San Diego Police Department

Dispatch Division

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Operations Manual

Revised September 2026

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Index: Abandoned Vehicles Procedure: A-01

Overview

The San Diego Police Department Vehicle Impound Unit is responsible for impounding all abandoned vehicles parked on the city streets, public property and private property.

City Streets

When receiving a complaint of an abandoned vehicle, the call-taker shall:

- Run a 10-28 and 10-29 on the license plate.
    - If the vehicle is stolen, format a 10851RR event for a stolen recovery.
    - If the vehicle is not listed as stolen, format an "advised" event using the type code "72HR." Entries on the event should include: the location of the vehicle, the complainant information (name, phone number and home address), the description of the vehicle, including the license number and the state the vehicle is registered in, and the registration information from CAD.
- Explain that the abandoned vehicle will be mark for 72 hours. After 72 hours has elapsed, an officer will return to see if the vehicle has been moved and take whatever impound action is necessary. Due to the number of abandoned vehicles reported, no time estimate can be given for the length of this process.

If a resident has questions regarding abandoned vehicles or wants to file a complaint of inaction on a previously reported abandoned vehicle, refer the caller to Vehicle Abatement at 858-495-7856.

Officers in the field may send a message to CT02 or CT03 to have an abandoned vehicle event formatted. The event should include the same information as those formatted from residents calling in, except the officer's unit designator will be used as the reporting person.

On occasion, field officers may notify Police Dispatchers via their radio talkgroup of abandoned vehicles. This information will be sent to CT02 and CT03 via the CAD messaging system. An event will be formatted following the above procedures.

Private Property

Unless there are extenuating circumstances which would reasonably require dispatch (hazards to children, etc.) all resident complaints of abandoned, inoperable or wrecked vehicles on private property will be referred to 858-495-7856. Inform the reporting party that a delay in corrective action may be experienced based on workload volume.

Online Reporting

Residents can be directed to call the police department at 619-531-2000 or they can report vehicle violations on line.

To report a vehicle that has been parked on a city street for more than 72 hours, direct callers to go to,
www.sandiego.gov/police/services/units/traffic/abandonedvehicle/72hr.shtml

To report an inoperable vehicle on private property that is visible from the street or alley, direct callers to go to,
www.sandiego.gov/police/services/units/traffic/abandonedvehicle/inoperable.shtml

Index: Adult Abuse – 368 Procedure: A-02

Persons wishing to report elder and dependent adult abuse can call the San Diego County Department of Social Services (Adult Protective Services) at 858-495-5660**.**

- Whenever we receive a complaint concerning adult abuse, it is impossible to evaluate the nature and severity of the abuse over the phone. This requires contact with the allegedly abused adult. For this reason and because of the reporting requirements of 15630 W&I, all instances of suspected adult abuse will be dispatched with the type code **368** and number of units dependent upon the circumstances.

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Index: Adulterated Consumable Products | Procedure: A-03

In cases where a resident reports they suspect adulterated food, medication or other consumable products, determine whether they feel it was accidental (such as in shipping or faulty storage) or intentional (such as evidence of possible hypodermic needle marks, razor blades, etc.).

- If accidental, the caller should take it up with the manager of the store where the product was purchased.
- If intentional, dispatch an officer via a desk call (DC) to impound the suspected item and for an ARJIS report.
- Do not make referrals to the Public Health Department.

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Index: Airing Calls | Procedure: A-04

When dispatching an event, Police Dispatchers shall air all Priority 0 and Priority 1 calls, except for those events that are sensitive in nature, such as a BOMB or Citizens Complaint Investigation (CCF).

Priority 2 and 3 events shall be aired if the call:

- Requires dispatching more than one unit
- May compromise resident or officer safety
- Has just occurred
- Has suspect information

DCs will not be aired; however, the dispatcher should air for the officer to check his/her MPS for a call.

Police Dispatchers will also broadcast all important updates, comments or supplements on assigned events if the officers are on scene. If officers are still enroute to the event, the dispatcher will instruct the officer to review the call for further information. In all cases, Police Dispatchers should exercise good judgment in deciding not to air events or pertinent information to units.

