the incident by using the (IU) command.
- VII. The supplemental broadcast shall be made on the appropriate Area Group Select and include the following:

- More detailed suspect and/or vehicle description
- Direction taken (vehicle or foot)
- Weapon
- Any other pertinent information

Note: For officer safety reasons, whenever a complete license number is provided on **any** call, the operator receiving the call shall obtain want, warrant and DMV information on the involved vehicle. This information shall be entered into the comment section of the incident and broadcast on the appropriate radio channels for Priority I-Code Three calls.

Examples:

“Rampart Units and 2A21, additional on the shooting in progress 6th Street and Shatto Place, suspect’s vehicle 2002 Toyota Camry, black, license 123ABC, 123ABC, last seen eastbound 6th Street from Shatto Place, suspect one male White, weapon used, a blue steel revolver, Code Three, I1234, RD 263.”

“Rampart Units, additional on the shooting in progress 6th Street and Shatto Place, suspect’s vehicle 2002 Toyota Camry, black, license, 123ABC, 123ABC, last seen eastbound 6th Street from Shatto Place, suspect one male White, weapon used, a blue steel revolver, Code Three, I1234, RD 263, Rampart Unit handling identify.”

- IX. If there is no additional information, the supplemental broadcast shall state that fact.

Examples:

“Rampart Units and 2A21, no further information on the shooting in progress, 6th Street and Shatto Place, I1234.”

“Rampart Units, no further information on the shooting in progress, 6th Street and Shatto Place, I1234, Rampart Unit handling identify.”

- X. After a Priority I-Code Three call has been broadcast and no voice acknowledgement has been received, the operator shall determine if there is a field unit available in the Area of occurrence and dispatch the call. A voice acknowledgement must be heard from the unit before assigning the call. Motor units shall not be considered for dispatch on Priority I-Code Three calls for service.

EXCEPTION: Priority I-Ambulance Traffic Calls shall be dispatched according to established dispatch procedures in section 3/236

- XI. In the event the Initial Priority I Broadcast cannot be used, follow the guidelines outlined in Manual Section 3/244.04.

Example:

Priority I-Code Three dispatch broadcast:

“Rampart Units and 2A21, 2A21, shooting in progress, 6th Street and Shatto Place, 6th Street and Shatto Place, suspect’s vehicle 2002 Toyota Camry black, license 123ABC, 123ABC, last seen eastbound 6th Street from Weapon used, a blue steel revolver, Code Three, incident 1234, RD 262.”

Note: The operator receiving the call shall be primarily responsible for dispatching Priority I-Code Three calls in a timely manner; however, Priority I-Code Three calls that need to be assigned outside the Area of occurrence shall be assigned by the Bureau Communications Coordinator (BCC).

- XII. The operator shall immediately notify the appropriate BCC if there are no units available in the area of occurrence for call assignment. If the operator and BCC are assigned to the same Dispatch Center, the operator shall immediately walk over and notify the appropriate BCC of the incident. If the operator and BCC are in separate Dispatch Centers, notifications can be made via the telephone system/intercom. This information shall be entered in the comment section of the incident.

Note: Notifications shall not be made via an “SM” message or the VESTA Message Display.

- XIII. Should the BCC(s) be unavailable, and the RTO discovers an available unit outside the Area of occurrence, the RTO may initiate assertive dispatch techniques to assign the incident. Once the concerned RTO takes the initiative to assign a Priority I incident, the RTO assigning the call shall take on the responsibility of the BCC, which includes making the Code Three notification and entering the information into the comment section of the incident.

244.02 RADIO TELEPHONE OPERATOR (RTO) RESPONSIBILITY

The concerned RTO, when assigning a Priority I incident to a field unit, shall make the Code Three notification on the appropriate Area base frequency. If assigning a Priority I incident to a field unit outside the Area of occurrence, the broadcast shall be made on the base frequency of the Area of occurrence as well as the base frequency of the responding unit’s Area. The RTO shall then enter the information into the comment section of the incident. The Code Three notification will serve as an acknowledgment of the dispatched unit’s broadcast and shall include:

- The responding unit’s starting location
- Destination

Example Priority I-Code Three dispatch broadcast:

“Rampart Units and 2A21, 2A21, shooting in progress, 6th Street and Shatto Place, 6th Street and Shatto Place, suspect’s vehicle 2002 Toyota Camry black, license 123ABC, 123ABC, last seen eastbound 6th Street from Shatto Place, suspect one male White, weapon used, a blue steel revolver, Code Three, incident 1234, RD 263.”

Unit: “2A21 roger, responding from Wilshire and Alvarado.”

RTO: “All Units, 2A21 is responding Code Three from Wilshire and Alvarado to 6th Street and Shatto Place.”

Note: If a field unit does not provide their starting location the concerned RTO shall request the information from the assigned unit.

Example: “2A21 what is your starting location?”

Note: On bomb and explosion calls, the operator shall broadcast:

- The responding unit’s location
- Incident number

Example: “All Units 2A21 is responding Code Three from Wilshire and Alvarado to incident 1234.”

Emergency calls created via L90 shall be dispatched as Priority I-Code Three calls in accordance with established policies and procedures.

Upon receiving the first unit’s “at-scene” arrival on a Priority I-Code Three call, the RTO shall immediately repeat the location, and when necessary, update the unit’s status.

Note: Communications Division personnel shall not arbitrarily cancel the original assigned unit’s Code Three response when another unit arrives at the scene of the call first. The Code Three response of the original assigned unit shall only be canceled at the direction of the unit at scene or a field supervisor. The concerned operator may ask whether the unit at the scene wishes to cancel the Code Three response.

244.03 **BUREAU COMMUNICATIONS COORDINATOR (BCC)**
RESPONSIBILITY

The BCC shall dispatch Priority I-Code Three calls when:

- There are no units available in the Area of occurrence.
- The call has reached the maximum three (3) minutes dispatch wait.

- The BCC shall make the Code Three notification on the appropriate Area base frequencies when assigning Priority I incidents outside the Area. This includes the base frequency of the Area of occurrence as well as the base frequency of the responding Area. The BCC shall enter the information into the comment section of the incident.

244.04 EXCEPTIONS TO THE PRIORITY I BROADCAST PROCEDURE

Specific occasions have been identified in which the Initial Priority I Broadcast should be used. When there is no reasonable expectation of obtaining additional information from the PR, the requirement to keep him/her on the telephone is waived in the following instances:

- Robbery (211) alarm notifications from alarm companies
- Fire Department incidents (calls received from LAFD), help, back-up, etc.
- Calls received via mobile telephone from PRs who are following/pursuing suspect(s)
- During Mode Two
- Calls received on the Spanish telephone lines

The broadcast shall be made on the appropriate Area Group Select.

Example:

No Units Available: “Rampart Units, 211 silent [REDACTED] Temple, [REDACTED] Temple at [REDACTED], Code Three, incident 1348, RD 262, Rampart Unit handling identify.”

Unit Available: “Rampart Units and 2A21, 2A21, 211 silent [REDACTED] Temple, [REDACTED] Temple at [REDACTED] Code Three, incident 1348, RD 262.”

244.05 PRIORITY I INCIDENTS REQUIRING FIRE DEPARTMENT (LAFD) RESPONSE

To expedite the response of the Los Angeles Police and Fire Departments to Priority I-Code Three calls for service of a violent nature, Communications Division personnel shall use the following procedures when processing Code Three calls.

1. After the operator receiving the call determines a violent crime has occurred requiring a Code Three police response, and that a rescue ambulance is also needed, he/she shall immediately conference the call with the Los Angeles Fire Department (LAFD).
2. When the LAFD operator answers, advise him/her of the type of incident and verify the address and phone number with the person reporting (PR). The Los Angeles Police and Fire Departments are required to verify the address/phone number of every call they receive on 9-1-1.
3. The Los Angeles Police Department (LAPD) operator remains in control of the interview, and ask a few brief questions to obtain information for an initial Priority I

Broadcast (i.e., suspect/vehicle description, direction of travel, weapon information). The LAPD operator shall advise the PR that police will be responding and that the Fire Department has further questions for them. LAFD will then begin to interview with LAPD still on the line.

4. The LAPD operator shall make an initial Priority I Broadcast including all pertinent information. If there is no suspect/vehicle description or other vital information, the operator shall include the phrase “no further information” at the end of the “what/where” broadcast.

Note: The LAPD operator must handle each call received with discretion. There may be instances when the PR is uncooperative, hysterical, or desires to speak with the Fire Department only. In these cases, LAPD personnel shall use their best judgement and handle the call to the best of their ability. Our priority is to provide prompt response in emergency situations even if we are unable to obtain complete information.

244.06 CHANNEL SELECTION FOR CODE THREE NOTIFICATIONS

Code Three notifications will be made on the concerned Area(s) base frequency only. The concerned RTO, on the appropriate Area Base frequency only, shall broadcast the code Three notification and enter the information into the comment section of the incident. The Code Three notification will serve as an acknowledgement of the dispatched unit’s broadcast and shall include:

- The responding unit’s starting locations
- Destination

Note: Code Three notifications for Priority I Traffic Calls shall be made on Area Group and broadcast by the operator who is assigning the call.

245 DISPATCH/BROADCAST PROCEDURES FOR CODE THREE (3) CALLS INVOLVING LAFD RESPONSE

Calls for service involving guns and/or knives where LAFD response is also required shall be dispatched Code Three.

A field unit shall be dispatched Code Three on the following calls for service whether or not the suspect is still at the scene:

- Ambulance – Shots Fired Type Code 246
- Ambulance – ADW, Firearm Type Code 245
- Ambulance – ADW, Knife Type Code 245

246 **PRIORITY II CALLS (CODE TWO)**

Priority II calls are urgent in nature, but are not life-threatening. Operators shall use established guidelines to complete an incident for dispatch. The call shall be dispatched within 15 minutes. The 15 minutes shall be computed from the time the call was originally received by the EBO.

- I. The call shall be broadcast for “any unit” on the appropriate Area Base, Traffic, and Air/K9 channels by the EBO and queued to the RTO for dispatch.

Example: “Any Wilshire Unit, 415 man, 8th Street and Western Ave., suspect male White, blue shirt, green pants, standing in the intersection, Code Two, incident 1234, RD 701.”

- II. When **assigning** Priority II calls the following broadcast format shall be used. Voice acknowledgement from MDC-equipped units is **not** required for dispatch. A verbal acknowledgement must be received from a non-MDC equipped unit.

- Unit designation (twice)
- Type of call
- Location
- All pertinent information
- Code
- Incident number
- Reporting District (RD)

Examples: “7A1, 7A1, 415 man, 8th Street and Western Ave., suspect is a male White, blue shirt, green pants, standing in the intersection, Code Two, incident 1234, RD 701.”

 “7L49, 7L29, 7L49, 7L29 415 man, 8th Street and Western Ave., suspect is a male White, blue shirt, green pants, standing in the intersection, Code Two, incident 1234, RD 701.”

 “Any Wilshire Unit, 415 man, 8th Street and Western Ave., suspect is a male White, blue shirt, green pants, standing in the intersection, Code Two, incident 1234, RD 701.”

247 **PRIORITY III CALLS (NON-CODED)**

Priority III calls are routine calls for service (not life-threatening or urgent in nature). These calls shall not be routinely broadcast. Operators receiving Priority III calls shall create an incident in accordance with established procedures. Dispatch shall be made via the MDC within one hour after the call is created by the EBO. If the call can not be assigned within the one hour guideline, the call shall be assigned to the appropriate Area Command Center (ACC) operator (Area U90) if logged on and available, who shall perform the callback to see if police are still needed. The call shall be closed using the appropriate disposition code if police response is not

longer needed. If police response is still needed the ACC operator shall notify the Area Watch Commander and comply with their instructions.

If U90 is not logged on, the concerned BCC shall make the callback. The call shall be closed using the appropriate disposition code if police response is no longer needed.

If police response is still needed, the Area Watch Commander shall be notified and the incident closed using the disposition code “CTR.” The name of the Watch Commander shall be entered into the comment section of the incident.

The following broadcast format shall be used for Priority III calls:

- Unit number (twice) or any Area field unit
- Type of call
- Location
- Pertinent information
- Incident number

Example: “3A73, 3A73, Code 30 Ringer, 2501 S. Normandie Ave. B & J Liquor Store, incident 1234.”

248 DISPATCHING CALLS TO ONE-OFFICER UNITS

Every call has the potential to be dangerous for responding officers; however, certain calls pose a higher risk. Therefore, calls shall not be assigned to one-officer units by Communications Division personnel. These calls include, but are not limited to:

- Priority I calls (Code Three)
- Violent persons with mental illness
- Domestic Violence
- Dispute calls (i.e., family, business, neighbor, fight, etc.)
- 415 calls (i.e., 415 man/woman/group)
- Officer emergencies
- Open door/window
- DUI traffic collisions (Driving under the influence)
- Major 415

If a one-officer unit requests to handle one of these calls, it is the RTOs responsibility to assign a second unit to respond.

- A. Operators should make every effort to assign these calls to a two-officer unit .
- B. Any time two one-officer units are dispatched to the same call via the MDC, each unit shall be notified by administrative “SM” message of the other unit’s assignment to the call.

- C. When two one-officer units are dispatched via voice broadcast, operators shall ensure a voice acknowledgement is received from both units prior to assignment.
- D. Victims and nonbelligerent suspects may be transported by one-officer units.

Exception: Any female over the age of five years and under the age of eighteen years taken into custody shall be dealt with, as far as possible, in the presence of a female police officer or other adult female. If at all possible and whenever practical, the female juvenile shall be transported in the care and custody of a female police officer. If no female officer is available, at least two male officers shall be present during the entire period of transportation. Time and mileage procedures (3/134) shall apply.

249 **DISPATCHING CALLS TO NON-MOBILE DATA COMPUTER (MDC) EQUIPPED UNITS**

Operators shall broadcast ALL calls to non-MDC equipped units (i.e., motorcycle units, etc.). Voice acknowledgement must be received prior to assigning the call. The system will automatically show a non-MDC equipped unit's incident in the unit's stack.

Note: A verbal acknowledgement must be received prior to assigning ANY incident to a non-MDC equipped unit.

If a patrol unit, or other specialized unit that does not routinely log on, advises they are handling a Priority I, II or III incident, and are not logged on at the time, the concerned operator can temporarily log on the unit and assign the incident.

Example: Unit: "15A27, we're not logged on yet, show us handling I1234."
RTO: "15A27, roger."

Command: ID.*15A27-W2.1234.PA;N.ST;ER

(This command temporarily logs on 15A27-W2 and shows them enroute to the incident.)

The RTO shall follow established dispatch policies and procedures for Priority I, II and III calls to locate a field unit for assignment. If a non-MDC equipped/specialized unit arrives "at scene" on an incident, the concerned RTO shall update the unit's status appropriately.

250

DISPATCHING UNITS OUT OF THEIR ASSIGNED AREA

The following broadcast formats **shall** be used when dispatching units out of their assigned Area:

I. Priority I Calls

- Area of occurrence units
- Unit designation (twice)
- Type of call
- Location (twice)
- All pertinent information
- Code
- Incident number
- Reporting District (RD)

Example: “Pacific Units and 8A49, 8A49, 211 silent, 12495 Venice Bl., 12495 Venice Bl., Washington Mutual, Code Three, incident 3455, RD 1445.”

Upon assignment of the Code Three call the concerned operator shall make a Code Three notification broadcast on the appropriate channels and enter the information into the comment section of the incident.

II. Priority II Calls

- Unit designation (twice)
- Area of occurrence
- Type of call
- Location
- All pertinent information
- Code
- Incident number
- Reporting District (RD)

Example: “2197, 21A97 in West Valley, business dispute, 5430 White Oak Ave., at the Medical Center, suspect M/Black, white shirt, black pants in the lobby, Code Two, incident 1234, RD 1065.”

III. Priority III Calls

With the exception of Code 30s, Priority III calls shall not be assigned to units outside the Area of occurrence.

Note: The broadcast format shall be the same as that for Priority II calls, excluding the RD.

Example: “12A1, 12A1 in Southwest, Code 30 ringer, 4301 S. Crenshaw Bl., Conroy’s Flowers, Incident 4528.”

251 SPECIFIC DISPATCH GUIDELINES FOR CERTAIN UNITS

251.01 WEST LOS ANGELES AREA (8A1)

8A1’s beat accounts for more than one third of the West Los Angeles (WLA) Area. Therefore, 8A1 shall not be assigned to handle calls outside WLA Area. 8A1 is available for Priority I and II calls occurring within WLA, but outside of their assigned beat, provided there are no other clear, available or retoneable units. 8A1 handles Priority III calls only in their assigned beat.

251.02 FOOTHILL AREA (16A59)

16A59’s beat is geographically remote. The Big Tujunga Wash and Verdugo Hills is separated from the rest of Foothill Area. 16A59 (Rock Car) is exempt from handling Priority II and III calls outside its assigned beat. The unit can be dispatched to handle Priority I calls.

251.03 SOUTHEAST AREA (FOOTBEAT UNITS)

Permission has been granted to Southeast Area, by the Office of Operations, to deploy and utilize its footbeat units to accommodate specific needs of that Area.

- 18FB28 and 18FB29 shall **not** be dispatched to incidents outside RD 1829.
- 18FB46 shall **not** be dispatched to incidents outside RD 1846.
- 18FB49 shall **not** be dispatched to incidents outside RD 1849.
- Every attempt should be made to assign footbeat units deployed in 18A97’s Area to a call in that “A” car’s Area.

251.04 MODIFIED PROCEDURES FOR SOUTHEAST AREA

The following order of selection shall be used when assigning non-traffic priority calls for service in RDs 1881/1891.

- Basic car or any other deployed unit (i.e., X, FB unit) listed on the defined beat in which the call is located.
- Any deployed Harbor Area field unit listed on the defined beat for RD 501/502.
- The basic car or any other deployed unit listed on the defined beat in which the call is located shall be considered for retone first.
- Any deployed Harbor Area field unit listed on the defined beat for RD 501/502 **before** other units in Southeast Area.

Note: If a Southeast Area field unit **requests** to handle the call, the Harbor Area field unit shall be canceled and the Southeast Area field unit assigned.

251.05 **MODIFIED PROCEDURES FOR HARBOR AREA**

The following order of selection shall be used when assigning non-traffic priority calls for service in RDs 501/502.

- Basic car or any other deployed unit (i.e., X, FB unit) listed on the defined beat in which the call is located.
- Any deployed Southeast Area field unit listed on the defined beat for RDs 1881/1891.
- The basic car or any other deployed unit listed on the defined beat in which the call is located shall be considered for retone first.
- Any deployed Southeast Area field unit listed on the defined beat for RDs 1881/1891 **before** other units in Harbor Area.

Note: If a Harbor Area field unit **requests** to handle the call, the Southeast Area field unit shall be canceled and the Harbor Area field unit assigned.

251.06 **AIRPORT DETAIL UNITS**

Airport Units (unit series 14Z80-90 and 14FB80-91) shall not be dispatched by Communications Division personnel on calls for service outside of the airport property reporting districts.

The Airport Detail may on occasion respond to calls of an emergency nature, such as an officer needs help, back-up, or Priority I incidents in the area surrounding the airport. They will stand by until the assigned unit arrives and immediately return to the airport.

251.07 **SOUTH TRAFFIC DIVISION (STD)**

Collision Investigation (T/TL) units assigned to the Harbor Area shall handle calls in accordance with the Field Unit Selection Sequence.

Harbor traffic enforcement units (M/MQ) may be assigned to traffic collision calls in the Harbor when the Harbor T/TL unit is not available.

The BCC shall telephonically notify South Traffic Division Watch Commander when a one-officer Harbor traffic unit is assigned to a call outside Harbor during hours of darkness. The operator making the dispatch shall notify the BCC via administrative “SM” message.

251.08 **SECURITY SERVICES DIVISION UNITS**

Security Services Division (SECSD) is responsible for building security at City facilities and stakeholder locations including the Civic Center complex, parks, libraries, the Los Angeles Zoo, and Bureau of Sanitation (BOS) Waste Water Treatment Plants.

SECSO deploys sworn Police Officers and civilian Security Officers who are responsible for staffing a multitude of fixed post and roving patrol security details throughout the City.

EBO procedures for SECSO-related calls for service are detailed in Manual Section 3/325.

I. Division Number, Service Identifiers and Serial Numbers:

SECSO is assigned Division No. 36. Units are deployed using the following Service Identifiers:

- C or CL – Cycle Units (i.e. 36CL1-W2) – Identified as “Cycle” or “Cycle Lincoln”
- FP – Fixed Post Positions (i.e. 36FP102-W2) – Identified as “Frank Paul”

Note: A “FP” unit shall be considered a one-officer detail

- L – Supervisory Units or Desk (i.e. 36L40-W3, 36L290-W2) – Identified as “L”
- RP – Mobile Patrol Units (i.e. 36RP9-W3) – Identified as “RP”

Note: A “RP” unit shall be considered a one-officer detail

- SL – Senior Lead Officer (i.e. 36SL2-W2) – Identified as “SL”
- Z or ZL – Griffith Park Patrol (i.e. 36ZL1-W3) – Identified as “Z” or “ZL”

A list at the RTO 36 console provides the specific address/location for each assignment, the hours of operation, type of personnel assigned, and the Reporting District (RD).

Sworn LAPD personnel are assigned Serial Numbers in the standard fashion (i.e. 30334). Sworn personnel who were formerly assigned to GSD/OPS and migrated to LAPD are assigned Serial Numbers beginning with “P” (i.e. P0126). Civilian Security Officers are assigned Serial Numbers beginning with “N” (i.e. N4916).

II. SECSO Base Radio Channel/Multi-Select (MSEL) Setup:

SECSO is assigned a Base Radio Channel which functions Citywide. The channel is labeled “SECSO” and is available on the MCC7500 Elite Dispatch application.

The RTO36 log-on for MCC7500 has been configured to display the SECSO Base Channel, all channels in Central Bureau, and various other channels on the main tab.

Because the majority of SECSO posts are located in Central and Northeast Areas, personnel assigned to RTO36 should preconfigure MSEL1 with all channels in Central Area Group, [REDACTED] with all channels in Northeast Area Group, and leave [REDACTED] available for population of other channels should the need arise. The channels for [REDACTED] need to be entered manually, leaving [REDACTED] available to populate an additional Area Group in a rapid manner.



III. SECSO Radio Channel on Handheld and Mobile Radios

SECSO's Base Radio Channel has been programmed into all LAPD mobile and handheld radios as [REDACTED]. This channel is available for all personnel and is labeled "SECSO."

IV. Deployment/Logging on Units:

The SECSO Watch Commander or his/her designee will complete Roll Call procedures in the Premier Computer Aided Dispatch (CAD) prior to the start of each Watch. Units will appear in Area 36 on the Advanced Windows Workstation (AWW) screen.

Units may initially be logged on with a generic Officer Number, prompting SECSO personnel to request a "verbal log-on" over the air. CD personnel shall follow existing procedures and use the "ON" command to reflect the correct Officer Number, Vehicle Number and Radio Number when this information is provided over the air.

V. RTO Duties and Responsibilities:

Although SECSO is a Specialized Division, RTO duties and responsibilities mirror that of any other Patrol Area in the City. Units will go Code Six, make Traffic Stops, request Code Ten's, and make a variety of requests over the air.

Personnel assigned as the SECSO RTO shall follow existing policies and procedures relative to the RTO function.

When a situation arises that is not addressed in current policies or procedures, 36L90 shall be raised on the air and provided with the information. 36L90 will advise the correct action to take and/or handle the situation from the station.

VI. Officer Emergencies and Urgent Field Situations

Officer emergencies and urgent field situations shall be handled in accordance with existing policies and procedures. When a SECSO unit initiates an emergency or urgent field situation, the SECSO RTO shall select the appropriate Area Group channels based upon the Area of occurrence. Operators shall exercise caution and ensure that the SECSO Base Channel is included in the Area Group.

VII. Code Seven

Some SECSO personnel are authorized to take a meal break (Code Seven) during their scheduled shift. In most cases, another unit will respond to the fixed post to cover the break period (i.e. another “FP”, “RP” or Cycle unit). Personnel are entitled to one 30 minute lunch break.

SECSO personnel who broadcast, “Code Seven at (location),” shall “Roger” the unit and complete the following Command Statements:

US.36FP1-W2.C7.L;CITY HALL BREAK ROOM <F10>

UO.36FP1-W2.300 <F10>

(These commands will show the Unit Code Seven and show him/her overdue after 30 minutes. The current default time for Code 7 in the CAD system is 45 minutes, requiring the additional “UO” command to show a unit overdue after 30 minutes.)

When a Relief Unit advises they are covering/relieving a Fixed Post during the assigned Officer’s Code 7 period, the Relief Unit shall be placed Code Six.

Example: Unit: “36FP31, Code 6 at 36FP5, for Code 7 relief.”
RTO: “36FP31 Code 6 at 36FP5 for Code 7 relief.”

Command Statement: KT.36FP31-W2.36FP5 RELIEVING FOR CODE 7 <F10>

VIII. Calls for Service at City Facilities/Stakeholder Locations

Calls received by EBOs reporting incidents at City facilities or stakeholder locations shall be created for Patrol in the Area of occurrence (i.e. a 415 Man at City Hall East will be created for Central Area). Calls for service will not be displayed in the Pending Queue of RTO36. The EBO will broadcast the call on the appropriate radio channels.

When a call is simulcast on the SECSO channel by an EBO, RTO 36 should make a note of the Incident Number in the event a SECSO unit requests more information, or buys the call.

IX. Calls Reporting “Lock-In’s” at Parks after Closing

SECSO deploys Park Closure units on a daily basis (36RP11-36RP29). At the conclusion of operating hours, Park Closure Units are responsible for securing numerous parks and recreation facilities throughout the City, including locking parking lot gates.

Occasionally, a Park Closure Unit will lock a parking lot with a citizen’s vehicle still inside. Signage at the parking lot directs the citizen to call a number if their vehicle is locked inside. This number forwards to SECSO. SECSO will forward these calls to CD for processing. The EBO receiving the call will create a call for service and broadcast for “Any Security Services Unit.” The call will appear in the Pending Queue for Area 36.

The SECSO RTO will assign the call to an available Park Closure Unit. In the event no units are available, the SECSO RTO shall raise 36L90 and advise him/her of the call. 36L90 will direct the appropriate action or handle the call himself/herself.

NOTE: This is the **only** call that is specifically created and handled by SECSO (Area 36). These calls will appear in the Pending Queue for Area 36. All other calls for service shall be created for Patrol in the Area of occurrence.

X. Service Requests

CD personnel will only process the following Service Requests using the Notify (NT) command in Premier CAD:

- Requests for tow
- Requests for further information on an existing radio call

All other Service Requests (i.e. the need for a plumber for a broken pipe, General Services for a broken window, etc.) will be handled by 36L90.

When receiving a Service Request for a situation other than tow or further on a radio call, the SECSO RTO shall raise 36L90 and advise him/her of the request. The RTO shall create a Code Six (006) incident (if one does not already exist), document the specific information in the incident comments, and indicate that 36L90 is handling.

252 **RETONE**

The retone function shall be used to assign a higher priority call when no units are clear or available. The following factors shall be assessed when selecting a field unit for retone:

252.01 **PROXIMITY OF THE UNIT TO THE CALL**

Units shall be selected based on their proximity to the incident being retone. If two units are assigned similar low-priority incidents and the incident for retone is in one of the unit's normal patrol areas or close to the unit's area, it would be preferable to reassign the closer unit.

On the Incident Dispatch form select a field unit according to the Premier CAD Recommendations Field. The Premier CAD system's recommendation may be overridden in those instances where the unit's actual location reflected on the AWW is an inordinate distance from the incident.

252.02 **UNIT STATUS**

Units on traffic stops and on non-priority calls shall be considered first. A field unit handling a 507 type call should be considered before a field unit handling a dispute type call. Units on Code 6 status shall remain available for reassignment to **priority** calls (i.e., Priority I or II) by

monitoring their radio frequencies. A field unit on Code 6 status may indicate to their Radio Telephone Operator (RTO) additional circumstances which cause the unit to be unavailable for assignment to a priority call. These circumstances may include but are not limited to:

- Suspect in custody
- Primary unit at a crime scene
- Required at a back-up or help location

Units are required to notify the RTO when they are available for radio calls.

Personnel shall not routinely make units available and assign non-priority calls while the unit is on Code 6 status. Personnel may interrupt a field unit on a non-priority call or Code 6 status to assign them to a higher priority call (i.e., Priority I or II). Personnel may also, with discretion, interrupt a field unit on a Priority II call by assigning them a higher priority call (i.e., Priority I). Determination shall be based upon the comparative urgency of the assigned incident and the intervening incident.

Exception: A field unit assigned to a domestic violence call shall not be assigned additional calls and is not available for retone regardless of the priority of the domestic violence call.

Personnel shall not assign a field unit to more than one Priority I or II call at a time, unless requested to do so by a field unit. Personnel shall follow established policies/procedures for retone when assigning a field unit to a higher priority incident.

A one-officer unit assigned with another one-officer unit to an incident which requires two officers shall not be retone.

When retone a field unit to handle a higher priority call, a voice acknowledgement must be heard prior to assigning the incident.

Any time the retone process is initiated, an entry must be made in the comment section of the incident indicating the information.

252.03 IMPLEMENTING THE RETONE FUNCTION

After selecting a field unit to retone, the operator shall:

- A. Select Tone One (1) from the Alert Button Drop-Down menu. Click and hold the Alert Button for approximately two seconds.
- B. Once the alert tone has been activated, click and hold the general transmit button on the toolbar or press on the foot pedal to broadcast.
- C. Upon verbal acknowledgement to handle the call, the operator shall dispatch the call to the unit and input the retone information in the comments of the incident using the Incident Update (IU) command or form.

Example: ID.1234.1A12-W2
IU.1234.1A12-W2.CM;RETONED TO HANDLE
IU.1234 <F10> (indicate retone in comment field)

D. If the unit advises they are unable to handle the call, the following procedures shall apply:

- The incident shall be dispatched to the unit's call stack.
- The incident shall then be cancelled from the unit using the Call Stack (CS) command or form. The nature of the cancellation shall be entered into the comment section of the incident.

Example: ID.1234.1A12-W2
CS.1A12-W2.1234.AC;D
IU.1234.CM;1A12-W2 UNABLE TO HANDLE DUE TO I0956
IU.1234 <F10> (indicate unable to handle due to I0956 in the comment section of the incident)

E. If the operator is still unable to assign a field unit, after exhausting the first four steps of the sequential order of dispatch, he/she shall seek assistance from the BCC.

Note: The operator can take the retone action at any time during these four steps if applicable.

SPECIFIC CALLS

301 **SPECIFIC CALLS GUIDELINES**

The following section contains guidelines for call processing. Operators shall keep in mind that these are guidelines and may be altered as the situation mandates. The ultimate responsibility for screening and prioritizing calls for service rests with the operator. Situations or circumstances may be presented to operators that are not addressed in this Manual. In those instances, and operator must use his/her best judgment and experience to determine the most appropriate incident/detail type, code and priority of a call. Operators should consult with a supervisor on calls with unusual or unique circumstances.

Each call for service must be evaluated individually to ascertain the person's needs, the urgency of the situation, the imminent possibility of escalation, and the Department's policies. To aid personnel, guidelines have been established for specific types of calls. On the following pages the guidelines for classification of incidents are organized in the order listed on the Initiate Incident Format (II). The recommended codes are dependent upon the incident detail types. If the operator deviates from the guidelines prescribed herein, then sound and reasonable judgment shall be exercised and the reason for the deviation documented in the comment section of the incident.

PRIORITY I/CODE THREE

- A serious public hazard
 - An immediate pursuit
 - The preservation of life
 - A serious crime in progress
 - The prevention of a serious crime; and
 - Officer requests another unit Code Three
- DISPATCHED AS SOON AS POSSIBLE USING SINGLE STAGE DISPATCHING

PRIORITY II/CODE TWO

- Urgent in nature but are not life threatening
- DISPATCHED WITHIN 15 MINUTES

PRIORITY III/NON-CODED

- Routine calls for service
- DISPATCHED WITHIN 1 HOUR

ACTION TO BE TAKEN BY THE OPERATOR

- DISPATCH
- STORM
- REFER

302 SPECIFIC GUIDELINES FOR UPGRADING CALLS

The following information is a guideline for upgrading calls. Each call should be evaluated individually and handled accordingly.

- I. When a Person Reporting (PR) calls to report additional information or to check on the status of their call, the operator should follow these procedures:
 - A. Locate the PR's original call.
 - B. Ask the PR if the situation has changed or escalated.
 - C. Determine whether the victim(s) or suspect(s) location has changed.
 - D. Determine whether there is any additional and pertinent information.
 - E. If additional information is received determine whether the code of the call needs to be changed.
 - F. If the additional information requires a higher code, then an incident shall be created and the original call updated.
 - G. If the information is the same as the original call, the incident shall be created and closed as a duplicate call.

- II. Consider upgrading an existing call's code when:
 - A. A weapon is now involved.
 - B. The suspect returns.
 - C. A verbal argument becomes a physical altercation.
 - D. Additional suspects become involved.
 - E. An injury is now sustained and/or an ambulance is enroute.
 - F. A higher priority crime occurs.
 - G. A verbal threat has now been received and the PR believes the suspect will carry

out the threat and cause bodily harm.

III. Below are examples of when operators should upgrade a call code:

- A. A PR previously called and reported a 415 fight at a location with No Further Information (NFI). A second PR calls and reports that there is a knife involved and additional suspects have arrived.
- B. The PR of a domestic dispute calls back to report that the suspect is enroute to his/her location with a gun to shoot them.
- C. An operator receives a third call at the same location for a neighbor dispute and the suspect has now verbally threatened the PR with physical harm.
- D. A witness of a man/woman dispute calls back to report that the suspect has left the location and the victim is in the area.

IV. The Operator receiving information which causes a call to be upgraded or downgraded shall broadcast the information on the appropriate radio channels. If the call is already assigned to a unit (as an Active or Stacked incident), the Operator making the upgrade/downgrade broadcast shall ensure a verbal acknowledgement is received from the assigned unit.

Example: “21A73, 21A73, your 415 Man, Ventura and Fallbrook is being upgraded. Suspect is now throwing objects at passing vehicles. Your call is now Code 2, Incident 1234, RD 2175.”

If there is no verbal acknowledgement from the unit over the air, the Operator making the broadcast shall have the unit come in. If after several attempts, the unit has not verbally acknowledged the upgrade/downgrade, the concerned Operator shall note “no acknowledgement” in the Incident Comments and telephonically notify the appropriate BCC.

The BCC shall ensure the call is handled in accordance with policy, including reassignment if necessary.

303

ABANDONED APPLIANCES

Action: DISPATCH/REFER

Any person who discards, abandons or leaves in any place accessible to children, any refrigerator, ice box, deep freeze locker, clothes dryer, washing machine or appliance, having a capacity of one and one-half cubic feet or more, which is no longer in use, and the doors, the hinges, and/or the latch mechanism has not been removed to prevent latching or locking of the door, is guilty of a misdemeanor (402b P.C.).

INCIDENT TYPE: 100 (OTHER)

CODE: 2

BROADCAST: “Any (Division) Unit, Abandoned (Appliance) (Location), Code Two, Incident (Number), RD (Number).”

Note: Type “ABANDONED (NAME OF APPLIANCE)” on the first line of the comment section of the incident.

304 **AIRBAG DEPLOYMENT SIGNAL**

Action: **DISPATCH**

On-Star and other automobile manufacturers offer services to vehicle owners which include receipt of an alarm signal if the vehicle’s airbag is deployed. Receipt of such a signal provides a reasonable belief that a traffic collision or crime related incident has occurred.

On-Star or similar companies, will contact the concerned police agency when they receive a signal from a vehicle that the airbag has deployed. An airbag deployment signal indicates that the vehicle was possibly involved in a traffic collision.

If On-Star or similar companies is able to verify with the occupant(s) of the vehicle that an airbag has been deployed, they will provide an exact location, owner’s name, and vehicle description. They will also advise if medical response is required. Communications Division personnel shall dispatch or refer according to established polices and procedures.

If On-Star or similar companies, reports an airbag deployment, and they have not verified with the occupant(s) of the vehicle that the airbag has been deployed, the company will provide a location within 500 square feet. The EBO shall create an incident and dispatch a Traffic Division Collision Investigation (CI) unit to the reported location of the occurrence. The incident shall be a “9041,” Traffic Collision, Unknown if Injuries. The phrase “**UNVERIFIED AIRBAG DEPLOYMENT**” shall be included on the first line of the comment section of the incident. The EBO receiving the call shall attempt to obtain all pertinent information (vehicle description, license number, owner’s cell phone number, etc.).

If Air Support Division, or other unit responding, advises they have located the vehicle and it appears that police and/or medical response is required, Communications Division personnel shall dispatch and/or refer according to established polices and procedures.

INCIDENT TYPE: 9041 (TRAFFIC COLLISION, UNKNOWN IF INJURIES)

CODE: 2

BROADCAST: “Any (Bureau) Traffic Unit, Traffic Collision (Location), Code Two, Incident (Number), RD (Number).”

305

AIR SUPPORT/HANDLING AN EMERGENCY LANDING INITIATED BY AIR SUPPORT DIVISION

Action: DISPATCH

Engine or other mechanical difficulties may cause an air unit to initiate an *unplanned* landing. ASD personnel may use the term “emergency landing” or “precautionary landing” when advising CD of their intent to immediately put the aircraft on the ground. Regardless of the terminology or phrasing broadcast by ASD personnel, any unplanned landing shall be treated as an **emergency landing**. In such instances, the safety of the public and that of field personnel is of the utmost importance.

Upon receiving notification that an air unit is making an emergency landing, Communications Division personnel shall follow established procedures for an “OFFICER NEEDS HELP” call.

- I. The operator receiving the notification shall:
 - A. Obtain the location of occurrence from the air unit.
 - B. Broadcast the help call on the concerned Area Group and include the phrase, “Air Unit making an emergency landing.”
 - C. Generate an incident using the complete incident type 9991 (Officer Needs Help).
 - D. Assign the incident in accordance with established dispatch procedures.
 - E. Enter the information regarding the emergency landing in the comment section of the incident.

- II. The concerned Bureau Communications Coordinator (BCC) shall make the following notifications:
 - A. Los Angeles City Fire Department
 - B. The concerned CD Watch Commander
 - C. Air Support Division
 - D. Real Time Analysis and Critical Response (RACR) Division
 - E. The concerned Area Watch Commander

INCIDENT TYPE: 999

DETAIL TYPE: 1 (Officer)

BROADCAST: “All Units, Officer Needs Help, 6th and Shatto, Officer Needs Help, 6th and Shatto. Air Unit is making an Emergency Landing.”

306

ALARMS

Action: DISPATCH

Commission Investigation Division (CID) of the Los Angeles Police Department establishes the guidelines governing the issuance of alarm permits. An alarm permit number is six digits and is automatically verified when establishing an incident. CID mandates the dispatching of field units to all verified alarms, and alarms that occur at a firearms business or other exempt location within the City.

Operators receiving an alarm call shall obtain the following information and enter it in the Initiate Incident (II) Format:

- | | |
|-----------------|--|
| A. A – Address | Complete address or Permit Number |
| B. T – Type | Complete Incident Type |
| C. L – Location | Location description (i.e. grocery store) |
| D. B – Bldg | Building Number |
| E. P – Apt | Apartment Number |
| F. C – Call Add | Address of person reporting if other than alarm company |
| G. R – Caller | Name of person reporting (Alarm company and operator number or name) |
| H. M – Cmnts | Alarm permit number (if not on file), ACO Number, Sub-City name (i.e., Woodland Hills), ZIP code |

Prior to creating an incident, personnel shall verify the call through the Crywolf System, see Manual Section for Crywolf under ATO Procedures. Personnel shall advise the alarm company that the call will be broadcast; however, Los Angeles Municipal Code (LAMC) Section 103.206 requires a permit number for each alarm within the City limits. If the Alarm Company insists that a permit number is not required, reiterate to the alarm operator that a field unit will be dispatched and refer them to Commission Investigation Division, Alarm Unit.

When broadcasting an alarm call, the name of the resident, City, and zip code **shall not** be broadcast.

306.01 ROBBERY/211 SILENT

Action: DISPATCH

A silent robbery alarm signal is an on-site alarm that does not emit an audible tone and is activated by depressing a single or series of buttons transmitted directly to the alarm company. These alarms are referred to as 211 Silent.

Robbery Homicide Division (RHD) shall be notified of a 211 Silent at a financial institution during business hours. During non-business hours, weekends and holidays, notify Real Time Analysis and Critical Response (RACR) Division.

INCIDENT TYPE: 906

DETAIL TYPE: R (Robbery) – Broadcast at “211 Silent”

CODE: 3

Upon receipt of a request to cancel a 211 Silent, the receiving operator shall:

- Advise the Alarm Company that a field unit will still respond
- Verbally advise the responding unit of the attempt to cancel
- Direct the unit to continue responding to the location
- Indicate in the comment section of the incident, the alarm operator’s name and/or number, and the attempt to cancel

306.02 BURGLARY

Action: DISPATCH

I. Silent Burglary Alarm (Code 30)

A Code 30 is the activation of a burglary alarm resulting from the breach of and/or tampering (including a power failure) of the security system without a verifiable cause. A signal is transmitted to the alarm company and no audible tone is heard at the location. This alarm may be reported by an alarm company or taped message.

INCIDENT TYPE: 906

DETAIL TYPE: B (Alarm Burglary) – Broadcast as “Code 30”

BROADCAST: “1A11, 1A11, Code 30, 532 S. Main, Macy’s Department Store, Incident 649.”

Note: Resident’s name is not broadcast.

II. Ringing Burglary Alarm (Code 30 Ringer)

A Code 30 Ringer is the activation of a burglary alarm resulting from the breach of and/or tampering (including a power failure) of the security system without a verifiable cause. A signal is transmitted to the alarm company and an audible tone is heard at the location. This alarm may be reported by an alarm company, private person or field unit.

INCIDENT TYPE: 906

DETAIL TYPE: B1 (Alarm Burglary) – Broadcast as “Code 30 Ringer”

BROADCAST: “1A11, 1A11, Code 30 Ringer, 532 S, Main, Macy’s Department Store, Incident 649.”

A. Broadcasting, Assigning and Canceling Code 30 and Code 30 Ringer Calls

The receiving operator (ATO/EBO) shall broadcast and assign Code 30 and Code 30 Ringers to one of the first three available or clear units on the Recommended Unit Assignment Display unless there is a specialized unit to handle “Code 30s.” If none of the first three units is available, broadcast the incident for “Any Unit” on the concerned Area Base and Traffic channels and assign if acknowledged by a field unit.

If the call is not assigned by the ATO/EBO, the RTO shall broadcast the call every 15 minutes in an attempt to assign the incident. If the call has not been assigned within the 60-minute dispatch period to a field unit within the concerned Area, Communications Division personnel shall apply all steps of the sequential order of dispatch until the incident is assigned. When assigning to outside units and/or non-MDC equipped units, the incident shall be re-broadcast.

Note: Code 30 or Code 30 Ringers reported by citizens shall not be canceled.

B. Unauthorized Male/Female on Premise/Code Word (Code 30)

Before requesting police to be dispatched to a business or residence, the alarm company will attempt to verify the alarm activation of Code 30 and Code 30 Ringers through telephone confirmation. If the Alarm Company is unable to verify the Code Word, the Police Department will be contacted to dispatch a field unit. When an Alarm Company reports that a person on the premise does not know the “Code Word,” indicate in the comment section of the incident and broadcast, “Male (Female) on Premise Does Not Know the Code Word.” This call shall be dispatched a minimum Code Two. These calls can be canceled when the original reporting Alarm Company requests the incident to be canceled.

INCIDENT TYPE: 906
DETAIL TYPE: B (Alarm Burglary) – Broadcast as “Code 30 Ringer”
CODE: 2
BROADCAST: “1A11, 1A11, Code 30, person on the premise does not know the code word, 532 S. Main, Code Two, Incident 1234, RD 147.”

III. Audible Burglary Alarms (Code 30 Adam)

An audible burglary alarm is not a ringing alarm. It is an alarm where the involved alarm company has installed a monitoring (listening) device within the structure and can hear possible intruders inside. It is critical to include the type and if possible the location of noises detected by the alarm company. A Code 30 Adam can be canceled upon the request of the original reporting alarm company.

INCIDENT TYPE: 906
DETAIL TYPE: 2 (Audible) – Broadcast as a “Code 30 Adam”
CODE: 2
BROADCAST: “1A11, 1A11, Code 30 Adam, 532 South Main, Macy’s Department Store, Alarm Company hears footsteps, Code Two, Incident 1234, RD 111.”

IV. Visual Verification (Code 30 Victor)

Visual Verification Alarm System is a detection device where cameras are installed at the location. When the alarm is activated, four pictures are taken and transmitted to a central monitoring station. Upon receipt of an alarm activation and display of photographs depicting an intruder(s), the Alarm Company will telephonically notify Communications Division of a Code 30 with “visual verification.” This type of alarm is broadcast as a “Code 30 Victor.” The location and description of the suspect are to be included in the broadcast and comment section of the incident.

INCIDENT TYPE: 906
DETAIL TYPE: 5 (Visual) – Broadcast as “Code 30 Victor”
CODE: 2
BROADCAST: “1A11, 1A11, Code 30 Victor, 750 South Broadway, at Lane Bryant. Suspect is male Hispanic, thin build, mustache, light

colored shirt, dark pants, last seen entering the rear office, Code Two, Incident 1234, RD 125.”

Note: If the alarm company provides additional information on a Code 30 Victor which meet Code Three criteria (i.e., suspect and victim inside the location), Communications Division personnel shall dispatch according to Code Three policy.

306.03 **POLICE MONITORED**

Action: DISPATCH

Certain City facilities and residences of some elected officials are equipped with an alarm. These alarms are referred to as Police Monitored Alarms. [REDACTED]

[REDACTED] the machine. Using the information displayed on the screen, create an incident and/or follow the directions. “Police Monitored Alarm” shall be entered in the Caller field. After completing the incident and dispatching (if necessary), depress the “F10” button until the disposition menu appears. Now depress “P” then “enter.” The machine will reset and return to ready.

306.03.1 **MAYOR’S RESIDENCE**

For alarms at the Mayor’s residence, the location shall not be broadcast. A patrol unit shall be dispatched Code Three and a field supervisor Code Two.

INCIDENT TYPE: 906

DETAIL TYPE: R (Robbery) – Broadcast as a “211 Silent”

CODE: 3

306.03.2 **GETTY HOUSE**

The police monitored alarm at the Getty House (former Mayor’s residence) at 605 South Irving Bl., Wilshire Division, will remain active. The residence is City property and will be used for visiting dignitaries and Mayoral functions. There is also a full time staff member there at all times. An incident shall be created using the appropriate incident and detail type. A patrol unit shall be dispatched Code Three. The concerned Area Watch Commander and Communications Division Watch Commander shall be notified.

INCIDENT TYPE: 906

DETAIL TYPE: B4 (Burglar Alarm) – Broadcast as a “459 Silent”

CODE: 3

306.03.3 **CHIEF OF POLICE RESIDENCE**

If the current Chief of Police resides within the City of Los Angeles, the home will be equipped with a police monitored alarm system. The Division of occurrence has the primary responsibility for response to the residence of the Chief of Police. When the alarm is activated, an incident shall be created. An involved Area field unit shall be assigned as the primary unit, Code Three, and a supervisor Code Two. Neither the location nor any reference to the Chief of Police residence shall be made.

The statement, “Chief of Police Residence” shall be entered into the comment section of the incident and the primary unit shall be advised to monitor comments.

Once a field unit and a supervisor have been assigned to the incident, the concerned ATO shall make the following notifications, entering the name of the person contacted into the comment section of the incident:

- Communications Division Watch Commander
- Area Division Watch Commander
- Real Time Analysis and Critical Response (RACR)

Once the Communications Division Watch Commander has been notified of the incident, the Watch Commander shall establish a landline to the Chief of Police’s residence, where the occupant(s) [REDACTED]

[REDACTED]

If the proper password is provided, the Communications Division Watch Commander shall notify the responding Hollywood unit to downgrade the response to Code Two. The primary unit shall continue to respond to the residence until a field unit at scene has reported a Code Four. The Hollywood Division Watch Commander shall be notified of the additional information. The information shall be entered into comment section of the incident.

If the proper password is not provided, or there is no answer at the residence, the Communications Division Watch Commander shall notify the primary Hollywood unit to continue responding Code Three. The Area Division Watch Commander shall be notified of the additional information. The additional information shall be entered into the comment section of the incident.

If the location is the current residence of a former Chief, Communications shall follow established dispatch procedures. The Dignitary Protection Detail requests that the police be dispatched Code 2; however, a supervisor is not required to respond.

The Chief of Police residential alarm shall be included in the monthly scheduled testing of Police Monitored Alarms. The responsibility for conducting tests is assigned to the Alarm Coordinator cadre.

INCIDENT TYPE: 906

DETAIL TYPE: B (Burglary Alarm) – Broadcast as “459 Silent”

CODE: 3

BROADCAST: “Central Units and 1A11, 1L40, 1A11, 1L40, 459 Silent, Code 3, Incident 1234, RD 111.” 1L40 respond Code 2.

306.03.4 ELECTED CITY OFFICIALS’ OFFICES AND RESIDENCES

For alarms at the elected City official’s offices and residences, the location shall not be broadcast. A patrol unit shall be dispatched Code Three. Do not dispatch a supervisor unless requested to do so.

INCIDENT TYPE: 906

DETAIL TYPE: B4 (Burglary Alarm) – Broadcast as “459 Silent”

CODE: 3

BROADCAST: “Central Units and 1A11, 1A11, 459 Silent, Code Three, Incident 1234, RD 111.”

306.03.5 DETECTIVE SUPPORT AND VICE DIVISION (DSVD)

Detective Support and Vice Division (DSVD) has a Digital System Control (DSC) Alarm System installed at the DSVD office. When the alarm is activated Communications Division will receive a Code 710 activation on the police monitored alarm device. Upon activation, Communications shall contact the Central Area Watch Commander who dispatches a field unit Code Two to investigate the alarm activation. Communications Division is responsible for testing the alarm system during the last week of each Deployment Period.

306.03.6 CITY HALL FACILITIES AND PIPER TECH

Notify Security Services Division (SECSO) when a burglary alarm is activated in City Hall, City Hall East, City Hall South or Piper Tech. They may elect to handle the call or report a Code Four. If so, indicate in the comment section of the incident and close out the incident. If SECSO requests an Area patrol unit to handle but will also respond, advise the assigned field unit that SECSO is also responding.

306.03.7 MOUNT LEE

Notify the System Monitor Operator (SMO) when an alarm activation is received at Mount Lee. The SMO is responsible for contacting personnel at Mount Lee to determine if police response is required

If police response is required, the SMO will notify the operator. The operator shall dispatch a field unit Code Three using the appropriate incident type and detail type.

If police response is not required, the SMO will notify the operator. The operator shall complete an incident using the appropriate incident type and detail type. The incident shall be dispositioned "FAL."

306.03.8 **POLICE MONITORED ALARMS – MAINTENANCE**

Any request for maintenance on Police Monitored Alarm equipment in the Metropolitan Communications Dispatch Center should be directed to the floor supervisor or an available Senior PSR. The supervisor is responsible for logging the request and notifying the System Monitor Operator (SMO), who will relay the request to the Service Request Alarm Group (SRA). Routine requests should generate a response within the next working day. A request to revise or delete a location should be directed to the floor supervisor or an available Senior PSR.

Additionally, the supervisor shall notify the on-duty SMO for information only, that a request has been initiated. Any resulting modifications will generate an updated list of sources from the Department of General Services.

306.04 **FINANCIAL INSTITUTIONS**

For any robbery involving a financial institution, bank employee/messengers, federally insured credit unions, savings and loan institutions, and armored cars, contact Robbery Homicide Division (RHD). See Robbery, Manual Section 3/359.01 for additional.

306.05 **GOVERNMENT FACILITY**

Action: **DISPATCH**

A field unit shall be dispatched to any City, County, State or Federal facility within the City whether or not an alarm permit is provided. When a request for service is received without a permit, the agency shall be informed of the requirement for obtaining a Board of Police Commissioner's (BOPC) permit. The type of alarm and dispatch procedures is dependent upon the information received from the person reporting.

INCIDENT TYPE: 906

DETAIL TYPE: G (Government Facility)

306.06 **METROPOLITAN TRANSIT AUTHORITY (METRO)/ CONTRACT BUS COMPANIES**

The Los Angeles County Sheriff's Department (LASD) Transit Services Bureau (TSB) is currently under contract with Metro to respond to any crime occurring on the Metro bus and rail

systems. Metro busses are equipped with an emergency “CALL 9-1-1” sign on the front of the bus. Reports of these instances are referred to as “Unknown Trouble on a Metro bus.” In the event LASD is unable to respond or requests the assistance of LAPD, the following procedures shall apply:

- The Operator receiving the call shall create an “Unknown Trouble on a Metro Bus” incident and dispatch a unit from the Area of occurrence Code Three.
- The Operator shall obtain the bus number, line number, direction of travel, and a minimum of three route stops and times. This information shall be entered into the Incident Comments and broadcast to the responding unit(s).

INCIDENT TYPE: 906

DETAIL TYPE: Q (Bus)

CODE: 3

BROADCAST: “Seventy Seventh Units, Unknown Trouble on a Metro Bus, eastbound Florence from Vermont, Bus Number 8645, Line Number 91, scheduled to arrive at Florence and Figueroa at 1505, Florence and Broadway at 1507, and Florence and San Pedro at 1511. Code Three, Incident 5678, RD 1249. Seventy Seventh Unit handling identify.”

306.07 PANIC

Action: DISPATCH

A Panic Alarm is an alarm device that has been activated by a person at the location and indicates the possible presence of a suspect(s). The personally activated alarm device may be a sign of duress at the location and therefore shall be processed as a Priority I call. The statement “Personally Activated Device” shall be entered in the comment section of the incident. Upon receipt of a request to cancel a panic alarm (duress) or personally activated device, the Alarm Company shall be advised that a field unit will still respond.

The responding unit shall be verbally advised of the attempt to cancel, but directed to continue responding to the location. The additional information regarding the attempted cancellation shall be included in the comment section of the incident.

INCIDENT TYPE: 906

DETAIL TYPE: B4 (Burglary Alarm) – Broadcast as “459 Silent”
 B1 (Burglary Alarm Ringer) – Broadcast as “459 Ringer”

CODE: 3

306.08 **RADIOLOGICAL ALARMS FROM LOS ANGELES CITY HOSPITALS**

The Global Threat Reduction Initiative (GTRI), a program designed to prevent the theft of usable weapon of mass destruction (WMD) type radioactive materials, is funded by the National Nuclear Security Administration (NNSA) and managed by Sandia National Laboratories (SNL). Facilities participating in the program work in conjunction with local law enforcement to monitor locations which contain radioactive material. Funding for the monitoring systems is provided by the Federal Government and requires the local Public Safety Answering Point (PSAP) to monitor these locations.

Within the City of Los Angeles, multiple at-risk radiological sources have been identified, primarily in area hospitals. Working in partnership with SNL and the hospitals, the Los Angeles Police Department (LAPD) has had remote monitoring systems (RMS) installed at Real-Time Analysis and Critical Response (RACR) Division, the Metropolitan Communications Dispatch Center (MCDC) and Valley Communications Dispatch Center (VCDC). The RMS provides LAPD personnel, as well as on-site hospital security, the ability to monitor areas inside the hospital that contain radioactive materials. The RMS is equipped with an audible alarm and provides LAPD personnel with live video monitoring.

ATO Responsibilities:

The Police Service Representative (PSR) assigned to the Auxiliary Telephone Operator (ATO) position at [REDACTED] has primary responsibility for handling all RMS alarms. This position must be staffed at all times.

The RMS has the capability of communicating several types of alarms including: intrusion, motion, duress, high radiation, A/C power loss and others. In the event any alarm is activated, the information is simultaneously transmitted to the RMS units at the concerned hospital, RACR, the MCDC and the VCDC. Each RMS unit is independent (i.e. if an alarm is acknowledged at RACR, it will still show unacknowledged at the MCDC and VCDC). Each RMS unit requires operator intervention for every alarm.

The GTRI RMS Client Screen displays the health and connection status of each monitored location. This screen will always remain open and cannot be closed. The name of each system is displayed in the far left column, followed by the Datastore Status, Broadcast Status, Polling Status and System Status. A green checkmark symbol indicates no problems exist. A yellow exclamation point indicates a possible problem. A red "X" indicates that a problem exists. A red "X" will generate an alarm. In this instance, the hospital shall be contacted so that their personnel may investigate the cause of the alarm. If it is determined that the RMS system is not under attack, and the red "X" does not clear, contact:

[REDACTED] Senior Systems Analyst II, Information Technology Division (ITD)
[REDACTED]

If the concerned operator is unable to reach [REDACTED] contact the RMS Help Desk at (866) 996-4874

The GTRI RMS Viewer Screen is accessed from the Client Screen by pressing the “Launch” button for the concerned location. Once pressed, the RMS Viewer opens in the Live View Tab. From this tab, an operator may view live video from the location. The operator may also view a list of the last 100 alarms and alerts, the last 100 radiation readings, and the last 100 non-alarm data in the system log. The RMS Viewer Screen may be opened and closed at an operator’s discretion, and is not required to remain launched.

Towards the top portion of the RMS Viewer Screen, the operator may also select tabs for stored images, the latest event, and a radiation graph.

In the event an alarm is activated from a monitored location, the **GTRI RMS Viewer Alarms Screen** will automatically be launched. At the same time, an audible alarm will sound. Upon receipt of the alarm, the operator assigned to MCDC ATO Console 56 shall press the “mute” button, which will silence the audible alarm.

Specific instructions have been written for each type of alarm at each monitored hospital. These instructions are visible to the operator in the “Instructions” box of the RMS Viewer Alarms Screen. The concerned operator shall follow the specific instructions contained in this box. Instructions for most alarms are:

1. Contact the hospital of occurrence and verify the validity of the alarm. The contact number is contained in the “Instructions” box of the RMS Viewer Alarms Screen. If the hospital employee advises it is a false alarm, the concerned operator must ask for the password. The password is: [REDACTED] If the hospital advises it is a false alarm, the concerned operator may then click the “Acknowledge” button, enter his/her Serial Number in the “User” box, and enter “false alarm” along with the name of the person spoken to at the hospital in the “Comments Box”. The operator shall then click “OK” and the alarm will reset. No other actions are required if the password is received and the hospital advises it is a false alarm. **The alarm shall only be acknowledged in the event of a false alarm and the correct password is provided.**

Note 1: In the event of a validated alarm, the hospital’s on-site security personnel will conduct an assessment of the concerned area according to their internal policies. If it is determined to be a valid alarm, hospital personnel will notify CD.

Note 2: The concerned operator must document all valid and false alarms on the GTRI RMS Control Log.

2. The concerned operator shall also monitor live video from the hospital. If there is a clear visual of criminal activity observed on the RMS, or hospital personnel indicate the alarm is valid, a “Code 30 Nora” shall immediately be dispatched.

Note: If criminal activity is observed (i.e. a suspect attempting to force open a door, disable a camera, etc.), the concerned operator shall obtain a description of

the suspect from the video and document the suspect's actions in the incident comments.

3. The concerned operator shall create an incident using the Incident Type 906N (Code 30 Nora). The incident may be created using a Place Name in the Address Field of the Premier Computer Aided Dispatch (CAD) system (i.e. Children's Hospital). All pertinent information shall be included in the incident comments, including the specific location of the alarm. "Direct Hit" Premise Hazards **shall** be written to the incident.
4. The concerned operator shall broadcast the call on "Area Group," however, **shall NOT broadcast the location or Reporting District (RD).**

Example: "Rampart units, Code 30 Nora, Code 3, Incident 1234."

Once the broadcast is made on "Area Group," the concerned operator shall queue the call to the Radio Telephone Operator (RTO) for the Area of occurrence. The RTO has the responsibility to assign units to the call.

5. The operator originally handling the alarm activation shall contact Air Support Division (ASD) at (213) 485-2600 and request an air unit equipped with radiological monitoring capabilities to respond to the Code 30 Nora. The location shall be provided to ASD. The name of the officer notified shall be documented in the incident comments.
6. The concerned operator shall then contact the Los Angeles Fire Department (LAFD) and request they respond to a radiological alarm. The address and specific information shall be provided to LAFD, however, **the operator shall request that LAFD not broadcast the location of occurrence on their radio channel(s).** The operator number of the LAFD dispatcher notified shall be documented in the incident comments.
7. The concerned operator shall notify the concerned CD Watch Commander via phone.
8. The concerned operator shall continue to monitor the RMS while units are responding to and arriving at the hospital. The Incident Commander shall be notified of any additional alarms indicating an elevation in radiological readings, as this may indicate access to the radioactive source may have occurred. Broadcasts with additional information shall be made on the Area Base channel only.

Example: "2L20, receiving an elevation of radiological readings on Incident 1234."

9. Once all units have arrived on scene and have made contact with on-site hospital security personnel, the RMS alarm may be closed. The concerned operator shall click the "Acknowledge" button on the RMS Viewer Alarms Screen. The operator shall

type his/her Serial Number in the “User” box and indicate a disposition in the “Comments” box (i.e., “*Dispatched patrol, Incident 1234*”). The operator shall then click the “OK” button. The alarm has now been acknowledged and reset.

At the time this Manual was published, the only two hospitals equipped with the RMS are in Central Bureau, therefore the PSR at MCDC ATO Console 56 is tasked with primary responsibility for handling incoming alarms. As additional hospitals within Valley Bureau are added to the system, personnel at the VCDC will become responsible for those alarms. Until such time, RMS alarms received at the VCDC occurring at hospitals within Central, South or West Bureaus shall be handled as follows:

1. The VCDC PSR who receives the RMS alarm shall telephone the Floor Supervisor at the MCDC to ensure the alarm was received there, and that it is being handled.
2. If the alarm is being handled at the MCDC, the VCDC PSR may acknowledge the alarm by entering his/her Serial Number in the “User” field, and in the “Comments” field enter the name of the MCDC supervisor notified, along with the phrase, “Alarm being handled by MCDC.” Click “OK.”

If the alarm **was not** received at the MCDC, the VCDC operator is responsible for handling in accordance with the procedures outlined above.

RTO Responsibilities:

1. The RTO for the Area of occurrence shall dispatch four units and one supervisor to the incident Code 3. The RTO shall not broadcast the location. If a sufficient number of Area units are not available to respond, the RTO shall work in conjunction with the Bureau Communications Coordinator (BCC) to locate and assign units from outside of the Area of occurrence.

Watch Commander’s Aide Responsibilities:

Each hospital has been provided with the direct phone number for the Watch Commander’s office at the MCDC. In the event hospital personnel need to contact CD to report a false alarm, provide information on a valid alarm, or to advise of system maintenance, repairs or testing, they will call this number.

Upon receipt of a call from a hospital reporting a false alarm, the concerned Watch Commander’s Aide shall:

1. Obtain the hospital name, address and specific location of the alarm activation.
2. Ask the hospital representative for the password along with the representative’s name and position.



3. Upon receipt of the correct password, the concerned Watch Commander's Aide shall walk to MCDC Console 56 and advise the operator of the false alarm along with the name and position of the hospital representative that called.

Periodic maintenance, repairs and tests may be conducted on the medical equipment inside the hospitals. The hospitals have been instructed to notify the CD Watch Commander's number of the start and end times of the repair, maintenance or test. The concerned Watch Commander's Aide shall ensure this information entered into the RMS control log, located next to the RMS computer. The Watch Commander's Aide shall also notify the CD Watch Commander, Floor Supervisor and Watch Commander at the VCDC.

When an alarm is received from the RMS, personnel assigned to RACR Division will telephone the MCDC Watch Commander's number to ensure the alarm was also received at MCDC ATO Console 56. The Watch Commander's Aide shall verify with the operator assigned to Console 56 and/or the Floor or Q&E Supervisor to determine whether or not the alarm was received, and that it is being handled. The Watch Commander's Aide shall provide this information to RACR.

In the event an RMS alarm was not received at the MCDC and VCDC, but was received at RACR, personnel at RACR are responsible handling the alarm on their RMS. If a dispatch is required, RACR personnel will communicate the information via phone to the MCDC, who will in turn, create an incident and dispatch in accordance with the procedures above.

Supervisor's Responsibilities:

When an alarm is received on the RMS, the Floor and Q&E Supervisors shall work in conjunction to ensure that the alarm is properly handled.

A copy of the Office of Operations (OO) Order, the CD Order, the RMS Quick Reference Guide, and the CD RMS Procedures Quick Reference Guide have been placed at the RMS work stations at the MCDC and VCDC.

307 **ANIMALS**

Action: **DISPATCH/REFER**

The Department of Animal Services is the primary agency responsible for providing shelter for sick or injured animals found on City streets.

Animal Services also completes the report, investigation and subsequent criminal filing of crimes against animals.

REFER TO ANIMAL SERVICES

Refer all calls for service involving animals, including animal bites, to the appropriate Animal Services office when the animal is not a threat to public safety and no conditions exist which require police response.

Exception: Notify the Los Angeles County Health Department for all wild animal bites.

A list of Animal Services phone numbers are located in the Ready Reference under the category title: ANIMAL.

307.01 **VICIOUS ANIMALS**

Action: **DISPATCH**

A patrol unit shall be dispatched a minimum of Code Two to calls for service when:

- The animal is a threat to public safety
- Cruelty to animals or animal sacrifice

Officers who respond to incidents involving animals are required to notify Animal Services through Communications Division. The EBO/ATO shall contact the appropriate Animal Services office. The name of the person contacted and any estimated time of arrival shall be entered in the comment section of the incident, and the unit shall be notified of the estimated time of arrival. If an Animal Services officer is unable respond, enter the information in the comment section of the incident, and advise the patrol unit.

307.02 **CRUELTY TO ANIMALS**

Action: **DISPATCH**

Cruelty to animals include, but is not limited to animals being beaten, staged dogfights, cockfights and animals left in closed or locked vehicles. A police unit shall be dispatched to a “cruelty to animals” incident when the suspect and/or animal(s) is still at the location, or the crime is in progress.

INCIDENT TYPE: 905

DETAIL TYPE: C

CODE: 2

Note: Communications Division personnel receiving calls involving animal cruelty and neglect related calls, shall create an incident using the appropriate incident detail type and CAD will auto-populate the statement “Contact Animal Cruelty Task Force (ACTF) upon arrival” in the comments of the call. The taskforce can be contacted directly during business hours, and after hours via notification from Real Time Analysis and Critical Response (RACR) Division.

307.03 ANIMAL SACRIFICE

Action: DISPATCH

City of Los Angeles Municipal Code (LAMC) Section 53.67 is an ordinance which prohibits the maiming, mutilation or killing of animals. The ordinance prohibits the following:

- Engaging in, participating in, assisting in, or performing animal sacrifice
- Owning, keeping, possessing, or having custody of any animal with the purpose or intention of using the animal for animal sacrifice
- Selling, offering to sell, giving away, or transferring any animal to another who intends to use the animal for animal sacrifice

The LAMC Section does not prohibit any person or establishment lawfully operating under the laws of this City and State from engaging in the slaughter or ritual slaughter of animals where preparation or killing of such is primarily for food purposes.

INCIDENT TYPE: 905

DETAIL TYPE: O (OTHER)

CODE: 2 – 3

COMMENTS: “ANIMAL SACRIFICE” (on the first line)

307.04 DEAD ANIMALS

Action: REFER

Upon request from a field unit for the removal of a dead animal, the ATO shall notify the Bureau of Sanitation, located under the Ready Reference “REFUSE.” When a caller requests the removal of a dead animal Monday through Friday, they shall be referred to the Department of Public Works, Bureau of Sanitation Customer Service Call Center. Requests received during non-business hours, shall be referred to a 3-1-1 operator, or referred to the self-serve city website <http://www.lacity.org/myla-311/myla-311-service-request>, then clicking on the “Submit a Request Online” link.

307.05 BEEES

Action: REFER

Transfer reports of a bee sting or attack to the Los Angeles Fire Department (LAFD).

For calls regarding a beehive on City Property, Communications Division personnel shall contact the Department of Public Works, Bureau of Street Maintenance, Monday through Friday between the hours of 0700-1700. On holidays and off-hours, personnel shall contact the Department of Public Works, Bureau of Street Services, Radio Control Room. The above listings can be located in the Ready Reference under the information category “Street Maintenance” (ST MAINT).

For calls regarding a beehive on private property refer the caller to the appropriate private bee removal services:

- Honey Bee Swarms or Nests outside and not on a structure contact Vector Control District.
- Information Only regarding Honey Bee Swarms or Nests inside or on a structure, contact AHB (Africanized Honey Bee) Hotline.
- Medical Information/ Los Angeles Regional Drug and Poison Center.

307.06 **ANIMAL SERVICES DISCHARGING A FIREARM**

Los Angeles Department of Animal Services (LAAS) is required to notify the Department of all discharges of firearms. When it is determined that a firearm will be discharged to euthanize an animal, the LAAS employee will call 9-1-1. In most instances, the call will be made prior to the weapon being discharged; however safety concerns for the public and the LAAS employee may prevent making the notification until after the firearm has been discharged. The LAAS employee will provide their location, name and call back number. The discharge of a firearm will be considered a last resort. Comments shall reflect “Meet Animal Regulations”, “firearm discharged” or “firearm will be discharged” for vicious animal, injured animal, etc.

INCIDENT TYPE: 720

DETAIL TYPE: 0

CODE: 2

308 **ANTHRAX**

Action: **DISPATCH**

Anthrax is a bacterium that can form spore and be transmitted through inhalation, digestion, or absorption through an open wound. Absorption through the skin does not occur. Generally, anthrax threats have involved either letters sent via U.S. Mail or telephonic threats to particular individuals and buildings. In some incidents, the threat communication was combined with an actual dispersal of a hoax agent, such as a powder-like substance.

To assist the patrol unit in responding to a suspected anthrax threat, the operator may ask: “Why is this item (letter, envelope, etc.) suspicious to you?”; “Are there stains or odors coming from the package?”; “Was the package leaking, or have any powder or crystals on it?” A patrol unit is responsible for notifying the Fire Department.

INCIDENT TYPE: 100 (Other) or
997 (Terrorist Activity)

CODE: 2

COMMENTS: POSS ANTHRAX SCARE/THREAT (on the first line)

NOTIFICATIONS: Area Watch Commander
Real Time Analysis and Critical Response (RACR)
Metro or Valley Central Dispatch Center Watch Commander

When presented with calls involving possible terrorist related activity, operators shall adhere to Communications Division Bomb Threat procedures.

BROADCAST: “Any Van Nuys Unit, I1234, Code Two”.

309 AREA WATCH COMMANDER CALLS

Action: REFER

Not all calls for police service require Communications Division Personnel to dispatch a police unit. Specific calls can be referred or given to the Area Watch Commander for assignment to a field unit from the Area station.

The following types of calls/or private persons requests for service shall be directed to the appropriate Area Watch Commander for processing as a station call:

309.01 WELFARE CHECKS

Refer callers to the Area Watch Commander when a person is concerned about the well being of someone they have not heard from. At the station a field unit can respond to the residence to check on the welfare of the individual.

309.02 VACATION RESIDENTIAL CHECKS

Direct the caller to the Area Watch Commander when a person wants the police to check on his/her residence periodically while on vacation.

309.03 **REQUESTS FOR EXTRA PATROL**

The Area Watch Commander can provide greater police presence when a caller requests extra police patrol for an on-going problem, such as a 415 group loitering continuously.

309.04 **OUT-OF-TOWN NOTIFICATIONS**

When a request to notify a family member (parent, spouse, etc.) of a death, serious injury or other critical situation is received refer the caller to the Area Watch Commander.

310 **ARSON**

Action: **DISPATCH/LAFD**

“A person is guilty of arson when he or she willfully and maliciously sets fire to, burns or causes to be burned, aids, counsels, or procures the burning of any structure, forest land or property (451 P.C.).”

The LAFD is responsible for all arson investigations provided no additional crime is involved. A field unit shall be dispatched upon the request of LAFD or if arson is in progress and/or the suspect is still at the scene of the crime.

INCIDENT TYPE: 447

CODE: 2 – 3 In Progress/Suspect There Now

311 **ASSAULT WITH A DEADLY WEAPON (ADW)**

Action: **DISPATCH/STORM**

An assault is defined as, “An unlawful attempt, coupled with a present ability to commit a violent injury on the person of another.” An ADW (245 P.C.) is defined as, “An assault with a deadly weapon or instrument, or by any means of force likely to produce great bodily injury.”

When interviewing the PR, the operator shall inquire about the need for a paramedic and conference the call with LAFD, if applicable. The instrument of assault (weapon) shall always be entered in the comment section of the incident. Deadly weapons can include fists, bottles, objects thrown onto roadways towards moving vehicles, and suspects outnumbering a victim of an assault.

In determining the code, the location of the suspect and how long ago the crime occurred shall be taken into consideration. When an operator receives an assault type call requiring LAFD response and a firearm or a knife are involved, the incident shall be Code Three whether the suspect is at the scene or not. An ADW can be a non-coded investigation if the suspect has left the scene, and no immediate follow-up or possibility of an additional crime is likely to occur. ADW investigations are STORMED only upon an officer’s request.

INCIDENT TYPE: 245

CODE: In progress 3
Gun/Knife-LAFD Responding 2 – 3
Just Occurred 2 – 3

311.01 ASSAULT WITH A DEADLY WEAPON (ADW) WITH A VEHICLE

If intent to injure, kill or cause property damage by means of a conveyance appears to be present or is established, then the injury, death, or property damage is classified as an ADW with a vehicle and not as a traffic collision even if the injury was more serious or the damage greater than intended. The EBO shall attempt to get a detailed vehicle and suspect description.

Traffic units will have the primary responsibility for the preliminary investigation and/or reporting of ADW crimes involving motor vehicles. If there are no traffic officers available, patrol officers shall be dispatched initially. The patrol officers shall conduct the preliminary investigation until traffic officers arrive at scene. An ADW with a motor vehicle does not constitute a traffic collision. The EBO will dispatch two officers, i.e., a two-person unit or two TL units.

NOTE: Reasonable judgment and officer safety shall be considered when dispatching Traffic Units to an ADW with a vehicle incident. Calls that have other crime elements (i.e., Domestic Violence, other weapons etc.) shall be dispatched to Patrol.

INCIDENT TYPE: 245 (ADW)

DETAIL TYPE: 1 (With a Vehicle)

CODE: 2 – 3

312 ASSIST THE INVALID

Action: LAFD

All requests to “Assist the Invalid” shall be handled by the Los Angeles Fire Department (LAFD). Requests received on 9-1-1 Emergency lines shall be immediately transferred to LAFD. A police unit shall be dispatched upon the request of LAFD.

INCIDENT TYPE: 720

DETAIL TYPE: 3

CODE: 2

313 ASSISTANCE (OFFICER/FIRE DEPARTMENT)

The Department no longer uses the terminology “Officer Needs Assistance.” However, other entities may still use this phrase when calling for an emergency response from LAPD.

Any report of a Police Officer, Fire Department or Department of Transportation (DOT) officer requesting assistance shall be automatically upgraded to an “Officer Needs Help” call. This shall apply to on or off-duty officers, including reports made by the public of an Officer, Fire Department or DOT officer needing assistance.

INCIDENT TYPE: 999

CODE: 3

BROADCAST: “All units, officer needs help (location), officer needs help (location), pertinent information, Code Three, (incident number), (reporting district).”

314 ATTACK (RAPE)

Action: DISPATCH

Rape is the act of sexual intercourse accomplished with a person not the spouse of the perpetrator, under any of the following circumstances:

- Lack of consent due to mental disorder, or developmental or physical disability
- By force, violence, duress, menace, or fear of bodily injury
- Induced by alcohol, narcotics, anesthetic substance, or any controlled substance
- Victim is unconscious
- Pretense of spouse by the accused
- Threat to retaliate in the future
- Threat of public official

Operators receiving a call for service, crime, or information broadcast involving rape shall use the term “**attack**.” The word “rape” **SHALL NOT** be used in any voice broadcast. The operator shall determine when and where the attack occurred. A paramedic shall respond with a patrol unit when a call is in progress or has just occurred. Also recommend to the victim that they not shower/clean themselves or anything in the area, for preservation of possible evidence. When determining the code of an incident, consider the preservation of evidence and need for medical attention.

INCIDENT TYPE: 261 (Attack)

CODE: In progress/Just Occurred: 3
 Suspect There Now: 2 – 3
 Suspect Just Left 2

314.01 **SPOUSAL RAPE 262 P.C.**

Action: **DISPATCH/REFER**

Spousal rape is the act of sexual intercourse accomplished against the will of a husband/wife by means of:

- Force, violence, or duress
- Administration of intoxicating/anesthetic substance, or any controlled substance
- Victim is unconscious/unaware
- Threat to retaliate in the future
- Threat of public official

Dispatch a field unit and a paramedic to the location if the violation is in progress, has just occurred, or the victim is in danger and in need of medical attention. The victim may be directed to the appropriate Area desk for a crime report when the victim is not in immediate danger or need of medical attention.

INCIDENT TYPE: 261 (Attack)

314.02 **STATUTORY RAPE**

Unlawful sexual intercourse is an act of sexual intercourse accomplished with a person who is not the spouse of the perpetrator, if the person is a minor. A "minor" is a person under the age of 18 years and an "adult" is a person who is at least 18 years of age. Any person who engages in an act of unlawful sexual intercourse with a minor who is not more than three years older or three years younger than the perpetrator, is guilty of a misdemeanor.

INCIDENT TYPE: 261 (Attack)

315 **BACK-UP**

Action: **DISPATCH**

A Back-up is a voiced emergency field situation requiring a field unit to respond. (For procedural guidelines see Officer-Initiated Emergencies). Upon such a request an incident shall be created.

INCIDENT TYPE: 990

CODE: 3

BROADCAST: “Any unit in the vicinity (Unit No) is requesting a back-up, air unit and a supervisor (location, pertinent information).”

A Back-up may also be received from the Fire Department or outside agency. When such a

request is received, the request for a supervisor and air unit can be omitted.

316 **BATTERY**

Action: **DISPATCH/STORM/TELEPHONIC**

Battery is defined as the willful and unlawful use of force or violence upon the person of another. Battery does not involve the use of deadly weapons and is not likely to cause great bodily injury. Operators are to ensure that the elements of an ADW or Domestic Violence do not exist prior to dispatching on a call with an incident type of battery. Unwanted touching such as slapping, pushing, or spitting is classified as battery. Examples of sexual battery include kissing or fondling.

INCIDENT TYPE: 242

<u>CODE:</u>	In Progress	3
	Suspect There Now:	2 – 3
	Fire Department en route:	2 – 3
	Just Occurred	2

Refer the caller to the Area Station for a telephonic report when all the following conditions are met:

- ◆ No additional battery is likely to occur
- ◆ Injury, if any, does not require medical attention
- ◆ Elements of ADW do not exist
- ◆ Domestic Violence is not involved
- ◆ The suspect is not at the scene or in the area

317 **BOMB CALLS**

Action: **DISPATCH/REFER**

317.01 **BOMB THREAT**

A bomb threat is defined as a **communicated threat** to place an explosive device or related components at a location, or a report of an explosive device or related components at a location where detonation is possible or imminent.

Example: “I have planted a bomb in your car.”

Upon receipt of a bomb threat enter the description, specific location and expected detonation time of the device in the comment section of the incident. If the suspect reports the bomb threat, operators shall also document any identifying voice characteristics such as gender, age, tone (calm or excited), accents and/or speech impediments. The following notifications are to be made and listed in the comment section of the incident:

- Communications Division Watch Commander or Supervisor
- Area Watch Commander (Request a field unit or supervisor from the station, if none is available)
- Real Time Analysis and Critical Response (RACR)
- Security Services Division (If a City facility or stakeholder location is involved)
- LASD (If the bomb threat is on a bus or rail line)
- Bureau Communications Coordinator (BCC) when units are responding to suspect and device location when in different divisions
- Union Station Security and concerned rail line shall be notified of all bomb threats at Union Station

Do not broadcast the reported location, crime type, or comments. In the initial broadcast only, the unit designation shall be broadcast twice along with the code and the incident number. A patrol unit shall be assigned Code Three and a supervisor shall be assigned Code Two. If the assigned unit asks for details regarding the incident, advise the unit to monitor their MDC. Other units requesting information regarding the call shall be directed to obtain an incident history via the MDC. For a non-MDC equipped unit, provide the incident number and have the unit contact the Area Watch Commander for information regarding the call.

INCIDENT TYPE: 996

DETAIL TYPE: 1 (THREAT)

CODE: 3 (Patrol Unit)
2 (Supervisor)

BROADCAST: “Van Nuys Units and 9A11, 9A11, Incident 1234, Code Three.”
“All units, 9A11 is responding Code Three from Vanowen and Sherman Way to I1234.”

“9L40, 9L40 handle Incident 1234, Code Two.”

I. When the Suspect’s Location is Known

When the suspect’s location is known, the operator shall use the following procedures:

- A. Create an incident for dispatch to the suspect’s location and an incident to the location of threat/device.
- B. Enter on the first line of the comment section of the incident: “**SUSPECT LOCATION,**” and in the other incident indicate, “**LOCATION OF THREAT.**”
- C. The comment section of the incident shall reflect pertinent information, including the association of the related incident.
- D. Dispatch a field unit Code Three and a supervisor Code Two, if available.
- E. Make the required notifications for both incidents.

In some instances, units responding to the location of the suspected device may be in a different area than the unit responding to the caller's location. Should this occur, notify the BCC of each incident to ensure proper coordination between responding units.

If one or both of the location(s) are outside City limits, the operator receiving the call shall immediately notify a supervisor. The supervisor shall notify the concerned law enforcement agency and provide them with all pertinent information.

Criminal Conspiracy Section, Major Crimes Division has the responsibility to conduct follow-up investigations of all bomb threats in the City of Los Angeles. In order to facilitate their investigation and provide audio tapes of possible suspects in a timely manner, the following procedures are implemented:

Emergency Board Operator (EBO)

After receiving a bomb threat from a person who identifies himself or herself as the **suspect**, the EBO, in addition to other responsibilities, shall notify the Watch Commander's Aide of the incident. The comment section of the incident shall include the location that the call originated from and if the **suspect** was the caller.

Watch Commander's Aide

Upon being notified of a bomb threat received from the suspect, the Watch Commander's Aide shall obtain a printout of the incident and complete a "Request for Radio Communication 9-1-1 Tapes/Records" Form. The incident printout shall be attached to the request form and submitted to the on-duty Watch Commander. The Watch Commander will review the information for accuracy. This information shall be provided to the AM Watch Commander.

AM Watch Commander

The AM Watch Commander shall review the request forms for completeness and assign a supervisor to obtain the requested audiotapes. Once obtained the incident printout and audiotape shall be forwarded to Criminal Conspiracy Section.

317.02 **BOMB SCARE**

Action: **TELEPHONIC/DISPATCH**

A bomb scare is defined as a communicated intimidation or a threat to place a bomb.

Example: "I will put a bomb in your car if you don't give me one million dollars."

When no immediate danger to the victim exists and there is no suspected explosive device, the caller should be referred to the appropriate Area station for a telephonic report.

INCIDENT TYPE: 996

DETAIL TYPE: 2

317.03 AT SCHOOL FACILITIES

For bomb threats at school facilities create an incident and:

- A. Notify the concerned Geographic Area Detectives.
- B. Indicate the name of the Area Detective or Watch Commander notified.
- C. List “Handled by the Area Detectives” in the comment section of the incident.
- D. Notify the Los Angeles Unified School District (LAUSD) Police.
- E. Disposition the incident as OTH (other) or dispatch a field unit if directed by the Area Detectives.

317.04 RECEIVED DURING MODE TWO

During mode-two operations, the operator shall:

- A. Complete a mode-two ticket.
- B. Draw a single line through the words “Bomb Threat.”
- C. Mark the ticket to have the unit telephone the Communications Division Watch Commander Code Two.
- D. The Communications Division Watch Commander shall notify the unit of the call and all pertinent details.

318 BURGLARY

Action: DISPATCH/STORM/TELEPHONIC

A burglary is defined as the entering of a structure (or other specified place) with the intent to commit a theft or felony. These structures and/or specified places must have walls on all sides and a roof. It need not be intended for human habitation. The structures/specified places include houses, rooms, garages, warehouses, locked vehicles, and locked trunks of locked or unlocked vehicles, etc. (459 P.C.).

When creating a call for service, ascertain the suspect and victim location, point and means of entry, and suspect description. The code is dependent upon the degree of danger or potential danger of the victim.

Note: If a suspect is attempting to make entry into an occupied building, the operator shall dispatch a unit Code 3.

INCIDENT TYPE: 459

CODE: Occupied building 3
There now 2
Just occurred/Just left 2

318.01 PROCEDURE TO DETERMINE THE PRESENCE OF A DOG ON BURGLARY CALLS

Operators receiving burglary calls shall determine whether or not a dog is at the location, and indicate the information in the comment section of the incident. If a dog is at the location, ask other pertinent questions (i.e., description, location, contained, etc.) document the information and process the call according to established policy and procedure.

Note: This procedure does not include Alarm calls; however, if the alarm operator or citizen reporting advises of a dog at the location, document the information in the comment section of the incident.

318.02 HOT PROWL

Hot Prowl is when the victim and the suspect are inside the location. Ask the PR where the suspect is located in the house and where they are located in the house. Do not have the victim place themselves in harms way. The operator shall remain on the line with the PR until he/she is with the officers. "Hot Prowl" shall be included on the first line of the comment section of the incident.

DETAIL TYPE: X (In Progress) or
SV (Suspect and Victim in Location)

CODE: 3

BROADCAST: "Central Units and 1A11, 1A11, 459 Hot Prowl 231 N. Main, 231 N. Main. Suspect downstairs, the victim is in the upstairs closet. Code Three, Incident number 1267, RD 167."

318.03 INVESTIGATION

STORM the incident if the crime did not occur within the last 60 minutes and the suspect is no longer at the scene or in the area.

If the burglary had involved a hot prowler, and the suspect is no longer at the location, dispatch a patrol unit Code Two. A unit shall be dispatched regardless of how much time has passed since the crime occurred.

DETAIL TYPE: I

318.04 **BURGLARY FROM MOTOR VEHICLE (BFMV)**

See Vehicles, Burglary/Theft from Motor Vehicle.

319 **CHEMICAL SPILLS, HAZARDOUS MATERIALS, AND
CONTAMINATION EMERGENCIES**

Action: **LAFD/DISPATCH**

Hazardous materials vary widely in form and chemical characteristics. They can be solid, liquid, gas or a combination of these forms. They can be corrosive, toxic, water or air-reactive, flammable, explosive or radioactive and has the capacity of inducing great bodily injury or illness, or which has been determined to be capable of posing an unreasonable risk to health, safety, or property. The increasing use of hazardous materials and the related problems of transportation, storage, mishandling and disposal of these materials increase the incidence of contamination emergencies.

At the scene of a contamination emergency, the LAFD has the primary responsibility and authority to direct all operations to gain control and to take precautions necessary to save life, protect property and prevent further injury or damage. LAPD's role is to assist the LAFD Incident Commander.

Callers requesting information regarding toxicity, health hazards, medical treatment and decontamination procedures may be referred to the County Poison Information Center. Contamination information may be obtained from Chemical Transportation Emergency Center (CHEMTREC).

If a vehicle transporting hazardous materials is involved, personnel shall obtain the Department of Transportation (DOT) number of the vehicle, if any.

Communications Division Personnel/Responding Unit Responsibilities

- I. Report of Possible Contamination
 - A. Notify the LAFD and request the LAFD Mobile Lab
 - B. Dispatch a field unit and supervisor Code Two, when LAFD requests LAPD
 - C. Notify other affected agencies (i.e., CHP, LASD, bordering police agencies, etc.)
 - D. Notify Air Support and caution their units to avoid the area.

- II. Report of Contamination by a Field Unit
 - A. Location, including type of premise (residential, business) or vehicle information
 Entry/Exit routes
 - B. Property or vehicle owner's name
 - C. Weather conditions, including wind direction
 - D. Name of material involved, if known

- E. Placard information, (i.e., warning signs, identification signs or numbers or DOT number if any)
- F. Number and type of additional personnel needed

III. Required Notifications

- A. Communications Division Watch Commander
- B. Department of Public Works, (to shut down sewage plants)
- C. Department of Water and Power for drainage problems
- D. CHP to have a Sig-Alert broadcast, if directed
- E. Information broadcast for all personnel (Bureau Group)
- F. Real Time Analysis and Critical Response (RACR)

INCIDENT TYPE: 100 (Other) or 200 (Unusual Occurrence)

CODE: 2 – 3 (Patrol Unit)
2 (Supervisor)

320 **CHILD ABUSE**

Action: **DISPATCH/REFER**

Child abuse is partially defined as an act of abuse committed against a child under the age of 18 by a parent or guardian (including common law). Forms of child abuse may include physical, sexual, mental/verbal abuse, as well as child endangerment (neglect). The abuse may be reported by a variety of individuals either private or by governmental, social and educational entities.

The Abused Child Unit (ACU), Juvenile Division, handles child abuse cases when the victim is less than 18 years of age and the suspect is a parent or guardian. ACU also handles undetermined deaths of children under 11 years of age. The Investigative Child Unit (ICU) was established by ACU to provide advice and handle mandated reporters.

320.01 **MANDATED REPORTERS**

Action: **DISPATCH**

A mandated reporter is any childcare custodian, health practitioner, employee of a child protective agency, child visitation monitor, firefighter, animal control officer or humane society officer within the scope of his or her employment. This includes teachers, educators, childcare workers, and psychologists. Mandated reporters are required to report any suspected child abuse situations to either Child Protective Services and/or law enforcement immediately (verbal) or within 36 hours (written) of receiving the information. When a mandated reporter calls and the abuse is not in progress and/or the child is not in immediate danger, the caller is to be referred to the Investigative Control Unit (ICU), between business hours of 0800 and 1630, Monday through Friday. ICU will enter specific information into the system and check for any prior

abuse committed against the child, upon which ICU will contact the EBO to dispatch a field unit if necessary. For calls received during non-business hours, a field unit shall be dispatched.

320.02 **PRIVATE PERSONS**

Action: **DISPATCH/REFER**

An incident shall be created when a private person calls regarding child abuse. The CAD will auto-populate the statement "Contact ACU upon arrival" in incident comments when incident type codes for Child (288) are used.

All calls for dispatch involving children are a minimum of Code Two. When determining the code, the suspect's location, immediate danger, severity, and age of the victim and/or victims should be taken into consideration.

The location of occurrence, generally, will determine the Area responsible for the preliminary investigation.

Exceptions:

- A. When the victim/parents are at a station, that Area station will handle the initial report, regardless of where the crime occurred.
- B. If lengthy travel time or two (2) Areas separate the location of the victim and where the crime occurred, the area where the victim is located is responsible for the report.
- C. If the child was abused in one Area, but telephonically requested police service in another Area, the Area of occurrence will be responsible for the investigation and report.

320.03 **LOS ANGELES UNIFIED SCHOOL DISTRICT (LAUSD)**

Upon receiving a report of child abuse from any school in the Los Angeles Unified School District (LAUSD), the concerned EBO shall refer the PR to the Investigative Control Unit (ICU). ICU will evaluate the information from LAUSD and notify Communications Division if a field unit is to be dispatched.

If the suspect is at the location or other extenuating circumstances exist, the EBO shall dispatch a field unit and telephonically notify ICU. ICU is staffed between 0800 and 1630 hours, Monday through Friday. During non-business hours, weekends, and holidays, make notifications to RACR.