In the event of a major event where a Command Post (CP) has been set up, the dispatcher working the event shall air all updates and receive a verbal acknowledgment from the officer or supervisor at the Command Post. The event should then be updated that the Command Post is 10-4, i.e., M 1234, "322J1 10-4" or M 1234, "CP 10-4".

When in doubt, air it.

Alarm Calls

Shopping Malls

- Officers should be immediately dispatched on all 211 or panic type alarms at shopping malls. Most major mall securities have advised they will respond to burglary alarms if we have no available units. If they arrive and find signs of break-in or do not feel comfortable checking further, they will stand by for our units to arrive. We must dispatch an officer to take the report on valid burglary alarms.

Accidental

- Alarm companies using 9-1-1 to cancel alarm calls should be told to call the alarm company phone number, **(Redacted – record exempt).** If an alarm company calls to advise the alarm is accidental on a previously reported alarm:
    - Call up the formatted case and type "10-22, ACCIDENTAL PER ALARM CO" in the comments.
- Vice Administration does not count any calls for service as a false alarm if the officers are called off prior to arriving at the scene. Dispatchers will use a final disposition code of "W" when logging off such calls.

NOTE: Residents calling to report an accidental alarm from a business or private residence should be referred to their alarm company. We have no way of verifying the authenticity of these calls therefore, we will not cancel the alarm call **unless** the alarm company requests the cancellation. The alarm companies have code numbers, known only to the subscriber, that allow them to verify such calls.

Long Distance Callbacks

- If we receive an alarm call from an alarm company located outside San Diego County and a callback must be made regarding the call, such as contacting an owner, etc., the callback shall be a collect call. If the alarm company refuses to accept the collect call document the case with that information.

Lifeline and MedicAlert Alarms

- We may receive Lifeline alarms and MedicAlerts on 9-1-1. Transfer alarms concerning medical problems to the Paramedics. They are the primary responder on these calls. On Lifeline alarms patients have a device either by their bed or on their person. They must push a button, usually every 24 hours, or an alarm is activated. An answering service,

hospital or other designated person is supposed to call the Paramedics for dispatch.

Motor Vehicle 10852A

- Complaints of audible alarms on motor vehicles will be formatted as a 10852A, Priority 3.

- If the officer cannot locate the owner, they may "Take such steps as may be reasonable and necessary to disconnect any such alarm." (59.5.0503)

Motor Vehicle - Noise Complaints 22651.5 V.C.

- Any peace officer .... may, upon the complaint of any person, remove a vehicle parked within a residence district from a highway or from public or private property if an alarm device has been activated within the vehicle, the peace officer is unable to locate the owner of the vehicle within 20 minutes from the time of arrival at the vehicle's location, and the alarm device has not been silenced prior to removal….

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General Policy

- On calls from alarm companies, determine the type of alarm being reported (burglary, robbery, panic, silent, ringing, etc.) and format an event.

- The "Cry Wolf" Alarm Ordinance, as outlined in the new San Diego Municipal Code (SDMC) **§33.3716 Procedures for Alarm Verification**, was signed by the Mayor in May and went into effect on June 4, 2017.

  §33.3716 Procedures for Alarm Verification

  - Prior to requesting a law enforcement response to an alarm signal, an alarm business or alarm agent shall perform enhanced call verification to verify that the alarm activation is not false.

  - When requested by the Chief of Police or alarm user, the alarm business or alarm agent shall provide evidence that enhanced call verification was used on any specific alarm activation.

  - The requirement set forth in this section shall not apply to panic alarms.

  §33.3702 Definition

  - Enhanced call verification means two attempts are made by an alarm business or alarm agent to contact an alarm user in person, by telephone, or by other electronic means, to verify that the alarm signal activation is not false before a call for service is made.

- All alarm calls, whether from an alarm company or private resident, shall be formatted with an "A" in the type code, i.e., 459A, 211A, 1131A. This also includes private residents whose system notifies them via cellular phone, that their alarm has been activated. Vice Administration reviews all alarm calls and uses the "A" in the type code to identify their events. Place additional modifiers such as silent, ringer, panic, etc., in the comments' section.