INCIDENT TYPE: 288

CODE: 2 – 3

320.04 DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS)

Department of Children Services (DCS) referral Section 306 and Section 300 A/B of the Welfare and Institution Code (WIC) allows county social workers to take children into custody in the following instances:

- Hospital holds – Infants born addicted to drugs or narcotics.
- Hospital overstays – Parent or guardian does not pick up child.
- Parents refusing to care for a minor.
- Infants born to mothers in jail or psychiatric hospitals.

Children who are victims of any other crime are the responsibility of the police. DCS may, on occasion, request the assistance of the police department. In this instance, a police unit shall be dispatched Code Two with the phrase “Meet the DCFS Worker” on the first line of the comments.

INCIDENT TYPE: 720

DETAIL TYPE: O (Other)

CODE: 2

321 CHILD CUSTODY ABDUCTIONS

Action: DISPATCH

Both mother and father are equally entitled to the custody of their child, unless a court order indicates otherwise. It is a felony/misdemeanor for any person with the right of custody to intentionally deprive another person or public agency of their physical custody or visitation with the child/children. If a child is maliciously taken, detained, concealed, or enticed away without good cause by one custodian from another, the victim of the crime is the person who has been unlawfully deprived of custody. The intent to deprive is a crime and a dispute over child custody, therefore a field unit shall be dispatched.

INCIDENT TYPE: 620 (Dispute)

DETAIL TYPE: F

CODE: 2 – 3

322 CHILD ENDANGERING/CHILDREN LOCKED IN VEHICLE

Action: DISPATCH/LAFD

Infants and/or small children’s inability to care for themselves and their exposure to extreme temperatures in locked vehicles can result in a medical emergency.

I. Los Angeles Police Department's (LAPD) Responsibilities:

- A. Requests for assistance which involve infants and/or small children in potentially hazardous situations and there is a reasonable belief that criminal negligence may exist shall be handled by LAPD.

Example: Any individual calling to report a small child locked in a vehicle and the parent/guardian cannot be found.

- B. The receiving operator shall immediately conference with the Los Angeles Fire Department (LAFD). The concerned EBO shall remain on the line to obtain any pertinent information. Each call must be individually assessed as to whether police and/or Fire Department response is required. Code shall be based on the urgency of the situation.

- C. An incident shall be created for dispatch and in the comment section of the incident indicate "CHILD ENDANGERING."

II. Los Angeles Fire Department (LAFD) Responsibility

- A. Requests for assistance involving small children in potentially hazardous situations and there is no evidence of criminal negligence shall be handled by LAFD.

Example: Any individual, parent or guardian calling to report a small child accidentally locked in vehicle.

323 **CRIMES OR LEWD/LASCIVIOUS ACTS AGAINST CHILDREN**

Action: DISPATCH

Any person who willfully commits a lewd or lascivious act upon or with the body of a child less than 14 years of age with the intent of arousing, appealing to, or gratifying the lust, or passions or sexual desires of that person or of the child is guilty of a felony (288 P.C.).

INCIDENT TYPE: 288 (CHILD)

CODE:

In Progress:	3
Just Occurred:	3
Investigation:	2

323.1 **CITIZEN FOLLOWING A SUSPECT IN A VEHICLE OR ON FOOT**

When a citizen using a mobile phone reports that he/she is following or pursuing a suspect in a vehicle or on foot, the concerned Emergency Board Operator (EBO) shall determine whether or

not to dispatch using established guidelines. When it is determined that the call meets the criteria for dispatch, the EBO shall obtain all information necessary to complete the incident, and the PR shall be admonished as follows:

"I am sending police officers. Please be advised that if you choose to continue following the offender, you may subject yourself to safety hazards and liability."

"CITIZEN FOLLOWING" and "PR ADMONISHED" shall be noted in the comments section of the incident.

If the PR indicates that he/she will not continue to follow the suspect, the EBO shall ensure all pertinent information has been obtained, terminate the call, and dispatch a unit to the appropriate location.

If the PR, after being admonished, chooses to continue following the suspect, the EBO shall remain on the line with the PR until Officers arrive or the PR discontinues following and is not in danger.

All calls for service in which a citizen is following or pursuing a suspect shall be dispatched Code Three.

When creating the incident, the location of occurrence shall be the last known location of the suspect or the location of the PR/victim, whichever is more practical. Specific details regarding the location of occurrence and any other related locations shall be clarified in the comments section. The Incident/Detail type should reflect the type of crime being reported.

324 CITIZEN/SECURITY OFFICER HOLDING A SUSPECT

Action: **DISPATCH**

324.01 CITIZEN HOLDING

When a citizen is holding a suspect a field unit shall be dispatched Code Three. Ascertain from the caller the means, number of suspects, and reason for detention (holding).

INCIDENT TYPE: The incident type will depend on the type of crime involved
(i.e., 242 P.C., 245 P.C.)

DETAIL TYPE: H (Broadcast as – Citizen Holding "incident type" Suspect)

CODE: 3

324.02 SECURITY OFFICER HOLDING

When a person employed for the purpose of security or loss prevention calls, a field unit shall be dispatched.

INCIDENT TYPE: The incident type will depend on the type of crime involved (i.e., 484 P.C., 245 P.C.)

DETAIL TYPE: O (Broadcast as – See Officer Holding “type” Suspect)

CODE: 2 (Security Holding)
3 (If suspect is combative or other exigent circumstances exist)

325 CITY FACILITIES AND STAKEHOLDER LOCATIONS

The LAPD maintains primary law enforcement responsibility for City facilities and stakeholder locations including the City Hall complex, libraries, parks, the Los Angeles Zoo, Convention Center, and Bureau of Sanitation Waste Water Treatment Plants.

Personnel receiving a call for service at any City facility or stakeholder location shall generate a call for service for an LAPD patrol unit and dispatch with a priority no less than Code Two. Calls shall be thoroughly screened to determine if they meet the criteria for a Code Three response and, if so, dispatched accordingly.

Each City facility and stakeholder location has been entered into Premier CAD as a “Common Place” (i.e. Piper Tech, Hansen Dam, City Hall, etc.). Verifying a Common Place during the address verification process will generate an automatic message in the Incident Audit Trail stating, “SIMULCAST ON SECSO RADIO CHANNEL.” In addition, a Premise Hazard has been entered into Premier CAD for each location, detailing required additional procedures for each call for service.

Operator Responsibilities and Procedures

Any operator receiving a call for service at a City facility or stakeholder location shall:

1. Not transfer the call to any other operator. The call shall be handled by the receiving operator.
2. Enter the address or Common Place Name into the Address Field of the Initiate Incident (II) screen of PCAD and verify the Place Name (i.e. an operator enters 555 Ramirez Street but selects Piper Tech during the verification process).
3. The operator shall follow existing policies and procedures relative to the interview process (i.e. conducting a thorough interview, obtaining person reporting [PR] and phone number information, offering the option for anonymity, etc.).
4. Upon completing the II process, the operator shall review the Incident Audit Trail. If the phrase “SIMULCAST ON SECSO RADIO CHANNEL” is indicated in the first section of the Audit Trail, the operator shall manually change the Modifying

Circumstances field of the incident to “SD”. This is accomplished by any of the following methods:

- a) Typing “MC;SD” followed by the F12 key in the comments section of the Incident Update (IU) screen.
- b) Clicking the “Form Update” button on the IU screen, then selecting “SD” in the Modifying Circumstances drop-down menu, followed by the F12 key.
- c) Entering the following command statement on the Command Line: “IU.Incident Number.MC;SD” followed by the F10 key (i.e. “IU.1234.MC;SD” then F10).

Changing the Modifying Circumstances field to “SD” automatically upgrades the incident to Code 2. If the incident requires a Code 3 response, the operator must manually update the Priority Field to “3” by following existing procedures.

NOTE: The “SD” selection of the Modifying Circumstances field provides a visual indicator in the PCAD Pending Queue that the call is at a City Facility or stakeholder location. It also allows SECSO to easily track all calls for service to these locations.

5. The operator shall review the incident for Premise Hazard information and click the “WRITE TO INCIDENT” button for all Premise Hazards. The operator shall then review the Audit Trail and follow the specific instructions indicated.
6. The operator shall broadcast the call on all of the appropriate radio channels **including the SECSO channel.** Any broadcasts with supplemental information shall also be broadcast on SECSO.
7. SECSO deploys Park Closure units on a daily basis (36RP11-36RP29). At the conclusion of operating hours, Park Closure Units are responsible for securing numerous parks and recreation facilities throughout the City, including locking parking lot gates.

Occasionally, a Park Closure Unit will lock a parking lot with a citizen’s vehicle still inside. Signage at the parking lot directs the citizen to call a number if their vehicle is locked inside. This number forwards to SECSO. SECSO will forward these calls to CD for processing.

Upon receipt of a call from a citizen at a City park or recreation facility reporting their vehicle has been locked inside the parking lot, the EBO receiving the call shall:

- A. Create a call for service using the Incident Type “100” (Other). The EBO should obtain the name of the facility, the address, specific

location within the park/recreation facility, vehicle description and Person Reporting (PR) callback information. The Modifying Circumstances field must be changed to “SD.” The phrase “vehicle lock-in” should be included on the first line of the comments section of the incident. The call shall have a priority of Code Two.

- B. When the incident number is generated, manually change the Area to “36” by one of the following methods:
1. Command Statement: IU.1234.AR;36 <F10>
 2. Typing “AR;36” <F12> in the comments section of the Incident Update form.
- C. Broadcast the call for “Any Security Services Unit” on the SECS D Base Channel **only**.

Example: “Any Security Services Unit, vehicle lock-in, 22525 Chase Street at Chase Park, see the PR in the northeast parking lot near a blue BMW X5, Code Two, Incident 1234, RD 2103.”

Radio Telephone Operator (RTO) Responsibilities and Procedures:

When a **Code Two** call for service is generated at a City facility or stakeholder location, the RTO for the Area of occurrence shall ensure the call is assigned to a unit **within five minutes**. If no unit is available, the RTO shall employ assertive dispatching techniques and assign the call to a unit from an outside Area or two Supervisory units within the Area of occurrence.

NOTE: The PCAD system has been modified so that calls for service at these locations are flagged with “SD” in the PCAD Pending Queue, between the Incident Type and Priority.

An RTO assigned to a radio position for an Area Station shall ensure that all broadcasts related to City facilities and stakeholder locations are also broadcast on the SECS D channel. The SECS D channel is available on all MCC 7500 templates but is **not** included in any Group Selects of the Dispatcher User Interface (DUI). The SECS D channel must be manually selected.

NOTE: A RTO handling an urgent field situation or officer emergency occurring at or near a City facility or stakeholder location shall ensure that all pertinent information is simulcast on the SECS D radio channel.

In the event a SECS D unit has further information, requests the cancellation of the Area unit, or needs to coordinate a response, they will communicate with RTO 36 on the SECS D Base Channel.

NOTE: In the event a SECSO unit cancels a patrol unit from a call for service, RTO 36 shall reassign the call to the appropriate SECSO unit following existing call cancellation procedures.

Bureau Communications Coordinator (BCC) Responsibilities and Procedures:

The concerned BCC shall work in conjunction with the RTO to ensure Code Two calls for service at City facilities and stakeholder locations are assigned to a unit within five minutes. When necessary, the BCC shall assist with the assignment of a unit from an outside Area or two Supervisory units from the Area of occurrence.

326 CONSULATE OFFICE, CONSULAR RESIDENCE OR CONSULAR FACILITY

There are numerous consulate offices located within the City of Los Angeles. Within these offices are government representatives from other countries appointed by their government to reside in the United States, many of which hold residence in the City of Los Angeles. These diplomatic officials represent their government's commercial interest and assist its citizens in conducting international relations from these offices.

Upon receipt of a call for service to a consulate office, consular residence or consular facility, the following procedures shall be adhered to:

- Conduct a thorough interview and determine the incident type according to established policy and procedures. Calls to these locations shall be prioritized a minimum of Code Two.
- Create an incident for a patrol unit
- Include any Premise Hazard pertinent to the incident
- Include the consulate office name in the location field of the Initiate Incident form
- Dispatch an Area supervisor Code Two
- Notify the Area Watch Commander
- Notify the Communications Division Watch Commander
- Notify a Communications Division floor supervisor
- Notify Real Time Analysis Critical Response Division (RACR) of the incident

All of the preceding notifications including the name/rank of the contact person shall be documented in the comment section of the incident.

327 DEATH INVESTIGATIONS/DEAD BODIES

Action: DISPATCH

When a call regarding a possible dead body is received from someone other than LAFD or Hospital personnel, conference LAFD with the caller. A patrol unit will respond with LAFD to ensure that there was no crime involved. An "L" unit may be dispatched for death investigations that appear to be natural.

INCIDENT TYPE: 927 (DEATH)

DETAIL TYPE: A

CODE: 2 – 3

327.01 DEATH INVESTIGATIONS AT HOSPITALS

Action: DISPATCH

Upon receipt of a call from a hospital regarding a death investigation, an incident shall be created and a field unit dispatched if a physician is unwilling to sign a death certificate. This situation occurs when the death is a homicide, suicide is suspected, or death occurs following an injury or accident, and when reasonable grounds exist to suspect death was caused by the criminal act of another. If unusual circumstances exist operator discretion shall be used to determine call type, and code.

327.02 DEATH INVESTIGATIONS AS A RESULT OF A TRAFFIC COLLISION

If the death is a result of a traffic collision, the call shall be handled as a Traffic Collision. For death investigations resulting from a Traffic Collision on the freeway within the City limits, CHP has the primary responsibility.

328 DEPARTMENT EMPLOYEES

When a Department employee assigned to Communications Division receives a call for service involving an employee of the Los Angeles Police Department (i.e., employee is the suspect, victim, or witness to a crime), he/she shall follow established policies/procedures for the type of incident being reported and make the following notifications:

- Communications Division Watch Commander
- Concerned Area Watch Commander
- The employee receiving the call shall document the names of the persons notified in the comment section of the incident
- Real Time Analysis and Critical Response (RACR)

329 DISEASE - DISSEMINATION OF INFORMATION REGARDING COMMUNICABLE DISEASES

When Communications Division personnel receive a call that requires the dispatch of field officers and the caller indicates an involved party is infected with a communicable disease (i.e., tuberculosis, hepatitis, HIV, AIDS), the operator shall:

- I. Create an incident and dispatch in accordance with established policies and procedures.

- II. The advisory information that an involved party is infected with a communicable disease shall be included in the comment section of the incident. If the specific name of the disease is provided (i.e., HIV, AIDS), it shall be indicated in the comment section of the incident. Any other information pertinent to officer health and safety shall also be included.

Example: Per PR, suspect is HIV positive and takes medication for severe depression.

- III. If the call's priority requires the incident to be broadcast or if a non-MDC equipped unit is assigned, the information contained in the comment section of the incident advising that an involved party is infected with a communicable disease **shall not** be broadcast.
- A. A non-MDC equipped unit shall be advised to contact the Area Watch Commander for additional information prior to handling the call. The concerned Area Watch Commander shall be contacted and apprised of the information and incident number.
- B. An MDC equipped unit shall be advised to monitor the comments for additional information prior to handling the call.

Wrongful disclosure of information about an individual's HIV status may violate state and federal constitutional privacy protections. Willful or negligent disclosure of HIV information to unauthorized persons may result in civil or criminal penalties or Department disciplinary action.

330 **DISPUTES**

Action: DISPATCH/REFER

It is the policy of the LAPD to dispatch a field unit to a family/civil/business dispute only in those cases in which a crime has been reported, to prevent a potential crime from occurring, keep the peace, or prevent a potential crime from occurring. Disputes not involving criminal activity or requiring officers to respond to keep the peace should be referred to the civil process and/or the appropriate referral, counseling or social service agency.

Family/civil/business disputes are often dangerous for responding officers because of the extreme emotional state of the parties involved. Therefore, it is **mandatory** that two officers be dispatched to all such calls. For officer safety, indicate any weapons at the residence and the reason the caller believes they are in danger. Each call must be individually assessed as to whether police response is required or a referral. Due to the civil nature of disputes, most dispute calls (except Domestic Violence) are non-coded. A dispute can be given a code for those urgent in nature.

INCIDENT TYPE: 620

330.01 BUSINESS

A confrontation at a commercial establishment is a business dispute. Situations requiring officers to respond to a business dispute may include customers refusing to leave, potential escalation of a verbal confrontation, and businesses withholding property in lieu of payment. Examples of business disputes include verbal confrontations over cash discrepancies at a gas station, or a patron's refusal to leave a hotel or board and care facility. Calls for service regarding illegal vending are also dispatched as business disputes.

DETAIL TYPE: B

330.02 LANDLORD/TENANT

A landlord-tenant relationship is primarily based on property rights. When criminal violations are present and/or a need to keep the peace, a field unit shall be dispatched to the scene of a landlord-tenant dispute.

Callers with a landlord/tenant dispute that does not meet the criteria for dispatch are to be referred to the civil process, such as a private attorney and/or an appropriate agency. Refer the caller to the Los Angeles County Sheriff's Department for inquiries on eviction enforcement, property rights, and long-term agreements. For inquiries related to City housing refer the caller to County District Environmental Service for Apartment Habitability.

Criminal conduct by a landlord includes, but is not limited to the following circumstances:

- A tenant lockout without lawful court-ordered eviction
- Seizure of doors or windows of a tenant's residence in an attempt to render the apartment uninhabitable
- Terminating utility services to force a tenant to move
- A landlord trespassing by entering a tenant's apartment arbitrarily at an unreasonable time for an unreasonable purpose

Criminal conduct by a tenant may include, but is not limited to, the following circumstances:

- Vandalism
- Attempting to return and take possession of an apartment after a lawful eviction
- Disturbance of the peace

DETAIL TYPE: L

A. Evictions

Action: REFER

A tenant "ordered by the court" to vacate the premises by a specified date is a lawful eviction. The landlord has the right of possession and use of the premises

after the “court ordered” date. If the tenant remains at the location after the court ordered date, then the Los Angeles County Sheriff Department’s office has the primary responsibility for enforcing eviction orders.

B. Notice to Quit

Action: REFER

A “Notice to Quit” is a “3 Day” or “30 Day” notice that is served on a tenant and is a preliminary requirement that must be met prior to filing eviction proceedings.

C. Abandonment (Defined)

Action: REFER/DISPATCH

A premise is considered abandoned when the tenant has left the premises with no intent to return or continue living therein and **ALL** of the following requirements are met:

- Rent must be past due 14 consecutive days
- The owner must in good faith believe that the unit has been abandoned
- The owner must serve and post, in plain view on the premises a notice of belief of abandonment setting a date 15 days after the notice that the property will be deemed legally abandoned
- The 15 days must have expired without response from the tenant

If there is no suspect at the location then refer the caller to the station. Calls involving suspects at an abandoned location fall within the criteria of trespassing.

D. Innkeeper – Guest Disputes

Action: DISPATCH

An innkeeper-guest relationship is based on contractual rights. The guest does not have property interest in the location. When a guest has breached the contract by defrauding in payments, the guest becomes a trespasser and may be evicted by the innkeeper.

The presence or lack of the following factors would tend to support an innkeeper-guest relationship:

- Presence of common cooking or bathroom facilities
- Proprietor’s retention of key and right to enter premises at frequent or unlimited times
- Short term rental agreements
- Furnishings of linens, maid service, etc

Disputes over possession of seized property or lockout situations between an innkeeper and a guest should primarily be treated as civil in nature and the parties advised to seek assistance from private counsel. Only upon a guest's refusal to leave the premise such as a hotel or board and care facility is a field unit to be dispatched for a business dispute.

DETAIL TYPE: B

330.03 MAN/WOMAN

A verbal altercation between a male and female, regardless of their relationship, that does not meet the criteria for domestic violence, yet has the potential to escalate to a crime will be considered a man/woman dispute. As in other disputes, refusal to leave and withholding property may be criteria for dispatch.

DETAIL TYPE: M

330.04 NEIGHBOR

An altercation between people living or located near one another is a neighbor dispute. Although neighbor disputes are civil in matter, a police unit will respond to keep the peace.

DETAIL TYPE: N

330.05 FAMILY

An altercation between family members (spouse, brother, sister, in-laws, etc.) or roommates that has potential to escalate to a crime is a family dispute. Indicate in the comment section of the incident the reason the caller is fearful and requires police presence.

For requests to retrieve belongings/property from a roommate or family member, police units will standby while a caller retrieves limited essential personal belongings. Essential personal possessions include medications and clothing. Ensure that the caller waits for the police in a safe area near or at the location of their personal belongings.

Note: Police officers will not violate a restraining order to assist with the retrieval of belongings.

DETAIL TYPE: F (Family)
 1 (Roommates)

330.05.01 DOMESTIC VIOLENCE

Action: DISPATCH

“Domestic violence is abuse committed against an adult or fully emancipated minor who is a spouse, former spouse, cohabitant, former cohabitant, or a person with whom the suspect has

had, or has a child, or has had, or has a dating or engagement relationship (13700 P.C., 1994).” Abuse means intentionally or recklessly causing or attempting to cause bodily injury, or placing another person in reasonable apprehension of imminent serious bodily injury to himself or another. (13700 P.C., 1994).”

“Cohabitants” are two unrelated adults living together for a substantial period of time, resulting in some permanency of relationship. Factors that may determine cohabitation include, but are not limited to:

- Sexual relationships between the parties
- Sharing of income or expenses
- Joint use or ownership of property
- Whether the parties hold themselves out as husband and wife
- The continuity of the relationship
- The length of the relationship

The following relationships do not meet domestic violence criteria:

- Platonic roommate
- Sibling, child or parent
- Witness observing victim and suspect with no knowledge of relationships

I. Interview Guidelines

Domestic violence is alleged criminal conduct. Personnel shall conduct a diligent interview of the party reporting to ascertain if any violations of the law have occurred. Specific questions should be asked to determine the location of the suspect, location of weapons, if any, a history of violence, and whether or not the victim sustained injuries.

Advice is not to be given to the person reporting. Speculation and assumptions are not to be made by any involved operators. This includes areas concerning:

- Financial consequences (i.e., bail, missed time from work)
- Likelihood of prosecution
- Permissible level of abuse based on cultural, racial, or occupational groups
- Questioning the validity of information provided by the person reporting
- Questioning whether the victim’s/suspect’s follow through
- Possibilities for reconciliation

If a caller is requesting information on a Restraining Order and is not requesting police response then refer the caller to the Restraining Order information line, listed under HOTLINES in the Ready Reference.

II. Policy

A. Dispatch

Personnel shall dispatch a field unit in **ALL** situations involving domestic violence, including telephonic threats, which places another person in reasonable apprehension of imminent bodily injury to themselves or another. A field unit is to be dispatched regardless of:

- The suspect's location
- When the crime occurred
- The marital status of complainant and suspect
- The present or former domestic relationship of complainant and suspect
- The existence of a valid Restraining Order
- Location of the incident (public/private)
- The complainant's emotional state

B. Callbacks

Domestic violence incidents may be called back to obtain additional pertinent information. Callbacks shall not be made to ascertain if police response is still needed.

C. Cancellations

Domestic violence calls **may only** be canceled when the victim has left LAPD's jurisdiction. In instances where the victim is not in LAPD's jurisdiction, and the victim's new location is known, personnel shall notify the appropriate law enforcement agency and close the incident with the disposition code of "REF." The name and/or operator number of the person contacted shall be included in the comment section of the incident. These calls shall not be given to the Area Watch Commander.

D. Unit Assigned a Domestic Violence

A field unit assigned a domestic violence incident regardless of code, **shall not** be retuned for reassignment or assigned additional calls.

III. Incident Procedures

A. Incident Type

The complete incident type shall be 620D unless a violation of the law has occurred. If a violation has occurred, the appropriate crime type (i.e., 245 P.C., 242 P.C.) shall be used and the detail type "D."

B. Code

The code shall be based on the urgency of the situation as indicated in the information received from the person reporting. Calls reporting threatened, imminent, or ongoing domestic violence, and any protection order or restraining order in violation shall be Code Three.

The following factors shall not be used to determine code or to downgrade a previously dispatched incident:

- Validity of the restraining order
- The location of the suspect
- Elapsed time between when an incident occurred and when reported

IV. Broadcasting

When broadcasting a domestic dispute call, the terminology “Domestic Violence” shall be used.

330.05.2 **RESTRAINING ORDERS**

Calls requesting police assistance for situations involving domestic violence and the violation of any protection or restraining order shall be dispatched. The validity of the restraining order and the suspect location at the time of the call cannot be used in determining the code. (Penal Code Section 13702).

Operators shall not attempt to ascertain the validity of the protective order before responding to the request for police assistance.

INCIDENT TYPE: 620D

DETAIL TYPE: R (Rest Order Viol)

CODE: 3

331 **DISTURBANCE, MAJOR (415)**

Action: **DISPATCH**

A disturbance is anyone who interferes, causes disorder, or inconveniences another person(s). A disturbance, 415 P.C., covers a multitude of conditions including:

- Unlawful fights in a public place or the challenging of a person to fight in a public place
- Maliciously and willfully disturbing another person by loud and unreasonable noise

- The use of offensive words in a public place, which are inherently likely to provoke an immediate violent reaction

Detail types and codes shall be based on the urgency of the situation as indicated by the PR. Generally, the receiving operator of a disturbance should include in the comment of the incident:

- The nature of the disturbance
- If any weapons involved, include the type and location of the weapon
- The number and description of people involved
- The degree or likely degree of injury

331.01 **COMMONLY USED DETAIL TYPES**

- A. 415 Fight - Involves mutual combat between individuals or a group of people. In the comment section of the incident, document the number of suspects involved and if any weapons are involved. For a fight at the scene of a traffic collision, refer to “Traffic” in the Specific Calls section of the manual.

DETAIL TYPE: F

- B. 415 Group – Anytime two or more people are congregating and officer safety is not threatened.

DETAIL TYPE: G

- C. 415 Juvenile – Anytime a minor (under 18) is involved. Curfew restrictions for minors are in place from 2200 hours until sunrise.

DETAIL TYPE: J

- D. 415 Man or Woman – A male or female causing a disturbance. This includes aggressive solicitation; using offensive language in a public place; and, willfully provoking others.

DETAIL TYPE: M (Man) or W (Woman)

- E. 415 Gang Activity – When a caller identifies a suspect(s) as a gang member document the activity, suspect’s attire and distinguishing features (tattoos, hairstyle), and weapons, if any.

Between the hours of 1400-0300, Communications Division personnel shall broadcast all gang related criminal activity calls for “Any George Unit”. The broadcast will be made on the appropriate radio frequencies. The RTO shall immediately broadcast and dispatch any available “George” unit to any Priority II or III call appearing in their pending queue that include “Gang Activity.”

The following order of selection shall be use when assigning non-traffic, gang-related calls for service:

1. Any deployed Gang Enforcement Detail (GED) unit listed in the Area in which the call is located.

The field unit selection sequence should continue thereafter in the order established according to the Priority of the call for service.

DETAIL TYPE: 2

EXAMPLE: “18G5, 18G35, 415 Gang Activity, 114th Street and Grape, Southwest Corner, 5-6 males, no further information.”

- F. 415 Gun or Knife – The detail type can be applied when a person is in possession (carrying, waving, concealing, etc) of a gun/knife and is not threatening to use the weapon.

DETAIL TYPE: 3 (Gun) or 6 (Knives)

- G. 415 Major – Is when a large crowd is congregating and may require multiple officers. The detail type G is used in conjunction with this call.

DETAIL TYPE: 5

- H. 415 Assaulting – When one person is physically threatening and intimidating another person.

DETAIL TYPE: 8

331.01.1 415 PARTY CALLS

The Loud Party Ordinance, Section 41.58 of the Los Angeles Municipal Code (LAMC), was designed to hold uncooperative people financially responsible for expenses incurred when Department resources are unnecessarily expended for a loud party. A party is type coded as 415 when an offense is occurring at the party where the officer(s) may issue a citation.

Field units may issue a citation to a party or gathering when any of the following factors are present: narcotic usage; drinking in public or in an alley; littering, or throwing bottles; blocking or obstructing traffic, double parked, etc.; urinating in public; minors drinking; violation of 2200 hour curfew; trespassing; multiple responses from the police department; and amplified music or live band.

331.01.2 LOS ANGELES MUNICIPAL CODES (LAMC)

➤ **Theaters and Sound Amplifiers**

Operating any sound amplifying system as part of any show in such a manner that is audible to the human ear, more than fifty feet from the property line or structure where the show is being conducted is a violation of LAMC 41.32.

➤ **Music Reproducing Devices**

Every owner or operator of any public resort, where phonograph, loud speaker, or any other device for the reproduction of sound is played for hire, shall not allow any such device between 0200 and 0500 hours is a violation of LAMC 41.42.

➤ **Loud and Raucous Noise**

Every person who allows, causes, or permits, loud noises from any sound making or amplifying device, on any private property, public street or any other public place, in such a manner as to interfere with the peace and quiet of any person within or upon any of such places, is in violation of LAMC 41.57.

Note: Consider the hour, place, nature of noise and any other circumstance.

➤ **Amplified Sound**

Engaging in the installation, use or operation of any loudspeaker or sound amplifying equipment in a fixed or movable position for the purpose of giving instructions, direction, talks, addresses, lectures, or transmits music to any persons in or on any public street, sidewalk, park or other public place, for commercial purposes in a residential area or within 500 feet thereof at any time is in violation of LAMC 1115.02 [a];

Or

For non-commercial purposes in a residential zone or within 500 feet thereof (except school and church purposes), between 1630 and 0900 hours (115.02 [b] LAMC);

Or

For commercial purposes in a non-residential zone between 2100 and 0800 hours (115.02 [c] LAMC);

Or

For non-commercial purposes more than 500 feet from residential zones between 2200 and 0700 hours (115.02 [d] LAMC);

Or

Emitting sounds other than human speech and/or music (115.02 [e] LAMC);

Or

Emitting sounds audible at a distance in excess of 200 feet, or sounds which are loud, raucous, or disturbing to reasonable persons of normal sensitiveness within the area of audibility (115.02 [f] LAMC);

Or

Within 200 feet of any hospital grounds or any school or church building while in use (115.02 [g] LAMC).

DETAIL TYPE: 1

I. Dispatch:

- Communications Division personnel shall dispatch on those calls which fall into the category of unreasonable activity (i.e., loud radio, live band, large group).
- Communication Division personnel shall dispatch if the PR is able to provide information which will assist field units in locating the 415 party (i.e., two blocks east of their location, next block over from my residence, bar on the corner).
- A field unit shall be dispatched when multiple complaints (two or more) have been received regarding the same party/gathering, even if exact location is not known.
- The detail types and code shall be based on the urgency of the situation as indicated by the PR.

II. Broadcast and File:

- Reports of 415 party calls may only be Broadcast and Filed (BCF) when the person reporting is unable to provide a location and the call is the first report of the disturbance. The operator receiving the call shall create an incident and close it with the disposition code of "INF." The broadcast shall be made on the appropriate base channel.

Example: "(Area) Units, for information only, 415 party (Location), Incident 1234."

III. General Guidelines:

- It is **NOT** necessary for the PR to be identified or wish to be contacted by the unit.

- It is **NOT** necessary to ascertain if the PR is willing to prosecute before initiating a dispatch for disturbance calls.
- No sound system may be used at anytime that can be heard for more than fifty (50) feet from the property line on which the music is played.
- Music that is played by a band for hire or in connection with a moneymaking establishment may not play between the hours of 0200 and 0500 on any day.

INCIDENT TYPE: 415

CODE: None

332 **DISTURBANCE, MINOR (507)**

Action: DISPATCH

The sounds of barking dogs, heavy-duty construction equipment, amplified music, trash trucks, vehicle alarms, and loud parties are all examples of noise found in urban areas. Excessive, unnecessary and annoying noise is subject to regulation. The City Noise Ordinance establishes limits on noise pollution, sets enforcement responsibilities, and provides penalties for violations.

The responsibility for enforcement of the Noise Ordinance belongs to the Police Department, Department of Building and Safety, and Department of Animal Services.

The Department of Building and Safety is responsible for the enforcement of Noise Ordinance violations involving noises from permanently installed mechanical equipment, such as an air conditioning unit, a jacuzzi, or a generator at a construction site, and similar sources which can only be measured through the use of electronic noise level meters. The equipment may be operated manually or automatically.

The Department of Animal Services is responsible for the enforcement of Noise Ordinance violations involving animal-generated noises, such as barking dogs or crowing roosters.

The Police Department is responsible for the enforcement of Noise Ordinance violations involving people-generated or controlled noises considered disturbances of the peace. The following is a list of the sections of the Noise Ordinance that the Police Department is responsible for enforcing and a summary of the elements necessary to constitute a violation:

332.01 **COMMONLY USED DETAIL TYPES**

A. Auto Repair

Engaging in the repair or rebuilding of a motor vehicle, in a residential zone or within 500 feet thereof, between 2000 and 0800 hours, audible to the human ear at a distance in excess of 150 feet from the property line of the noise source, in a

manner which causes discomfort or annoyance to a reasonable person of normal sensitiveness residing in the area is a violation of the Los Angeles Municipal Code (LAMC) 114.01.

DETAIL TYPE: A

B. BB Gun

No person shall fire, shoot or discharge any gun, air gun, or pellet gun without having first obtained a written permit from the Board of Police Commissioners.

DETAIL TYPE: B

C. Construction

➤ Construction noise Monday through Friday between 0700 and 2100 hours.

Engaging in construction, repair, or excavation work with any construction type device, between 0700 and 2100 hours, in any residential zone or within 500 feet thereof, in a manner which creates loud, unnecessary, and unusual noise which is substantially greater than normal for the performance of that particular type of work is a violation of the Los Angeles Municipal Code (LAMC) 112.03.

➤ Construction noise except Monday through Friday between 0700 and 2100 hours.

Engaging in construction, repair, or excavation work with any construction type device, or job site delivering of construction materials without a Police Commission permit, between 2100 and 0700 hours, in any residential zone, or within 500 feet of land so occupied, before 0800 hours or after 1800 hours, on any Saturday, or at any time on any Sunday, in a manner as to disturb the peace and quiet of neighboring residents or any reasonable person of normal sensitiveness residing in the area is a violation of the Los Angeles Municipal Code (LAMC) 41.40. A homeowner on his own property may work from 0700 to 2200 hours on any day.

DETAIL TYPE: C

D. Fireworks

Calls received regarding the illegal use of fireworks, shall cause an incident to be created and dispatched as follows:

1. **Heard Only** – if the location of occurrence is unknown and no suspect(s) was seen, then:

- a. Create a 507F incident.
- b. Broadcast the information on the appropriate Area Base and Traffic frequencies.
- c. Disposition the incident as INF.

Exception: On July 4th only, all “heard only” fireworks calls shall be queued to the Radio Telephone Operator for broadcast and disposition.

2. **Illegal Fireworks** – If the suspect was seen or the exact location of occurrence is known; or the location of occurrence is in a high fire hazard area, (i.e., hillside or dense brush area); or multiple calls received for the same location.
 - a. Create a 507F incident or other appropriate incident type.
 - b. Include all pertinent information in the comment section of the incident.
 - c. Broadcast the incident according to established procedures dependent on the code.

Note: Conference all reports of a fire or injury with the Los Angeles Fire Department.

DETAIL TYPE: F

E. **Ball Game**

Section 56.16 of the Los Angeles Municipal Code prohibits playing ball or any game of sport with a ball, stone, pellet, bullet, arrow or any other missile, in, over, across, along or upon any street or sidewalk or in any public park. The only exceptions are those portions of said park set apart for a specific sport.

DETAIL TYPE: G

F. **Other**

➤ **Rubbish and Garbage Collection**

Engaging in the commercial collection or disposing of rubbish or garbage, in a residential zone or within 200 feet thereof between 2100 and 0600 hours is a violation of Los Angeles Municipal Code 113.01.

➤ Leaf Blower Ordinance

Los Angeles Municipal Code 112.04 (c) prohibits gas-powered blowers to be used within 500 feet of a residence at anytime. For reports of a gas-powered blower violation create an incident, indicate in the comment section of the incident “Leaf blower,” and broadcast for information only on the concerned Area Base and Traffic. Disposition the incident “INF.” Advise the caller that a broadcast will be made and refer the caller to the Street Use Inspection Division, Bureau of Street Services, to register their leaf blower complaint.

➤ General Noise (116.01 LAMC)

Willfully making or causing to be made or continued, any loud, unnecessary, and unusual noise, which disturbs the peace or quiet of any neighborhood or which causes discomfort or annoyance to any reasonable person of normal sensitiveness residing in the area is a violation of the Los Angeles Municipal Code 116.01.

DETAIL TYPE: O

G. Party

Los Angeles Municipal Code 41.58 prohibits any party, gathering or event where there is a threat to the public peace, health, safety, or general welfare. When interviewing the person reporting, determine the approximate size. If no citable offenses are reported, the party is minor.

DETAIL TYPE: P

H. Radio

Operating a radio, television, phonograph, musical instrument, or other sound device audible to the human ear at a distance in excess of 150 feet from the property line of the noise source, in a residential zone or within 500 feet thereof, in such a manner as to disturb the peace, quiet, and comfort of neighboring residents or any reasonable person of normal sensitiveness residing in the area is a violation of Los Angeles Municipal Code 112.01.

DETAIL TYPE: R

I. Vehicle Alarm

Per Los Angeles Municipal Code 114.06, it is an infraction to have any vehicle theft alarm system that emits or causes the emission of an audible sound, which is not, or does not become, automatically and completely silenced within five minutes.

DETAIL TYPE: V

333 ELDER/DEPENDENT ADULT ABUSE

Action: DISPATCH

An elder is a person 65 years of age or older. A dependent adult is any person between the ages of 18 and 64 who has physical or mental limitations, which restrict his or her ability to carry out normal activities or to protect his or her rights. The limitations of a dependent adult may include physical or developmental disabilities, or physical or mental abilities, which have diminished because of age.

Elder abuse is defined as a situation where any person who has the care or custody of, or who stands in a position of trust with an elder, willfully inflicts upon that elder any cruel or inhumane corporal punishment or injury. Abuse against an elder or dependent adult includes physical, sexual, verbal (intimidation), fiduciary, neglect, abandonment, or deprivation of goods or services necessary to avoid physical harm or mental suffering.

Crimes involving neglect include, but is not limited to the following:

- Failure to assist in personal hygiene, or in the provision of food, clothing or shelter
- Failure to provide medical care for physical and mental health needs
- Failure to protect from health and safety hazards
- Failure to prevent malnutrition

Operators receiving calls for service regarding physical or sexual abuse, or neglect of an elder or dependent adult shall dispatch a police unit to the location. The code will be dependent upon the existing circumstances, such as a need for an ambulance and the proximity of the suspect. The incident type is dependent upon the type of crime involved, (i.e., 242 PC, 245 PC). In the comment section of the incident indicate elder/dependent adult abuse.

For callers requesting mobile mental health services for frail, homebound elders, refer the caller to the Los Angeles County of Mental Health Services or Area Agency on Aging Program, GENESIS (Geriatric Evaluation Networks Encompassing Services Information and Support). The GENESIS program can be reached on a non-emergency basis, and is listed in the Ready Reference under the category "Hotlines." For other questions regarding adults and their rights refer the caller to the Adult Protective Services.

INCIDENT TYPE: 368

CODE: 2 – 3

334

EXPLOSIONS

Action: DISPATCH

Conference all calls regarding an explosion with the Los Angeles Fire Department (LAFD). The receiving operator is to remain on the line and ascertain if police response is necessary. If during the LAFD interview it is determined that the nature of the explosion is unknown, then the LAFD will determine whether or not police response is necessary. Only police or fire department personnel can confirm an explosion.

On an explosion call, only the incident number and the code are broadcast. The operator **shall not** broadcast the call type and details. A patrol unit shall be assigned Code Three and a supervisor shall be assigned Code Two. If the assigned unit requests incident details, advise the unit to monitor the MDC. Other units requesting information regarding the call shall be directed to obtain an incident history via the MDC. For a non-MDC equipped unit, provide the unit the incident number and have the unit contact the Area Watch Commander for information regarding the call.

I. Radio Telephone Operator (RTO) Responsibilities

When an RTO receives an explosion report from a field unit, the following information must be obtained (LAFD requires this information) and given to the Bureau Communications Coordinator (BCC):

- Location of the occurrence
- Nature of the explosion (if known)
- Casualties
- Size of the fire
- Extent of damage

II. Bureau Communications Coordinator (BCC) Responsibilities

The BCC shall contact the following entities to report the explosion:

- Los Angeles Fire Department
- Area Watch Commander
- Detective Support Division (DSD)
- Communications Division Watch Commander
- Communications Division Supervisor
- City Hall Security (explosion calls that involve City buildings)
- Real Time Analysis and Critical Response (RACR)

The BCC shall enter these notifications into the comment section of the incident.

INCIDENT TYPE: 995

CODE: 3
2 (Supervisor)

TERMINOLOGY: “1A11, 1A11, handle Incident 4168, Code Three.”
“1L60, 1L60, handle Incident 4168, Code Two.”

335 **FIRE DEPARTMENT REQUESTS**

Action: **DISPATCH**

335.01 **FIRE DEPARTMENT EMERGENCIES AND URGENT FIELD SITUATIONS**

The Los Angeles Fire Department emergencies shall be handled in the following priority:

1. HELP (imminent, grave danger to LAFD personnel)
2. BACK-UP (when LAFD personnel are confronted with belligerent individuals, or possibility of physical altercation)

Any request received by the LAFD personnel for help or back-up shall follow the established procedures as outlined in Officer-Initiated Emergencies.

335.02 **FIRE DEPARTMENT MEET**

A request for a meet is broadcast when the LAFD requires police response for a known troubled area or any specified reason, such as crowd control or traffic enforcement.

INCIDENT TYPE: 720

DETAIL TYPE: 3

CODE: 2

335.03 **FIRE DEPARTMENT ESCORTS**

A request to “Escort the Fire Department” is broadcast when the LAFD requires the police to accompany LAFD personnel as a courtesy or to provide armed protection. In the comment section of the incident, “Escort the Fire Department” shall be entered.

INCIDENT TYPE: 720

DETAIL TYPE: 3

CODE: 3

335.04 **FIRE DEPARTMENT REQUESTS**

Upon the request of Los Angeles Fire Department (LAFD) personnel, a police unit shall be dispatched for any injury, including seizures.

335.05 **FIRE DEPARTMENT, TRANSFERRING CALLERS**

The Fire Department Dispatch Center has implemented the use of a Medical Priority Cardset that requires information be asked in a specific manner. In order to facilitate the interview process, it is important to focus the calling party on providing the required information to the Fire Department. Instructing the caller to give the address and telephone number of the location of the emergency will assist the Fire Department in obtaining this information as quickly as possible. When transferring a caller to the Los Angeles City Fire Department, Communications Division Personnel shall advise the caller to state the address and telephone number of the location of the emergency.

Example: “Hold on while I transfer you to the Fire Department. When they answer, give them the address and telephone number of the emergency.”

335.06 **ARSON INVESTIGATOR’S REQUESTS**

LAFD personnel requesting Department of Motor Vehicle (DMV) information on a vehicle for Arson Detail investigators shall be provided with the requested information.

336 **FORGERY**

Action: **DISPATCH/STORM/REFER AREA DESK**

Any person who with the intent to defraud, makes, publishes, passes, or attempts to pass an altered, forged, or counterfeit document, or signs an unauthorized or fictitious name is guilty of a felony. Forms of forgery include falsely printing, altering or using another’s check, draft, money order, credit card, credit card sales invoice, airline or transportation ticket, or prescription. To commit forgery requires only the presentation of a forged document and does not require merchandise or money to be given in exchange for the document.

For calls where the forgery suspect is still there or the crime has just occurred obtain the suspect description, means of transportation (when possible), and who has possession of the forged documents. If the suspect has possession of the forged documents then inquire what name and type of documents are being used.

If the suspect is no longer at the location of the crime or in the area, and the caller has the documents in their possession, then create a forgery investigation incident for STORM or direct the caller to the Area station for a report.

Victims of identity theft are to be provided the area code and phone number to the victim's Area station, unless the victim knows the location of where the crime occurred. Identity theft is when one individual fraudulently uses or attempts to use another individual's identification cards (i.e., Drivers License), credit card, or social security number. An example of identity theft is an unauthorized purchase on a credit card.

INCIDENT TYPE: 470 (Forgery)

CODE: In Progress/There Now: 2
 Just Occurred/Just Left: None – 2
 Investigations: STORM or Area Desk

337 FOUND

Action: DISPATCH/STORM/REFER

To ensure the appropriate booking of lost property, dispatch a field unit to the location or direct the caller to the Area station as established in the following guidelines.

INCIDENT TYPE 928 (Found)

337.01 FOUND PROPERTY

Items that are found and not related to a crime need to be taken to the station for booking. Direct the person who found the property to the Area station or STORM a field unit for property retrieval.

DETAIL TYPE: 3 (Property)

337.02 FOUND EVIDENCE

STORM a field unit for retrieval of items that are found and/or may be related to a crime, which may either implicate or exonerate a person.

DETAIL TYPE: 4 (Evidence)

337.03 FOUND NARCOTICS

STORM a field unit for retrieval of narcotics or narcotic equipment. If possible determine the type of narcotic or equipment.

DETAIL TYPE: 5 (Narcotic)

337.04 **FOUND GUN**

Dispatch a field unit Code Two to Code Three for all guns.

DETAIL TYPE: 6 (Gun)

338 **GANG RELATED CALLS**

The Department has deployed Gang Enforcement Detail (GED) units in each Area. The GED units log on as “George” (G) units and may work various hours, predominantly during PM Watch.

██████████ operators shall broadcast all gang-related criminal activity for “Any George Unit” on the appropriate radio channels. The RTO shall immediately broadcast for and dispatch any available “George” unit to any Priority II or III call appearing in their pending queue related to gang activity. The following order of selection shall be used when assigning non-traffic, gang related calls for service:

- Any deployed GED unit listed in the Area in which the call is located.

The field unit selection sequence should continue thereafter in the order established according to the priority of the call for service.

Example:

EBO: “Any Southeast George Unit, 415 Gang Activity Possible Shots Fired, 114th Street and Grape on the southwest corner, 5 to 6 males, no further information, Code Two, Incident 1234, RD 1849.”

RTO: “18G35, 18G35, 415 Gang Activity Possible Shots Fired, 114th Street and Grape on the southwest corner, 5 to 6 males, no further information, Code Two, Incident 1234, RD 1849.”

In the event there are no GED units logged on, calls shall be dispatched according to established policies and procedures.

INCIDENT TYPE: 415

DETAIL TYPE: 2 (Gang Activity)

CODE: None - 2

339 **GO TO**

Action: **DISPATCH**

Any unit or specified unit may be directed by the Watch Commander to respond to the Station, Watch Commander, Court, or other location (i.e., Jail). Upon receipt of a directive an incident shall be created and assigned to a field unit or the directed unit. If a field unit is directed to respond once they are clear, then a call is to be created with a detail type "5." Create an incident with the detail type "O" for incidents involving the transportation and booking of persons from the County Jail or a nearby City (see Warrant Suspects for procedures).

INCIDENT TYPE: 820

CODE: None – 2

340 **HATRED INCIDENTS**

Action: **DISPATCH**

A hate crime is any criminal act or attempt directed against a person(s), public agency or private institution based on the victim's actual or perceived race, nationality, religion, sexual orientation, disability, age or gender. A hate crime includes acts which result in injury, however slight; a verbal threat of violence which apparently can be carried out; an act which results in property damage or other criminal act(s) directed against a public or private agency.

A hatred incident is any non-criminal act including words directed against a person(s) based on that person's actual or perceived race, nationality, religion, sexual orientation, disability or gender. Hatred incidents include, but are not limited to, epithets, distribution of hate material in public places, posting of hate material that does not result in property damage, and the display of offensive material on one's own property.

To determine if a crime is hate motivated ask the caller if they perceive the action to be motivated by bias or bigotry; were there any offensive symbols, words or acts associated with hate groups; and have there been any prior incidents. Often victims of hate crime/incidents experience fear and intimidation. It is crucial for the operator to be compassionate and sensitive in their interview.

Communications Division shall always dispatch a field unit whenever a call for service involves any incident motivated by hatred or prejudice.

INCIDENT TYPE: 5941 (Hate Crime)

CODE: 2 – 3

341 HAZARDOUS MATERIALS AND CONTAMINATION EMERGENCIES

See Manual Section 3/319

342 HELP (OFFICER/FIRE DEPARTMENT)

Action: DISPATCH

Any report of a Police Officer/Fire Department requesting help shall be dispatched as a Priority I, Code Three incident. This shall apply to on or off-duty officers, including reports made by the public of an Officer/Fire Department needing help.

INCIDENT TYPE: 999

**DETAIL TYPE: 1 (Police)
 F (Fire)**

CODE: 3

Example: “Central Units and 1A11, 1A11, **Officer (Fire Department) Needs Help (Location), Officer or Fire Department Needs Help (Location), Pertinent Information, Incident 1234, RD 111, any air unit come in on Area frequency.**”

Example: “Northeast Units and 11A89, 11A89, **Citizen Reports Officer (Fire Department) Needs Help (Location), Officer or Fire Department Needs Help (Location), Pertinent Information, Incident 2567, RD 1189 any air unit come in on Area frequency.**”

343 HOSPITAL CALLS

Action: DISPATCH

Hospital personnel may call for service when a victim of a crime has been transported to a contract hospital facility. An incident is to be created using the location of the hospital in the ADDRESS field, the name of the hospital in the LOCATION field, and the location of occurrence in the comment section of the incident. Personnel shall override the Reporting District (RD) of the hospital and insert the appropriate RD for the location of occurrence. Personnel must determine the suspect’s location and description (if pertinent); when and where the crime occurred; what type of crime occurred; the victim’s name, condition and location within the hospital; the hospital’s name, address, and telephone number; and the person reporting’s (PR) name and title. If a related or current incident exists, then enter the pertinent information and notify the unit of the additional information.

I. Assignment of the Closest Unit

A patrol unit for the Area of occurrence is responsible for calls at contract hospitals, unless extenuating circumstances or excessive distance necessitates the assignment of the closest unit. Extenuating circumstances is any time a delay may threaten the safety or lives of individuals at the hospital. Examples of which may include crimes in progress or that have just occurred, when the suspect is at or enroute to the hospital, or when the victim is in critical condition. Dispatch a field unit closest to the hospital Code Three for any extenuating circumstance. An excessive distance is when the Area of occurrence is greater than two Divisions. If the Division of occurrence is more than two divisions, the division closest to the hospital will respond.

Hollenbeck Division may handle report calls for other divisions when the victim has been transported to the University of Southern California Medical Center (USCMC), provided no immediate follow-up is necessary. Calls requiring follow-up include Attacks (261 P.C.), Children (288 P.C.), and Murder (187 P.C.). If the hospital does not know the location of occurrence, a field unit shall be dispatched from the Area in which the hospital is located.

II. Incident Type and Code

The incident type is dependent upon the type of crime involved, (i.e., 242 P.C., 245 P.C., 261 P.C., etc).

The code of the incident shall be determined by the condition of the victim and the potential for further violence. A call may be given to STORM upon an officer's request; when the victim has been admitted to the hospital and is in stable condition; or suspect is not at the scene and there is no immediate follow-up.

Suspect at the Hospital	Code Three
Serious/Critical	Code Three
Stable Condition	Non-coded – Code Two

344 **ILLEGAL DUMPING**

Action: **DISPATCH/REFER**

To discard/dispose of any waste matter upon any public or private highway, road or property is a crime. Waste matter includes batteries, oil-based paint, human waste (feces), pharmaceutical contents/containers, furniture, and wood/lumber. When a caller reports illegal dumping in progress a field unit shall be dispatched. If possible obtain the type of waste being dumped, suspect description, and vehicle description.

INCIDENT TYPE: 374

CODE: None – 2

Callers who are reporting illegal dumping and the suspect is no longer at the location or are inquiring where to discard unwanted materials can be referred to the following department/offices:

- For solid waste material, toxic materials or to recycle toxic waste contact, City of Los Angeles Department of Public Works, Bureau of Sanitation Solid Resources Citywide Recycling Division.
- For illegal dumping (large bulky items) contact City of Los Angeles, Dept. of Public Works, Bureau of Engineering.
- For spills see Chemical Spills in Specific Calls, Manual Section 3/319.
- Los Angeles Police Department Hazardous Material Unit (for spills).

345 **ILLEGAL FIREWORKS**

See Disturbance, Minor (507), Manual Section 3/332.

346 **IMPERSONATING AN OFFICER**

Action: DISPATCH

Any person who falsely represents himself or herself to be a deputy or clerk in any state department and who, in that assumed character, arrests, detains, or threatens to arrest or detain any person, or otherwise intimidates any person, searches any person, building or other property of any person, obtains money, property or other things of value, is guilty of a misdemeanor. If an individual is attempting to enforce municipal and state law without proper identification, then inquire specifically what actions were taken by the suspect.

NOTE: The Los Angeles Police Department does not solicit for funds. Refer to “Unlawful Solicitation” in the Specific Calls Section of the Manual.

INCIDENT TYPE: 146

CODE: 2

NOTIFICATIONS: Communications Division Watch Commander
 Area Watch Commander

347 **INDECENT EXPOSURE/LEWD CONDUCT**

Action: DISPATCH/TELEPHONIC REPORT

Lewd or obscene conduct, indecent exposure, and obscene exhibitions are all defined as:

“Every person who willfully and lewdly” either:

- Exposes his person, or private parts thereof, in any public place where there are present other persons to be offended or annoyed thereby.
- Procures, counsels or assists any person as to expose himself or take part in any model/artist exhibition, or to make any other exhibition of himself to public view, such as is offensive to decency, or is adapted to excite to vicious or lewd thoughts or acts is guilty of misdemeanor.

Indicate in the comment section of the incident “lewd conduct” anytime self-gratification or persons engaged in consensual gratification are occurring in a public place. The code of the incident shall be determined by the suspect’s location, proximity to children, or if the crime is in progress. If the suspect is no longer at the location and there is no possibility for follow-up then the caller may be referred to the concerned Area station for a telephonic report.

INCIDENT TYPE: 314 (Indecent) (Broadcast as “Three-Eleven”)

CODE:
Children Present: 3
In Progress: 2 – 3
Just Occurred: None – 2
Investigation: Telephonic Report

348 INJURY

Action: DISPATCH/LAFD

I. Ambulance

Upon the request of Los Angeles Fire Department (LAFD) personnel, a police unit shall be dispatched for any injury, including seizures. Although seizures are considered a medical emergency a field unit shall be dispatched when a seizure results in a traffic accident, the endangering of others, or when a child will be alone.

INCIDENT TYPE: 907

CODE: 2

II. Other

One example of an “other” injury is Swift Water Rescue. See Swift Water Rescue in the specific calls section of the manual for policy and procedure.

DETAIL TYPE: O

III. CPI

When a condition of City property (i.e., sidewalks and roadways) may have caused an injury, the operator receiving the call shall dispatch a field unit for photographs and an injury report. The operator shall not discuss any circumstances which may have contributed to the condition of the City property.

DETAIL TYPE: 1

CODE: 2 – 3

IV. Overdose

The report of an overdose shall cause the operator to conference the call with the Fire Department and dispatch a patrol unit.

DETAIL TYPE: 2

CODE: 2

V. Attempt Suicide

Upon receipt of a caller threatening to commit suicide, the operator shall maintain an open line of communication with the person reporting and the responding field personnel until a police unit is with the suicidal caller. Discovering what has triggered the suicide threat can help operators assess the situation. Operators shall assess the need to dispatch an ambulance; the means of carrying out the threat (i.e., gun, knife, narcotics, on a ledge or balcony, rope, vehicle, etc.); their accessibility; and, if the caller is under the influence of any drugs or alcohol. It is crucial to establish trust with the caller. Effective means of establishing trust is to refer to the caller by name, take the caller seriously, and be honest with the person.

For callers advising of a subject threatening to commit suicide, the operator shall determine the location of the victim. If the caller is not with the victim, obtain the phone number and address of both the victim and the person reporting.

The code is dependent upon the possibility of carrying out the threat, the type of weapon and accessibility of the weapon, and the probability of others being injured.

DETAIL TYPE: 3

CODE: 3 (means available - in progress)
2 (possible)

VI. Suicide

Suicide is the act of taking one's own life voluntarily and intentionally. The receiving operator shall dispatch a police unit and conference the Los Angeles Fire Department (LAFD) for all calls regarding a completed suicide. Determine the location of the victim and the means of suicide. The operator shall remain on the line with the person reporting until police have arrived. If lethal means are accessible to the person reporting, then a patrol unit shall be dispatched Code Three.

A patrol unit handles a suicide, except when the suicide involves a train. For suicides involving the Metro Rail Line or Metrolink Commuter Rail System within LAPD jurisdiction, notify the Los Angeles County Sheriff's Department Transit Services Bureau. (See "Underground/Rail" in the "Traffic" section of the manual for policy and procedures).

DETAIL TYPE: 4

CODE: 2

349 INTOXICATION

Every person who is found in any public place under the influence of intoxicating liquor, any drug, toluene, or combination of any intoxicating liquor, drug, toluene in such a condition that he is unable to exercise care for his own safety or the safety of others, or interferes with or obstructs or prevents the free use of any street, sidewalk or other public way is guilty of misdemeanor.

Section 41.27 (c), of the Los Angeles Municipal Code defines intoxication as: "No person shall drink any malt, spirituous or vinous liquor upon any street, sidewalk or parkway, park, playground, Los Angeles Memorial Coliseum, or in any place open to the patronage of the public which premises are not licensed for the consumption of such liquor on the premises."

A field unit can be dispatched for intoxicated person(s) in a public place. Determine the location, number and description of suspects.

Arrests cannot be lawfully made on private property, unless the person is visible to the public and is unable to care for him or herself. Since it is not illegal to be intoxicated in a private setting (i.e., home), additional circumstances are necessary to dispatch a patrol unit.

For intoxicated person(s) in a vehicle, when the suspect is driving, a call shall be created and broadcast for information only.

INCIDENT TYPE: 390 (Intoxicated)

CODE: None (unless exigent circumstances exist)

350 **KIDNAP**

Action: **DISPATCH**

Kidnap is partially defined as: “Every person who forcibly steals, takes, entices away, detains, conceals, harbors, or arrests (without having established claim by the law of this state or of the United States), any person in this state and carries the person into another country, state or into another part of the county is guilty of kidnapping.” In addition to obtaining the suspect and victim description, means and direction of travel, possible time frame of occurrence, and inquire if the victim knows the suspect. Ascertain the motivation of the kidnapping (i.e., ransom, reward, extortion, punishment, or to commit robbery or rape), or if it’s related to another crime.

INCIDENT TYPE: 207

CODE: 3

351 **MEET**

A meet is primarily for administrative purposes when an officer is requested to respond to a specific location by another agency, City of County Department, special officer, Fire Department, or Rescue Ambulance (RA). A unit should be dispatched as soon as possible in order to minimize the wait time by the requesting agency/entity.

INCIDENT TYPE: 720

CODE: 2

352 **MISSING/FOUND PERSONS**

Action: **DISPATCH/REFER**

The Missing Person Unit (MPU), Detective Support and Vice Division (DSVD), is the coordinating unit for all missing persons. The Area of occurrence is primarily responsible for those cases that require active investigations.

352.01 **MISSING CHILD (UNDER 16 YEARS)**

The report of a missing child under 16 years of age, or those persons considered “at risk,” shall cause an incident to be created. “At-risk” includes, but is not limited to, a missing person who is the victim of foul play or a crime; is in need of medical attention; has not demonstrated a pattern of running away; is the victim of parental abduction; or is mentally impaired.

Include in the comment section of the incident the child’s name, last known location, physical and clothing description, any unusual or pertinent information and the name, address and telephone number of the Person Reporting (PR). Upon receiving the Teletype, the BCC shall

ensure that a Citywide crime/information broadcast is made and noted in the comment section of the incident. Missing Persons Unit shall be contacted and provided with all available information. A field unit shall be dispatched with instructions to contact the Area Detectives upon arrival.

INCIDENT TYPE: 920 (Missing)

DETAIL TYPE: 1 (Child)

CODE: 2 – 3

352.02 MISSING JUVENILE (16-17 YEARS)

Unless unusual circumstances exist, a report of a missing 16-17 year old should be referred to the appropriate Area juvenile section during business hours, Monday through Friday, or to the appropriate Area desk at all other times. If, for example, the juvenile is suicidal, homicidal, is in urgent need of medication, foul play is indicated, a field unit should be dispatched and appropriate notifications made (Area detectives, Area desk, Missing Persons Unit).

INCIDENT TYPE: 920 (Missing)

DETAIL TYPE: 1 (Child)

CODE: None – 2

352.03 MISSING ADULT (18 YEARS OR OLDER)

All reports of missing adults, 18 years or older, should be referred to the Missing Persons Unit (MPU) for appropriate handling, except for exigent circumstances.

INCIDENT TYPE: 920 (Missing)

DETAIL TYPE: 2 (Adult)

CODE: None – 2

352.04 FOUND CHILD (UNDER 16 YEARS)

Any report of a found child under 16 years of age, or a person with the mental capacity of less than 12 years of age, shall cause an incident to be created. Include in the comment section of the incident the child's name (if known), address, age, physical and clothing description, and the reporting person's name, address and telephone number. Notify the Area Detectives and dispatch a field unit. Indicate in the comment section of the incident, the complete phone number of the Area detectives and direct the unit to contact the Area detectives upon arrival.

INCIDENT TYPE: 928 (Found)

DETAIL TYPE: 1 (Child)

CODE: 2 – 3

352.05 FOUND JUVENILE (16-17 YEARS)

The report of a found juvenile shall cause an incident to be created and a field unit to be dispatched. Notification should be made to the Area Detectives.

INCIDENT TYPE: 928 (Found)

DETAIL TYPE: 1 (Child)

CODE: 2

352.06 FOUND ADULT (18 YEARS OR OLDER)

Dispatch a field unit upon receipt of a call concerning a found/unidentified person who cannot be reunited with family or friends. Include in the incident the adult's name (if known), age, physical and clothing description, mental capacity and the reporting person's name, address and telephone number. Notify the Missing Persons Unit (MPU) and dispatch a field unit. Indicate in the incident the complete phone number of the MPU and direct the unit to contact the MPU upon arrival

INCIDENT TYPE: 928 (Found)

DETAIL TYPE: 2 (Adult)

CODE: None – 2

353 MURDER (187 P.C.)

Action: DISPATCH

Murder is the unlawful killing of a human being, or viable fetus, with malice aforethought. Murder falls into three classifications, voluntary, involuntary, and vehicular. Regardless of when the crime occurred or whether the murder was the result of voluntary action (planned, a sudden quarrel, or in the heat of passion) or involuntary action (lack of due caution and criminal negligence), a field unit shall be dispatched. The operator shall inquire on the location of the suspect, the victim, and the weapon. All calls where a victim has been located shall cause the operator to conference the Los Angeles Fire Department with the Person Reporting.

For deaths involving a vehicle, the incident type shall fall within the category of "Ambulance Traffic." If the death was due to an accident, or if the death resulted from intentional assault

with the vehicle, then the incident shall be an “ADW with a Vehicle.” (Note: For policy and procedure for deaths involving a vehicle see Traffic and ADW in the specific call section of the Manual).

INCIDENT TYPE: 187 (Murder)

CODE: 2 – 3

354 NARCOTICS

Action: DISPATCH/REFER

Uniformed officers can arrest narcotic offenders when:

- A drug transaction occurs in the officer’s presence
- A witness provides the location of hidden narcotics, and narcotics are discovered by officers at the location
- Narcotics are located on the suspect
- The suspect is under the influence or possession of narcotics

Therefore, the operator shall ascertain:

- The suspect’s location and description
- What the suspect is doing with the narcotics (selling to passersby, mixing/making narcotic, etc.)
- Where the narcotics are located (on the suspect/in a vehicle, bushes, etc.)
- What types of narcotics are involved (marijuana, cocaine, heroin, etc.)
- If the person reporting is willing to meet or speak with the officers

Narcotics inside a residence or business requires a search warrant or undercover buy; therefore, callers reporting this type of activity shall be referred to the Area detectives or Narcotics Division. The information may be broadcast and filed for information using the disposition code REF.

INCIDENT TYPE: 110

CODE: None – 2

355 OPEN

Action: DISPATCH

Upon receipt of a call where the possibility of a burglary exists because a door or window is open to a business or residence, and the caller is requesting the police secure the location before they enter, the operator shall dispatch a field unit on an open door or window. The operator shall

ensure that the PR stands by for the police at a safe location and obtain a description of the PR and their vehicle description if applicable.

INCIDENT TYPE: 605

DETAIL TYPE: 1 (Door) or 2 (Window)

CODE: 2

356 OTHER, SEE COMMENTS

When no other incident/detail type exists in the CAD system to adequately define a call for service, the Incident Type “100” (Other) may be used. The operator creating the incident shall utilize the Incident Comments section to clearly explain the nature of the call and detail pertinent information.

The code/priority shall be based upon the information received.

357 PARKING VIOLATIONS

Action: DISPATCH/REFER

Requests for service for parking violations, which occur on City streets, alleys or on posted private property, including front yards, shall be referred to the Department of Transportation (DOT). DOT will dispatch a Traffic Officer to cite vehicles in violation.

When a parking violation occurs in a bus zone or at an MTA property an incident shall be created and referred to the Los Angeles County Sheriff’s Department (LASD).

All reports of abandoned vehicles shall be referred to the Abandoned Vehicle Hotline at 1-800-ABANDON (1-800-222-6366). Callers may also be referred to the Los Angeles Parking Violations Bureau website at www.lacity-parking.org to submit a report online.

In some instances, a police unit may be dispatched to a parking violation involving exigent circumstances (i.e. a doctor needs to respond to the hospital for a medical emergency, but his/her driveway is being blocked by an illegally parked vehicle.)

In some cases, DOT will request LAPD to handle a parking violation in a high-crime or dangerous area. Operators receiving this request shall create an incident for police dispatch.

INCIDENT TYPE: 586

CODE: None – 2

358 **PERSON DOWN**

Action: **DISPATCH**

Upon receipt of a call for a “person down” the EBO shall conference the call with the “Los Angeles Fire Department” to ascertain the need for a paramedic. The EBO shall never ask medical questions or offer medical advice to callers. Although the handling of medical emergency calls is the responsibility of the Los Angeles Fire Department (LAFD), some situations may require police officers to respond to a person down. A field unit is to be dispatched on a person down when medical attention is not necessary, or to ensure the safety of the person down by maintaining crowd control, or upon the request of LAFD personnel. Examples where a police unit may respond to a person down include seizure victims in a public place and individuals under the influence of alcohol or narcotics.

INCIDENT TYPE: 929 (Down)

CODE: 2

359 **PERSONS WITH MENTAL ILLNESS**

Action: **DISPATCH/REFER**

359.01 **DEFINITION**

As defined under Section 5150 of the Welfare and Institutions Code (WIC) a mentally ill person is:

- Is a danger to others, or has harmed, attacked or threatened others; or
- Is a danger to themselves, has threatened to inflict self harm; or,
- Is defined as gravely disabled; thus unable to provide food, shelter or clothing; or is a lost adult.

A mentally ill person in custody is processed in the same manner as any other arrestee and is not covered by Section 5150 WIC when:

- The person is under the influence of alcohol, drugs or both; or
- When the person has committed a felony or has an outstanding felony want or any warrant; or,
- When the person has committed a high-grade misdemeanor.

359.02 **EVALUATION OF A CALLER**

When conducting any interview, the operator shall attempt to determine the nature and location of request for service. Callers who are possibly mentally ill may require more active questioning to establish the exact needs or type of service necessary. It is critical when determining if a caller is mentally ill, not to be influenced by physical disabilities, illness, or emotional distress,

which may cause an individual to sound as if he/she is mentally ill or under the influence of alcohol or drugs.

If a reason for police service is not given or cannot be discerned on the 9-1-1 Emergency line, then the caller shall be transferred to a Non-Emergency operator where more time can be spent ascertaining the nature of the call. If the secondary operator is unable to ascertain the nature of the call, then the call may be transferred to a supervisor or disconnected.

If there is an indication that the caller is currently or has the immediate potential to be violent, or is a danger to themselves or others, the operator shall create an incident for dispatch. In addition to an exact location and clothing description, personnel should attempt to determine if the caller is in possession of any weapons.

If the Premise Hazard File indicates that the caller is at a “NO SEND” location, the operator shall notify the concerned Area Watch Commander. The Watch Commander shall determine whether a police unit will be dispatched or not. The concerned operator shall follow the “**NO SEND**” procedures outlined in the Premise Hazard section of this manual. Calls for service involving mentally ill persons will have an auto-populated phrase in comments, “Contact the Mental Evaluation Unit (MEU) upon arrival.”

INCIDENT TYPE: 918 (Mental)

CODE: None – 3

359.03 **REPORT OF A MENTALLY DISABLED PERSON**

Refer inquiries regarding mental health treatment or the filing of mental petitions to the Mental Evaluation Unit (MEU), Detective Support and Vice Division (DSVD). Also refer calls received from hospitals or medical facilities reporting a mentally ill person or an attempt suicide/overdose victim to the MEU. The MEU will contact the Systemwide Mental Assessment Response Team (SMART) and, if necessary, notify Communications Division when matters necessitate the dispatch of uniformed officers.

Dispatch calls from a person reporting an incident involving a mentally ill person who is actively violent or poses an immediate threat to themselves or others. The responding officer is responsible for notifying MEU, upon arrival to an incident involving a mentally ill person.

359.04 **TRIAGE DESK**

The Triage desk is the information, assessment and dispatch center for the MEU. The Triage Desk provides advice and information to department and concerned governmental entities in situations concerning persons with mental illness. The Triage Desk deploys and dispatches SMART units and assists patrol units with incidents when a SMART unit is not available. The Triage unit updates and maintains the MEU Incident Reports database.

The Triage Desk is deployed seven days a week from the hours of 0600 until 0200. During off-hours, personnel should continue to notify MEU at its designated contact telephone number. Telephone lines are transferred to the Detective Information Desk (DID), DSVD, where DID personnel are available to provide assistance. Requests for advice, response or notifications from MEU during off-hours may be made to RACR Division.

The Triage Desk should be contacted by the first responding unit to a critical incident such as a possible barricade, jumper or other crisis where the psychological status of a subject, witness or other involved person may be in question.

359.05 **SYSTEMWIDE MENTAL ASSESSMENT RESPONSE TEAM (SMART)**

The Systemwide Mental Assessment Response Team (SMART) supports field units by responding to incidents that involve suspected mentally ill persons. The Systemwide Mental Assessment Response Team operates throughout all LAPD's geographic areas. [REDACTED]

All patrol personnel shall contact MEU prior to taking a suspected mentally ill person into custody. The officer shall telephonically make the request. In the event an officer is unable to contact MEU directly, the request shall be handled as followed through Communications Division:

- A. The RTO receiving the SMART request shall enter the information into the comment section of the incident, and advise the BCC of the request.
- B. The BCC shall contact MEU and relay the following:
 - Designation of the requesting unit;
 - Call back number, if available;
 - Location of the incident;
 - Nature of the request;
 - The behavior of the subject; and,
 - Available tactical frequency for MEU to contact the officer at scene.
- C. After notifying MEU, the BCC shall advise the unit which tactical frequency MEU will contact the unit.
- D. The BCC shall enter the MEU officer's name and tactical frequency into the comment section of the incident.

359.06 **CASE ASSESSMENT MANAGEMENT PROGRAM (CAMP)**

The Case Assessment Management Program (CAMP) tracks incidents created by individuals who may be suffering from mental illness. The CAMP provides responding officers information regarding past incidents and actions of the individual, tactical considerations as well patterns of police response. Each case is evaluated on the potential for a positive solution. Evaluations are

based on an individual's multiple contacts with the MEU, referrals from the Department of Mental Health and an individual's contact within LAPD or LAFD.

The ultimate goal of the CAMP is to prevent a violent confrontation between the LAPD and individuals suffering from mental illness. The Case Assessment Management Program can be contacted through the Triage Desk.

Persons, who as a result of a mental illness, make repeated, excessive and unnecessary calls for service or repeated, excessive and unnecessary calls to the 911 system should be referred to CAMP. With the knowledge and approval of a supervisor, concerned personnel should gather information concerning the subject's identity, location and call details and submit this information to CAMP for consideration. The Case Assessment Management Program can be contacted via the Triage Desk.

359.07 **ACCESS TO COMMUNITY CARE AND EFFECTIVE SERVICES AND SUPPORT (ACCESS)**

The Los Angeles County Department of Mental Health has a resource known as Access to Community Care and Effective Services and Support (ACCESS) Hotline. The Hotline provides psychiatric referral information to subjects, their family members and concerned private citizens. After assessing each call, ACCESS may opt to dispatch of the Psychiatric Mobile Response Team (PMRT). Access to Community Care and Effective Services and Support may be contacted 24 hours a day seven days a week.

On calls where the situations do not rise to the level of police response, or medical emergency, but there are concerns of mental illness. Callers may be referred to the ACCESS Hotline for referral for services or the dispatch of the Psychiatric Mobile response Team (PMRT).

359.08 **PLACING A PERSON IN A 72-HOUR HOLD (SECTION 5150 W.I.C.)**

When any person, as a result of mental disorder is a danger to others, or to himself or herself, or gravely disabled, a peace officer, member of the attending staff, as defined by regulation, of an evaluation facility designated by the county, designated members of a mobile crisis team provided by Section 5651.7, or other professional person designated by the county may, upon probable cause, take, or cause to be taken, the person into custody and place him or her in a facility designated by the county and approved by the State Department of Mental Health as a facility for 72-hour treatment and evaluation.

Note: The term "5150" **shall not be broadcast or placed in the comment section** of the incident.

360 **PROWLER**

Action: **DISPATCH**

As defined in Section 647 P.C., prowling, in part, is a misdemeanor committed by any person who loiters, prowls, or wanders about on private property of another at any time without visible or lawful business for the purpose of committing a crime. This may include peeking in doors or windows of an inhabited building or structure, commonly referred to as “Peeping Tom.” Prowling is not necessarily an overt action; rather, it is the contemplation to commit a crime where a person’s privacy may be invaded.

Upon receipt of a call regarding suspicious people or activity, it is imperative that a thorough interview be conducted. Frequently the overt actions reported are not illegal in nature, such as sitting in a parked vehicle or individuals seemingly foreign to the area; therefore, it is critical that the EBO consider the totality of the circumstance when making dispatch decisions. When the EBO is in doubt, dispatch for suspicious activity.

Personnel shall attempt to discern:

- What means or physical evidence causes the caller to be suspicious.
- Whether the suspect was seen or heard (attempt to confirm whether it was a person or animal).
- The exact location of the suspect (i.e., driveway, side window or rear door, back seat of vehicle, hallway, etc.).
- The location of victim(s) (if suspect is attempting to gain entry then possible hot prowl).
- A description of the suspect, if possible.
- The actions of suspect (loitering, wandering, peering through windows, etc.)

The code of a prowler call is dependent upon the nature of the occurrence, and the immediate danger of the person in, or in the vicinity of, the structure or vehicle.

INCIDENT TYPE: 921 (Prowler)

CODE: None – 2

360.01 **TRESPASS (602 P.C.)**

Action: **DISPATCH**

Trespass suspect is a detail type located under the incident type Prowler. Any person is guilty of trespassing who without the written permission of the landowner, the owner’s agent, or the person in lawful possession of the land, willfully enters any land under cultivation or enclosed by fence, belonging to or occupied by another, or who willfully enters upon uncultivated or unenclosed lands, where signs forbidding trespass are displayed at intervals not less than three to the mile along all exterior boundaries and at all roads and trails entering the lands. Although

both a prowler and a trespasser are willfully on private property without consent, the trespasser is not on the property to commit a crime. Anyone who trespasses is guilty of an infraction or misdemeanor.

Dispatch upon a report of restraining order, court order violation, or if the situation is likely to escalate into a potentially violent confrontation.

Refer the caller to the concerned Area station for a telephonic report when:

- The suspect(s) are no longer at the scene or in the immediate area.
- There is no evidence or property left at the scene.
- There is no need for immediate medical attention (as determined by the PR).
- There is no follow-up.
- The offense is not directly related to a labor dispute.
- The offense has no racial, ethnic, or religious connotation.
- No unusual circumstances exist which would require a field investigation.

INCIDENT TYPE: 921 (Prowler)

DETAIL TYPE: 2 (Trespass Suspect)

CODE: None – 2

361 RACING VEHICLES/RECKLESS DRIVING

Action: DISPATCH

It is unlawful for any person to drive any off-highway motor vehicle with a willful and wanton disregard for the safety of other persons or property.

INCIDENT TYPE: 510

DETAIL TYPE: 1 (Vehicle)
2 (Motorcycle)

CODE: None – 2

362 RESTRAINING ORDER

Action: DISPATCH/REFER

Restraining orders are issued to limit the behavior of a person involved in judicial proceedings for the protection of the other involved party. Some orders are temporary in nature, while others are permanent. Restraining Orders and Temporary Restraining Orders include, but are not limited to, Domestic Violence Restraining Orders, Emergency Protective Orders, Orders After

Hearing, Juvenile Orders, Criminal Protective Orders, and Temporary Workplace Harassment Orders.

When advised of a violation of a restraining order, a field unit shall be dispatched. Operators shall not attempt to ascertain the validity of the protective restraining order. The validity of the restraining order and the suspect's location at the time of the call shall not be used in determining the code of an incident.

All domestic violence calls involving a violation of any protection or restraining order shall be dispatched Code Three. All other protective or restraining orders shall be dispatched a minimum of Code Two.

If a caller is requesting information on a restraining order and is not requesting police response then refer the caller to the restraining order information line, listed under HOTLINES in the Ready Reference.

INCIDENT TYPE: 620

DETAIL TYPE: R (Rest Order Viol)

CODE: 2 – 3

363 RIVER RESCUE NOTIFICATIONS

See Swift Water Rescue, Manual Section 3/372.

364 ROBBERY (211 P.C.)

Action: DISPATCH

A robbery (211 P.C.) is defined as, "the felonious taking of personal property in the possession of another, from his person or immediate presence, and against his will, accomplished by means of force or fear."

A robbery (211) can occur in a variety of situations, including, but not limited to:

- Inhabited Dwelling – "Home Invasion" (Suspect is aware of the victims presence in the home, apartment, trailer, etc. and uses force or fear to take property). This call is broadcast as a "Residential 211." The term "home invasion" shall not be used on the air.
- Financial Institution (See below for policy)
- Snatch (Purse, jewelry, wallet, etc. that was taken while in possession of the victim)
- "Carjacking" – broadcast as "211 GTA" (A motor vehicle taken while in the

possession of another)

- Drivers carrying cash (Armored Trucks, ATM, Taxis – see Taxi, Manual Section 3/373)
- Intimidation (Suspect commands a victim to throw the property to them)

When interviewing the PR, the operator shall inquire about the need for a paramedic and conference the call with LAFD if applicable. The means (type of weapon or intimidation) used by the suspect shall be entered in the comment section of the incident.

In determining the code, the suspect's location and how long ago the crime occurred shall be taken into consideration. A 211 can be a non-coded investigation if the suspect has left the scene, and no immediate follow-up or possibility of an additional crime is likely to occur. Robbery investigations are STORMED only upon an officer's request.

Communications Division personnel **shall not** broadcast the dollar amount taken in a robbery. This includes all crime and information broadcasts. If a field unit includes the monetary amount in their broadcast, the operator shall note the dollar amount in the comment section of the incident, and omit the dollar amount in the broadcast. Instead of the amount, the operator shall broadcast "Property Taken-U.S. Currency."

INCIDENT TYPE: 211 (Broadcast as "Two-Eleven")

CODE: In Progress – 3
Suspect There Now - 3
Just Occurred – 2
Suspect Just Left – 2
Investigation – None to 2

364.01 FINANCIAL INSTITUTIONS

For any robbery involving a financial institution, bank employee/messengers, federally insured credit unions, savings and loan institutions, and armored cars contact Robbery Homicide Division (RHD). Robbery Homicide Division shall be telephonically notified of any robbery involving banks, Monday through Friday during business hours. After business hours, notify Real-Time Crime Analysis (RACR).

INCIDENT TYPE: 211 (Broadcast as "Two-Eleven")

CODE: In progress: 3
Gun/Knife-LAFD Responding: 3
Just Occurred: 2 – 3

364.02 ELECTRONIC SATELLITE PURSUIT (ESP) SYSTEM

To increase officer and citizen safety during a robbery, the Los Angeles Police Department has implemented the Electronic Satellite Pursuit (ESP) System. The system uses the internet, global positioning system (GPS) and cellular telephone towers to track the location and movement of stolen currency from banks and commercial institutions. Alarm activation occurs approximately 30 seconds after the ESP tracking pack has been removed from its magnetic base. The tracking information is updated every six seconds by one to eight satellites. Information displayed on the website includes direction of travel, speed, accuracy, time lag, contact information, and type of activation from a teller or a vault.

The designated consoles with Internet capabilities within the Metropolitan Communications Dispatch Center (MCDC) and the Valley Communications Dispatch Center (VCDC) shall be logged on to the ESP system and staffed 24 hours a day, 7 days a week. The designated consoles are as follows:

MCDC

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

VCDC

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PROCEDURE

Upon receipt of an alert via the ESP system a unit shall be dispatched code three to the original location of the activation. If the suspect and/or vehicle description is known at the time of the activation a second unit and a back up unit will be dispatched code three to the last known tracking location.

I. Responsibilities

A. Emergency Board Operator

1. Disarm the alarm by clicking the Audible Alert box.

Note: The Audible Alert box will be blank and this will disable the sound and automatically reset for future activations.

2. The operator shall create an incident using 211PX (possible 211 in progress) as the complete incident type, enter the address and the name of business.
3. Indicate “ESP Alarm, Tracking Possible 211 suspect” on the first line of comment section of the incident.
4. Dispatch the call using the Initial Priority I Broadcast on the appropriate channels.

Example: North Hollywood units, possible 211 in progress, ESP alarm activation I1234, RD 1546, stand by for additional.

Note: Follow established guidelines for the Initial Priority I broadcast.

5. The concerned operator will continue to monitor the activation via the ESP system, enter updated locations into the comments of the incident and broadcast the additional information.
6. The operator shall broadcast and dispatch a unit code three to the original location of the activation.

Example: “North Hollywood units, 15A45, 15A45, possible 211 in progress ESP Alarm activation 11550 Morrison Street, 11550 Morrison Street, Bank of America, Code 3, incident 1234, RD 1546.”

7. If an immediate voice acknowledgement is not received from a unit, the operator still has the responsibility of assigning the incident to a unit.
8. The operator will continue to monitor the activation and broadcast the updated locations on appropriate channels until the device has been located or the officers in the field have a visual on the suspect.

B. Radio Telephone Operator (RTO)

1. The concerned RTO shall broadcast a code three notification on the area base channel and enter the information in the comment section of the incident.
2. A second unit and a back up unit shall be dispatched code three to the last known tracking location.
3. Any emergencies initiated by officers shall be handled according to established policies and procedures.

Note: CD personnel shall not arbitrarily cancel other units responding code three.

C. Bureau Communications Coordinator (BCC)

1. The BCCs shall monitor and ensure accurate information is broadcast on the appropriate frequencies.
2. The BCCs shall continue to monitor all officer emergencies within their assigned bureau to ensure proper handling. BCCs shall not wait until an operator has lost control of a situation before assuming responsibility, making corrections and/or handling the emergency.

D. Supervisor

1. Shall ensure the designated ESP equipped consoles are sufficiently staffed and logged on at all times and make an entry in the Watch Commander's log.
2. If the application can't be launched contact a SMO for assistance and document in the Watch Commander's log.

365 RUNAWAY JUVENILE LOCATED

Action: DISPATCH

When a runaway juvenile has been located, include in the comment section of the incident the juvenile's location, name, physical and clothing description, and the location for officers to meet the parent or legal guardian. A juvenile is any person under the age of 18.

INCIDENT TYPE: 600

DETAIL TYPE: L

CODE: 2

366 **SCREAMING**

Action: **DISPATCH**

For any report of a man, woman, or child screaming the operator shall attempt to obtain the reason for the screaming, the nature of the screaming (words uttered or high pitched cries), and where the person is located (in the house, business, in the street, etc.).

INCIDENT TYPE: 930 (Screaming)

DETAIL TYPE: M (Man), W (Woman), C (Child)

CODE: 3

367 **SEIZURE**

Action: **DISPATCH/REFER**

Although seizures are considered a medical emergency, there are some situations which require police response. A police unit shall be dispatched to this type of incident when one or more of the following situations exist:

- A. A victim of a seizure was operating a vehicle and was involved in a traffic collision, including property damage only;
- B. The person is endangering others;
- C. A child is alone; or,
- D. Los Angeles Fire Department (LAFD) personnel requests police response

INCIDENT TYPE: 904 (Traffic), if involved in a traffic collision

907 (Injury) or (100) Other

720 (Meet), if LAFD requests

CODE: Code 2 – 3

368 **SHOTS FIRED (246 P.C.)**

Action: **DISPATCH**

Upon receipt of a report of shots fired, personnel shall obtain the most accurate suspect, weapon, and vehicle description possible. Furthermore, personnel shall ascertain if paramedic services are needed and, when applicable, conference the call with the Los Angeles Fire Department. All

shooting occurrences shall cause an incident to be created. Pertinent information (i.e., victim, suspect, weapon and vehicle descriptions) shall be entered in the comment section of the incident and broadcast to the responding units. Delayed reporting may be handled by Area STORM personnel, provided there are no injuries, the suspect is not at the scene or in the vicinity, and there is no follow-up.

For multiple calls to the same location or nearby location, the nature and urgency shall be determined by circumstances described by the reporting parties. To ensure a thorough investigation, any report of shots fired shall not be duplicated, unless all information is identical including the person reporting. Incidents may be updated provided the location of the shots fired is identical to the original call. Any variation to the location (i.e., apartment or suite number) shall cause a new incident to be created.

368.01 AMBULANCE

When an operator receives a call involving a firearm and requiring LAFD response, the incident shall be Code Three whether the suspect is at the scene or not.

INCIDENT TYPE: 246 (Shots Fired)

DETAIL TYPE: A (Broadcast as “Ambulance Shooting”)

CODE: 3

368.02 SHOTS FIRED, HEARD ONLY

When a caller reports that they heard shots being fired, inquire whether any victims/suspects/vehicles were seen or heard, and the number of shots heard. For a report of shots fired and no additional information is known, create a non-coded incident. The incident shall be broadcast on the concerned Area base and Traffic frequencies and a field unit shall be assigned within 15 minutes of call creation.

When a field unit advises shots heard, the concerned RTO shall create an incident and broadcast on the base frequency and traffic channel. The RTO shall ascertain whether the unit reporting is handling the call. If so, the incident shall be assigned to the reporting unit. If the unit reporting is not able to handle the call, then **the call shall be assigned within 15 minutes.**

INCIDENT TYPE: 246 (Shots Fired)

DETAIL TYPE: H (Broadcast as “Shots Fired, Heard Only”)

CODE: None

368.03 SHOTS FIRED, SUSPECT(S) SEEN

Any report of shots fired in which a suspect has been seen and/or which is in progress or just occurred, shall cause an incident to be created and a field unit to be dispatched. Personnel shall obtain the most accurate suspect, weapon and vehicle description possible.

Additionally, operators shall ascertain if a Rescue Ambulance is needed and ensure that notification is made to the LAFD. Delayed reporting may be handled by Area STORM personnel provided there are no injuries and the suspect is not at the scene or in the vicinity.

INCIDENT TYPE: 246 (Shots Fired)

DETAIL TYPE: J (Just Occurred)
 X (In Progress)

CODE: 3

368.04 SHOTS FIRED INTO AN INHABITED DWELLING

Any person who maliciously and willfully discharges a firearm at an inhabited dwelling, house, occupied building, occupied motor vehicle, inhabited house-car or camper is guilty of a felony. For any occurrences in-progress or just occurred, dispatch a unit Code 3. If the suspects are no longer at the location and there are no victims, yet evidence was left at the scene, other than bullet casings a field unit shall be dispatched.

Calls that are not reported immediately may be handled as STORM calls where the crime did not occur recently, the suspect is not at or in the vicinity of the location and is not likely to return, and the victim(s) are not in need of medical attention.

INCIDENT TYPE: 246 (Shots Fired)

DETAIL TYPE: D (Broadcast as “Shots Fired into an Inhabited Dwelling”)

CODE: In progress: 3
 Just Occurred: 2 – 3
 Investigation: STORM

369 SMOKING BAN

Action: REFER

The Los Angeles Police Department does not enforce the smoking ban in bars. The Los Angeles Fire Department and the City Attorney’s Office investigate these complaints. If a caller wants to make an official complaint, the person must call the Los Angeles City Attorney’s 24-hour Hotline.

Anyone who requests information on the smoking ban may be referred to the following services:

- California’s Clean Air Project (CCAP) – Information only.
- Resources and Education Supporting People Everywhere Controlling Tobacco (RESPECT).
- Tobacco Enforcement Hotline

These telephone numbers are listed in the Ready Reference under the category “HOTLINES.”

370 **SUICIDE**

Action: DISPATCH

Refer to INJURY, Manual Section 3/348.

371 **SUSPECT WITH A WEAPON**

A report of a suspect (subject) with a weapon, (i.e., gun, knife, pipe), shall cause a field unit to be dispatched. The code of the call shall be dependent upon the type or nature of the weapon and the actions of the suspect(s). Personnel should obtain a brief description of the suspect, the weapon(s) and any vehicle. Personnel should also describe the suspect’s actions. (i.e., threatening victims, or weapon tucked in pants). Additionally, personnel should determine the need for a Rescue Ambulance.

Calls for service with an incident type of 245 or 246 involving a gun/knife where the LAFD is also responding shall cause a field unit to be dispatched.

INCIDENT TYPE: 415 (Disturbance)
 245 (ADW)
 245A (Ambulance ADW)

CODE: Gun/Knife Involved and
 LAFD enroute: 3
 In Progress/There Now: 2 – 3
 Just Occurred/Just Left: 2

372 **SWIFT WATER RESCUE**

Action: DISPATCH

A swift water rescue pertains to a report of a victim seen in moving water in the Los Angeles River or any flood control channel within the City.

When a call is received of a victim in moving water in the Los Angeles River or any flood control channel within the City, a police unit shall be dispatched.

I. EBO Responsibilities:

- A. Obtain pertinent information including victim's location, time last seen, direction of travel and any additional information (i.e., descent, clothing, etc.). The EBO shall simultaneously transfer the caller to LAFD and advise the dispatcher of the swift water rescue incident.
- B. Create a Code 3 call for dispatch. Indicate "Swift Water Rescue, FD is also responding Code Three" in the comment section of the incident.
- C. Broadcast the incident on the appropriate Area Group.

Example: "All units, ambulance swift water rescue, victim in the LA River. Last seen at 1350 hours at 13043 Foothill Boulevard headed toward Paxton. Victim is a female white, wearing red shirt, Code Three, Incident 3650, RD 1655."

- D. Notify Air Support Division (ASD) Watch Commander. Document notifications in the comment section of the incident.

II. RTO Responsibilities:

- A. Obtain pertinent information from the unit reporting including the victim's location, time last seen, direction of travel, and any additional information (i.e., descent, clothing) and create a call.
- B. Have the Bureau Communications Coordinator (BCC) notify LAFD and ASD Watch Commander.
- C. Create a Code 3 call for dispatch. Indicate "Swift Water Rescue" in the comment section of the incident. Broadcast the incident on the appropriate Area Group.