- Other pertinent information shall be placed in the comments' section of the format, i.e., covers perimeter, interior, guard dog on premises, armed serviceman enroute, owner enroute, phone number of the business, etc.

- Give the event number to the alarm company at the time of the initial call in case they call back with more information or to cancel.

Dispatch Policy

- When receiving a call from an alarm agent requesting a call for service, dispatchers shall begin their line of questioning with the following:

- **"Have you made two (2) attempts to contact an alarm user to verify that the alarm signal activation is not false?"**

- If the answer is "**yes**," we will format a call for service based on a new, downgraded priority system:

    - 459A – Residential (Priority 2). The new priority for ALL residential burglar alarms is Priority 2. (This is a one priority downgrade from the previous procedure.)

    - 459A – Business (Priority 3). The new priority for ALL business burglar alarms is Priority 3. (This is a one priority downgrade from the previous procedure.)

- If the answer is "**no**," we will politely advise the alarm agent that "Enhanced call verification" is required per the change to the SDMC. In addition, we would be willing to format a call for service once the required two (2) attempts to contact an alarm user are completed. Lastly, advise the alarm agent once these steps have been completed, he/she may call us back and request call for service.

- Vice Administration has requested that the dispatcher get the **first name and last initial** of the alarm company employee calling in the alarm, and not just insert solely the alarm company name. This will assist in identifying specific alarm company employees when it comes to Vice taking enforcement action.

- We will always have flexibility for exceptions or special circumstances. Here are some examples of exceptions to the enhanced call verification process requirement:

    - SDPD will respond to all panic alarms.
    - SDPD will respond to all 459 alarms at pharmacies, due to the ongoing series.
    - If through audio or video capabilities on site there is reason to believe there is a 459 or other crime in progress, SDPD will respond.

- Dispatch panic alarms from residences (1131A) as priority 1.

- Two officers (not including trainees) will be assigned to all alarm calls. However, when only one unit is available, the available unit will be assigned to the call and will be advised that there is no cover unit.

- The responding unit is responsible for evaluating the call and making the decision on how far to proceed without cover.

Index: Alert Tones: **(Deleted – records of security)**

Procedure: A-08
Related Policy: DP 8.05

(Deleted – records of security)

Always verify the address appearing on the ALI Viewer. Never assume that it is correct, always ask "From what address are you calling?".

- This is particularly important on calls from businesses, such as banks, where it may list the main branch address on the ALI Viewer readout instead of the branch address where the crime is occurring.

Error Reporting

If the address or phone number given by the RP is different from that displayed on the ALI Viewer, ascertain the following before reporting it as an error:

- If the caller recently moved or obtained a new telephone number and more than 30 days have lapsed, fill out the **Report of misroute or incorrect ALI information** correction form.

- If no display appears fill out the **Report of misroute or incorrect ALI information** address correction form.

If there is an ALI failure, notify LD01/LD02 immediately.

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Index: All Units | Procedure: A-10

"All Units" information will be taken from field units, other divisions, other law enforcement agencies and in some cases, from hospitals and private residents.

- Information for an "All Units" will be formatted and routed to the appropriate talkgroup.
- Information to be broadcast on all talkgroups should be routed in a logical order depending on where the event occurred.
- The type code should reflect the crime (i.e., AU211, AU187).
- Police dispatchers will broadcast on all operational talkgroups.
- 211 information should also be broadcast on the robbery talkgroup.

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Index: Ambulance Companies – Request for Assistance	Procedure: A-11 Related Policy: DP 6.20

Officers will not assist private ambulance companies with taking a person into physical custody for a private commitment unless the person requires an emergency detention under Section 5150 of the Welfare and Institutions Code, which provides that a peace officer may take people into custody and transport them to a designated LPS facility for evaluation if the officer has cause to believe that as a result of a mental disorder:

a. Such persons are demonstrating behaviors which are causing them to be potentially dangerous to self and/or others; or,

b. Such persons appear gravely disabled due to an inability to provide for their basic needs of food, clothing, or shelter.