INCIDENT TYPE: 907

DETAIL TYPE: A (Ambulance)
O (Other)

CODE: 3 (Patrol)
2 (Supervisor)

373

TAXI

Action: DISPATCH/REFER

373.01 **211 CABS/BANDIT LIGHTS**

Taxicab companies are required to be equipped with “Bandit Lights.” Bandit Lights are headlights utilized to alert police officers, air units, and other taxicab drivers when the taxicab driver feels he/she is in severe danger or when they are being robbed.

When the Bandit Lights are activated, the front and rear lights on the right side of the vehicle are turned off, leaving only the lights on the left side activated. If possible, taxicab drivers will alert their dispatch center via radio broadcast. Generally, a code and location are given to alert the taxicab company dispatcher of the situation. The dispatcher will notify the proper police agency and relay the information received.

373.02 **REQUEST FOR TAXICAB SERVICE**

Upon request from a private person for a taxi, the caller shall be referred to the local yellow pages or information operator. The operator shall not recommend any taxicab company to the caller.

When an officer makes a request, operators shall ensure that only authorized taxicab companies are contacted. Authorized companies are located in the Ready Reference under the category “TAXI.” Taxi requests received from an officer with the exact location, and number and description of passenger shall be sent to the ATO for processing. If a requested taxicab company is not listed, then the officer shall be notified that the request will not be processed.

374 **TERRORIST ACTIVITY**

Action: **DISPATCH**

With the nation’s war on terrorism, the public has become concerned when activity within their community appears suspicious, odd or out of the ordinary. They may contact their police agency to relay such information.

When presented with calls involving possible terrorist related activity, operators shall adhere to Communications Division Bomb Threat procedures. If sufficient evidence points to actual criminal and/or terrorist activity, the concerned operator will dispatch a field unit and a field supervisor. In keeping with a bomb threat, neither the incident type nor the location shall be broadcast.

INCIDENT TYPE: 997 (Suspicious Activity)

CODE: 2 – 3

Note: Upon completion of a field investigation potentially related to foreign or domestic terrorism, one of the following disposition codes **shall** be used to clear the call for service:

SAR - Suspicious Activity Report. A Suspicious Activity Report was completed

SAA – Suspicious Activity Arrest. A Suspicious Activity Report was completed and an arrest was made.

NSA – No Suspicious Activity

Officers shall not use “**OCC – Officer Completed Call**” or other standard disposition codes (e.g., ARR, RPT, ADV, etc.), to clear any calls for service involving incidents potentially related to foreign or domestic terrorism.

When choosing the code for an incident involving possible terrorist related activity or other criminal activity, the concerned operator should take into account a variety of factors. The factors include:

- Is the threat credible (offering reasonable grounds for being believed)?
- Is the threat corroborated (supported with evidence)?
- Is the threat specific and/or imminent (ready to take place)?
- How grave (significantly serious) is the threat?

If any of these factors exist, a field unit may be dispatched Code Three and a field supervisor Code Two. If the threat is less imminent, a field unit and field supervisor may both be dispatched Code Two.

Priority One: “9A11, 9A11, Incident 1223, Code Three.”

“9L40, 9L40, Incident 1223, Code Two.”

or

“9A11, 9L40, 9A11, 9L40, Incident 1223, Code Two.”

Any information that may assist in either the apprehension of a person involved in criminal activity or the prevention of criminal activity or possible terrorist-related activity should be documented in the comment section of the incident.

Notifications:

Suspicious activity, which may be related to terrorism, should be reported to the Anti-Terrorist Intelligence Section.

If the call is dispatched (suspect is at scene or just left with a specific location/direction of travel), the responding unit shall be responsible for contacting the Anti-Terrorist Intelligence Section. The comment section of the incident shall read “Contact Anti-Terrorist Intelligence Section upon arrival.”

If an incident occurred in the past and the suspect is no longer at the scene or in the area, the concerned operator may transfer or refer the caller to the Joint Regional Intelligence Center (JRIC).

If the incident just occurred and/or the suspect just left in an unknown direction (minimal follow-up information can be obtained) the caller may be referred/transferred to RACR, and an incident created, dispositioned, then broadcast and filed.

In addition, the concerned operator shall notify the following:

- Communications Division (Valley or Metropolitan Dispatch Center) Watch Commander
- Area Watch Commander
- Real Time Analysis and Critical Response Division (RACR)

375 **THEFT (484 P.C.)**

Action: DISPATCH/STORM/TELEPHONIC REPORT

As defined in Section 484 P.C., theft, in part, is any person who feloniously steals, takes, carries, leads or drives away the personal property of another, or who fraudulently appropriates property entrusted to him, or who knowingly or designedly defrauds any person of money, labor or service of another or real property. Theft involves the intent to permanently deprive another of personal property by taking or carrying it away without consent. Theft is property taken without force or fear.

375.01 **PETTY THEFT (484 P.C.)**

A petty theft is property taken valued \$950.00 or less. When a petty theft is committed, it is a misdemeanor and a report can be taken telephonically provided the following circumstances exist:

- The suspect is not at the scene and no immediate follow-up or possibility of an additional crime is likely to occur;
- The person reporting is the owner or employee of the property;
- The property taken was not a gun; and
- There is no evidence left at the scene

If all of the aforementioned criteria are not met, a field unit **shall** be dispatched.

Examples of a petty theft include purse snatch, taking beer from a liquor store or other items from a liquor store or convenience store, and gas drive-out with/without the license plate number.

375.02 **GRAND THEFT (487 P.C.)**

A grand theft is a felony and a field unit shall be dispatched when the property taken is:

- Money, labor, real or personal property valued more than \$950.00
- Fruit, vegetables, shellfish over \$250.00
- Any firearm
- Any motor vehicle
- Any draft animal (an animal that pulls a conveyance)
- Embezzlement (valued \$950.00 or more over a 12-month period)

Exception: For any exclusion in the provision above, the theft report may be handled as a STORM call.

A report can be taken telephonically when there is no possibility of a follow-up and the property taken is valued at less than \$5,000.00

375.03 DISPATCH A FIELD UNIT (THEFT CALLS)

Dispatch a field unit when a theft is in progress or the suspect is in the vicinity. Also, whenever a suspect(s) leaves any evidence that is indicative of the crime, a field unit must be dispatched. This includes those items on which an individual has written information (i.e., a piece of paper with a suspect/vehicle description, license plate number, or video tape of the crime) or where evidence has been left at the scene (i.e., weapons, objects used to gain entry, suspect clothing, identification).

In determining the code, operators shall consider the urgency of the situation. If a delay in dispatching a field unit to retrieve the evidence will cause unnecessary delay in the apprehension of the suspect(s) or will prevent additional crimes, the operator shall dispatch a field unit immediately to retrieve the items. STORM procedures may be applied to situations where a delay in dispatching will not prevent additional crimes nor affect the apprehension of the suspect, and the person reporting has information that allows for the possibility of a follow-up.

INCIDENT TYPE: 484

375.04 ILLEGAL SCAVENGING FROM CITY RECYCLING BINS

Action: **DISPATCH/BROADCAST FOR INFORMATION**

Section 66.28 of the Los Angeles Municipal Code makes it illegal for any person other than the owner, his/her agents, employees of the City, or any person holding a contract with this City for the collection or disposal of refuse or rubbish or recycling of salvage, to tamper with or remove the container or its contents. Scavenging from City recycling bins, whether the bin is located on public or private property, is illegal.

Any call received reporting illegal scavenging from a City recycling bin shall be classified as petty theft. When the crime is in progress or the suspect(s) is in the vicinity, dispatch a field unit; otherwise, refer the call to the concerned Area police station for a telephonic report and make an information broadcast.

INCIDENT TYPE: 484

CODE: In Progress – 0
Citizen Holding Suspect – 3
Officer Holding Suspect – 2

375.05 THEFT/LOSS OF ELECTRONIC DEVICES WITH GLOBAL POSITIONING SATELLITE (GPS) SYSTEMS

Action: DISPATCH/STORM/TELEPHONIC REPORT

The GPS system built into some electronic devices (e.g., cell phones, laptops, electronic tablets) allows consumers to track these lost or stolen devices geographically. Police require sufficient information to obtain search warrants pertaining to personal property and/or suspects. Communications Division personnel are to conduct a thorough interview and follow established policy and procedure for the specific call for service (e.g., loss, theft or robbery). The operator shall determine, based on information received if the call will be referred, dispatched or given to the station for STORM. Operators shall use reasonable judgment when determining exigent circumstances that would justify dispatching a call for service.

376 THREATS (TELEPHONIC/VERBAL)

Action: DISPATCH/STORM/TELEPHONIC REPORT

376.01 ANNOYING TELEPHONE CALLS

Every person whether they identify themselves or not who, with the intent to annoy, telephones another or requests a return call, and addresses such person in any obscene language or threatens to inflict injury to the person, property of family member of the person addressed, is guilty of a misdemeanor.

Reports of obscene, annoying or threatening telephone calls may be referred to the Area police station if the telephone call or message was received, provided the person reporting is in no immediate danger, and no domestic violence or a restraining order violation is involved.

In instances where the victim is in immediate danger or there is a fear for their immediate family's safety, as the result of a verbal threat, the operator shall follow the established guidelines for verbal threats listed below.

INCIDENT TYPE: 100 (Other)

CODE: None (Only dispatch if immediate danger is present)

376.02 VERBAL THREATS

Any person who willfully, verbally threatens to commit a crime which will result in death or great bodily injury to another person, with the specific intent that the statement is to be taken as a threat, even if there is no intent of actually carrying it out, is guilty of a crime if he or she causes another person to fear for his/her safety or the safety of their immediate family. "Immediate Family" shall include the father, father-in-law, mother, mother-in-law, brother, sister, spouse, child, foster child, grandparents, grandchild, step-parents, step-children of any employee of the City, the domestic partner of the employee, a household member and the following relatives of any employee's domestic partner: child, grandchild, mother, father.

Example: A suspect calls the victim and states they are coming to the victim's residence to hurt him/her and a reasonable person would believe the suspect is "on the way" and will commit the crime upon arrival.

Dispatch a field unit if any of the following circumstances are met:

- The suspect is at the scene with the victim.
- The suspect is in close proximity to the victim.
- The victim is in, or appears to be in, immediate danger.
- The threat contains elements of hatred, racial connotations or labor disputes.
- Domestic violence is involved.

Refer the victim to the concerned Area police station for a telephonic report when any of the elements listed below are met:

- The suspect threatened to commit a crime that would result in death or great bodily injury to the person threatened or to his or her immediate family.
- The threat was unconditional and specific as to cause the person threatened to believe it will be carried out.
- The suspect has made the threat with specific intent that the person threatened would understand it as a threat, even if the suspect did not intend to carry out the threat.
- The person threatened was actually and reasonably in fear for his or her personal or immediate family's safety.
- A violation of Penal Code Section 422. Police officers are not expected by virtue of their position to be subjected to, or to have their families subjected to, over threats of physical harm without having criminal law protection at their disposal. Penal Code Section 422 protects not only civilians, it is equally applicable when a police officer or his/her family has been threatened.

INCIDENT TYPE: 620, 245, 242 etc. (Dependent upon the nature of the threat/possible crime)

376.03 **THREATS INVOLVING DOMESTIC VIOLENCE**

Threats involving threatened, imminent or ongoing domestic violence and the violation of any protection or restraining order shall cause a field unit to be dispatched following the guidelines set forth in the domestic violence dispatch guidelines.

377 **TRAFFIC COLLISIONS**

Action: **DISPATCH/REFER**

A traffic collision is an unintentional occurrence in which the movement of a conveyance causes death, injury, or property damage. A conveyance is any device by which a person or a property may be propelled, moved or drawn from place to place. Included are motor vehicles, trains, buses, bicycles, and animals under human control.

To be classified as a traffic collision the force causing the damage or injury must originate from a moving conveyance.

Exception: Collisions involving conveyances being used as industrial machinery or engaged in authorized sporting events are not traffic collisions.

INCIDENT TYPE: 904 (Traffic)

CODE: None – 3

377.01 **TRAFFIC INJURY CLASSIFICATIONS**

- A. “A” INJURY – Any serious, incapacitating injury, which normally requires hospitalization other than for observation and prevents the victim from walking or driving, is classified as an “A” injury.
- B. “B” INJURY – Non-incapacitating injury, which is visible, is classified as a “B” injury.
- C. “C” INJURY – Momentary unconsciousness or complaint of pain without visible signs of injury is classified as a “C” injury.
- D. “K” INJURY – An injury that results in death is classified as a “K” injury.

377.02 **INTERVIEW QUESTIONS**

It is imperative to conduct a thorough interview upon receipt of a call involving a traffic collision to determine the nature of the traffic collision. The operator shall obtain the name and telephone number of the person reporting, and how the party is aware of the traffic collision (passerby, observer, involved party, or second hand information). Evaluate each call on an individual basis

and not use a caller's inability to answer all questions or provide information as a single determining factor for lack of police dispatch. The information shall be used to assist the operator in determining the type of call. In addition to person reporting information, the below listed questions shall be asked of each person reporting, including parties not involved such as those passing by and second hand parties.

- **Is anyone injured?** If a person is injured, then ask, "Does the person need a paramedic?"

Note: Persons injured may not necessarily need an ambulance; however, if one is needed, conference the call with the Los Angeles Fire Department (LAFD) and advise the caller to provide the LAFD with the exact location of the traffic collision and the call back number. The LAFD will inquire on the nature and extent of injuries. The operator shall remain on the line with the LAFD and upon request, provide the LAFD operator with your operator number and the incident number.

- **What is the exact location of the traffic collision?** (In the intersection, near the curb, in a ditch or canyon, on the freeway, etc.)
- **Are all the involved parties still at the location?** If one or more parties have left the scene of the collision, the operator shall attempt to obtain the location of all involved parties. A collision where a party has left the scene without exchanging the required information is classified as a Hit and Run.
- **Is any City Property involved?** Refer to "City Property Involved" under "Types of Collision Calls" for a guideline of qualifications for City property.
- **Is there any water in the roadway?** Depending on the nature and cause of water in the roadway may be a City liability, including storm drains and fire hydrants.
- **Does anyone appear to be under the influence of alcohol or narcotics?** Any driver who is or may possibly be under the influence of a controlled substance such as alcohol or narcotics during a traffic collision is classified as DUI Traffic.
- **Do all parties involved possess a valid driver's license?** Parties involved in a Traffic Collision who possess an expired driver's license are considered "unlicensed drivers."

377.03 TYPES OF COLLISION CALLS

377.03.1 AMBULANCE ENROUTE

A traffic collision call requiring a Rescue Ambulance, or circumstances such as crowd control, traffic hazards, a burning vehicle, or a person trapped, etc., shall be dispatched Code Three. The operator receiving an Ambulance T/C shall create the call and proceed with the Priority I broadcast on the appropriate Area Group Select.

- Make every attempt to dispatch Collision Investigation (T or TL) units as primary on all Priority I ambulance T/C's.

DETAIL TYPE: A (Broadcast as "Ambulance Traffic")

377.03.2 BUS

A Bureau traffic unit has primary responsibility for all traffic collisions involving a bus. The concerned bus company shall be contacted and notified of all traffic-related incidents. Only DASH and Commuter Services busses, which are owned by the City of Los Angeles Department of Transportation (LADOT), shall be considered City Property Involved (CPI).

When a Metropolitan Transit Authority (Metro) bus is involved in a traffic collision, the Metro Bus Operations Control (BOC) center shall be notified. The BOC will determine whether a Metro Transit Operations Supervisor will respond or not. On all Metro bus or contract bus traffic collisions involving a "K" injury or other unusual occurrence, the Los Angeles County Sheriff's Department (LASD) Transit Services Bureau (TSB) Watch Commander shall also be notified.

The determination of whether or not to dispatch on a collision involving a Metro bus shall be based upon existing policies and procedures (injury, CPI, hit and run, DUI-involved, etc.). A non-injury/exchange of information collision with no unusual circumstances shall not be routinely dispatched. If an LAPD unit is not being dispatched, the Operator receiving the call shall still notify the Metro BOC.

The code shall be determined based on the type of traffic collision and the urgency of the situation.

DETAIL TYPE: Q (Bus)

377.03.3 UNDERGROUND/RAIL

Personnel receiving a report of a traffic collision involving any rail system shall create an incident for dispatch to a Bureau traffic unit. Rail systems include the Metropolitan Transit Authority (Metro) Rail System (Blue, Gold, Red, Purple, Green, and Expo Lines), the Metrolink Commuter Rail System, and any train or conveyance using railroad right-of-ways in the City of Los Angeles (i.e. Amtrak or Union Pacific Railroad).

The Los Angeles County Sheriff's Department (LASD) Transit Services Bureau (TSB) Watch Commander shall also be notified on all rail-related incidents.

The code shall be Code Two or higher depending on the urgency of the situation.

DETAIL TYPE: U/R (Underground/Railroad)

377.03.4 PROPERTY DAMAGE ONLY

Police are dispatched on traffic collisions that involve an injury, a crime, or City liability. For traffic collisions where no crime has occurred and Property Damage Only (PDO) exists, then it is the responsibility of insurance companies to investigate and determine fault of the traffic collision. When all parties are still at the scene, there are no injuries, no CPI, none of the involved parties are under the influence of an alcoholic beverage or a controlled substance, and parties comply with exchanging information at a traffic collision, police dispatch is not required. When Property Damage Only (PDO) exists, then operators are to advise all parties involved to:

- Exchange information, which includes, driver license number, license plate number, insurance name and policy number, address and telephone number.
- Contact the Department of Motor Vehicles (DMV) regarding SR-1 requirements.

Note: An uninsured party does not constitute police response.

377.03.5 COMPLAINT OF INJURY

A traffic collision where an involved party has a complaint of an injury or minor injuries and declines a Rescue Ambulance (RA) is classified as a Class II traffic. A traffic unit shall be dispatched with no code.

DETAIL TYPE: 2 (Broadcast as “Complaint of Injuries” or “Class II”)

377.03.6 CITY PROPERTY INVOLVED (CPI)

I. City Property Qualifications:

A. A City employee acting within the scope of his/her employment, including an employee using his/her private vehicle, who is involved in a traffic collision. For police officers involved in a traffic collision refer to Officer Involved, Manual Section 377.03.10.

B. Damage to property owned, maintained or contracted by the City, including, but not limited to light standards, traffic signals, City signs, police vehicles, fire hydrants, curbs, telephone poles and DASH/Commuter Express buses.

Note: MTA and contract bus companies are not CPI.

C. Water in the roadway other than from precipitation run off.

D. Any traffic collision influenced by City Property has the possibility of City liability, such as oil spills in the roadway, flooded intersection, City tree fallen or covering street signs, and police pursuits.

II. City Property Involved Policy:

- A. Dispatch a traffic unit minimum Code Two for a “CPI Traffic.”

DETAIL TYPE: 3 (Broadcast as a “CPI Traffic”)

377.03.7 HIT AND RUN FELONY

A Hit and Run Felony is a traffic collision when one or more persons are injured but no Rescue Ambulance (RA) is needed, and an involved party is attempting to flee or has fled the scene. A police unit shall be dispatched as Code Two for a hit and run felony. When a citizen is holding a person at the scene of a traffic collision, a patrol unit shall be dispatched Code Three to standby while a traffic unit responds Code Two. In the comment section of the incident, the operator shall include the direction of travel, suspect vehicle’s color/make/model/license and other distinguishing characteristics, location of damage on the suspect’s vehicle, and number and description of occupants, when possible.

DETAIL TYPE: 4 (Broadcast as a “Hit and Run Felony”)

CODE: 2

377.03.8 HIT AND RUN MISDEMEANOR

Traffic collisions are classified as a hit and run misdemeanor when one or more of the involved parties is attempting to flee or has fled the scene and there are no injuries. Hit and run misdemeanors are dispatched non-coded, when there is a possibility for follow-up and does not meet SPAR criteria. In the comment section of the incident, the operator shall include the direction of travel, suspect vehicle’s color/make/model/license and other distinguishing characteristics, location of damage on the suspect’s vehicle, and number and description of occupants, when possible.

DETAIL TYPE: 5 (Broadcast as a “Hit and Run Misdemeanor”)

CODE: None

377.09.9 DRIVING UNDER THE INFLUENCE

Traffic collisions in which one or more of the involved parties is under the influence of an alcoholic beverage or a controlled substance constitutes a DUI traffic collision. DUI traffic collisions are also known as 502 traffic collisions. It is critical to screen DUI calls for any disturbances, such as citizen holding the suspect or fighting, as well as the nature of the controlled substance. For officer safety, two officers are required to respond. The code shall be Code Two or higher depending on the urgency of the situation.

DETAIL TYPE: 6 (Broadcast DUI Traffic)

CODE: 2

377.03.10 OFFICER INVOLVED

When an LAPD vehicle or on-duty Police Department Personnel is involved in a traffic collision, the involved employee's supervisor shall be notified and a traffic supervisor and traffic unit shall be dispatched from the Bureau of occurrence. If the distance of two or more Divisions separate the involved employee's supervisor from the scene of the collision or lengthy travel time is involved, a traffic supervisor from the Bureau of occurrence shall be dispatched instead.

DETAIL TYPE: 7

CODE: 2

377.03.11 AIRCRAFT

Private or commercial aircraft crashes shall cause a patrol unit to be dispatched Code Three. The Los Angeles Fire Department (LAFD) shall also be notified.

377.03.12 LAPD HELICOPTERS

Air Support investigates all incidents involving LAPD Helicopters. A patrol unit shall be dispatched Code Three and the call shall be handled as an "Officer Needs Help" call. The Los Angeles Fire Department (LAFD) shall also be notified.

377.03.13 UNKNOWN IF INJURIES/HEARD ONLY

When the caller hears a possible traffic collision and is unable to verify the exact location and nature of the accident the operator shall make a determination to dispatch a field unit on a case-by-case basis. Several factors shall be taken into consideration when making the decision to dispatch or not including, but not limited, to:

- The time of day may be a factor (Incidents late at night or early in the morning may have a limited number of witnesses).
- The location (Incidents in remote areas or with canyons may cause an accident to be heard and not seen).

If a determination is made to dispatch and the caller is unable to determine the approximate location, the Person Reporting's address shall be used as the reported location.

If a determination is made to not dispatch, an incident shall be created, broadcast as information on the appropriate base and traffic channel. The incident **shall** include information as to why a field unit was not dispatched. Disposition code "BCF."

377.03.14 INVOLVING SCHOOL BUSES

Traffic collision calls involving school buses where students are being transported or actively loaded/unloaded onto the bus are the primary responsibility of the California Highway Patrol (CHP). Operators may, as a courtesy, dispatch a LAPD unit to standby until the CHP officer arrives (i.e., injured students on board requiring an ambulance). LAPD handles all school buses **not** transporting or actively loading/unloading students at the time of the collision. Traffic dispatch criteria must be met before a field unit is dispatched.

DETAIL TYPE: 8 (OTHER)

377.03.15 PARTY REFUSING TO IDENTIFY

It is a misdemeanor for any person involved in a traffic collision, which results in property damage, to refuse to exchange evidence of financial responsibility, current address, vehicle registration and driver's license information with the other driver or property owner involved in the collision. Upon receipt of calls for service involving traffic-collisions with property damage only, where the involved parties are still at scene, and any of the involved parties refuse to identify oneself, a patrol unit shall be dispatched. Do not send the police on traffic collision calls where one party has provided their driver's license and registration information, address and telephone number, but refuses to provide the name of his/her insurance. The party has properly identified him/herself and the call does not constitute a party refusing to be identified at the scene of a traffic collision. However, if the other party refuses to exchange equal information, then police must be dispatched to ensure the exchange of information. The Area patrol unit shall be dispatched with no code and the call broadcast on both the concerned Bureau traffic and Area frequencies.

DETAIL TYPE: 9 (Broadcast as "Traffic Party Refusing to ID")

377.03.16 ASSAULT WITH A DEADLY WEAPON (ADW) WITH A VEHICLE

See ADW with a Vehicle, Manual Section 3/311.01

377.03.17 INCIDENTS ON FREEWAYS

The California Highway Patrol (CHP) is responsible for handling all traffic-related incidents, which occur on the freeway including freeway on and off ramps within the City limits. The agency (i.e., LAPD, Inglewood PD, etc.) through which the freeway passes handles all other crime related incidents.

373.03.18 415 FIGHT AT THE SCENE OF A TRAFFIC COLLISION

Traffic collision calls, where the involved parties are involved in a verbal and/or physical altercation, are considered "415 fights at the scene of a traffic collision." Create an incident and enter on the first line of the comments "at the scene of a traffic collision." Dispatch a **patrol**

unit from the Area of occurrence and broadcast the incident on the concerned Bureau Traffic and Area frequencies.

INCIDENT TYPE: 415 (DISTURBANCE)

DETAIL TYPE: F (FIGHT)

CODE: 2

373.03.19 UNLICENSED DRIVER AT THE SCENE OF A TRAFFIC COLLISION

If it is determined that an unlicensed driver is involved in a traffic collision, and there is **property damage only**, a **Patrol** unit from the Area of occurrence shall be dispatched. A Priority III incident shall be created using the incident type 904 (Traffic), and detail type 9 (Refusing ID). Documentation of an “Unlicensed Driver” and “Property Damage Only” shall be included in the first line of the incident comments.

Broadcast for “Any Unit” on the base and traffic channel for the Area of occurrence.

Example: “Any (Division) Unit, Traffic Collision Unlicensed Driver, (location), Incident (number), RD (number).”

Note: Operators receiving Priority I or II traffic calls shall follow established guidelines and procedures and “unlicensed driver” shall be added to the incident comments when applicable.

INCIDENT TYPE: 904 (TRAFFIC)

DETAIL TYPE: 9 (Broadcast as “Traffic Collision Unlicensed Driver”)

377.04 PRIORITIZATION OF TRAFFIC COLLISIONS

The receiving operator shall broadcast all Traffic Collision incidents prior to unit assignment, except during Mode Two, Priority II and III calls shall be broadcast by the RTO. Include in the broadcast the Reporting District (RD) regardless of Priority. Follow the sequential order of dispatch for Traffic Collision incidents as listed:

- I. Priority I
 - A. Priority I traffic calls requires immediate assignment as a result of a life-threatening situation. They include, but are not limited to, vehicles on fire or overturned vehicles where a person may be trapped, hit and run felony w/Rescue Ambulance (RA) responding, and citizen holding party involved in a Traffic Collision.
 - B. Incidents are broadcast on the appropriate Area Group, if Code Three.

II. Priority II

- A. Priority II traffic calls are urgent in nature, but not necessarily life-threatening, including, but not limited to a hit and run felony w/complaint of injuries (no RA responding), DUI and CPI traffic collision incidents.
- B. Incidents are broadcast for “any unit” on the base channel for the Area of occurrence and the corresponding traffic channel.
- C. The incident is queued to the RTO for dispatch.

III. Priority III

- A. Priority III traffic incidents are not urgent, including but not limited to, hit and run misdemeanors, parties refusing to identify at the scene of the traffic collision, and parties who have a complaint of injury and decline a Rescue Ambulance (RA).
- B. Broadcast for “any unit” on the base channel for the Area of occurrence and the corresponding traffic channel.

377.05 SYSTEM TO PRIORITIZE ACCIDENT REPORTS (SPAR)

A caller reporting a traffic collision meets SPAR criteria where the collision is:

- A hit and run misdemeanor;
- There is no traffic hazard;
- No City property involved;
- The victim’s vehicle was parked and unattended;
- There is no possibility for follow-up investigation; and,
- The person reporting is the prior driver or person responsible for the vehicle or property.

When a call meets SPAR criteria:

- Create an incident;
- Advise the person reporting an officer will contact them by telephone;
- Advise the concerned traffic bureau officer;
- Enter the contacted officer in the comment section of the incident; and,
- Disposition the incident “CTR.”

378 **TRAFFIC HAZARD**

Action: **DISPATCH/REFER**

A traffic hazard is the result of any situation in which a vehicle causes unsafe conditions on the roadway. Such vehicles might be stalled in the middle of the intersection, left in a blind spot, facing the wrong direction, or taking up too much space when parked on a narrow street. The Department of Transportation (DOT) shall be notified if any of the above conditions occur. DOT may be notified to stand by at the scene of a traffic collision which is creating a hazard. DOT will not remove the vehicle(s) but will standby until a police unit arrives. If any traffic hazard results in immediate safety concerns for pedestrians or vehicular traffic, a police unit shall be dispatched a minimum of Code Two.

379 **TRAFFIC STOP**

See Traffic Stop, Manual Section 3/137

380 **UNKNOWN TROUBLE**

Action: **DISPATCH/BROADCAST FOR INFORMATION**

When the nature of a call cannot be determined, a police unit shall be dispatched for an “Unknown Trouble” to investigate a potential problem. An “Unknown Trouble” may originate from any location where the nature of the call was not communicated to the receiving operator, possibly due to the line being disconnected, the person reporting is unable to specifically verbalize the problem, or a line is left open. An “Open Line” is where personnel receive telephone line activation and the caller is not communicating with the operator. An “Unknown Trouble” can originate from anywhere including, but not limited to, public telephone company operators as well as the home, business, pay phone, or wireless/cell phone.

380.01 **UNKNOWN TROUBLE FROM A WIRELESS CELL PHONE**

Phase II (WPH2) Wireless (cellular) technology has been fully implemented. Orion VELA takes the latitude and longitude from the Automatic Location Identification (ALI) and plots it on a map. VELA then displays an approximate address to assist the Emergency Board Operator (EBO) in locating a Wireless 9-1-1 caller when the caller cannot verify their actual location.

Whenever an operator receives a Wireless 9-1-1 call where the line remains open and sounds associated with distress are heard (i.e., possible struggle, yelling, arguing, and/or a request for help is made), the following procedures shall apply:

Phase II (WPH2)

The operator shall dispatch a field unit Code Two to the suggested or approximate location as an Unknown Trouble. Include “Open 9-1-1 Wireless Call,” and what was heard, in the first line of the comment section of the incident.

After the line has been open approximately 15 seconds, operators should click the Retransmit tab on the ALI window to obtain a more accurate location if available. (Repeated clicking will lock up VESTA.) The operator shall remain on the line, broadcast any additional pertinent information and update comments accordingly. To dissuade nuisance calls and/or encourage a distressed wireless caller, the operator shall state:

“I am dispatching a police unit to (suggested Phase II location).”

If the cellular telephone number is not a pre-paid phone and has a valid callback number, the operator shall provide the number and the Wireless Service Provider (WSP) information to a supervisor. The concerned supervisor shall contact the WSP to retrieve the associated billing/home address. Based on the proximity of the Phase II location received and the address provided by the WSP, the supervisor will determine if the call should be upgraded to Code Three with the better or more exact location.

Phase I (W911)

In the event an operator receives a Phase I Wireless 9-1-1 call in which the address provided indicates a Cellular Tower location, the operator shall create an Unknown Trouble incident. The statement “Open Wireless 9-1-1 line, Cellular Tower location” shall be included in the comment section of the incident. The operator shall make an Information Broadcast on the concerned Area Base, Traffic and Air/K9 and any applicable Task Force frequencies. The incident shall be closed using the “INF” disposition code.

Example: “Seventy Seventh Units, information only, Unknown Trouble, Open Wireless 9-1-1 Line, 8953 S. Western Ave., Cellular Tower location only, possible struggle heard in the background, I1898, RD 1283.”

Open Wireless 9-1-1 Call/No Distress Noises Heard

If an operator receives an Open Wireless 9-1-1 call where the line remains open and no distress noise is heard, in either WPH2 or W911, the operator shall make every effort to determine if an emergency exists. After a reasonable amount of time with no response to a verbal inquiry or TTY activation, the operator shall advise over the open lien to call back on 9-1-1 if there is an emergency, and that they are disconnecting the line. The operator shall disconnect and resume call taker responsibilities.

Open Wireless 9-1-1 Call/Verbal Request for Police Assistance-No Location

The following procedures shall apply whenever an operator receives a Wireless 9-1-1 call where the caller makes a verbal request for police assistance and disconnects without providing a location or reason:

A. Phase II (WPH2)

The operator shall dispatch a field unit Code Two to the suggested or approximate location as an Unknown Trouble. “9-1-1 Wireless Call” and any pertinent information shall be entered on the first line of the comment section of the incident.

Example: “Seventy Seventh Units, Unknown Trouble, Wireless 9-1-1 Call, 1819 w 89th St, female requested police assistance then hung up, Code 2, I1898, RD 1283.”

B. Phase I (W911)

The operator shall create an Unknown Trouble Call and make an Information Broadcast.

Example: “Seventy Seventh Units, information only, Unknown Trouble, Wireless 9-1-1 Call, 8953 S. Western Av., Cellular Tower Location only, female requested police assistance then hung up, no further, I1898, RD 1283.”

Provided there is a valid callback number, the concerned operator shall attempt to call back and determine the nature of the problem. The operator shall follow the procedures outlined above, including supervisor notification, when applicable.

WPH2 or W911 Hang Ups

Upon receipt of a WPH2 or W911 hang up, where nothing is said or heard, the operator may call back to determine if an emergency exists, provided there is a valid call back number and the call load permits.

Note: Operators shall activate the Telecommunications Typewriter (TTY) tab on VESTA on all open 9-1-1 lines in accordance with established policy and procedures.

380.02 UNKNOWN TROUBLE FROM A RESIDENCE/BUSINESS

In instances of an “Open Line” where the line remains open and **noise is heard**, the operator shall attempt to discern the noise(s) and identify what type of emergency service may be needed. For example, moaning, erratic breathing or tapping on the receiver may be a medical or police emergency. When the call is believed to be a medical emergency, conference the call with the Los Angeles Fire Department and dispatch a police unit for an “Unknown Trouble” according to procedures. When the call does not appear to be a medical emergency, dispatch only a police unit.

When a caller disconnects before stating their emergency, the EBO may call the party back using the telephone number provided on the Automatic Number Identification (ANI) to determine the validity of the call. This shall be done only during those time periods when emergency calls are

not holding. If time does not permit a callback or the party fails to answer, the call shall not routinely be dispatched. Operator discretion to not dispatch shall be based on sound judgment and the totality of the situation.

On an “Open Line” where the line remains open and **no noise is heard**, personnel shall activate the TTY channel window. If a typed response is received, then handle the call according to established TTY Call guidelines. If a typed response is not received, click the release button to release the line and click the close button to close the TTY window, then create and dispatch an “Unknown Trouble” according to procedures.

Operators shall call back on all open lines on 9-1-1 calls from business establishments and residences, when the caller disconnects during or after the TTY activation. If the concerned operator is unable to make contact with someone at the location to determine that no actual emergency exist, then create and dispatch an “Unknown Trouble” call according to established procedures. After the call has been dispatched, additional callbacks may be done as time permits, in an effort to cancel an unnecessary police response.

Prior to dispatching an “Unknown Trouble” on an open line the concerned operator shall state: “I am dispatching a police officer to (ALI LOCATION INDICATED).”

Enter on the “Caller’s Address” line “ANI/ALI not verified” for all “Unknown Trouble” incidents, where the Automatic Number Identification and Automatic Location Identification information was not confirmed.

Dispatch a field unit to the location indicated in the ALI provided or obtained through the Reverse Directory.

For all “Open Line,” calls enter on the first line of the comment section of the incident, “Open 9-1-1 Line.”

INCIDENT TYPE: 900 (Unknown Trouble)

CODE: 3

380.03 UNKNOWN TROUBLE/OPEN LINE FROM A BUSINESS

An “Open Line” received from any **business establishment** (i.e., restaurant or doctor’s office) shall cause an “Unknown Trouble” incident to be created and a police unit dispatched. All other policies and procedures for Unknown Trouble calls from a residence shall be followed.

380.04 UNKNOWN TROUBLE FROM A PAYPHONE

Operator discretion shall be used to dispatch on all **payphones** including a business pay phone located inside or outside of a business establishment. 9-1-1 activations received from miscellaneous coin-operated phones/pay phones **not in connection with a business establishment**, where no noise is heard, shall not be routinely dispatched.

380.05 **UNKNOWN TROUBLE FROM A COLLEGE/UNIVERSITY CAMPUS**

School security shall be contacted and advised for calls received from a **University campus**, such as USC, CSUN, or UCLA. When school security advises they will handle, disposition the “Unknown Trouble” as “CTR” and enter the name of the contact person in the comment section of the incident.

380.06 **UNKNOWN TROUBLE FROM A SWITCHBOARD (PBX)**

The switchboard operator shall be called back on Central Office Exchange Service (**CENTREX**) or **PBX** numbers in an effort to obtain the exact nature and location of the trouble. If the switchboard operator is unaware of any trouble or the location, then the incident shall be closed and the operator’s name entered in the comment section of the incident, otherwise dispatch according to procedures.

380.07 **UNKNOWN TROUBLE FROM A PUBLIC TELEPHONE COMPANY OPERATOR**

When a **public telephone company operator** reports an “Unknown Trouble” at location, a field unit shall be dispatched. When only a telephone number is provided, personnel shall consult a supervisor for permission to manually request Automatic Location Identification (ALI) through the Vesta “ALI dip.” Upon accessing the address, dispatch a police unit as an “Unknown Trouble.”

381 **UNLAWFUL SOLICITATION**

Action: **DISPATCH/ TELEPHONIC REPORT**

Any individual has the right to solicit donations or circulate petitions, as an extension of his/her right to free speech, but a balance must be struck between First Amendment freedoms and interference with commercial functions. When customer traffic is being impeded or business operations are being disrupted to an **unreasonable** degree due to solicitation in front of businesses, a field unit should be dispatched.

For callers attempting to verify the validity of a solicitor, refer the caller to the Commission Investigation Division. Commission Investigation Division is able to verify if a business is permitted to conduct in the City of Los Angeles.

Note: The Los Angeles Police Department does not solicit for funds.

The need to dispatch on these types of incidents will depend upon the actions of the individuals soliciting and whether or not they are still at the scene.

382 **UNUSUAL OCCURRENCES**

An unusual occurrence is an event involving potential or actual personal injury and/or property damage arising from fire, flood, storm, earthquake, tidal wave, landslide, wreck, enemy action, civil disturbance or other natural or man-caused incident necessitating the declaration of a tactical alert or mobilization. When officers are directed to the Command Post for an Unusual Occurrence an incident shall be created using the location of the Command Post and include the nature of the unusual occurrence in the comment section of the incident. The code is dependent upon the requesting Watch Commander (any rank) or Field Commander (any rank).

INCIDENT TYPE: 200

383 **VANDALISM (594 P.C.)**

Action: **DISPATCH/STORM/TELEPHONIC REPORT**

In part Penal Code 594 defines vandalism as “Any person who maliciously damages, destroys, or defaces with graffiti or other inscribed material any real or personal property not his or her own.”

Operators shall dispatch on all reports of vandalism when the suspect is still at the scene or a hatred incident (religious, ethnic, racial connotations, etc.) exists. When conducting the interview, attempt to obtain the method of vandalism and the suspect(s) description in addition to the nature of the vandalism.

STORM when:

- The suspect is no longer at the scene
- The damage is valued at \$400.00 or more
- A gunshot is involved
- A labor dispute

Refer the person reporting for a telephonic vandalism report to the concerned Area Division when STORM and dispatch conditions are not met.

INCIDENT TYPE: 594 (Vandalism)

CODE: Suspect there now 2
 Hate crime: 2
 Investigation: Telephonic (Less than \$400.00)

384 **VEHICLES**

Action: **DISPATCH/REFER**

384.01 STOLEN (487 P.C.)

The stolen incident type may be used for motor vehicles other than automobiles, such as trains, boats, forklifts, etc. A stolen vehicle is property taken permanently or temporarily, without the knowledge or prior permission of the owner. Refer all reports of a stolen vehicle to the appropriate Area desk, unless extenuating circumstances exist (see Grand Theft Auto for procedures).

384.02 RECOVERED

A “recovered vehicle” is a vehicle that has been located after being reported stolen or taken. For all reports of a recovered vehicle obtain: a vehicle description (include year, color, make, model, license or VIN, any distinguishing characteristics); whether the person reporting is the registered owner or not; and, if the engine is currently running.

When a registered owner (RO) reports that they have located their vehicle, a patrol unit shall be dispatched with no code to the location of the vehicle to meet the registered owner and release the vehicle. Until an officer releases the vehicle, anyone driving the vehicle may be presumed to be the suspect; therefore, advise the registered owner to standby and not drive the vehicle prior to the arrival of the police.

When a RO is not standing by the vehicle, follow STORM procedures, unless the vehicle is Code Six Charles.

Dispatch a patrol unit a minimum of Code Two to all recovered Code Six Charles vehicles, whether the registered owner is standing by or not. Advise the Person Reporting not to drive the vehicle; to standby at a safe location until a field unit arrives; and, to call back to report any additional information.

Dispatch a patrol unit Code Two to all recovered vehicles with the engine left running.

DETAIL TYPE: 2 (Recovered)

384.03 GRAND THEFT AUTO (GTA - 487 P.C.)

Any person(s) who drives or takes a vehicle not his/her own, without the consent of the owner, and with intent either to permanently or temporarily deprive the owner of his/her title to or possession of the vehicle is guilty of Grand Theft Auto.

Questions that may be asked of a person(s) reporting a vehicle that has been or is currently being taken are, but are not limited to:

- Is it your car?
- When was the vehicle taken?
- Were you inside the vehicle or was it parked (in progress or suspects seen)?
- Direction vehicle last seen (or direction vehicle is facing)?

- If suspect was seen, how was it taken (weapons–211GTA)?
- Vehicle Description (license, year, make, model, color)?
- Suspect(s) Description?
- Did you have any weapons in the vehicle?

Broadcast

An information broadcast shall be made for **ALL** reported GTA's regardless of the amount of time, which was lapsed since the theft. Include in the broadcast a vehicle description, last known location, and if known the approximate time crime occurred.

Dispatch

Create an incident and dispatch for a GTA or Attempt GTA when:

- The crime is in progress.
- The caller can provide suspect information or the crime just occurred and the suspect may still be in the vicinity.
- The GTA involved the commission of another crime, such as a Kidnap or Attack, which necessitates an on scene investigation.

Refer

Refer the caller to the Area station for a telephonic report when:

- Criteria for dispatch is not met.
- The person reporting (PR) is the registered owner, last driver, or lessee.
- The operator is able to verify ownership, registration and the identity of the PR utilizing Department of Motor Vehicles (DMV) data.

9-1-1 operators shall transfer all reported GTA calls, which qualify for telephonic reporting to a secondary operator for processing. The secondary EBO shall determine whether or not the PR is the registered owner, lessee or last driver, and then:

- Create an incident and broadcast for information only.
- Refer the caller to the Area for a telephonic report.
- Make an Area Group broadcast.
- Indicate in the comment section of the incident, the caller was referred to the Area station for a telephonic report.
- Disposition the incident "INF."

Note: If the crime is not in progress or has just occurred and verification is not possible, and/or the PR is not the registered owner or lease holder, the caller shall be referred to the Area station.

INCIDENT TYPE: 503 (Vehicle)

DETAIL TYPE: 3 (Grand Theft Auto)

CODE: In Progress: 2
Other Felony Crime Involved: 2 – 3
Has not occurred in the last 60 minutes, and no available suspect information: TELEPHONIC

Note: If a firearm has been left in a vehicle being reported stolen, the officer shall indicate in the narrative of the report that a firearm was left in the vehicle. The operator will obtain information to provide a description of the firearm (i.e., PR advises that a .38 caliber Smith and Wesson, blue steel revolver was left in the vehicle) and include this information in the Citywide information broadcast notifying field units.

Except in extenuating circumstances, a stolen report will not be taken if someone who has had permission to drive the vehicle in the past, and has not yet returned the vehicle.

384.04 CAR STRIPPERS

No person shall either individually or in association with one or more other persons, willfully injure or tamper with any vehicle or the contents thereof or break or remove any part of a vehicle without the consent of the owner. Upon receipt of a person taking parts from a vehicle without consent, dispatch a field unit.

DETAIL TYPE: 4

384.05 ABANDONED

All requests for the removal of abandoned vehicles parked on public streets or private property are to be referred to the Department of Transportation (DOT) Abandon Vehicle line.

Dispatch a police unit when a vehicle that has been burned or stripped is a traffic hazard.

384.06 BURGLARY/THEFT FROM MOTOR VEHICLE

A Burglary from Motor Vehicle (BFMV) occurs when property is taken without the owner's consent from a secured vehicle. A Theft from Motor Vehicle (TFV) occurs when property is taken without the owner's consent from an unlocked vehicle.

DETAIL TYPE: 1

I. Dispatch

Dispatch any BFMV/TFMV "in progress" as a Priority II call. The operator shall keep the Person Reporting (PR) on the line until police arrive or until the PR no longer has a

visual or audio of the suspect. Determine the direction of the vehicle, in addition to the vehicle description. Also attempt to obtain the suspect's description, means of transportation, and means of entry into the vehicle.

II. Storm

The call may be handled as a STORM call or the PR directed to the Area desk to complete an in-person report when:

- When the crime is not in progress and there are no suspects in the Area
- The property taken is valued at/over \$3,000.00
- The PR is not the owner of the property
- When a gun is taken
- Evidence is at the scene

III. Telephonic

A Burglary from Motor Vehicle (BFMV)/Theft reports shall be taken telephonically, provided:

- The crime is not "in progress"
- The property taken is valued at less than \$3,000.00
- The PR is the owner of the property taken
- The property taken is not a gun
- There is no evidence at the scene

384.07 VANDALISM TO VEHICLES

See VANDALISM, Manual Section 3/383.

384.08 VEHICLE REPOSSESSIONS

Action: DISPATCH/REFER

Repossession of property typically occurs when there is a default in the purchase or security agreement held by the legal owner and entered into by the purchaser of the property. When a default takes place, the legal owner of the property can legally have the property repossessed provided there is a repossession clause in the purchase or security agreement. The cause of default usually is non-payment of money.

Per the Vehicle Code repossession agencies must be licensed, or its employees registered. Repossession agencies are required to immediately notify the local law enforcement agency the location of the repossession, and forward a written notice to the agency within twenty-four hours of the repossession.

It is a misdemeanor for a reposessor to enter any private building or secured area without the consent of the owner, or person in legal possession thereof, at the time of repossession (Sections 7502.1 and 7508.2 B & P). A private building is defined as any dwelling, outbuilding or other enclosed structure. A secured area is any fenced or locked area; including locked or unlocked garages.

Dispatch a patrol unit **only** when criminal activity is occurring or to keep the peace for a repossession. Do not dispatch a field unit to simply stop the repossession. If a private person reports his/her vehicle stolen and a data base return indicates the vehicle has been repossessed, the owner should be referred to the legal owner and/or impound garage.

384.09 COMBAT AUTO THEFT (CAT) NOTIFICATIONS

Combat Auto Theft (CAT) is a voluntary program in which a vehicle owner gives written consent for any police officer to stop their vehicle if it is observed on a public street [REDACTED]

When a field unit observes a vehicle displaying a CAT decal on a public street [REDACTED] they may stop the vehicle for an investigation. The unit must make every effort to verify that the driver has permission to drive the vehicle, which may include requesting Communications Division to contact the owner.

The field unit must provide the RTO with the issuing law enforcement agency's name, the Area division or sub-station and the serial number from the CAT decal. A service request will be routed to the ATO to contact the Watch Commander of the issuing Area, division or sub-station, provide them with the CAT decal serial number and request that they verify with the owner who has permission to use the vehicle.

384.10 VEHICLE WINDOW BANNER

Private businesses and organizations print and distribute vehicle window banners that read **CALL THE POLICE**. If a call is received from a passing motorist who observed a vehicle window banner, ascertain if any criminal activity is occurring, or anyone in or near the vehicle is requesting help. If there is no evidence of a stranded motorist or criminal activity, no action is necessary. If there is evidence of criminal activity, dispatch a field unit, type and code dependent upon circumstances. Operators may broadcast and file "stranded motorist" incidents.

385 WARRANT SUSPECTS

Action: REFER

The Watch Commander of the concerned patrol division shall arrange transportation and booking when persons arrested on Los Angeles warrants are to be released to the Los Angeles Police Department from the County Jail or a nearby City, primarily Los Angeles County. For a complete list of nearby cities refer to the "Manual of the Los Angeles Police Department"

Volume 4/725.54. Arranging transportation and booking from cities other than a nearby City shall be the responsibility of the Fugitive Section, Detective Support and Vice Division.

Provide the telephone number of the concerned Area Watch Commander when a request for transportation of a warrant suspect is received from another agency.

The Area Watch Commander may initiate a dispatch of a patrol unit to another agency. Create an incident as a “GO TO OTHER” (8200) by forcing the Reporting District (RD) for the responding Area field unit and using the address of the requesting agency. Approval of the Communications Division Watch Commander is not necessary.

INCIDENT TYPE: 820 (GO TO)

CODE: None

**AUXILIARY TELEPHONE OPERATOR (ATO)
PROCEDURES**

401 AUXILIARY TELEPHONE OPERATOR (ATO) RESPONSIBILITY

Specific duties have been designated to the Auxiliary Telephone Operator (ATO) position, which assists RTOs, EBOs and field units in day-to-day operations. Personnel assigned to the ATO position shall log on Premier CAD as a calltaker and utilize the ‘MR.TASK’ command. ATOs are responsible for:

- Handling service requests
- Processing alarm calls
- Processing Police Monitored Alarm activations
- Operating the Fire Command and Control System (FCCS)
- Performing EBO functions as directed by the Watch Commander or a supervisor
- Mode Two Operations and System to Optimize Radio Car Manpower (STORM) functions.

I. Logging Onto Vesta

Operators assigned to the ATO position shall log on as an ATO on the VESTA system. An operator shall log on to the ATO queue [REDACTED] using his/her user name. The user name is comprised of the employee’s last name, a space, first initial, followed immediately by the applicable queue.

Example: WILLIAMS M [REDACTED] (Mary Williams logging into the ATO queue)

II. Logging Off Vesta

The operator must use the mouse and click on the file in the title bar, point to Logoff and click. This will close all VESTA modules and cause the Logon dialog box to reappear.

Note: Simply unplugging the headset does not log the operator out of VESTA.

When logging off, ATOs shall ensure that at least one ATO is still logged on. If no other ATOs show logged on, notify a supervisor prior to logging off.

III. Answering or Placing a Telephone Call

When answering or placing a telephone call, operators shall:

- Courteously greet the caller or person answering the telephone.
- Identify the answering or calling point.
- Use assigned operator numbers to identify themselves.

Example:

Answering a call – “Los Angeles Police Department, operator One, Two, Three.”

Placing a call – “Hello, this is operator One, Two, Three with the Los Angeles Police Department.”

402 **SERVICE REQUESTS**

ATOs shall manage queues by displaying **all** requests from the MR.TASK field. Requests will be automatically put into the highest priority. Requests shall be handled in the following order:

- Code Two requests
- Field unit requests for further on Priority I and II calls
- Tow requests
- Miscellaneous requests

When a request is sent by officer(s), their unit designation is listed in the originator box. The subject field will **always** indicate “F,” and number two will be displayed in the priority box. When an RTO sends a request, their serial number is listed in the originator box, and the priority is usually the number five. The priority can be changed to Code Two using the command line or in the priority box on the NT format.

Example: NT.B1 1A41 REQ TOW 100 N MAIN.G;ATO.I;1234.PR;0

Only the information requested shall be obtained when calling back on any incident. For example, if the unit requests suspect location, do not have the person reporting step out.

Operators shall make every attempt to obtain the requested information by calling **all** callback numbers listed in the incident history as well as the incident histories of any updated or duplicate calls. This includes accessing the Fire Command and Control System (FCCS) computer for information regarding response by the Los Angeles Fire Department (LAFD) to police incidents (i.e., where RA transported).

Note: Operators may contact LAFD via landline if no information is indicated on the FCCS system.

When a field unit requests to have the PR on their call step outside, the following procedures shall be used:

- Contact the PR and relay the unit’s request.
- If the PR requests that officers not contact them, their location **SHALL NOT** be provided to the unit. The operator may ask the PR, if they are willing to speak with officers via telephone.
- Notify the unit of the PRs refusal by broadcasting “**NO FURTHER.**”
- Enter pertinent information into the comment section of the incident.

Note: An operator who calls back a PR as the result of a service request will use discretion when leaving a voice mail message. The nature of the call, i.e. Hot Prowl, Domestic Violence, Unknown Trouble, etc. and the safety of the caller shall be considered before leaving a message.

An operator leaving a voice-mail message will politely identify themselves, the Department and concisely explain the nature of the call.

Example: “This is Operator No. 123 with the Los Angeles Police Department. The Police are outside and are requesting that you meet with them, Thank you”

If an operator determines that they will not leave a voice message on any type of call, the comments section shall indicate the reason and any additional pertinent information.

Example: “A voice-mail message was not left due to the nature of the call and/or PR safety”. OR “A voice-mail message was not left based on the time the call was created and the time of callback”.

*Documentation in the comments section of the call is not restricted to examples given.

The further information shall be broadcast on the appropriate radio channel(s). It is not necessary to have the unit come in prior to broadcasting the further or hear a field units’ acknowledgement as the unit is standing by for the information.

If no further information is available, operators shall broadcast “**NO FURTHER**” to the requesting unit. This includes, but is not limited to those incidents in which:

- There is no answer at the callback
- The callback number is bad order (B/O)
- The PR has left the location

The ATO shall be responsible for handling service requests assertively generated by the RTO, for “PD STILL NEEDED” information when calls are assigned to field units longer than 30 minutes.

Code 30s, Code 30 Ringers, Shots Fired and Domestic Violence calls may be called back to obtain additional pertinent information. These calls **shall not** be given to the Watch Commander.

On Robbery (211) calls at financial institutions, the ATO **SHALL NOT** call the location and request the PR to meet the officers. This further shall be directed to the Area Watch Commander.

402.01 **READY REFERENCE CATEGORIES**

ALARM	DETS	HOSP	MSG PERS	TAXI
AMBULANCE	DSD	HOTLINES	NARCO	THREAT
ANIMAL	DMV	JAIL	OTH PDS	TOW
BEACHES	DOT	JUV	RAILROAD	TRANSIT
CHEMICAL	DWP	LANG BANK	REFUSE	TSR
CHP	FALLBACK	LASD	SCHOOL SEC	TTY
CODE BLANK	FD	LICENSE	SHELTERS	UTILITIES
COME IN	FEDERAL	LIFEGUARD	ST MAINT	VCDC NUMS
CORONER	FREEWAYS	MCDC NUMS	STATES	VEH TYPES
COURT	GAS CO	METRO	STATION	WARR SUSPS
DARE	GRAFFITI	MISC	STORM	

402.01 **SUBMITTING SERVICE REQUESTS VIA THE MYLA311 WEBSITE**

The City of Los Angeles operates the MYLA311 website, allowing citizens to submit a variety of service requests via the Internet. Personnel assigned to an ATO position may also use this site to submit **non-urgent** requests for service received from field units. The website may be accessed via a Department Local Area Network (LAN) workstation, such as the wireless workstations located at each console of the MCDC and VCDC. The web address is <http://www.lacity.org/myla-311/myla-311-service-request>.

A variety of requests may be submitted on-line including:

- | | |
|--------------------|--------------------------|
| Bulky Item Pickup | Illegal Dumping Pickup |
| Dead Animal Pickup | Trash Bin Replacement |
| Pothole Repair | Sidewalk Repair |
| Street Resurfacing | Street Light Out/Damaged |
| Tree Trimming | |

A complete address or intersection is required to submit a request. Operators submitting a request may use “LAPD Communications Division” in the Contact Information field and WC-COMM@lapd.lacity.org as the email address.

For urgent matters, personnel shall **not** use MYLA311 and should telephone the appropriate entity for response/handling.

403 **CANCELLATION OF CALLS**

The following procedure shall be used when a request is received to cancel an incident:

- I. Assigned Incidents
 - A. Broadcast the cancellation to the concerned unit.

- B. After receiving an acknowledgement from the unit, cancel the assigned unit(s) from the incident and disposition the call using the Incident Update (IU) command and the appropriate disposition code.

Disposition codes for alarm calls:

FAL – False Alarm VLD – Valid AON – Act of Nature
CPR – Canceled by PR

- C. All pertinent information shall be entered into the comment section of the incident.
- D. If the assigned unit(s) does not acknowledge the cancellation, DO NOT cancel the incident. Enter the information into the comment section of the incident and advise the RTO via SM message.

Example: SM.I1234 CANCELED, 12A1 DID NOT ACK.A;R12

II. Unassigned Incidents

If a field unit is not assigned to a canceled incident, the operator shall make an “all units” broadcast on the concerned Area base and traffic channel, and disposition the incident using the IU command and the appropriate disposition code.

III. Robbery and Panic Alarms

Robbery Alarm or Panic Alarm calls shall not be canceled.

- A. If an alarm company or other person reports a false alarm, advise the responding unit(s) of the additional information, and have them continue responding to the call.
- B. The alarm company or person reporting the false alarm shall be advised that a field unit is still responding.
- C. This information shall be entered into the comment section of the incident.

IV. Alarm Calls – Code 30 and Code 30 Ringers

Only the alarm company originally reporting the alarm activation can cancel the call. Information such as the operator originally reporting, and the alarm permit number, shall be used for verification.

- A. Code 30 or Code 30 Ringers reported by citizens shall not be canceled.
- B. Operators shall advise the caller that the police are still responding.

- C. If the resident or business owner calls to cancel an alarm call, they shall be advised to contact their alarm company who will then contact Communications Division.
- D. Information regarding the cancellation shall be broadcast to responding unit(s) and entered into the comment section of the incident.

404 COMPLETION OF SERVICE REQUESTS

Operators shall indicate completion of a service request by inputting a “C” into the action box and pressing <F12>. This will automatically bring up the comment section of the task. Enter the pertinent information and press <F12>. The task is now completed.

Note: The comment section of the task will allow the operator to type up to five lines.

405 TOW REQUESTS

ATOs shall telephone the appropriate tow company and relay the request for tow.

Operators shall provide:

- Unit requesting
- Location
- License/VIN or shop number of the vehicle
- Any other pertinent information (i.e., hold for Prints)
- Incident Number

The ATO shall input the name of the tow company, person contacted and estimated time of arrival (ETA) in the comment section of the incident.

The ATO shall broadcast the ETA on all tow requests to the requesting unit. If the tow company quotes “NO DELAY,” operators shall broadcast an ETA of twenty minutes. The ATO does not have to wait for a verbal acknowledgment from the officer.

See FIELD UNIT REQUESTS AND BROADCAST PROCEDURES for detailed information on Tow Service requests.

406 ALARM CALLS

Alarm activations are one of the most frequently dispatched radio calls. The Commission Investigation Division (CID) is responsible for establishing guidelines on the type of field unit response to alarm activations and coordinating the issuance of alarm permits. Communications Division operators shall dispatch on all alarm calls with or without a valid permit number.

Operators receiving an alarm call shall:

- I. Obtain all information and enter it in the Initiate Incident (II) Format as required:
 - A. Address – Complete street address
 - B. Type – Complete incident type; incident type 906 Alarm shall be used for all alarm activation calls. The appropriate detail type is added to identify the specific type of alarm (i.e., robbery, burglary).
 - C. Location – Name of business or residence
 - D. Building – Number of building
 - E. Apt – Apartment number or space
 - F. Caller – Name of alarm company and operator name or number
 - G. CPhone – Alarm company’s call back number
 - H. Cmts – Alarm Company Operator (ACO) No. (up to four digits), City name (community), zip code
 - I. Example: ACO No. 0000, West Los Angeles, 90064

Note: The operator shall obtain the alarm company’s Alarm Company Operator (ACO) number (up to 4 digits). The State of California issues the ACO numbers to the alarm companies (which is not to be confused with the alarm user’s six digit permit number issued by the Office of Finance). If an ACO number is not provided, the operator shall advise the reporting alarm company of this requirement and dispatch in accordance with established policy and procedures. When broadcasting an alarm call, the name of the resident, City, zip code and ACO number shall not be broadcast.

Personnel shall advise the alarm company that a field unit will be dispatched; however, Los Angeles Municipal Code (LAMC) Section 103.206 requires a permit number for all alarms within the City limits.

If the alarm company insists that a permit number is not required. Remind the alarm operator that a field unit will be dispatched and refer them to Commission Investigation Division, Alarm Unit for further information.

406.01 DISPATCH PROCEDURES FOR BURGLARY ALARM CALLS

A verified burglar alarm is an alarm that is activated where an unauthorized entry or attempted unauthorized entry upon the premises, building, or structure protected by the system, has been

independently verified. Verification shall be a confirmation by the alarm system user, other person at or near the scene of the activation, a private guard responder or alarm company operator that substantiates the probable occurrence of a burglary or attempt burglary (i.e., visual monitoring of the location, a person reporting an open door, broken window, a person on premises without code word or other activity consistent with a burglary).

Note: Verification is **not required** for burglar alarm activations at a location monitored by the Department or Communications Division. Verification is also not required at the premises, building or facilities controlled or monitored by federal, state, or local agencies, the location of a licensed firearms business, or a financial institution (i.e. bank, credit union, savings and loan, or ATM location). A unit shall **always** be dispatched to alarms at these locations.

When a call is received from an alarm company the ATO/EBO shall obtain the address and Query the Cry Wolf Data Base by pressing CTRL + 8. The operator will select a match and write it into the incident. If an operator does not find a match based on the address or permit number, they shall advise the alarm operator, document the information and dispatch in accordance with policy and procedure.

If numerous permit matches are displayed, operators shall request a permit number from the alarm operator. If the alarm operator is unable to provide or confirm a matching permit number, operators **shall not** write non-matching permit information in to the incident. Operators shall document “no permit number provided” or “permit number unknown” in comments.

If an operator receives a “No Match” alert box, they shall advise the alarm operator that no permit number is indicated and dispatch in accordance with current policy and procedure.

Note: “No Match” is defined as a location without a valid permit number on file with the City of Los Angeles. “No Response” is defined as more than two Excessive False Activations (EFAs) at a given location within a 365 day period.

Before continuing the interview process, the operator shall determine if the matching alarm permit has any EFA’s. An EFA will be indicated by a “No Response” alert in the CryWolf permit information display. If there are no alerts, the ATO/EBO shall dispatch in accordance with current policy and procedure.

Upon receipt of an EFA alert, the ATO/EBO shall enter an additional incident detail type code “F” (false) into the detail type field (i.e. 906B1F). The ATO/EBO will require verification of each alarm before dispatching a unit. If no verification is available, the ATO/EBO shall make an information broadcast. If a verified burglar alarm is reported, an incident will be created with the nature of the verification indicated in comments and dispatched in accordance with existing policy and procedure.

Alarms at government facilities (i.e. Ademco, City, County and State), shall cause the ATO/EBO to enter the incident detail type “G” for Government into the detail type field (i.e. 906B1G). If the alarm call is received by a citizen, the EBO shall enter an additional incident detail type code

“C” for Citizen Reports into the detail type field (i.e. 906B1C).

When an ATO/EBO receives an alarm call and finds duplicate incidents that have been handled and dispositioned, the operator shall create a new incident buy utilizing the II command. The IO command **shall not** be used. The ATO/EBO shall associate any previous incident numbers to the new incident.

The ATO/EBO shall monitor all Premise Hazard codes during the Initiate Incident process.

After completing the incident entry process, the operator shall dispatch in accordance with current policy.

If a verified burglar alarm is reported, an incident will be created with the nature of the verification indicated in comment section of the incident and dispatched in accordance with existing policy and procedures.

The operator should monitor all premise hazards during the incident creation process. All previous alarm activations that appear as duplicate incidents should be associated with the current call.

407 POLICE MONITORED ALARMS

Certain City facilities, residences and field offices of elected City officials are equipped with Police Monitored Alarms, which directly alert Communications Division and/or Security Services Division when an alarm is activated. The alarm activations are received at the SIMS Police Monitored Alarm System receiver located next to the ATO. The SIMS police monitored alarm system is a PC-based system.

407.01 ALARM TYPE CODES AND SIGNALS

Each Police Monitored Alarm is assigned a type code numbered from 01-20. The type code indicates the type of signal or the type of alarm activation. Each alarm type code is different for each account (i.e., type code 02 may denote a Burglary signal for one account, and a Panic Activation for another account).

The type code number for each activation will be listed on the initial activation screen under the heading “Code.” The type of alarm assigned to that type code for that specific account will be displayed under the heading “Signal.” Operators shall verify the alarm type code and signal for each incoming alarm activation.

Alarm type codes and signals that are universal for all alarms are usually system trouble or restorable codes. **DO NOT SEND** on the following type codes or signals:

- 99 TEST (every alarm “self-tests” daily)
- NOT TESTED (alarm did not self-test properly)
- 41* LOW BATTERY

- 61 LOW BATTERY RESTORAL
- 42* A.C. TROUBLE (power interruption)
- 62 A.C. RESTORAL
- 45* SIREN TROUBLE
- 65 SIREN RESTORAL

*If alarm types 41, 42, or 45 are received, contact Mount Lee (24 hours at [REDACTED] to report the problem, and request a “SRA” (service request number). Log the date, time, account, and SRA numbers on the SIMS trouble log located next to the SIMS receiver.

If an alarm is received and the “Signal” column indicates “INVALID”, it means an alarm has been activated at that location, but the zone or alarm type is unknown (panic, burglary, low battery, etc.) or the alarm has not been correctly entered into the SIMS system. Follow the instructions on the screen and dispatch if required. Log all information, including the type code number, using the log located next to the SIMS receiver. The documented information will allow the alarm cadre to contact the subscriber, verify the type of alarm, and correctly enter it into the SIMS system.

The SIMS system will also indicate when an alarm is set or deactivated. The alarm user must enter his/her personal code for activations or deactivations. The system will indicate the alarm’s previous status under the Open/Close (O/C) column, and the new status under the “Signal” column (see example). The code column includes a letter and a number (i.e., B2), which is used to identify who opened or closed the alarm. Do not send on these types of signals (no tone should be heard).

407.02 **PROCEDURES FOR HANDLING AN INCOMING ALARM ACTIVATION**

- A. When an alarm activation is received by the SIMS system, a low tone will be heard, and the top line on the display will flash. Check the flashing line for the alarm type under the heading “Signal.”
- B. Depress the “ENTER” key on the keyboard to silence the machine.
- C. A screen will be displayed which contains all necessary information to dispatch a unit to the location. Create an incident for dispatch and/or follow any instructions on the screen display. Check for any special instructions for the location.
- D. After the appropriate action has been taken for the alarm, press <F10> on the keyboard. This should cause a disposition screen to be displayed.
- E. If a field unit is dispatched, type the letter P (for Police dispatch), and then press the “Enter” key. The machine should reset and be ready to receive the next activation.

- F. If there is a flashing message at the bottom of the screen that indicates “incidents pending F11,” it means that more than one activation has been received. Press <F11>, then press “enter,” and the machine should reset. Take appropriate action on all alarms received.

407.03 TROUBLESHOOTING AND PROBLEM SOLVING

- A. If the machine is sounding and does not stop after following the instructions, press <F10> several times, wait a few seconds, then try again.
- B. If the “Log In” box appears on the screen, type ‘POL’ in the first field and ‘3223’ in the second field, then press <F10>.
- D. If you are still unable to get the machine to function properly, contact Mount Lee at [REDACTED] to report the problem.
- E. If the SIMS display screen disappears, and a Windows Desktop-type screen appears, it usually means an operator has accidentally depressed the ‘Windows’ key on the keyboard (lower left corner). To return to SIMS, **DO NOT** click on the SIMS icon. Instead, look along the task bar (very bottom of the screen) for a small box that says SIMS and click on that box.
- F. Report any other problems to a Communications Division supervisor.

408 FIRE COMMAND AND CONTROL SYSTEM (FCCS)

Communications Division has limited access to the Fire Command and Control System (FCCS) of the Los Angeles Fire Department (LAFD). Personnel may access the system to obtain information regarding the response of LAFD to police incidents.

- A. Terminal and Keyboard Maintenance
 - 1. Open beverage containers shall not be placed near the terminal or keyboard.
 - 2. No objects, including books, tablets and magazines shall be placed on the keyboard.
 - 3. Equipment and system problems shall be reported to Dispatch Systems Support Unit, Monday through Friday, [REDACTED]
 - 4. The Floor Captain, Metropolitan Fire Communications (MFC) shall be notified should problems occur during non-business hours.
- B. Basic Commands
 - 1. Sign-On – Terminal is activated by typing the sign-on command and depressing

the ENTER key.

Example: ON/N=200

The number 200, is to be used when signing on the terminal for Communications Division use.

2. Sign-Off – Terminal is deactivated by typing the sign-off command and depressing the ENTER key.

Example: OFF

If the terminal does not acknowledge the sign-off, the operator shall:

- Type the letter "A."
- Depress the ENTER key.
- Repeat the sign-off procedure.

3. Function Keys – Personnel shall use the FA (PDI) function key to locate an incident. Communications Division personnel shall not routinely use the <F1>, <F2> and <F3> function keys.

- F4 (PDI) – Displays a list of police department incidents. This is the primary screen used by the LAPD. The most recent incidents will appear first. The display includes the LAFD incidents number and LAPD incidents type, fire station first-in district, time the incident was created, location, units assigned and hospital location for each incident.
- F5 (BAK) – Pages the screen backward to view a multi-paged display.
- F6 (FWD) – Pages the screen forward to view a multi-paged display.
- F7 (R) – Updates (refreshes) the screen.
- ENTER (SEND) – Enters data into the system.

C. Locating an Incident History

1. Depress the <F4> function key. A list of all police department related incidents will be displayed.

Example:

POLICE DEPARTMENT INCIDENT SUMMARY 0610 08/24/92 PAGE 1

(a)	(b)	(c)	(d)	(e)	(f)
INC	TYPE	RFS	TIME	ADDRESS	
	UNIT				
146	PD	80	0515	414 N CORONADO ST X W LONDON ST MET	
	*RA803->220 E20				
116	TA	64	0358	244 W 104 TH ST X S BROADWAY ST MET	RA833
104	SHOOT	98	0326	13352 W VAN NUYS BL X N EL DORADO AV SF	RA98-
	>761 E98				
88	STAB	72	0240	20860 W SHERMAN WAY X N DE SOTO AV SFX	RA104
	E72				

- To page this display to an earlier time, press “BAK” or F5 key
- To page this display to a later time, press “FWD” or F6 key
- To see a short display of one of the incidents listed, type the incident number and press the Enter/Send key

- a. INC LAFD Incident Number
- b. TYPE LAFD Incident Type
- c. RFS Remote Fire Station (nearest Fire Station) to the location of the call
- d. TIME Time call was created
- e. ADDRESS Location of occurrence. Includes nearest cross street (x) and may include community name (SFV)
- f. UNIT LAFD units assigned to the incident
- g. * Indicates that the unit is still active on the incident
- h. -> Indicates that a victim(s) is/has been transported to a hospital. The numerical identification code for the hospital follows the transportation symbol.

The location of the LAPD and LAFD incidents shall be compared to identify the correct call.

1. Once the correct call is located, the operator shall type the incident number and depress the ENTER key.

Example: 88 Depress ENTER key
 146 Depress ENTER key

2. The incident history for the concerned call will be displayed on the screen. The operator shall check the comments for the requested information and broadcast the further information on the appropriate radio channel(s). The information shall be documented in the comment section of the incident.

EXAMPLE: INCIDENT HISTORY #88

INCIDENT 88 STAB R=12 0240 08/24/92 CALL: 62-D7
M=396.2256 B
Z=396.2356
20860 W SHERMAN WAY X N DESOTO AV SFV
P=PD 431 PVT
(27B1S)- Single PERIPHERAL Wound INACTIVE # E/LF=1 #RA 30F

-- ALREADY SECURED UNITS --

E72 RA104

0240 - D7 PD ON SCENE REQUESTING

-UNIT	-- DISPATCH --	- WRS -	-ENR-	-ONS-	-TSP-	-HSP-	-AVI-	-HOSP-
E72	QTR 72 0.6	0240	0242	0243			0249	
RA104	QTR 104 2.2	0240	0242	0246			0252	

➤ The Fire Department cleared the scene. If a victim had been transported information regarding the hospital would appear in the "ALREADY SECURED UNITS" field and under "HSP."

EXAMPLE: INCIDENT HISTORY # 146

INCIDENT 146 AST R=20 0515 08/24/92 CALL: 45-D
M=494.2163
Z=494.2162
414 N CORONADO ST X W LONDON ST MET
P=LAPD
(4B1) - Possibly Dangerous Injuries
INACTIVE #E/LF=1 #HPA=1

-- ALREADY SECURED UNITS --

E20 RA803

550 RA803 TSP TO 220 AT 0540 HRS, HSP AT 0550 HRS
0551-D8 PD ON SCENE

-UNIT-	-- DISPATCH --	-WRS-	-ENR-	-ONS-	-TSP-	-HSP-	AVI-	
HOSP-								
320	QTR 20 0.9	0519	0522	0524		0538		
RA803	QTR 3 1.8	0519	0527	0527	0550		0607	220

➤ RA803 transported (TSP) a victim to Good Samaritan Hospital (220) and arrived (AVI) at 0607.

To find the corresponding name for the hospital number in the incident, type the letters "HSP" followed by the hospital number and press the Enter/Send key.

Example: HSP 220 (Press Enter/Send)

The system will display the name, address and telephone number of Hospital. (For example, 220 – Good Samaritan Hospital, 637 Lucas Avenue, (213) 977-2121.)

409 **BOARD-UP SERVICE**

Board-up services are necessary for securing doors or windows of commercial properties that have been vandalized and/or burglarized and the owner cannot be located.

When an officer requests board-up service for a commercial property, the RTO will complete a Service Request.

Example: NT.B1 2A21 REQ BOARD-UP.G;ATO.I;1234

The following information shall be included in the request for board-up service:

- Location
- Cross street, how many openings
- Approximate sizes of the windows or doors

The ATO shall use the Ready Reference and contact the appropriate board-up vendor for the concerned bureau. The ATO shall provide the vendor with the above listed information and include their operator number. The ATO shall advise the concerned unit that board-up services were notified.

410 **DEAD ANIMAL/BULKY ITEM COLLECTION**

The Department of Public Works, Bureau of Sanitation is responsible for the removal of dead animal and bulky items from the City streets. A special unit, Dead Animal Collection (DAC) whose sole purpose is the removal of these animals, is deployed seven days a week. Bulky Item Collectors are deployed Monday through Friday. Telephone numbers for the Bureau of Sanitation's Dead Animal Collection is listed in the Ready Reference under REFUSE. The call center hours are Monday through Saturday, 0730-1700 hours.

The following procedure shall be followed when processing a request for service:

- Request received from field units shall be routed to the ATO positions via the Notification Message (NT) command.
- The ATO shall notify the Bureau of Sanitation for service Monday through Friday, 0730-1700 hours. The type of animal, name and/or operator number shall be recorded in the comment section of the incident. The type of bulky item(s) or description of the item(s), and the name and/or operator number shall be recorded in the comment section of the incident for bulky item collection.
- Request received during non-business hours, Monday through Friday 1700-0730 hours weekends and holidays shall be referred to 3-1-1 operators for processing, or submitted

via the LA City 3-1-1 website at <http://www.lacity.org/myla-311/myla-311-service-request>.

- The Dead Animal and City Beautification Log are no longer used to maintain requests for service.

411 **PROCESSING EMERGENCY BOARD OPERATOR (EBO) CALLS**

ATOs shall handle EBO calls when directed by the Watch Commander or a Supervisor.

412 **SYSTEM TO OPTIMIZE RADIOCAR MANPOWER (STORM)**

ATOs shall handle STORM callback functions using established guidelines. ATOs shall perform the STORM function only when directed by the Watch Commander, a supervisor or if requested by a field unit in a service request.

413 **BUSINESS EMERGENCY CONTACT SYSTEM**

RTOs receiving a request for a responsible party (RP) to respond to secure a business establishment shall forward a service request to the ATO. The ATO receiving the request shall access the Fire Department's Business Emergency Contacts System (BECS) via the Department's Local Area Network (LAN) system. The ATO may query a specific address and obtain the owner's name and emergency contact numbers. The ATO shall document each attempted contact and the response received in the comments section of the incident. When an RP is reached, an estimated time of arrival (ETA) and vehicle description shall be obtained and relayed to the requesting unit.

In the event BECS is inaccessible or provides no RP name(s)/phone number(s), the ATO shall contact LAFD Dispatch to determine the appropriate responsible fire station. The ATO shall then call the local fire station and ask the Captain or other personnel if they have any RP information. All attempts at obtaining RP information shall be documented in the comments section of the incident.

414 **MODE TWO (2) OPERATIONS**

ATOs shall support Mode-Two functions as directed by the Watch Commander or a Supervisor.

EMERGENCY OPERATIONS

501 **EMERGENCY OPERATIONS**

The following sections briefly define Departmental and Divisional procedures and responsibilities during emergency/unusual occurrences. These sections are designed to provide general information and are not intended to replace the Department Tactical Manual as a reference for emergency/unusual occurrence procedures.

502 **CITY OF LOS ANGELES PERSONNEL POLICY FOR DISASTER RESPONSE**

I. Employee Responsibility

Whenever a disaster occurs, the residents of Los Angeles inevitably look to City government for leadership and assistance in mitigating its effects. It is vital that **all** City employees be available to assist in responding to a disaster. The City's Emergency Operations Master Plan and the Los Angeles Administrative Code (Chapter 3, Sec. 8.30) both provide that the Mayor "may require emergency service of any City officer, employee, or citizen, and may requisition necessary personnel or material of any City department or agency." Moreover, in any emergency, City employees may be assigned, regardless of their civil service class, to any duties they are capable of performing safely.

It is, therefore, the policy of the City of Los Angeles, in the event of a disaster during normal working hours, that **all** City employees shall remain at work to make themselves available for disaster relief, and each General Manager is responsible for ensuring their employees do so. No supervisor is authorized to release any employee from work in the event of a disaster, without the approval of his/her General Manager. Employees who leave without authorization shall be subject to disciplinary action.

Whenever a disaster occurs outside normal working hours, all employees in public safety operations shall respond according to established emergency response procedures for their departments. All other employees are hereby directed to listen to the Emergency Broadcast System (EBS) which can be found on most radio and television stations and to comply with instructions given for City employees. In general, all employees will be expected to report to work as normal unless they are informed over the EBS or other media that the Mayor's office or the City's Emergency Operations Board has directed that non-essential employees (**all Communications Division Personnel are considered essential employees**) not report to work. An alleged failure to hear or receive instructions given over the EBS will not excuse an employee from any failure to respond, and any employee who fails to report may be subject to disciplinary action.

II. Release of Employees – Mayor's Authority

Only the Mayor has the authority to order a general release of City employees in the event of a disaster. However, the Mayor may authorize department General Managers to exercise their judgment in releasing individual employees or work units to return home.

This decision will consider the total scope of the emergency, including, but not limited to the following factors:

- A. The condition of local transportation routes; employees will not be permitted to leave work if their attempts to return home would exacerbate existing transportation problems.
- B. The availability of safe work sites.
- C. The availability of food and other support services and facilities in the event of extended work hours.
- D. The need for City personnel.
- E. The scope of the disaster and the resources needed to respond.
- F. Whether the need to provide support services for City employees would otherwise interfere with or detract from the efforts to respond to the disaster.

III. Release of Employees – General Authority

Notwithstanding the release authority of the Mayor, department General Managers may otherwise release employees by authorizing emergency vacation or personal leave in the following cases:

- A. When an employee is psychologically or physically incapacitated to the degree that he/she is unable to function effectively.
- B. When the City is unable to provide shelter or services to support the continued presence of the employee(s) at work.
- C. When the Mayor's Office has called for a general release of employees in non-disaster positions and the General Manager is aware that the employee will not be needed for disaster relief.
- D. When the continued presence of the person at the work site would present a direct hazard to them or to others.

IV. Communications Division Personnel Response Guidelines

All Department employees are part of public safety operations. **ALL** Communications Division Personnel are considered essential personnel.

The City's Personnel Policy for Disaster Response requires that:

- A. ALL City employees remain at work, if the disaster occurs during normal working hours. No supervisor can release any employee from working during a disaster without authorization from their General Manager (Chief of Police).
- B. If the disaster occurs outside normal working hours, public safety personnel **shall** report to work in accordance with their Department's emergency response procedures.
 1. Outside normal working hours include:
 - Scheduled days off
 - Compensatory and vacation time, not in conjunction with a scheduled vacation
 2. **ALL** Communications Division personnel who are not on duty shall contact the Communications Division Watch Commander for instructions.

Employees who are unable to contact or have not yet been contacted by the Communications Division Watch Commander shall monitor the Emergency Broadcast System (EBS) and/or other media for instructions.
 3. Dispatchers **shall** report in uniform unless otherwise notified. All other personnel **shall** report in appropriate business attire.

503

COMMUNICATIONS SYSTEM FAILURE NOTIFICATION

In the event that any portion of the Department's 9-1-1 or Emergency Radio Communications System fails to the extent that it seriously impacts Communications Division operations or attracts news media attention, the following procedures are to be followed:

I. Watch Commander's Responsibility

The Communications Division Watch Commander shall make the initial determination as to whether the event warrants the initiation of the notification procedures. If he/she decides that the situation is sufficiently serious or that it has attracted news media attention, an immediate notification shall be made to the Commanding Officer, Communications Division. The Watch Commander shall be guided by the Commanding Officer's advice.

II. Commanding Officer's Responsibility

Upon being notified that a communications system failure has occurred, the Commanding Officer, Communications Division will decide whether further notifications are to be made.

Note: In assessing the potential problem(s), it is best to continue the notification process.

If the Commanding Officer determines that the notification process should be continued, he or she shall direct the Watch Commander to contact Real-Time Analysis and Critical Response (RACR) Division and request that the Chief of Police, Deputy Mayor for Public Safety, the Director, Office of Administrative Services and the Commanding Officer, Administrative Services Bureau be notified immediately.

504 **ANCILLARY CRITICAL INCIDENT MANAGEMENT ASSIGNMENT**

The Q & E supervisor shall note and monitor any critical incident, ensure both dispatch centers are aware of the incident(s) and notify the Watch Commander for appropriate documentation in the Watch Commander's log. Any supervisor may establish a Master incident and designate a "scribe" if necessary.

For continuity of supervision, the Q & E supervisor in each center shall advise and update the on coming watch Q & E supervisor of the critical incident and ensure that related off-going Watch Commander's Log notes are continued in the on coming Watch Commander's Log.

505 **ASSEMBLING A MOBILE FIELD FORCE**

The Mobile Field Force (MFF) concept was developed to provide a fast and effective manner to assemble a platoon-size tactical force from on-duty personnel. It is adaptable to both scheduled and unscheduled events, which require rapid assembly and response of a large number of officers. The MFF concept was designed to assemble and respond to missions within forty-five minutes of the initial request.

All Operations Bureaus have a minimum of two pre-designated MFFs which can be assembled for scheduled events. However, when an MFF is requested for an unscheduled event, Communications Division has the responsibility of fulfilling that request.

I. Definition of Terms

A. Mobile Field Force

Platoon-size tactical force comprised of on-duty personnel from a bureau or group. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

B. Mobile Field Force Kit

Supplies and equipment used by a MFF upon activation. The Area kits are stored and maintained at each geographic Area station.

C. Code ALPHA

A meeting location which may or may not be pre-designated.

D. Ready Reserve

Status of officers who are held in reserve at a staging area, usually in the vicinity of the Field Command Post.

When a Tactical Alert is declared the Field Commander determines the number of personnel needed and the manner in which they are to respond, either as a Ready Reserve, MFF or both.

The Communications Division Watch Commander determines how the personnel will be obtained. The appropriate Depletion Chart shall be used in making this determination. If a MFF configuration is not immediately requested, its potential use shall also be considered when determining which Areas/Bureaus to alert.

If the Tactical Alert is the result of a civil disturbance, personnel assigned to Traffic divisions **SHALL NOT** be dispatched to the Command Post or as part of the MFF.

The Communications Division Watch Commander shall ensure that the following procedures are used when assembling an MFF.

I. Select a Mobile Field Force Leader:

- A. The leader may be selected from any Area/Division except from the involved Area.
- B. Order of preference for the leader shall be lieutenant (Watch Commander); sergeant (assistant Watch Commander); field supervisor. Every attempt shall be made to obtain a MFF trained lieutenant before selecting a sergeant as the leader.

II. The leader shall be notified via landline and provided with the following information:

- A. Nature and location of the incident
- B. Name of the Field Commander
- C. Telephone numbers and/or radio channel on which the Field Commander can be contacted
- D. Area(s) from which personnel will be selected
- E. Incident number

- III. The MFF leader will confer with the Field Commander to determine a Code ALPHA location. The leader will then notify Communications Division Watch Commander of the location.

Communications Division personnel will then select and dispatch the remaining elements of the Mobile Field Force to the Code ALPHA location.

- A. [REDACTED] except the involved Area will be dispatched. [REDACTED] The leader shall be notified of the modification.
1. [REDACTED]
- B. [REDACTED] except from the involved Area will be dispatched. This is in addition to any non-supervisory personnel selected in place of supervisory personnel.
1. Minimum Operating Force guidelines shall be followed.
2. The unit's current status and activities shall be considered when making selections.
- C. Each Area/Division Watch Commander shall be notified of personnel assigned to the MFF.
- D. [REDACTED]

Note: [REDACTED]

1. The "Mobile Field Force Assignment Roster" is used by the assistant MFF leader to issue unit designations for the MFF and is included in each MFF Kit.
2. One MFF has been deployed on the permanent watch deployment for Central, Southwest, Harbor, Hollywood and Van Nuys Areas. While specifically used for scheduled events, these unit designations may be used for unscheduled events.
3. If pre-designated unit designations are not available, Communications Division personnel shall assist with deploying the MFF.

- E. Units assigned to the MFF shall be included on the Unusual Occurrence Board and shall be listed separately from units assigned to the Command Post.

Note: Assembling an MFF does not preclude Communications Division from completing other Unusual Occurrence duties.

505.01 MOTOR STRIKE TEAM

A Motor Strike Team is a highly effective team of uniformed motor officers able to deploy rapidly to a variety of incidents. The ability of the motor officer to respond quickly and traverse crowded areas makes them an ideal resource for traffic management and crowd control scenarios.

A Motor Strike Team [REDACTED]

Requests for a Motor Strike Team are handled via the Traffic Division Watch Commander in the Area of occurrence.

506 UNUSUAL OCCURRENCE

An Unusual Occurrence (UO) is an event involving potential or actual personal injury and/or property damage arising from fire, flood, storm, earthquake, tidal wave, landslide, wreck, enemy action, civil disturbance, or other natural or man-caused incident necessitating the declaration of a Tactical Alert or Mobilization. A UO has three classifications:

I. Minor

A UO which can be controlled by on-duty field personnel from the Area involved, Metropolitan Division, Traffic divisions, and the assistance usually available from other Areas. The term “usually available” describes the assistance provided by patrol units responding to radio calls in adjacent Areas on a normal basis.

II. Serious

A UO of such proportion that the facilities usually available to one Area are inadequate to establish control and may require temporary modification of the Department’s organization.

III. Major

A UO which threatens the safety of the City to such an extent that it is necessary to mobilize the entire Department, or major portions of the Department, to fulfill its responsibilities. During a Major UO, the Department will be reorganized to that extent necessary to accomplish control and termination of the emergency.

506.01 COMMAND AND CONTROL MOVE-UP SYSTEM

In the event supervision at an Area station is depleted due to an unplanned UO or significant activity, additional personnel can be “moved-up” to assume supervisory and support duties at the involved Area station. This is known as the Command and Control Move-Up System (CCMU).

The CCMU basic team shall [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Questions regarding the CCMU System should be directed to the Communications Division W/C.

INITIATING THE COMMAND AND CONTROL MOVE-UP SYSTEM: The appropriate initiation of the CCMU System and timely response of the move-up personnel are essential for the optimal effectiveness of the system. The following personnel are authorized to initiate a CCMU System:

- * The involved Area W/C;
- * The Communications Division W/C;
- * The involved Area/patrol commanding officer (C/O);
- * The bureau C/O;
- * The Chief’s Duty Officer;
- * Watch commander, Department Operations Center (DOC), Real-Time Analysis and Critical Response (RACR) Division; or,
- * The Director of Emergency Operations, DOC, if activated.

Initiation of a CCMU System is accomplished by notifying the Communications Division W/C.

Note: Area watch commanders should contact the appropriate communications center when making notification to Communications Division.

COMMUNICATIONS DIVISION WATCH COMMANDER RESPONSIBILITIES: The Communications Division W/C shall:

- * Notify the involved Area W/C of the initiation of a CCMU;
- * Select the primary move-up Area;

Note: The move-up Area(s) will normally be from an Area outside the involved bureau. However, the Communications Division W/C may designate an Area in the same bureau based upon knowledge of the incident and a situation estimate from the involved Area W/C.

- * Contact the W/C in the primary move-up Area and advise him/her of the CCMU request and the requirement to supply a team leader;

Note: While it is desirable for the complete CCMU team to be from the same Area, it may not always be practical. The W/C of the primary move-up Area shall advise the Communications Division W/C who the team leader is and whether the Area can supply the complete team.

- * Contact additional Areas for personnel needed and direct the response of required personnel when the primary move up Area is unable to provide a complete CCMU team;
- * Notify the watch commander, DOC, RACR Division; and,
- * Notify the Director of Emergency Operations, DOC, when activated.

MOVE-UP AREA WATCH COMMANDER RESPONSIBILITIES: The primary move-up Area W/C shall provide the CCMU team leader and as many of the required members as possible. The primary move-up Area W/C may elect to respond as the team leader or designate a Sergeant II or senior Sergeant I as the team leader.

The primary move-up Area and each subsequent move-up Area(s) W/C shall also:

- * Advise the Communications Division W/C of the names, ranks, and serial numbers of the personnel supplied to the team, and their estimated response time to the involved Area; and,
- * Facilitate the timely response of move-up personnel from their Area.

COMMAND AND CONTROL MOVE-UP TEAM RESPONSIBILITIES:

A. Team Leader. The team leader shall:

- * Respond to the involved Area station and assume functional control;
- * Be familiar with the status of the field operations, the station and Area Standing Plans;
- * Assign team members to supplement involved Area administrative personnel;

Note: The team leader may request additional personnel as necessary to supplement the basic team, and may obtain them either from their own Area, or request them through the Communications Division W/C.

- * Assume the W/C duties at the involved station facility; and,
- * Establish communication and coordination with the involved Area's W/C.

Note: If the involved Area incurs another field incident that is unrelated to the first, and is of a nature that would normally require the response of the W/C, the CCMU team leader may respond to the new incident in lieu of the Area W/C.

B. Assistant Team Leader. The assistant team leader shall perform the duties of a field supervisor.

C. Police Officers. Officers assigned to the CCMU team shall assist the CCMU team leader and assistant team leader as directed.

INVOLVED AREA WATCH COMMANDER RESPONSIBILITIES: The involved Area W/C shall:

- * Implement Area Standing Plans, when appropriate;
- * Ensure the CCMU team leader is properly briefed;

Note: If the Area W/C is in the field, they may appoint a designee to brief the CCMU team leader.

- * Maintain communication with the CCMU team leader; and,
- * Coordinate the release of the CCMU team.

DEACTIVATION OF THE COMMAND AND CONTROL MOVE-UP SYSTEM. Upon completion of the incident causing the CCMU, the involved Area W/C shall ensure:

- * Notification to the Communications Division W/C when the CCMU team has been released;
- * Notification to the watch commander, DOC, RACR Division;
- * Notification to the Director of Emergency Operations, DOC, if activated.
- * A debrief with the CCMU team leader regarding any procedures which could be improved; and,
- * Documentation of the activation of the CCMU and any pertinent information involving the CCMU using an Unusual Occurrence After-Action Report, Form 14.50

507 TACTICAL ALERT

Tactical Alert is the preliminary stage of the Department Mobilization Plan for unusual occurrences. It provides for the controlled redistribution of on-duty personnel to achieve the personnel level necessary to control a major police incident. A Tactical Alert may be declared for an Area, a number of Areas, a Bureau, multiple Bureaus, or Citywide. The Tactical Alert may expand or contract based upon the circumstances of the incident.

The Watch Commander (any rank) or the Field Commander (any rank) may initiate a Tactical Alert. If the assessment of Department deployment needs against UO-related personnel requirements indicate the need and the Watch Commander or the Field Commander have not declared a Tactical Alert, the Communications Division Watch Commander may initiate a Tactical Alert. When there is a need, a Tactical Alert **SHALL** be initiated as soon as possible to restrict voluntary responses and avoid depletion of personnel from the involved Area and surrounding Areas.

The officer declaring a Tactical Alert shall provide the Watch Commander of Communications Division with a situation report including:

- Location and nature of the incident
- Anticipated personnel and equipment needs
- Anticipated duration of the incident
- Likelihood of the incident escalating (short and long term)

Note: Area Watch Commanders may also initiate a Tactical Alert when the number of priority calls backlogged (unassigned) exceeds one-half the number of field units deployed within the Area. Communications Division has the responsibility of notifying the concerned Area Watch Commander when a backlog exists.

A Tactical Alert requires officers in the affected Area to confine their activities to police work of major importance. The following requests shall not be granted by Communications Division:

- Code Seven (not currently used)
- Code Ten
- Information on vehicles and persons

Communications Division will be required to screen all incoming calls and whenever possible, direct callers to the concerned police station for making reports.

Calls for service in the alerted Area(s) shall be dispatched according to established guidelines for the following types of calls:

- Priority I
- Priority II
- Domestic Violence
- Code 30
- Shots Fired
- Priority I and II Traffic Calls

I. BCC Responsibility

If a tactical alert is declared, unassigned Priority III calls in the affected areas with the exception of Shots Heard, Domestic Violence, and Code 30 calls shall be called back. The BCC conducting the callback shall advise the PR that there has been an Unusual Occurrence in the City of Los Angeles and that the police will not be responding at this time.

The statement, “closed due to UC, PR Notified,” shall be entered in the comment section of the incident and the incident shall be closed using the disposition code “CLO.”

Incidents shall not be closed and shall be dispatched if:

- There is no callback number documented
- There is no answer at the callback
- The BCC is unable to contact the PR
- Shots Fired, Priority I and II Traffic Calls, Domestic Violence, and Code 30s

507.01 **MODIFIED TACTICAL ALERT**

In some instances, the Department Commander will initiate a Modified Tactical Alert. This usually occurs when it is necessary to hold over watches but not alter normal operating procedures. The following are examples of exceptions to Tactical Alert procedures for a modified tactical alert. These are general guidelines only. Specific instructions will be announced for each occurrence.

- Officers are not required to limit their activities to police work of major importance.
- All routine requests (i.e., Code Seven, Code Ten) are processed by Communications Division.
- Communications Division will **not** screen calls for service.

507.02 **COMMUNICATIONS DIVISION RESPONSIBILITY**

When a Tactical Alert has been declared, the Communications Division Watch Commander shall cause a notice of the Tactical Alert to be broadcast Department wide by radio, ACC and NECS message. The broadcast and message shall include the location of occurrence, Areas/divisions involved and restricted radio frequencies, if any, and tactical alert category.

Examples:

“Attention all Areas, this is a Tactical Alert broadcast. There is a major fire at 1st and Main Streets. Central Traffic Division, Central, Rampart and Newton Areas are on Tactical Alert status. All other Areas are on modified Tactical Alert status. Central Bureau TAC 1, Channel 35 is restricted for the occurrence.”

“Attention all Areas, this is a Tactical Alert broadcast, there is a major fire at 1st and Main Street. All Areas are on modified Tactical Alert status, Central Bureau TAC 1, Channel 35 is restricted for the occurrence.”

“Attention all Areas, this is a Tactical Alert broadcast, there is a major fire at 1st and Main Streets. All Areas are on Tactical Alert status. Central Bureau TAC 1, Channel 35 is restricted for the occurrence.”

The broadcast shall be repeated on the appropriate radio channels every fifteen minutes for the first hour.

The Communications Division Watch Commander **SHALL** make telephonic notifications as indicated below. The location and nature of the incident, anticipated duration of the incident and the likelihood of the incident escalating shall be provided.

The location and telephone number of the Command Post shall also be included. If a Command Post has not been established, the telephone number of the involved Area Watch Commander shall be given.

Note: Watch Commander shall note in the Watch Commander's Daily Report, the time of the notification and the name of the contact person. These notifications shall **NOT** be made when the Tactical Alert is declared due to a backlog of calls for police service.

I. [REDACTED]

- A. Real Time Analysis and Critical Response Division (RACR).
- B. Counter-Terrorism and Special Operations Bureau (CTSOB).
- C. Administrative Services Bureau (ASB).
- D. Los Angeles Fire Department (LAFD) Metropolitan Fire Communications (MFC) Commander.
- E. Los Angeles County Sheriff's Department (LASD) Radio Center Watch Commander.
- F. California Highway Patrol (CHP) Los Angeles Communications Center (LACC).
- G. Planning and Research Division.
- H. Emergency Command Control Communications Systems Division (ECCCCSD).
- I. Records and Identifications Division (R & I).
- J. Scientific Investigations Division (SID).
- K. Media Relations.

Note: The Chief of Police (COP) shall be notified by RACR in the event of a Serious or Major UO. R&I Division shall be notified upon initiation and cancellation of the Tactical Alert.

II. [REDACTED]

- A. RACR
- B. LAFD
- C. LASO
- D. CHP
- E. R&I
- F. SID (photo lab)

III. Officers working in an Area/Division on Tactical Alert Status should not request Code Seven (not currently used). The following broadcast shall be made if a request is received:

Example:

“You are on Tactical Alert status, continue patrol.”

If the unit persists, the response shall be:

“Contact your Watch Commander regarding your request.”

IV. The Field Commander is responsible for determining the number of officers needed. The Field Commander will determine how alerted personnel will respond to the incident, either by reporting directly to the Field Command Post or as a Mobile Field force (MFF) directly to the incident from the code ALPHA location.

The Communications Division Watch Commander shall consider the nature of the UO and its potential to deplete Department resources, and the potential use of the MFF concept when determining which Bureaus and Areas to alert.

- A. A UO Depletion Chart for the uniformed field personnel has been designed to assist Communications Division in the selection of officers to respond to the UO.
- B. Minimum Operating Force (MOF) is the minimum personnel force needed by an Area/Division to continue essential police functions.

■ The MOF for patrol is determined by using [REDACTED]
[REDACTED]
[REDACTED]

Note: The MOF notebook containing MOF figures for each Area/Division is maintained in the Watch Commander's Office, Communications Division.

- D. The MOF for a Tactical Alert does not include Accident Investigation and Traffic Enforcement personnel. All officers assigned to Traffic Divisions, except essential station personnel, shall be dispatched.

Note: If the UO is the result of a civil disturbance, officers assigned to Traffic Divisions will be assigned specific duties and shall not be dispatched to the command post.

- V. Communications Division personnel shall use the UO Board to list Command Post (CP) information.

- CP Location(s)
- CP Telephone number(s)
- CP Officer in Charge (Field Commander)
- Units assigned to the CP
- Units assigned to the MFF
- Obtain a map of the involved Area and attach it to the UO Board

- VI. Monitor and record all UO-related activities on all radio frequencies and compile a log of significant UO-related information. When the Emergency Operations Center (EOC) is activated, the log shall be submitted to the Department Operations Center (DOC) Commanding Officers and the DOC staff briefed regarding the deployment of Department personnel. In addition, all requests for personnel and the releasing of off-going watches shall be directed to the DOC personnel officer.

- VII. Dispatch necessary logistics (personnel and material) to the involved Area of the Field Command Post (FCP) as required by circumstances or as requested by the Field Commander.

- A. Communications Division personnel assigned to other Department entities will work the shift designated for that detail. The same personnel shall be assigned for the duration of the UO or until the need no longer exists.

PSRs will be available for assignment to:

- DOC
- FCP
- ACC
- Other Task Force details

- B. Hand-held radios are available in Communications Division for field use.

507.03 **HOLDING OVER WATCHES**

When a Tactical Alert is initiated, **all** on-duty watch personnel will be held over as follows.

- I. During business hours, the Commanding Officer, Office of Operations (OO) will determine which Department entities other than geographic patrol, Traffic and Detective Divisions, will be held over. The decision to hold over personnel will be based on an evaluation of the situation status provided by the Field Commander, the likelihood of an escalation of activity and the need for Department entities beyond geographic patrol, Traffic and Detective Divisions to be activated.
- II. All Area Watch Commanders and all Traffic Division Watch Commanders (regardless of whether their Area is on Tactical Alert) will cause off-going watches (including Detective and Administrative Support personnel) to be held over until authority to release watches is received.
- III. All Area Watch Commanders and all Traffic Division Watch Commanders will have the authority to hold over off-going watches when it reasonably appears that their Area may be placed on alert, although no Tactical Alert has yet been declared. Area Commanding Officers will be apprised of the pending Tactical Alert, and if known, the situation status.

507.04 **AUTHORITY TO RELEASE PERSONNEL**

- I. The Commanding Officers, Office of Operations (OO), will have the authority to release all entities other than geographic patrol, Traffic and Detective Divisions.
- II. The Communications Division Watch Commander, in concurrence with the Field Commander of the incident, shall be responsible for releasing off-going watches and sending a NECS and ACC message or telephonic notification authorizing their release.
- III. A Tactical Alert cancellation message from Communications Division or the ECC will be considered authority to release off-going watches.
- IV. Personnel assigned to the Field Task Force will be relieved as directed by the Field Commander.

507.05 **CANCELLATION OF TACTICAL ALERT**

The Field Commander will be responsible for the cancellation of a Tactical Alert and shall notify Communications Division Watch Commander when a Tactical Alert is cancelled. The person initiating the action shall cause a notice of the cancellation to be broadcast by radio, NECS and ACC message to all involved Areas and Divisions.

- If the EOC is activated, the Bureau Communications Coordinator (BCC) personnel are responsible for canceling the Tactical Alert.

Example: “Attention all units, the Tactical Alert for Central Bureau is cancelled. Units on Tactical Alert status not assigned to the CP are to resume normal patrol.”

508 **MOBILIZATION**

Mobilization is the principal personnel deployment plan for UO control. It is initiated by the Department Commander and may involve the entire Department or selected Areas or Divisions.

Mobilization is activated to provide necessary staffing when:

- I. The UO is of sufficient magnitude to require major deviation from normal police operating procedures and necessitates a general modification of the Department organization and command.
- II. The forces assembled by a Tactical Alert are insufficient to meet the tactical situation.

Note: Mobilization may be initiated without delay if, at the beginning of the UO, it is obvious that the on-duty forces will be insufficient to meet the immediate needs of the Field Commander.

- III. In addition to the implementation of a Tactical Alert, Mobilization requires:
 - Immediate extension of the workday to twelve hour watches
 - Temporary deferment of days off
 - Recalling of off-duty officers
 - Preparing for the fulfillment of EOC requests for personnel and equipment
- IV. If Communications Division is included in the Mobilization, the Commanding Officer shall activate the Division Mobilization Plan, which includes:
 - Implementation of twelve hour watches
 - ALL personnel regardless of assignment shall report [REDACTED] hours unless otherwise directed
 - Personnel assigned to the EOC or DOC shall report [REDACTED]
 - Cancellation of days off including T/O and single vacations days, not in conjunction with a scheduled vacation
 - Alerting off-duty personnel
 - Arranging an inventory of personnel and equipment remaining in the division

508.01 **MOBILIZATION BROADCAST**

When a Mobilization is initiated, the Communications Division Watch Commander shall cause a notice of the Mobilization to be broadcast Department-wide by radio, ACC and NECS message.

If the EOC is activated, the BCC personnel shall be responsible for causing the Mobilization notification to be broadcast. The Mobilization notification shall be made as follows:

- A. The broadcast shall specify the watch (“A” or “B”) and the Areas and Divisions mobilized. The number of Areas and Divisions included will depend on the anticipated personnel needs of the Field Commander.
- B. The radio broadcast shall be repeated every fifteen minutes for two hours following the original Mobilization broadcast. If additional Areas or Divisions are mobilized, that information shall be added to the original broadcast or declared in a supplementary broadcast.

Example: “Attention all Areas, this is a Mobilization broadcast. A major earthquake has occurred in the City of Los Angeles. Watch “A” personnel Department-wide are on Mobilization status. All Tactical frequencies are restricted for the occurrence.”

Following the Mobilization broadcast, Communications Division shall:

- Dispatch units to meet the manpower needs of the Field Commander
- Prepare for the fulfillment of EOC requests for personnel and equipment

508.02 RELEASING OF OFF GOING WATCHES

Off-going watches may be released only with the approval of the Department Commander. Watch Commanders desiring to release off-going watches must obtain approval through the DOC personnel Officer.

508.03 CANCELLATION OF MOBILIZATION

Approval for cancellation of a Mobilization shall be obtained from the Department Commander. When a Mobilization has been cancelled, the BCC personnel will cause the broadcast of the cancellation by radio, ACC and NECS message as follows:

- The broadcast will include the location of the occurrence and will be directed to all involved Areas/Divisions. Specific end of watch instructions will be provided by the DOC Personnel Officers.
- The radio broadcast will be repeated every 15 minutes during the first two hours following the original cancellation broadcast.

Example: “Attention all Areas on Mobilization Status. The mobilization is cancelled for the earthquake which occurred in Valley Bureau.” Contact your squad leader or supervisor for end of watch instructions.”

Note: The ACC or NECS message shall include instructions for resuming normal activities.

509 **SIG ALERT**

The California Highway Patrol (CHP) defines a Sig Alert as activity restricted to actual or impending disasters or emergencies which will have a normal duration of NO LESS THAN 30 MINUTES, and will cause great delay to a large number of people.

Communications Division is not equipped to provide Sig Alert notification to all the concerned agencies and citizens; therefore, the CHP will be notified of all Sig Alert requests and will ensure all the proper notifications are made.

When the need arises for field personnel to request a Sig Alert Broadcast, the following procedures apply:

Communications Division Personnel shall obtain:

- The exact location of the area affected including the direction of travel and cross street
- Cause of the condition (i.e., traffic collision, spilled loads, leaking gas chemicals or unexpected traffic congestion resulting from a special event)
- Approximate duration (normally longer than 30 minutes)

The operator receiving the information shall be responsible for entering the request and the necessary information into the comment section of the incident and notifying the Bureau Communications Coordination (BCC) for the Area of occurrence via SM message.

The BCC shall notify the CHP link operator of the request. After receiving acknowledgement from CHP that they will make the necessary notification, the BCC shall make a Citywide information broadcast notifying Department field personnel.

The BCC shall ensure all pertinent information regarding the CHP notification is entered into the comment section of the incident. (i.e., CHP operator name and/or number).

Field personnel will be responsible for ensuring that Communications Division is notified when the need for the Sig Alert no longer exists.

BCC personnel upon receiving a request to cancel the Sig Alert shall make the necessary notification to the CHP and again make a Citywide information broadcast of the cancellation.

510 **EARTHQUAKE ADVISORY NOTIFICATIONS**

The State of California has established the California Earthquake Prediction Evaluation Council (CEPEC) which acts as an advisory body to the California Office of Emergency Services (OES). The City of Los Angeles recognizes the OES as the only valid source of earthquake predictions and advisories.

CEPEC reviews earthquake and volcanic predictions and forecasts and advises OES on their validity and significance. The OES director is notified when an earthquake and/or volcanic prediction is determined to be valid. The OES director then evaluates the potential public safety impact and if necessary, implements the “California Short-term Earthquake Prediction Response or Earthquake Advisory Plans.”

To ensure consistency with the State and other local government emergency plans and planning concepts, the City of Los Angeles has developed a Short-term Earthquake Predictions/Advisory response Plan which works in conjunction with the State plan. The plan outlines procedures necessary for the prompt notification of City departments and the public. The following terms describe various prediction time frames, probabilities and actions.

510.01 **EARTHQUAKE ADVISORY PROCEDURES**

When an Earthquake Advisory notification is received, the Watch Commander of Communications Division shall:

- Notify Detective Support and Vice Division (DSVD), Real Time Analysis and Critical Response (RACR) and the City Hall Operator (via 3-1-1) during business hours and non-business hours.
- Ensure that all information regarding the earthquake advisory is included in a master incident. If no incident exists, one shall be created.

Note: The Emergency Operations Board (EOB) will not convene. The Chief Administrative Assistant to the Mayor and the Commanding Officer, Special Operations Division, will make a recommendation for the City’s response to the Mayor and Chief of Police.

510.02 **EARTHQUAKE PREDICTION TERMINOLOGY**

The following terms describe various prediction time frames, probabilities and actions.

I. Short-term Prediction

Prediction of an earthquake that is expected to occur within a few hours to a few weeks. Short-term predictions are subdivided as follows:

A. Earthquake Alert – Three days to a few weeks

- B. Imminent Earthquake Alert – Up to three days
- C. Earthquake Advisory – Statements issued by OES concerning the potential for subsequent damaging seismic activity (aftershock) following an earthquake

II. Readiness Condition Levels

The State of California has established three levels of readiness in responding to a short-term prediction. The probability and the consequences of the earthquake are used to determine Readiness Condition Levels. Different actions are associated with each readiness level. Level three represents the highest level of alert.

Note: The State will issue a Readiness Condition Level Three to those population centers in close proximity to the predicted event.

510.03 EARTHQUAKE ALERT/IMMINENT EARTHQUAKE ALERT PROCEDURES

The Los Angeles Fire Department (LAFD), Metropolitan Fire Communications (MFC), is the City's Official recipient of an Earthquake Alert or Imminent Earthquake Alert from the OES. An additional message will be sent to the Los Angeles Police Department (LAPD), Detective Support and Vice Division (DSVD), and Real Time Analysis and Critical Response Division (RACR), via the California Law Enforcement Telecommunications System (CLETS).

Upon receipt of the alert message, MFC will immediately notify the Watch Commander of Communications Division, and provide:

- The nature of the alert
- Predicted location (if available) and
- The Readiness Condition Level determined for the City of Los Angeles by the State

The Watch Commander of Communications Division shall make the following telephonic notifications. The nature of the alert, predicted location (if available) and the Readiness Condition Level determined for the City of Los Angeles by the State shall be included in the notifications.

During Business Hours:

- DSVD
- RACR
- Emergency Operations Division
- City Hall Operator

Non-Business Hours:

- DSVD
- RACR
- City Hall Operator

The Watch Commander of Communications Division shall initiate a Department-wide Tactical Alert if the State issues a Readiness Condition Level Three for the City of Los Angeles. If a Tactical Alert is declared, the Communications Division Watch Commander shall make other required notifications.

The Watch Commander of Communications Division shall cause an incident to be created using incident type 100 (other). The address of 100 N. Main Street shall be entered in the address field. The nature of the alert, all notification information and the Readiness Condition Level established by the State shall be entered in the comment section of the incident.

The incident may be disposition as closed (CLO) or kept open as a master incident. In either case the incident shall be updated as needed and noted in the Watch Commander's Daily Report.

The Chief of Police will convene a meeting of the Emergency Operations Board (EOB). The EOB will evaluate the information regarding the alert and make a recommendation to the Mayor. The Mayor will determine the City's response and announce it as Readiness Condition Level One, Two or Three.

- The Readiness Condition level established by the Mayor may not be consistent with that of the State.
- All City departments/offices will respond to the Mayor's recommendation. Communications Division may be required to make operational changes based on that recommendation.

510.04 **EARTHQUAKE VERIFICATION PROCEDURES**

In the event an earthquake occurs in the City of Los Angeles and an Earthquake Alert, Imminent Earthquake Alert or Earthquake Advisory is not received, the following procedure shall apply. An earthquake shall be considered verified if it is reported directly to the MCDC/VCDC from:

- LAPD
- On-duty officers acting within the course of his/her duty
- Three other sources

Personnel receiving **any** report of an earthquake occurring within the City shall immediately notify the on-duty Communications Division Watch Commander.

A Watch Commander receiving reports of an earthquake occurring within the City shall take appropriate action to determine whether or not a verified earthquake has occurred.

510.05 **RESPONSIBILITIES OF COMMUNICATIONS DIVISION AFTER EARTHQUAKE OCCURRENCES**

When an earthquake occurs in the City of Los Angeles, it is essential that the Department obtain an immediate estimate of all damage, including threats of fire, explosion, landslide, or flood. As a prerequisite for an effective emergency operation, the Emergency Operations Center (EOC) must receive an immediate and accurate situation estimate from all Department sources. The following procedures shall be followed after the occurrences of an earthquake:

- I. An “All Units” broadcast shall be made to each Bureau by the appropriate BCC to direct field units to conduct a damage assessment of their assigned areas, and to report the information to their Watch Commanders.

- II. A Teletype shall be sent to all geographic Areas by the Communications Division Watch Commander advising the concerned Watch Commanders to compile damage estimates from their field units. The Area Watch Commanders shall forward all information to the EOC damage assessment center within 20 minutes after receiving the initial teletype from Communications Division. The teletype sent to all Area Watch Commanders will refer the Watch Commanders to their Area earthquake response plans for additional operating procedures. A teletype tape will be maintained on file in the office of the Communications Division Watch Commander.

511 **LOS ANGELES REGIONAL TACTICAL COMMUNICATIONS SYSTEM (LARTCS)**

The Chief of Police signed an agreement with the Los Angeles Sheriff’s Department (LASD), which allows for Department access to the Los Angeles Regional Tactical Communications System (LARTCS), including access to five designated Mutual Aid frequencies (██████████ ██████████) on the Motorola MCC 7500 Elite Dispatch application “INTEROP” tab in Communications Division) and the Sheriff’s Communications Center (SCC) Access Channel, in the event of an occurrence requiring a Mutual Aid response. The radio network permits two-way communications between Department personnel and participating law enforcement agencies in Los Angeles County.

In the event of an Unusual Occurrence, the following guidelines have been established when an officer notifies Communications Division of the need to use this radio network.

Use of the LARTCS channels must have prior approval of the SCC Watch Commander. When a field officer requests the use of a LARTCS channel, the request should include the location and nature of the occurrence, expected duration and which agencies are needed.

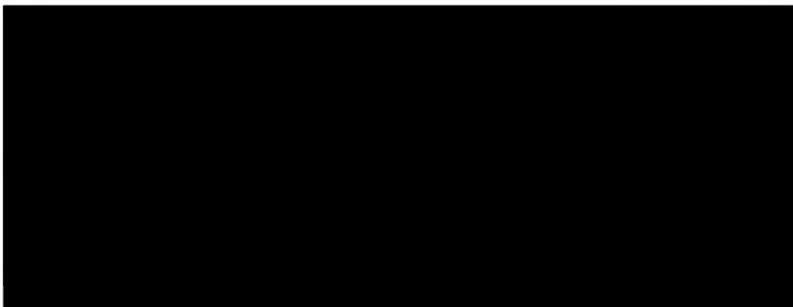
The Communications Division Watch Commander shall:

- A. Contact the SCC Watch Commander and advise that a LARTCS channel has been requested. Provide all pertinent information. The SCC Watch Commander will designate a channel for operations.

- B. If the SCC Watch Commander cannot be contacted, the Watch Commander at a Sheriff's station close to the occurrence shall be contacted. The station Watch Commander will contact the SCC Watch Commander and obtain a channel.
- C. Advise requesting field officers which channel has been designated for use.
- D. Notify requested agencies of the occurrence and the LARTCS channel that will be used.

Note: In extreme emergencies or if telephone lines are disrupted, officers can contact the SCC by radio, via the SCC access channel.

LARTCS channel configuration on Department mobile and handheld radios:



Area of Use
Countywide
North Area/SF Valley
West Area
East Area
San Gabriel Valley
Central Area

DEGRADED OPERATIONS

512 **MODES OF OPERATION**

The Premier CAD system has four modes of operation. In Mode Four, the system is fully operational. Modes Three, Two and One are degraded modes and require Communications Division personnel to modify their normal operating procedures. Mode Three consists of a partial Premier CAD loss. The computer fails and one or more of the following capabilities are lost:

- MDC communications
- Access to External Databases
- Area Command Centers (ACC)
- Automated Voice Radio Switching
- ANI/ALI processing

During Mode Two, Manual Mode of Operations, there is a loss of all of the above functions, in addition to Automated Incident Entry and Dispatching, and Address Verification (GEOFILE).

During Mode One, one or both Dispatch Centers are uninhabitable. There is no voice communications between Communications Division and field units. The CDC is unable to answer any incoming telephone calls for service. Premier CAD will not function. If the Premier CAD and ROVER systems fail, radio and dispatch operations are performed by Area/division personnel.

513 **MODE-TWO OPERATIONS**

513.01 **MODE-TWO EQUIPMENT**

I. Mode-two Tickets

During mode-two operations, tickets are used to record all unit activity and incident status information. Tickets shall be stored in the top drawer of the console (mode-two drawer). At the start of each watch, personnel shall ensure their position is supplied with an adequate supply of mode-two tickets.

- A. Blue-Emergency/Message Ticket is used for Priority I calls and Crime/Information Broadcasts.
- B. White-Incident Ticket is used for Priority II and III calls.
- C. Pink-Officer Initiated Ticket is used for officer-initiated messages and tow requests.

II. Reporting District Street Index Guide (RD Book)/VELA

The Reporting District Street Index Guide (RD Lookup) is used to determine reporting districts during degraded modes of operation. The RD Lookup application is available on the Department LAN Homepage, under the Reference section. The VELA application may also be used to determine the RD of an address, intersection or Place Name.

III. Mode-two Status Board

Mode-two status boards are used by RTOs to maintain unit statuses. The status board is stored underneath each RTO console.

IV. Number Stamp

The number stamps are used by the RTO to assign a number to mode-two tickets. When an RTO position is relocated from one console to another, the number stamp shall also be relocated.

V. Unit Designation Tabs (T-TABS)

Unit designation tabs are used by the RTO to identify units. Tabs for basic cars shall be permanently left on the status board. Whenever possible, tabs for other units routinely deployed should also be retained on the board. If the RTO position is relocated, unit designation tabs shall also be relocated.

- White – Dispatchable Patrol Units
- Blue – Supervisory Units
- Yellow – Non-Dispatchable Units
- Green – Collision Investigation Units
- Orange – Traffic Enforcement Units

VI. Temporary File

Temporary file is used by the RTO as temporary storage space for completed mode-two tickets.

513.02 **FUNCTION DESIGNATION**

I. Watch Commander

- A. Watch Commander (or designated supervisor) shall designate personnel to act as mode-two runners. This designation may be announced during daily roll call or at the on set of mode-two operations.
- B. Watch Commanders shall decide if the entire MCDC and/or VCDC shall operate in mode-two or if only some of the consoles have degraded in function.

- C. Watch Commanders shall ensure that all personnel follow approved mode-two procedures.
- D. The AM Watch Commander has the additional responsibility of ensuring that all mode-two tickets from the previous twenty-four hours are bundled, appropriately affixed with a control card and placed in the file tray for the Custodian of Records.

II. Runner

Personnel designated by the Watch Commander or supervisor as runners, shall be responsible for hand carrying mode-two tickets between positions.

III. Bureau Communications Coordinator

The following Bureau Communications Coordinator (BCC) assignments shall be standard for all watches:

A. BCC One – Operations-Central Bureau

- 1. Shall remain at the Central Bureau BCC position for monitoring responsibilities.
- 2. Initiates Citywide degraded mode broadcast.

Mode-two:

“All units, the system is down. We will be in mode-two until further notice.”

- 3. Initiates recover broadcast.

“All units, the system is fully operational.”

B. BCC Two – Operations-Valley Bureau

- 1. Obtain a continuous incident printout from the Systems Monitor Operator (SMO).
- 2. Completes the appropriate mode-two tickets for all incidents on the printout. Ensure that tickets are delivered to the appropriate RTO.
- 3. AM Watch shall be responsible for picking up daily mode-two tickets in the VCDC.

C. BCC Three – Operations-South Bureau

1. AM Watch shall be responsible for picking up daily mode-two tickets in the MCDC.
2. Obtain a continuous incident printout from the Systems Monitor Operator (SMO).

D. BCC Four – Operations-West Bureau

1. All BCCs (with the exception of BCC 1) shall assist RTOs in assigning Priority I calls.

IV. Emergency Board Operator

A. EBOs shall be responsible for completing the appropriate mode-two ticket for Priority I, II and III calls, and Crime/Information Broadcast received on 9-1-1 or seven-digit telephone lines.

B. At the on-set of mode-two operations, (with or without prior notice), EBOs shall complete the current call on the appropriate ticket. All subsequent calls shall be handled in the same manner until Premier CAD recovers.

V. Radio Telephone Operator

A. Mode-Two Preparation

RTOs shall make the following preparations for mode-two at the beginning of each watch:

1. Complete ROVER sheets for each Area as this may be the only method of identifying the unit needing help should a ROVER be activated.
2. Ensure that the mode-two status board is set up with the appropriate unit identification tabs.
3. Check the number stamp to ensure that the correct Area/division number is indicated on the stamp (first one or two digits).

Note: AM Watch RTOs shall be responsible for resetting all number stamps to zero at midnight, bundling all mode-two tickets from the previous 24 hours and affixing the appropriately labeled control card.

B. Implementing Mode-Two

1. If system degradation occurs without prior notice and all pages of the AWW(s) are not displayed, the concerned RTO shall conduct an Area roll call to establish unit statuses.

C. Responsibilities during Mode-Two

1. Maintain current unit statuses on the mode-two status board.
2. Ensure that all unit activity is recorded on the appropriate mode-two ticket.
3. Dispatch Priority I, II and III calls in the prescribed manner and within established time constraints.
4. Complete the appropriate mode-two tickets for calls received from L90. Broadcast and assign the calls following established policies and procedures.

D. Miscellaneous Operating Procedures – Radio Telephone Operator

1. RTOs shall record all en-route and at-scene times when notified by responding units.
2. A Crime/Information broadcast received in connection with a call shall be recorded on a separate blue ticket. The unit designation, location, crime type, operator number, date and time shall be recorded in the appropriate boxes. The information to be broadcast shall be recorded in the Comments/Transaction portion of the ticket. The broadcast shall be made on the appropriate radio channels using proper terminology.

The original ticket and the Crime Broadcast ticket shall be cross filed. The number from the original ticket shall be recorded on the Crime Broadcast ticket in the blank box next to the unit designation.

Upon completion of the broadcast, the ticket shall be placed in the temporary file.

3. With the exception of tow, service requests shall be recorded on the back of the original ticket. A designated runner shall hand carry the ticket to the appropriate ATO for processing.
 - a. Requests for tow shall cause a new pink ticket to be completed. A runner shall hand carry the ticket to the ATO for processing. The

ticket shall be returned to the RTO upon completion of the tow request. The RTO shall place the ticket on the status board in the slot adjacent to the concerned unit. The related ticket shall be placed in the temporary file.

- b. RTOs shall record the disposition time and disposition code in the Comments/Transaction section of the ticket when notified by the assigned unit.

VI. Auxiliary Telephone Operator

A. ATOs shall be responsible for:

- 1. Completing the appropriate mode-two ticket for Priority I, II and III calls and Crime/Information broadcasts received via telephone lines.
- 2. Process service requests in the prescribed manner.
- 3. Perform other mode-two related tasks as directed by the Watch Commander or supervisor.

B. The following procedures shall apply if prior notice is given of system degradation.

- 1. Display all service requests from queue, listing the incident number and type of request on a piece of paper. Print incident histories for each request.
- 2. Complete a pink ticket for each service request. The unit number, location, operator number, date and time shall be noted in the appropriate boxes. The corresponding incident number shall be listed in the "ACTIVITY" portion of the ticket.
- 3. If notice is not given prior to system degradation, ATOs shall complete the current call or service request on the appropriate mode-two ticket. All subsequent calls and requests shall be handled in the appropriate manner until Premier CAD recovers.
- 4. Notifications made for service requests shall be documented on the back of the ticket in the "notification box." Information shall include: who was called (phone to); your operator number (by) and the name of the contact person (ack by). The notification box appears on the reverse side of each mode-two ticket.

5. ATOs shall broadcast information in response to service requests in accordance with established policies and procedures. Completed tickets shall be hand carried to the appropriate RTO by a designated runner.

513.03 **MODE-TWO DISPATCH PROCEDURES**

I. Priority I Calls

A blue Emergency Message Ticket shall be completed for Priority I calls.

- A. Address of occurrence (including apartment number, business name, etc.,) and Callback number shall be obtained from the person reporting (PR) and recorded on the ticket.
- B. The time the call was received shall be recorded in the ‘TIME REC’D’ box.
- C. Operators shall ascertain the exact nature of the request for service. This information shall be written in the box marked “CRIME TYPE.” The type of call shall not be identified by the Premier CAD system three-digit numerical code. This does not include crime descriptors which routinely contain numerical codes of the Penal Section (i.e., 459 NOW, 211 IN PROGRESS, 415 WOMAN).
- D. All pertinent information shall be listed in the “COMMENTS/TRANSACTION” section of the ticket.
 - Type of crime
 - Time occurred (occurred _____ minutes ago)
 - Location
 - Vehicle used (or left on foot)
 - Suspect/vehicle direction taken
 - Suspect description
 - Outstanding features
 - Weapon
 - Property
- E. The Reporting District (RD), code and date shall be recorded in the appropriate boxes. Operator and position number shall be recorded in the box marked “OPERATOR.”
- F. Operators shall select the appropriate Area Group and Air/K9, and initiate an “Any Unit” broadcast directed to units in the concerned Area.
- G. The operator shall use the Alert button to send out tones used for Code Three calls prior to making the broadcast. Operators shall broadcast the complete call using proper terminology. The initial Priority I broadcast procedure shall not be used.

Code 3 – “Hollywood Units, 211 in progress, 5740 Hollywood Bl., 5-7-4-0 Hollywood Bl., at John’s Market, suspect vehicle is a 1982 Ford Pinto, yellow, license 123ABC, 123ABC, last seen eastbound Hollywood Bl., from Vine Street, suspect is a male/white, weapon is a blue steel revolver, property taken U.S. currency, RD 649, Hollywood unit handling identify.”

If a field unit acknowledges the call, the operator receiving the call shall record the unit number and dispatch time in the appropriate boxes and hand carry the completed ticket to the appropriate RTO.

Note: During mode-two, unit acknowledgement of an “any unit” broadcast shall be the responsibility of the RTO. Upon receipt of the ticket the RTO shall number stamp the ticket in the upper right-hand corner and place the ticket on the status board in the slot adjacent to the assigned unit.

1. Duplicate blue tickets shall be completed if multiple units are assigned.
2. If a field unit does not acknowledge the call, the operator receiving the call shall hand carry the ticket to the appropriate RTO for dispatch. RTOs shall assign the call in accordance with the Sequential Order of Dispatch. Retone action shall be taken if applicable. Upon assigning the call, the RTO shall record the required information, number stamp the ticket and place it against the unit handling the call.
3. If the RTO is unable to assign the call, the ticket shall be hand carried to the appropriate BCC by a designated runner. The BCC shall locate a field unit for dispatch in continuation of the Order of Selection. The BCC shall walk to the appropriate RTO position(s) to check the status of units in other Areas.
 - a. Once a field unit has been located, the BCC shall give the blue ticket to the concerned RTO. The RTO shall broadcast the call on the appropriate radio channels using proper terminology.
 - b. The dispatch time and unit handling shall be recorded on the ticket. The ticket shall be number stamped and placed on the status board in the slot adjacent to the unit handling the call.
 - c. The BCC shall complete a blue duplicate ticket and return that ticket to the Area of occurrence. The concerned RTO shall file the ticket in the temporary file.

II Priority II and III Calls

- A. A White Incident Ticket shall be completed for all Priority II and III calls.

Information shall be recorded in the boxes as outline for Priority I calls; however, the operator and position numbers shall be recorded in the box marked “EBO/ATO.”

- B. The operator receiving the call shall request a designated runner to hand carry the ticket to the appropriate RTO for dispatch.
- C. The RTO shall broadcast the call on the appropriate radio channel(s). After assigning the call, the RTO shall record the dispatch time and unit handling. The ticket shall be number stamped and placed on the status board in the slot adjacent to the unit handling.

Note: During mode-two the responsibility of broadcasting Priority II and III calls rests with the RTO.

III Officer Initiated Messages

- A. A Pink-Officer-Initiated Ticket shall be completed for messages received from field units.
- B. The unit number, operator number, location, date and time initiated shall be recorded in the appropriate boxes. The specific message (i.e., Code 6, Traffic Stop, Time and Mileage, Code 7, etc.), shall be recorded in the “Activity” section of the ticket.
- C. The ticket shall be appropriately number stamped and placed on the status board in the slot adjacent to the unit handling.

Note: Operators receiving an officer-initiated message via telephone lines shall complete a Pink Officer-Initiated Ticket. The unit number, operator number, location, date and time initiated shall be recorded in the appropriate boxes. The specific message shall be recorded in the “Activity” section of the ticket. A designated runner will hand carry the completed ticket to the appropriate RTO.

IV. Crime/Information Broadcast

- A. A Crime/Information Broadcast received by EBO, ATO or BCC (not related to an established incident) shall be recorded on a blue Emergency Message Ticket.
- B. The operator receiving the call shall broadcast the information on the appropriate radio frequencies (same as Priority I calls). A designated runner shall hand carry the completed ticket to the concerned RTO.
- C. The RTO shall number stamp the ticket and file it numerically in the Temporary File.

V. Calls Received From L90

- A. RTOs shall complete the appropriate mode-two ticket for calls received from L90. Broadcast and assign the call following established procedures.

513.04 **MODE-TWO RECOVERY**

The following procedures shall apply upon recovery of the Premier CAD system and the return to Mode-Four operations.

I. BCC

- A. BCC One shall initiate the Citywide Recovery Broadcast.
- B. All BCCs shall complete post mode-two tasks as directed by the Watch Commander or supervisor.

II. RTO

- A. RTOs shall update unit statuses by generating an incident number for Code 6, Traffic Stop, Follow-up, etc., or creating an incident using the Initiate Incident (II) form for assigned radio calls.
- B. Create incidents using the II form for those calls which have been recorded on mode-two tickets but not yet assigned. The statement “DURING MODE-TWO” shall be entered into the comment section of the incident of all calls created during mode-two.
- C. RTOs shall file all tickets numerically and bundle them for pick-up. Sequentially numbered tickets and mode-two equipment shall be placed in the mode-two drawer.

Note: If the concerned RTO is unable to input the required data because of the immediate workload, the Watch Commander or a supervisor shall designate other personnel to assist the RTO. Personnel assigned as designated runners, EBOs, ATOs, or BCCs shall not assist the RTO unless directed to do so by the Watch Commander or a supervisor.

III. ATO

- A. Input current and subsequent calls on the Initiate Incident (II) form.
- B. Complete current service requests and document the information on the mode-two

ticket. Hand carry the ticket to the appropriate RTO. The RTO will enter the information into the comment section of the incident. Information from subsequent service requests shall be noted in the comment section of the incident.

- C. Complete other post mode-two tasks as directed by the Watch Commander or supervisor.

IV. EBO

- A. Input current and subsequent calls on the Initiate Incident (II) form.
- B. Complete other post mode-two tasks as directed by the Watch Commander or supervisor.

V. Runner

Personnel assigned as runners shall return to their designated position, or complete post mode-two tasks as directed by the Watch Commander or supervisor.

- A. If the Premier CAD system returns to the mode-three operations, CDC personnel shall follow recovery procedures outline for mode-four recovery with the following exceptions:
 - 1. BCC One shall initiate a Citywide mode-three broadcast.
 - 2. Operators creating incidents shall continue to use the RD Lookup application or VELA to obtain RDs.

513.05 **MODE-TWO TICKET STORAGE**

The Divisional Custodian of Records shall be responsible for retaining completed mode-two tickets as required by law. Tickets shall be destroyed in accordance with established Department policies and procedures.

514 **FALLBACK/LEVELS OF SERVICE**

The Department's Master Radio System (MRS) is an extremely sophisticated network of radio transmitters, receivers, repeaters and microwave equipment placed at numerous sites throughout the City. The Department operates [REDACTED]
[REDACTED] additional Citywide Channels for use by various Department entities and outside agency access.

Mount Lee serves as the center point of the MRS with all channels extended to and terminating in the Metropolitan Communications Dispatch Center (MCDC) or Valley Communications Dispatch Center (VCDC), collectively referred to as the Dual Dispatch Center (DDC).

In the event of a severe failure with the MRS, ADSD has designed and implemented a back-up radio system which facilitates continued radio communications at the Bureau level. This system is known as “ENHANCED FALLBACK”. Repeaters are installed at five sites throughout the City, providing radio coverage in all four Bureaus (one site for Central Bureau, two sites for Valley Bureau, one site covering South and West Bureaus, and one site for the Harbor Area). These repeaters function independent of Mount Lee and are operational 24 hours per day, 7 days per week.

The MRS is designed to provide five levels of operation, consisting of one fully operational level and four levels of degraded service:

514.01 **LEVEL FIVE**

Situation: MRS fully operational.

Response: None required.

514.02 **LEVEL FOUR**

Situation: Loss of a single dispatch channel.

Symptom: DDC and field units are unable to communicate with one another on the Area’s assigned base frequency.

Response: CD will advise the affected Area Watch Commander via landline to have field units switch to another dispatch frequency or tactical channel to resume normal operations. CD shall provide the Area Watch Commander with the channel name and channel number (i.e. Valley Bureau Tac 2, Channel 42 or South Bureau Tac 1, Channel 37). If the Mobile Data Computer (MDC) system is operational, the concerned RTO shall send a message to all Area units advising them of the base frequency problem, and which channel to switch to. A message regarding the base frequency change shall also be sent to all Communications Division personnel. At this time, Radio Telephone Operators (RTOs) shall reconfigure the Multi-Select (MSEL) folders of the Motorola MCC 7500 Elite Dispatch application as needed, to include the newly assigned tactical frequency.

The Area Watch Commander shall switch the station TAC-PAC (black Motorola MC3000 or RCH-3000 Desktop Radio Console) to the Area simplex setting (i.e. HOBK SPX, NHWD SPX) and make a broadcast to all Area units to switch to the specified dispatch or tactical frequency to resume normal operations. This broadcast should be made several times to ensure all personnel receive the information.

Note: Station TAC-PACS are unable to receive any radio transmissions from field units on the Area simplex setting. Field units can hear the station, but the station cannot hear field units. This channel shall be used only to announce the radio problem, and advise which dispatch or tactical

channel to switch to. All Department mobile and handheld radios are programmed for duplex operation only on all Area base frequencies. Only the TAC-PACs have the ability to broadcast in simplex mode on the Area base frequency.

514.03 **LEVEL THREE**

Situation: Loss of radio functions at the DDC only (this may be at one or both Dispatch Centers).

Symptom: Loss of all radio communications between the DDC and field units (this includes Area TAC-PACs). Field units and the Area TAC-PAC can communicate normally on their assigned Area base frequency. ROVER Emergency Trigger is non-functional.

Response: CD Supervision should immediately determine if the situation affects one or both Dispatch Centers. If the outage is at one Center only, Supervisors at both Centers should coordinate the migration of radio operations to the non-affected Center (i.e. if the outage is at the MCDC only, personnel at the VCDC should assume control of radio operations for the entire City). In this scenario, CD Supervision may consider assigning one Center to handle all telephone duties, while the other Center is responsible for radio operations only.

In the event both Centers are affected, RTOs will establish an open landline at each Area station via the Fallback telephone number (Fallback telephone numbers may be accessed via the CAD system by using the command “RR..FALLBACK”). Information regarding emergency calls for service will be communicated to the Area for dispatch via the TAC-PAC. RTOs will continue to maintain unit statuses and locations in the CAD system or following Mode 2 Procedures.

Area Watch Commanders shall ensure adequate staffing to assume dispatching responsibility via the Area TAC-PAC for the duration of the system failure. Station personnel assigned to dispatch via the TAC-PAC shall remain on the Area Duplex channel (i.e. WVAL DPX, PAC DPX). Information relayed via landline from the RTO shall be broadcast via the TAC-PAC to the concerned unit(s). Information received from field units shall be relayed to the RTO over the open landline.

514.04 **LEVEL TWO “FALLBACK”**

Situation: [REDACTED].

Symptoms: DDC is unable to send or receive voice transmissions. Field units are unable to communicate with each other or the Area TAC-PAC on their base frequency or on tactical channels in duplex mode. ROVER Emergency Trigger is non-functional

Response: CD will notify each Area Watch Commander that the Department is in “FALLBACK MODE”. CD personnel shall provide the Area Watch Commander with the appropriate Fallback channel number for their Division. The Fallback channel number is [REDACTED], etc. For Traffic Divisions, see note below).

The Area Watch commander shall be advised to switch the Station TAC-PAC to simplex and to make a broadcast advising all Area units to switch to their Fallback channel. Field units should be advised to place the Motorola XTS5000 handheld radio A/B/C toggle switch to the 'A' position. The Motorola XTL5000 in-vehicle radio should be placed in "REPEATER" mode. This allows for duplex operation utilizing the fallback repeater.

RTOs will establish an open landline at each Area station via the Fallback telephone number. Information regarding emergency calls for service will be communicated to the Area for dispatch via the TAC-PAC. RTOs will continue to maintain unit statuses and locations in the CAD system or following Mode 2 procedures. If the CAD system is operational, the RTO shall send a message to all units advising them to switch to their Fallback channel and to place the XTS5000 A/B/C toggle switch in the 'A' position and ensure the vehicle radio is in "REPEATER" mode.

Upon being notified of the Department's Fallback status, the Area Watch Commander shall switch the station TAC-PAC to the Area simplex setting (i.e. NOE SPX, HARB SPX) and make a broadcast to all Area units to switch to their Fallback channel. Field units should be advised to place the handheld radio toggle switch to the "A" position and the in-vehicle radio should be placed in "REPEATER" mode (this broadcast should be made several times). Once this broadcast is made, the Area TAC-PAC should be switched to the Fallback channel (i.e. FTHL FBK, RAMP FBK, etc.). Once field units and the Area TAC-PAC are on the appropriate Fallback channel, communications in the Area may resume as normal. Area Watch Commanders shall ensure adequate staffing to assume dispatching responsibility via the Area TAC-PAC for the duration of the system failure or until CD personnel can be redeployed to Area Stations.

Station personnel assigned to dispatch via the TAC-PAC shall remain on the Area Fallback channel (i.e. VTD FBK, 77TH FBK). Information relayed via landline from the RTO shall be broadcast via the TAC-PAC to the concerned unit(s). Information received from field units shall be relayed to the RTO over the open landline.

Note: Traffic Divisions have a functioning Fallback Repeater. In the event the Department enters Fallback Mode, the same procedures apply for Traffic Divisions as listed above. Traffic Division Watch Commanders shall be advised to have their units switch to the appropriate Fallback channel (122 for WTD, 123 for VTD, 124 for CTD and 125 for STD) and place the Motorola XTS5000 handheld radio A/B/C toggle switch to the 'A' position. The Motorola XTL5000 in-vehicle radio should be placed in "REPEATER" mode.

514.05 **LEVEL ONE "SURVIVAL"**

Situation: Widespread equipment damage and/or failure.

Symptoms: The same symptoms as Level Two.

Response: In "Survival Mode", the Fallback Repeater is not functional. If after following the response procedures outlined in Level Two, Area TAC-PACs and field units are still unable to communicate, a broadcast should be made via the TACPAC Fallback frequency advising all units to switch their XTS5000 A/B/C toggle switch to the 'B' position and their XTL5000

vehicle radio to “DIRECT” mode. This will allow for simplex communication on the Fallback channel.

With simplex operation, radio coverage is considerably diminished. Field units are encouraged to use their vehicle radio as much as possible, as it transmits at a much higher power than the handheld radios.

Note: In Survival Mode, Traffic units must switch to the Fallback channel for the Area in which they are physically located. The XTS5000 [REDACTED] must be in the [REDACTED] and the XTL5000 in-vehicle radio in “DIRECT” mode (i.e. a Motor unit physically in Van Nuys Division must switch to [REDACTED] a Collision Investigation unit working in Southeast Division must switch to [REDACTED]). When a Traffic unit moves from one Division to another, he/she must switch to the new appropriate Fallback channel.

During Survival Mode operation, flexibility and innovation may make the difference in establishing successful communications. If the Fallback repeater is not functional, all units will be working in simplex mode until repeater capability can be restored, or another channel with an operable Fallback repeater can be identified and utilized. W [REDACTED]

[REDACTED] Field units are strongly encouraged to utilize their vehicle radio as much as possible, rather than the handheld radio, as the vehicle radio transmits at a much higher power output, which will increase the distance a unit can communicate.

CD personnel who experience any MRS degradation shall immediately notify the concerned Bureau Communications Coordinator (BCC), CD Supervisor, and the on-duty Systems Monitor Operator (SMO). The SMO will determine the current level of operation of the MRS, the frequency or frequencies affected, and provide direction on the appropriate course of action.

515 **FALLBACK PROCEDURES**

515.01 **FALLBACK PROCEDURES – PREMIER COMPUTER AIDED DISPATCH OPERATIONAL**

The ROVER Radio System operates independently of the Premier CAD System, so that it is possible for Premier CAD to be operational during any one of the four levels of degraded service.

- I. EBO Function
 - A. EBOs shall receive and process calls for service in accordance with establish guidelines.

II. RTO Function

- A. The RTO shall establish and maintain an open telephone line with Area personnel using the seven-digit Area fallback telephone number.
- B. RTOs shall display each incident and relay the information to Area personnel. The Area Watch Commander is responsible for assignment of the incident.
- C. When the incident is assigned and acknowledged by a field unit, Area personnel will notify the RTO. The RTO shall continue to update unit and incident status as advised by Area personnel.

III. ATO Function

- A. Area personnel will complete service requests from field units. All other ATO duties shall remain unchanged.

IV. Supervisor Responsibility

- A. Senior Police Service Representatives (SR PSR) shall ensure that one RTO is assigned to each of the involved Area(s) and that landlines between RTOs and Area personnel are properly established and maintained.
- B. Senior PSRs shall document any problems encountered during fallback on their daily Sergeant's Log.

515.02 **FALLBACK DURING EMERGENCY AND URGENT FIELD SITUATIONS**

Area personnel will be responsible for handling all emergency and urgent field situation requests received from field units. Pertinent information will be relayed to the RTO by Area/traffic division personnel via the landline. RTOs shall be responsible for creating an incident following established guidelines. In addition, the concerned RTO shall update incident and unit-status information received from Area/traffic division personnel.

515.03 **FALLBACK PROCEDURES – PREMIER CAD NOT OPERATIONAL**

If both the Premier CAD and ROVER Radio System fail, Communications Division shall continue operations utilizing the following procedures:

- I. Operators shall complete the appropriate mode-two ticket for Priority I, II, III and Crime/Information broadcasts received on 9-1-1 or seven-digit telephone.
- II. Designated runners shall hand-carry all completed mode-two tickets between positions.
- III. RTOs shall establish and maintain an open telephone line with Area/traffic division

personnel using the seven-digit fallback telephone number, to facility the forwarding of information.

- IV. When an incident is assigned and acknowledged by a field unit, Area personnel will notify the concerned RTO. The RTO shall record the unit designation and dispatch time on the mode-two ticket and file it in the Temporary File.

Note: RTOs shall be responsible for bundling all mode-two tickets and placing them in the mode-two drawer for pick-up by morning watch personnel.

Area personnel will be responsible for maintaining current unit statuses, ensuring that all unit and incident activity is recorded on the appropriate mode-two ticket whether or not Premier CAD is operational.

516 REPORTING DISTRICT LOOKUP APPLICATION

The Reporting District (RD) Lookup Application is available on the Department's LAN Homepage under the "Reference Section." This application will display the proper RD when an address or intersection is entered. The VELA application may also be used to determine an RD during degraded operations.

517 ELECTRONIC BUSINESS SET (EBS) BACK-UP TELEPHONE SYSTEM

The EBS Back-up Telephone is a 16-button telephone set. The telephone set shall be stored in the middle drawer of each console at the MCDC and VCDC. The Back-up Telephone has buttons for:

- Log on/Log off
- Not ready
- In call key
- Secondary line
- Volume control
- Hold key
- Release key
- Direct connect (BCC, Agent, Group)
- Line indicators
- Last number redial
- Speed call
- Call transfer
- Agent-call supervisor
- Agent-emergency alert
- Group intercom

The Watch Commander or a supervisor shall notify personnel when a cutover to the Back-Up Telephone system is necessary. The telephone sets shall be operated from inside the drawer.

Note: The Back-up Telephone sets shall remain in the drawer at all times. The headset shall remain plugged into the console. A supervisor shall be immediately notified if a call in progress is lost or if any equipment problems occur.

517.01 **OPERATING PROCEDURES**

517.02 **INCOMING CALLS**

Operators assigned to EBO, ATO, BCC and Spanish Line positions shall visually monitor the back-up telephone sets for incoming calls. Operators are responsible for answering lines.

- I. EBOs shall handle any alarm calls received on their incoming lines.
- II. Calls shall be answered using appropriate terminology.
- III. Incidents shall be created and dispatched using established policies and procedures.

Note: Mode-two procedures shall be used only if the Premier CAD system is inoperable.

517.03 **OUTGOING CALLS**

Outgoing calls are placed by depressing the **In Key**, then depressing the **Release Key** to release the call. This will provide a dial tone and any extension or seven-digit number may be dialed.

Extension

Local and Long Distance Calls



517.04 **TRANSFERRING CALLS**

I. 9-1-1 Lines

9-1-1 lines may be transferred or conferenced. Operators may stay on the line for a conference call or depress the **Release Key** to complete the transfer.

Note: Operators shall stay on the line until the call connects. If the line is busy, the appropriate seven-digit number may be used.

- A. To transfer the caller via the speed-dial function, depress the appropriate auto dial button. Depress the **Conference** or **Release Key** to complete the transfer.
- B. To transfer callers to a number within the same Area Code, depress the conference button and then manually dial 
- To transfer callers to a number in a different Area Code, depress the conference button and then manually dial 1 with the Area Code and then the 

II. Non-Emergency Positions

9-1-2 lines may be transferred or conferenced. Operators may stay on the line for a conference call or depress the **Release Key** to complete the transfer.

- A. Requests for FD shall be handled using the Auto Dial system.
- B. If the FD is not in back-up mode, CDC operators shall use the Auto dial button or dial the Fire Department's seven-digit number.

REFERENCE

101 RADIO UNIT DESIGNATIONS

Radio unit designations are used to identify specific command staff personnel, and units assigned to Areas, Bureaus or Specialized divisions. Radio unit designations shall be stated by ALL units at the beginning of each radio transmission.

102 STAFF UNIT DESIGNATIONS

Executive 1:	Mayor
Executive Security 1:	Mayor's Security Detail
Executive 1A:	Deputy Mayor
Executive 1B:	Executive Assistant to the Mayor
Executive 2:	City Attorney
Executive Security 2:	City Attorney's Security Detail
Council 1	Council Member, Council District 1
Council 2	Council Member, Council District 2
Council 3	Council Member, Council District 3
Council 4	Council Member, Council District 4
Council 5	Council Member, Council District 5
Council 6	Council Member, Council District 6
Council 7	Council Member, Council District 7
Council 8	Council Member, Council District 8
Council 9	Council Member, Council District 9
Council 10	Council Member, Council District 10
Council 11	Council Member, Council District 11
Council 12	Council Member, Council District 12
Council 13	Council Member, Council District 13
Council 14	Council Member, Council District 14
Council 15	Council Member, Council District 15
Commissioner 1:	President, Board of Police Commissioners
Commissioner 2:	Vice President, Board of Police Commissioners
Commissioner 3, 4 or 5:	Members, Board of Police Commissioners
Commission Staff 1:	Executive Director, Police Commission
Commission Staff 2:	Inspector General, Police Commission
Staff 1:	Chief of Police
Staff Security 1A:	Chief's Security Detail
Staff Security 1B:	Chief's Security Detail
Staff Security 1C:	Chief's Security Detail (Alternate)
Staff 1A:	Chief of Staff
Staff 1E:	Commanding Officer, Media Relations and Community Affairs Group
Staff 1F:	Employee Relations Administrator

Staff 1G:	Commanding Officer, Professional Standards Bureau
Staff 1I:	Commanding Officer, Internal Affairs Group
Staff 1L:	Special Assistant for Constitutional Policing
Staff 1M:	Department Risk Manager
Staff 2:	Director, Office of Operations
Staff 2A:	Assistant to the Director, Office of Operations
Staff 3:	Director, Office of Administrative Services
Staff 3A:	Assistant to the Director, Office of Administrative Services
Staff 3C:	Commanding Officer, Administrative Services Bureau
Staff 3D:	Assistant Commanding Officer, Administrative Services Bureau
Staff 3E:	Commanding Officer, Information Technology Bureau
Staff 3F:	Assistant Commanding Officer, Information Technology Bureau
Staff 3G:	Commanding Officer, Personnel Group
Staff 3I:	Commanding Officer, Police Training and Education
Staff 3J:	Commanding Officer, Behavioral Science Services
Staff 3K:	Commanding Officer, Personnel and Training Bureau
Staff 3L:	Assistant Commanding Officer, Personnel and Training Bureau
Staff 4:	Commanding Officer, Operations-Central Bureau
Staff 4A:	Assistant Commanding Officer, Operations-Central Bureau
Staff 5:	Commanding Officer, Operations-South Bureau
Staff 5A:	Assistant Commanding Officer, Operations-South Bureau
Staff 6:	Commanding Officer, Operations-West Bureau
Staff 6A:	Assistant Commanding Officer, Operations-West Bureau
Staff 7:	Commanding Officer, Operations-Valley Bureau
Staff 7A:	Assistant Commanding Officer, Operations-Valley Bureau
Staff 7B:	Assistant Commanding Officer, Operations-Valley Bureau
Staff 8:	Director, Office of Special Operations
Staff 8A:	Assistant to the Director, Office of Special Operations
Staff 8B:	Commanding Officer, Counter Terrorism and Special Operations Bureau
Staff 8C:	Assistant Commanding Officer, Counter Terrorism and Special Operations Bureau
Staff 8D:	Chief of Detectives, Detective Bureau
Staff 8E:	Assistant Commanding Officer, Detective Bureau
Staff 8F:	Assistant Commanding Officer, Detective Bureau
Staff 8H:	Assistant Commanding Officer, Counter Terrorism and Special Operations Bureau

103 NON-GEOGRAPHIC DIVISION UNIT DESIGNATIONS

Chief of Police

24I: Personnel Assigned to Chief of Police

Police Commission

1PC: Commission Investigation Division

Chief of Staff

8D: Personnel assigned to Chief of Staff

17H: Employee Relations Group

29H: RACR/COMPSTAT

2I: Public Communications Section

9I: Media Relations Section

13I: Community Relations Section

Detective Bureau

5D: Investigative Analysis Section/Detective Bureau Administrative Staff

70D: Gang and Narcotics Division, Gang Section

2H: Scientific Investigation Division

4I: Detective Support and Vice Division, Vice Section

5I: Detective Support and Vice Division, Vice Section

1K: Detective Support and Vice Division

2K: Commercial Crimes Division

4K: Robbery-Homicide Division

8K: Juvenile Division

7Y: Gang and Narcotics Division, Narcotics Section

8Y: Gang and Narcotics Division, Narcotics Section

9Y: Gang and Narcotics Division, Narcotics Section

Counter Terrorism and Special Operations Bureau

R: Metropolitan Division

2D: Air Support Division

3D: Emergency Services Division

3DK9: LAX Explosives Detection Canine (K-9) Unit

6D: Emergency Operations Division

6K: Major Crimes Division

10Y: Personnel Assigned to Counter Terrorism and Special Operations Bureau

Special Assistant for Constitutional Policing

15H: Legal Affairs Division

37H: Personnel Assigned to the Department Risk Manager

7I: Planning and Research Division

10I: Internal Audits and Inspections Division

23I: Personnel Assigned to SACP including Governmental Liaison Section

Office of Administrative Services

- 7H: Use of Force Review Division
- 8H: Fiscal Operations Division
- 22H: Officer Representation Unit
- 32H: Behavioral Science Services
- 6I: Personnel Assigned to the Office of Administrative Services
- 16I: Employee Assistance Unit
- 18I: Ombuds Office
- 21I: Personnel Assigned to the Assistant to the Director, Office of Administrative Services

Personnel and Training Bureau

- 5H: Personnel Division
- 13H: Recruit Training
- 18H: Training Division
- 20H: Personnel Assigned to Personnel Group
- 31H: Recruitment and Employment Division
- 33H: Personnel Assigned to Police Training and Education

Information Technology Bureau

- 3H: Information Technology Division
- 16H: Radio Planning Section
- 29I: Application Development and Support Division
- 30I: Personnel Assigned to Information Technology Bureau

Administrative Services Bureau

- 4H: Motor Transport Division
- 10H: Communications Division
- 11H: Facilities Management Division
- 12H: Records and Identification Division
- 27H: Personnel Assigned to Administrative Services Bureau

Professional Standards Bureau

- 7D: Force Investigation Division
- 3I: Personnel Assigned to Internal Affairs Group
- 15I: Personnel Assigned to Professional Standards Bureau

Office of Operations

- 2O: Personnel Assigned to Office of Operations
- 25W: Criminal Gang and Homicide Division

Office of Special Operations

- 1H: Jail Division
- 9H: Property Division
- 30H: Personnel Assigned to the Office of Special Operations
- 36: Security Services Division

104 **SERVICE IDENTIFICATION**

The following letters indicate the type of service to which mobile radio units are assigned:

- A Basic Car Plan (Two-Officer Unit)
- AIR Air Patrol Unit
- B Two-Officer Patrol Wagon
- C Bicycle Detail Unit
- CP Command Post (Special events, unusual occurrence)
- E Traffic Enforcement Automobile Unit
- F Special Unit: Specialized investigative unit including report units, major violators and crime task force units.
- FB Uniformed Footbeat Unit
- FP One-Officer Fixed Security Post (Utilized by Security Services Division)
- FM Motorcycle Task Force Unit
- G Bureau Gang Coordinator or Area Gang Impact Team, Gang Enforcement Detail
- J Juvenile Unit
- JW Juvenile Unit-Female Officer
- K9 Uniformed Officer with a police dog, assigned to Metropolitan Division
- L Uniformed One-Officer Unit. "X" or "T" units shall use the letter "L" Following the regular service letter when applicable. Also used as geographic field services division base station designation and supervisory personnel.
- M Traffic Enforcement Motorcycle Unit
- MQ Specialized Motorcycle Unit

- MV Vice Task Force Motorcycle Unit
- MX Specialized Motorcycle Unit
- N Unit assigned to Commission Investigation Division
- OP Observation Post-Assignment during Special Event or Unusual Occurrence
- P Unit assigned to an Operations-Bureau who may perform administrative or law enforcement duties.

Note: The following designations are reserved for Mobile Field Force (MFF) Squads

1P – OCB MFF
3P – OSB MFF
6P – OWB MFF
9P – OVB MFF

- Q Special Event or Unusual Occurrence Unit

Note: The activation of the designation and the coordination of specific identification numbers shall be through Communications Division.
- R Metropolitan Division Unit
- RP Mobile Security Patrol (Utilized by Security Services Division)
- SL Senior Lead Officer Unit
- T Collision Investigation Unit
- U Report-taking Unit
- V Area Vice Unit
- W Geographic Detective Unit
- X Additional Patrol Unit in an Assigned District
- Z Geographic Uniformed Unit Assigned to a Special Detail
- 8UC University of California at Los Angeles (UCLA) Campus Police Units

(Unit Numbers in the “50” Series)

- 17University California State University Northridge (CSUN) Police Units

105 **FIELD UNIT DESIGNATIONS**

A. Commands within Geographic Areas

Commanding Officers within Geographic Areas shall be identified by the word “Commander” followed by the number of the Area and the letter “A” “B” or “C.” The letter “A” shall indicate the Area Commanding Officer, “B” shall indicate the Patrol Division Commanding Officer, and “C” shall indicate the Area Detective Commanding Officer.

Note: The Commanding Officer, LAX Field Services Division shall be identified as “Commander 14D.”

Example: Commander 19A – Mission Area Commanding Officer
 Commander 11C – Northeast Area Detective Commanding Officer

B. Patrol Units

Patrol units shall be identified by the number of the geographic Area of assignment, the service identification letter and a field unit number corresponding to one of the numbered reporting districts in their assigned areas.

Example: 10A51 – two-officer Unit assigned to West Valley Area, reporting district (RD) ten fifty-one (1051).

C. Traffic Units

Traffic Units shall be identified by the number of the geographic Area or bureau of assignment, the service identification letter and unit numbers assigned in consecutive order beginning with the number “1.”

D. Geographic Operations-Bureau Units

Units assigned to a geographic operations bureau that performs administrative or law-enforcement related duties. Each bureau is identified by a specific designation. Unit numbers are assigned by the concerned bureau commanding officer.

Example: 1P: Operations-Central Bureau
 3P: Operations-South Bureau
 6P: Operations-West Bureau
 9P: Operations-Valley Bureau

E. Non-Geographic Division Units

These Units shall be identified by the number and/or letter of the division and the unit numbers assigned in consecutive order beginning with the number “1.”

Example: 4K23 – Unit assigned to Robbery Homicide Division

F. Watch Commanders

Watch Commanders shall be assigned the unit number “10.”

Example: 18L10 – Southeast Area Watch Commander

G. Air Support

Regular air flights shall be designated by the word “Air” followed by the corresponding Area number to which the flight is primarily committed (i.e., Air 3 would be assigned to an air flight with primary commitment in Southwest Area).

H. Metropolitan Division

Metropolitan Division Units shall be identified by the letter “R” and unit numbers assigned in consecutive order beginning with the number “1.”

Example: R29

I. Base Stations (Area Station)

Base Stations shall be identified by the number of the Area or division, the service identification number and a team number (if applicable) and the unit number “90.”

Exception: Pacific Area’s airport substation shall be known as “Airport Base.”

Example: 17L90 - Devonshire Station

35T90 - Valley Traffic Division

J. Watch Supervisors

Watch supervisory Units shall be identified by the number of the respective Area, the letter “L” and a two-digit number ending in “zero.” The number “10” shall designate the watch commander.

Example: 5L40 - Supervisor Unit assigned Harbor Area

20L10 - Olympic Area Watch Commander

K. Detective Units

Detective Units shall be identified by the letter “W” and the unit’s numerical designation. Detective division supervisory units shall be assigned numbers ending in “zero.”

Example: 21W55 - Detective Unit assigned to Topanga Area

106 ALPHABETICAL CODE (APCO) WORD LIST (PHONETIC ALPHABET)

The following alphabetical code word list is used by the Los Angeles Police Department and many other police and public service departments throughout the United States.

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

107 MILITARY TIME SYSTEM

The Military Time System shall be used by employees of the Department. The first two digits of the time shall indicate the hour of day, the last two digits shall indicate the minutes.

STANDARD CLOCK

12:01 A.M.
1:00 A.M.
2:00 A.M.
3:00 A.M.
4:00 A.M.
5:00 A.M.
6:00 A.M.
7:00 A.M.
8:00 A.M.
9:00 A.M.
10:00 A.M.
11:00 A.M.

24-HOUR CLOCK

0001 HOURS
0100 HOURS
0200 HOURS
0300 HOURS
0400 HOURS
0500 HOURS
0600 HOURS
0700 HOURS
0800 HOURS
0900 HOURS
1000 HOURS
1100 HOURS

12:00 NOON	1200 HOURS
1:00 P.M.	1300 HOURS
2:00 P.M.	1400 HOURS
3:00 P.M.	1500 HOURS
4:00 P.M.	1600 HOURS
5:00 P.M.	1700 HOURS
6:00 P.M.	1800 HOURS
7:00 P.M.	1900 HOURS
8:00 P.M.	2000 HOURS
9:00 P.M.	2100 HOURS
10:00 P.M.	2200 HOURS
11:00 P.M.	2300 HOURS
12:00 MIDNIGHT	0000 HOURS

108 QUICK REFERENCE TERMINOLOGY

<u>REPORTED UNIT ACTIVITY</u>	<u>REPLY</u>
Academy (Out to)	Unit No., Roger
Cancel For Unit No.	Unit No., Unit No., cancel incident No., Unit No. will handle
Citation	Unit No., Traffic stop, (location)
Citizen's Call	Unit No., Citizen's call, (location)
Clear	Unit No., Clear
Code Four	All Units, Code 4 location and nature if given
Code Four Adam	All Units, Code 4 Adam, location and nature if given
Code Five	All Units, Code 5 and location
Code Six	Unit No., Code 6 location and any additional information given
Code Six Adam	Unit No., Code 6 Adam, location and any additional information given
Code 20	Unit No., Roger
Court (Out to)	Unit No., Roger

Dog/cat, Dead or Injured	Unit No., Roger
End of Watch or Off Duty	Unit No., Roger
Follow-up	Unit No., Roger
Gasoline/Debris in Street	Motor Units use caution in the area of (location), gasoline/debris in the roadway
Hospital, Named (Out to)	Unit No., Roger
Jail (Out to)	Unit No., Roger
Police Administration Building (Out to)	Unit No., Roger
Police Garage (Out to)	Unit No., Roger
Property (Out to)	Unit No., Roger
Radio Shop (Out to)	Unit No., Roger
Range, Police (Out to)	Unit No., Roger
Signed Stolen Vehicle Report	All Units, (broadcast the information)
Station (Out to)	Unit No., Roger
Station Call	Unit No., Station Call (location)
Traffic Collision	Unit No., (location, if not involved)
Traffic Conditions	All Units, (repeat the information)
Warrant Service	Unit No., (repeat the information)
Subpoena Service	Unit No., (repeat the information)
Ambulance (RA or Rescue Unit)	Unit No., Roger
If the request is made without all of the necessary information being provided	Unit No., What do you have there?
Coroner	Unit No., Contact your Watch Commander
Fire Department	Unit No., Roger

Further	Unit No., Standby
If the information is readily available	Unit No., (give information)
If the information is not obtainable	Unit No., No further
Vehicle Check, DMV	Unit No., (repeat the license/VIN)
Traffic Stop	Unit No., Traffic stop (location)
Time and Mileage, (en route or arriving)	Unit No., Roger

109 QUICK REFERENCE COMMAND LIST

<u>FUNCTION</u>	<u>COMMAND</u>
Assign not logged on	ID.1234.1A1-W2 <F10> ID.1234.*1A1-W2.PA;N <F10>
Cancel Assignment Cancels all Units from incident	FR.1A1-W2 <F10> must be active FR.1234 <F10>
Code 6 not logged on	KT.1A1-W2.1 st /Main.CM; 1 Ped <F10> KT.*1A1-W2.1 st /Main.CM; 1 Ped <F10>
Console Initiation	Sign on form <F12>
Console Termination	SF <F10>
Dispatch Unit en route Unit at scene	ID.1234.1A1-W2 <F10> ID.1234.1A1-W2.PA;N.ST;ER <F10> ID.1234.1A1-W2.PA;N.ST;AS <F10>
Read Message	MR..P <F10> personal mail in the Inbox MR.TASK <F10> mail in the Task mailbox MR <F10> Defaults to console messages
Display Incident	IN.1234 <F10>
Disposition Update	IU.1234.D;CIT <F10>
Emergency Initiation (Help) (Pursuit) (Back-up)	US.1A1-W2.HH.L;1 st /Main.T;999 US.1A1-W2.HP.L;1 st /Main.T;999 US.1A1-W2.HB.L;1 st /Main.T;990
Incident Comments Incident Disposition	IU.1234 or IU <F10> US.1A1-W2.CL.ARRSN <F10>

Incident not assigned to a field unit	IU.1234.CL;CLO.CM;COMMENTS <F10>
Incident History Display	IN.1234 IN.1A1-W2 <F10>
Inquiry	Open Query Form
Location Request	US.1A1-W2 <F10>
Operator Assistance	WH <F10>
Recall Message	MR
Response Redisplay	Open Query Form No. 7
Send Message	SM <F10> SM.YOUR MESSAGE.A;R19 <F10> Sends message to RTO19 SM.MONITOR YOUR MDC.A;05 <F10> Message to all Harbor units SM.YOUR MESSAGE.U;1A1-W2 Message to unit
Status Change	US.1A1-W2.AA <F10> US.1A1-W2.CL <F10> US.1A1-W2.FA.L;1 ST /MAIN
Transport Complete	US.1A1-W2.TC.OM;12
Transport Female	US.1A1-W2.TF.L;JAIL.OM;12
Transport Male	US.1A1-W2.TM.L;JAIL.OM;12
Traffic Stop	KT.1A1-W2.1 ST /MAIN.S;TS.T;902 <F10> Or KT.1A1-W2.1 st /Main...902...TS <F10>
Unit History Display	UH..1A1-W2 <F10> or UH.U;1A1-W2<F10>
Unit Log on	ON <F10> ON.1A1-W2.P12345.R1;1234.R2;2345.AR;02
Unit off Duty	UF.1A1-W2.OM;12 <F10>
Unit Status Display	DS.02 <F10> up to 5 areas can be displayed

Vehicle Check	QP.1A1-W2.SAM123 <F10>
CDL	QD.1A1-W2.B1234567 <F10>
VIN	QV.1A1-W2.1ABCDEF2356789 <F10>

110 GLOSSARY OF TERMS

Alphanumeric	Alphabetic and numeric characters intermixed.
Area	Each bureau is divided into geographic Areas, each having a unique name and number.
Beat	A collection of reporting districts.
Bureau	The City is divided into four geographic bureaus, each having a unique name and number.
Channel	A radio frequency used for communication (either voice or digital) between two fixed stations.
Character	A letter, number, space or punctuation mark.
Command	A two-character combination that is recognized by the computer as an instruction to perform a specific Premier CAD function. A command is part of a command statement.
Command Statement	Consists of a command and one or more data items. A command statement is entered through the console keyboard to input, modify or display information.
Console	The computer terminal and desk for MCDC, VCDC and ACC positions.
Cursor	A blank blinking rectangle symbol that indicates on the display screen where the next character is to be entered.

Data	Information entered or received by the computer.
Data Item	A specific piece of information used in a command statement. A data item has a name (i.e., Unit ID) and value (i.e., 1A12).
Digital Communication	Communications by means other than voice broadcast. The CD operator communicates with MDCs and external databases digitally.
Dispatch Weight	The priority/rank of an incident, calculated by the system.
Display	Used to refer to both display screens and the information presented on them.
Downlink	A transmission from the Communications Division operator to a field unit.
Field	A specific area on a display screen.
Field Delimiter	A character which separates fields of a command statement. On the MDC the & (ampersand) sign is the field delimiter and must be inserted between each field.
Field Separator	A period (.) is used to separate data items when entering a command statement.
GEOFILE	A computer-stored file of street names and numbers, reporting districts, intersections, place names and synonyms for street names. Checks the validity of addresses, duplicate calls, Premise Hazards.
Hardcopy	A printed copy of computer output.
Incident	An activity which results in the automatic assignment of a number by the computer (i.e., call for service, Code Six, Traffic Stop, etc.).
Input	(Noun) information entered into a system, or (Verb) to enter such information.

Item Identifier	A one or two-letter code preceding a data item in a command statement that uniquely identifies that item to the system.
Landline	Hard-wired telephone (not cellular)
Log-on, Log-off	To engage or disengage from a position by means of a command.
On-line	The capability to enter information into the Computer Aided Dispatch system.
Output	Information presented by the computer on a display or in hardcopy form.
Phonetic Alphabet	Common names used to replace specific single alphabet letters when broadcasting or to clarify spelling, (i.e., T-Tom, S-Sam etc.).
Processor	Used interchangeably with the term “computer.”
Protected Field	A portion of a display that cannot be typed over or erased by the operator.
Queue	An ordered list or waiting line of messages that are stored for later use.
Readout	A display of information presented by the computer.
Reporting District	Each Area is divided into a maximum of 99 Reporting Districts (RDs). An RD number identifies a specific section within an Area.
Routing	The assignment of a communications path for delivery of a message.
Sidetone	The operator’s voice heard in the operator’s own headset when transmitting on the radio.
Simulcasting	Simultaneous broadcasting from a number of transmitters which are received on multiple frequencies. Used to indicate

	broadcasting on more than one channel.
Switchover	Assigning the backup computer to serve as the active computer.
Telephone Keypad	An arrangement of keys that control incoming and outgoing telephone calls.
Trunk or Trunk Line	A telephone line from the telephone central office that terminates at a switchboard.
Unit Designation	A combination of numbers or letters that identify a specific patrol vehicle.
Uplink	A transmission from a field unit to a Communications Division operator.
Watch	A defined length of time for field units and personnel to be deployed, usually 12 hours.

111 COMMUNICATIONS DIVISION ACRONYMS

ACC	Area Command Center
ACD	Automated Call Distribution
ALI	Automatic Location Identification
ANI	Automatic Number Identification
AMIS	Automated Management Information System
ATO	Auxiliary Telephone Operator
BCC	Bureau Communications Coordinator
CD	Communications Division
CAD	Computer-Aided Dispatch
CLEMARS	California Law Enforcement Mutual Aid Radio System
CLETS	California Law Enforcement Telecommunications System
CWS	Countywide Warrant System
DBI	Data Base Inquiry
DBR	Data Base Response
DFAR	Daily Field Activity Report
DMV	Department of Motor Vehicles
DOC	Department Operations Center
DR	Division of Records
EBO	Emergency Board Operator
ITA	Information Technology Agency

ITB	Information Technology Bureau
ITD	Information Technology Division
LARTCS	Los Angeles Regional Tactical Communications System
MCDC	Metro Communications Dispatch Center
MDC	Mobile Data Computer
NCIC	National Crime Information Center
NLETS	National Law Enforcement Telecommunications System
PR	Person Reporting
PTT	Push-to-talk-controls
RD	Reporting District
ROVER	Remote Out of Vehicle Emergency Radio
RTO	Radio Telephone Operator
SMO	System Monitor Operator
SVS	Stolen Vehicle System
VCDC	Valley Communications Dispatcher Center
WC	Watch Commander
WPS	Wanted Person System

112 STATE CODES

A. United States

Alabama	AL	Montana	MT
Alaska	AK	Nebraska	NB
Arizona	AZ	Nevada	NV
Arkansas	AR	New Hampshire	NH
California	CA	New Jersey	NJ
Colorado	CO	New Mexico	NM
Connecticut	CT	New York	NY
Delaware	DE	North Carolina	NC
Dist. of Columbia	DC	North Dakota	ND
Florida	FL	Ohio	OH
Georgia	GA	Oklahoma	OK
Hawaii	HI	Oregon	OR
Idaho	ID	Pennsylvania	PA
Illinois	IL	Rhode Island	RI
Indiana	IN	South Carolina	SC
Iowa	IA	South Dakota	SD

Kansas	KS	Tennessee	TN
Kentucky	KY	Texas	TX
Louisiana	LA	Unknown	UN
Maine	ME	Utah	UT
Maryland	MD	Vermont	VT
Massachusetts	MA	Virginia	VA
Michigan	MI	Washington	WA
Minnesota	MN	West Virginia	WV
Mississippi	MS	Wisconsin	WI
Missouri	MO	Wyoming	WY

B. U.S. Territorial Possessions

American Samoa	AM	Marshall Islands	MH
Canal Zone	CZ	Midway Islands	MW
Caroline Islands	CG	US Virgin Islands	VI
Guam	GM	Wake Island	WK
Mariana Islands	MK		

C. Canadian Provinces (Canada – CD)

Northwest	NT	Nova Scotia	NS
Ontario	ON	Alberta	AB
Prince Edward	PE	British Columbia	BC
Manitoba	MB	Quebec	PQ
New Brunswick	NK	Saskatchewan	SN
Newfoundland	NF	Yukon	YT (Territory)

D. Mexican States (Mexico – MM)

Aguascalientes	AG	Mexico (State)	MX
Baja California (Northern Section)	BA	Michoacan	MC
Baja California (Southern Section)	BJ	Morelos	MR
Campeche	CE	Nayarit	NL
Chiapas	CI	Nuevo Leon	NL
Chihuahua	CH	Oaxacca	OA
Coahuila	CU	Puebla	PB
Colima	CL	Querretaro	QU
Distrito Federal (Mexico, D.F.)	DF	Quintana Roo	QR
Durango	DO	San Luis Potosi	SL
Guanajuato	GU	Sinaloa	SI
Guerrero	GR	Sonora	SO
Hidalgo	HL	Tabasco	TB
		Tamaulipas	TA
		Tlaxcala	TL
		Veracruz	VC

Jalisco	JL	Yucatan	YU
		Zacatecas	ZA

E. * Other Countries

Foreign Country	YY
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113 VEHICLE LICENSE CODES

<u>LICENSE TYPE</u>	<u>LICENSE CODE</u>
Automobile	A
Boat	B
Commercial	C
Exempt	E
Off-Highway	F
Ham Radio	H
Personalized	L
Motorcycle	M
Prorated Commercial	P
Specially Constructed Vehicle	S
Trailer	T
LoJack	LJ

114 LOS ANGELES POLICE DEPARTMENT ORGANIZATION

OFFICES

Office of the Chief of Police	OCOP
Chief of Staff	COS
Office of Administrative Services	OAS
Office of Operations	OO
Office of Special Operations	OSO
Office of the Inspector General	OIG

BUREAUS

Administrative Services Bureau	ASB
Counter Terrorism & Special Operations Bureau	CTSOB
Detective Bureau	DB
Information Technology Bureau	ITB
Operations-Central Bureau	CB
Operations-South Bureau	SB
Operations-Valley Bureau	VB
Operations-West Bureau	WB
Personnel & Training Bureau	PTB
Professional Standards Bureau	PSB

SPECIALIZED DIVISIONS/GROUPS

Administrative Investigation Division	AID
Air Support Division	ASD
Applications Development and Support Division	ADSD
Commercial Crimes Division	CCD
Communications Division	CD
Criminal Investigation Division	CID
Detective Support and Vice Division	DSVD
Emergency Operations Division	EOD
Emergency Services Division	ESD
Employee Relations Group	ERG
Facilities Management Division	FMD
Fiscal Operations Division	FOD
Force Investigation Division	FID
Gang and Narcotics Division	GND
Information Technology Division	ITD
Internal Affairs Group	IAG
Internal Audits and Inspections Division	IAID
Jail Division	JD
Juvenile Division	JUV
Legal Affairs Division	LAD
Major Crimes Division	MCD
Media Relations and Community Affairs Group	MCG
Metropolitan Division	METRO
Motor Transport Division	MTD
Personnel Division	PER
Personnel Group	PG
Police Training and Education	PTE
Planning and Research Division	PRD
Property Division	PD
Real-Time Analysis and Critical Response Div.	RACR
Records and Identification Division	R&I
Recruitment and Employment Division	RED
Robbery Homicide Division	RHD
Scientific Investigation Division	SID
Security Services Division	SECSD
Special Operations Division	SOD
Training Division	TD
Use of Force Review Division	UOFRD

I. OPERATIONS BUREAU CONFIGURATIONS

The City of Los Angeles is divided into four geographic bureaus which are then divided into patrol Areas. They are as follows:

A. Operations-Central Bureau

Central Area	1
Rampart Area	2
Hollenbeck Area	4
Northeast Area	11
Newton Area	13
Central Traffic Division	24

B. Operations-Valley Bureau

Van Nuys Area	9
West Valley Area	10
North Hollywood Area	15
Foothill Area	16
Devonshire Area	17
Mission Area	19
Topanga Area	21
Valley Traffic Division	35

C. Operations-South Bureau

Southwest Area	3
Harbor Area	5
77 th Street Area	12
Southeast Area	18
South Traffic Division	25

D. Operations-West Bureau

Hollywood Area	6
Wilshire Area	7
West Los Angeles Area	8
Pacific Area	14
Olympic Area	20
West Traffic Division	34

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LOS ANGELES CITY COMMUNITY NAMES

<u>COMMUNITY</u>	<u>AREA</u>
Adams/Normandie	3
Aliso Village	4
Angelino Heights	2
Argyle	6
Arleta	19

Arlington Heights	7
Artists' Lofts	1
Athens Park	12
Atwater Village	11
Avalon Gardens	18
Baldwin Hills	3
Baldwin Village	3
Baldwin Vista	3
Bel Air	8
Benedict Canyon	8
Beverly Crest	8
Beverly Glen	8
Beverlywood	8
Blythe Street	9
Boyle Heights	4
Brentwood	8
Brookside Park	7
Bunker Hill	1
Cahuenga Pass	6/15
Canoga Park	21
Carthay Circle	7
Central City East	1
Century City	8
Chatsworth	17
Chesterfield Square	12
Cheviot Hills	8
Chinatown	1
Civic Center	1
Country Club Park	7
Crenshaw	3/12
Crestview	8
Cypress Park	11
Del Rey	14
Downtown LA	1
Eagle Rock	11
East Hollywood	6/11
Echo Park	2/11
El Sereno	4
Elysian Park	11
Elysian Valley	11
Encino	10
Estrada Court	4

Exposition Park	3
Fairfax	6/7
Fashion District	1/13
Financial District	1
Franklin Hills	11
Gardena Boulevard	18
Garvanza	11
Glassell Park	11
Glen Ridge	8
Gramercy Park	12
Granada Hills	17/19
Greater Wilshire	7
Griffith Park	11
Hacienda Village	18
Hancock Park	7
Harbor City	5
Harbor Gateway	5
Harvard Heights	7
Hermon	4
Highland Park	11
Hillside Village	4
Historic Filipinotown	2
Hobart	6
Hollywood	6
Hollywood Hills	6
Hollywood/La Brea	6
Hyde Park	12
Imperial Courts	18
Jefferson Park	3
Jewelry District	1
Jordan Downs	18
Knollwood	19
Koreatown	20
La Cienega Heights	8
La Tuna Canyon	16
Lafayette Park	20
Lake Balboa	10
Lakeview Terrace	16
Larchmont Village	20

Leimert Park	3
Lincoln Heights	4
Little Armenia	6
Little Ethiopia	7
Little Tokyo	1
Los Feliz	6/11
MacArthur Park	2
Manchester Square	14
Mandeville Canyon	8
Mar Vista	14
Melrose District	7
Mid-City	7
Mid-Wilshire	7
Miracle Mile	7
Mission Hills	19
Montecito Heights	4
Monterey Hills	4
Morningside Park	12
Mount Olympus	6
Mount Washington	11
Nickerson Gardens	18
North Hills	19
North Hollywood	15
Northridge	10/17
Oakwood	14
Old Bank District	1
Olympic Park	7
Pacific Palisades	8
Pacoima	16
Palms	14
Panorama City	19
Park La Brea	7
Parkside Manor	18
Pico Gardens	4
Pico-Union	2
Playa Del Rey	14
Playa Vista	14
Porter Ranch	17
Pueblo Del Rio	13
Ramona Gardens	4
Rancho Park	8

Reseda	10
Roscomare Valley	8
Rose Hills Courts	4
Rustic Canyon	8
San Pedro	5
San Vicente	8
Santa Monica Canyon	8
Sawtelle	8
Sepulveda	9
Shadow Hills	16
Sherman Oaks	9
Sierra Vista	6
Silver Lake	11
Solano Canyon	1/11
South Carthay	7
South Park/51 st & Menlo	12
South Park/Entertainment	1/13
Spaulding Square	6
Studio City	15
Sun Valley	15/16
Sunland	16
Sunset Strip	6
Sylmar	19
Tarzana	10
Temple/Beaudry	2
Terminal Island	5
Thai Town	6
Toluca Lake	15
Toluca Woods	15
Toy District	1
Tujunga	16
Union Square	3
Universal City	15
University Hills	4
University Park	3
Valley Glen	9/15
Valley Village	15
Van Nuys	9
Venice	14
Ventura Business District	9
Vermont Knolls	12
Vermont Park	12

View Heights	12
Village Green	3
Vine/Willoughby	6
Virgil Village	2
Warner Center	21
Watts	18
Wellington Square	7
West Adams	3
West Hills	21
West Los Angeles	8
West Toluca	15
West Van Nuys	9
Westchester	14
Western Heights	7
Westlake	2
Westwood	8
Wilmington	5
Wilshire Center	20
Wilshire Vista	7
Windsor Square	20
Winnetka	21
Woodland Hills	21

116 FREEWAYS

<u>FREEWAY NAME</u>	<u>NUMBER</u>	<u>CHP ABBREVIATION</u>
Artesia-Redondo	91	ARTRDO
Century (Glen Anderson)	105	CNTRY
Foothill	210	FHL
Glendale	2	GLEN
Golden State	5	GSTATE
Harbor	110	HARB
Hollywood	101/170	HWD
Long Beach	710	LB
Marina	90	MAR
Pasadena	110	PASA
Pomona	60	POM
Terminal Island	47	RT 47
San Bernardino	10	SANBER
San Diego	405	SDIEGO
San Fernando	118	SANFER
Santa Ana	5	SANA
Santa Monica	10	SMON

Simi Valley	118	SIMVAL
Ventura	134 (E/B)	VENT
	134 (W/B)	

117 **DEPARTMENT APPROVED ABBREVIATIONS**

ABBREVIATIONS FOR COLORS (Crime/Information Broadcast, Incident Comments).

Blond	BLND
Blue	BLU
Black	BLK
Brown	BRN
Green	GRN
Gray	GRY
Hazel	HZL
White	WHT
Yellow	YEL

CODE 10 ABBREVIATION FOR HAIR AND EYES

EYES

Black	BLK
Blue	BLU
Brown	BRO
Gray	GRY
Green	GRN
Hazel	HAZ

HAIR

Black	BLK
Brown	BRO
Red	RED
White	WHI
Blond	BLN
Gray	GRY
Sandy	SDY
Bald	BAL

ABBREVIATIONS FOR DIRECTIONS

East	E
Eastbound	E/B
North	N
Northbound	N/B

South	S
Southbound	S/B
West	W
Westbound	W/B

COMMONLY USED ABBREVIATIONS

Approximately	APPROX
Attempt	ATT
Avenue	AV
Between	BET
Bald	BAL
Boulevard	BL
Broadcast	B/C
Building	BLDG
Burglary from Motor Vehicle	BFMV
Call Back	C/B
Conscious & Breathing	CONS/BREATH
City Property Involved	CPI
Crossing	X-ING
Dark	DK
Date of Birth	DOB
Describe	DESCR
Driving under Influence	DUI
Female	F
Foot, Feet	FT
Gone on Arrival	GOA
Gun Shot Wound	GSW
Hospital	HOSP
Identify, Identification	ID
Inch	IN
Information	INFO
Intersection	I/S
Left Front	L/F
Left Rear	L/R
License	LIC
Light	LGT
Location	LOC
Male	M
Market	MKT
Miles Per Hour	MPH
Miscellaneous	MISC
Motorcycle	M/C
No Car Seen	NCS
No Further Description	NFD
No Further Information	NFI

Observe	OBS
Passenger	PASS
Personalized License Plate	PLP
Plate	PLT
Possible	POSS
Point of Entry	POE
Property	PROP
Received	RECD
Reporting District	RD
Residence	RES
Right Front	R/F
Right Rear	R/R
Suspect	SUSP
Suspect in Custody	SUSP IN CUST
Theft from Vehicle	TFV
Trailer	TRLR
Unable to Locate	UTL
Unconscious & Breathing Vehicle	UNCON/BREATH VEH
Victim	VICT
Watch Commander	W/C
With, Without	W/, W/O
Year	YR