- If an emergency commitment is warranted, officers will take the person into custody and make the necessary transport.
- If an emergency commitment is not warranted, the officers should advise the ambulance company that no police intervention is required, and then clear the scene.
- CMH can order a commitment. If this is the case, officers will respond to assist.
- Any court orders for committal should be enforced by the County Sheriff.
- If a disturbance results from a private ambulance attempting to transport, officers will be dispatched to evaluate and/or assist if warranted.

On July 1, 2018 the San Diego Humane Society will be responsible for animal control, animal related law enforcement, and for the sheltering of animals in the City of San Diego. They will be operating out of the existing animal shelter located at 5480 and 5545 Gaines St.

San Diego Humane Society	619-299-7012	Public/General Number for issues 0730-2300 HRS, 7 days a week
Animal Related Emergencies	619-299-7012 Press option 1	For animal related emergencies or animal cruelty: 0730-2300 hours, 7 days a week
*Dispatch – *PD Only*	**(Redacted – record exempt)**	For all public safety & dispatch centers only. Can be reached on County Call from 0800-2200 hrs.
*After hours – *PD Only*	**(Redacted – record exempt)**	
San Diego Team A	**(Redacted – record exempt)**	Servicing all of Northern, Eastern, Western and parts of Mid City, Southeastern, Central Northwestern and Northeastern Zip codes: 92037, 92038, 92039, 92093, 92103, 92104, 92106, 92107, 92108, 92109, 92110, 92111, 92115, 92116, 92117, 92119, 92120, 92121, 92122, 92123, 92124, 92125, 92134, 92140, 92161, 92182
*Investigations – *PD Only*	**(Redacted – record exempt)**	Dial 2222 after recording. If no answer, Dial 0
*Volunteer Hotline – *PD Only*	**(Redacted – record exempt)**	

For information - the Humane Society dispatch priority system is as follows:

- Injured cats, dogs, or wildlife
- Possible rabid animals.
- A "fighter" running loose - a dog that has bitten someone.
- A "quarantined" animal running at large.
- Dogs harassing live stock.
- Dogs reported as "vicious," but haven't bitten anyone.

- A dog that has bitten someone, but is contained.
- Humane problems.
- Found animals that have been confined for pickup.
- Stray animals. Animals running loose.
- Dead cats or dogs (depending on circumstances). If picked up, the Humane Society will hold non-chipped pets for 3 days in case the owner calls.

Note: If a resident calls reference a snake/rattlesnake and the snake is in sight or they know exactly where the snake is located (porch, patio, etc.), the Humane Society will respond and remove the snake.

If a resident calls and states they think there is a snake or a nest of snakes on private property, they should call Snake Encounters at 1-800-339-9470. (This is a private business.)

The only calls regarding animals that the San Diego Police Department will respond to are rabid animals, animals that have seriously injured someone, or animals that are posing a threat or have bitten someone and are still running loose.

Any call in which the RP is not identified for any reason should be noted on the event.

- Do not disregard a call just because the RP wishes to remain anonymous. Encourage the RP to cooperate with at least a phone number for callback, however, this is not a requirement for dispatch.

- Evaluate each of these calls on its own merit. Always consider officer safety.

- Begin the comments section of the event with "**Do not contact RP**" or "**RP wishes to remain anonymous**".

When answering telephone calls, dispatchers are to answer as follows:

Admin Calls

"San Diego Police" followed by your Department ID number.

- "San Diego Police, ID #1234"
- "San Diego Police, this is Dispatcher 1234"

9-1-1 Calls

"San Diego Emergency" or "San Diego 9-1-1" followed by your dispatcher number.

- "San Diego Emergency, ID #1234"
- "San Diego 9-1-1, this is Dispatcher 1234"

Index: Any Unit: Use Of	Procedure: A-15 Related Policy: DP 2.01

Generally, Radio Dispatchers shall not use "any unit" or any other all-encompassing phrase as a means to clear a unit for a call. Radio calls are to be assigned to specific officers. The only time "any unit" may be used is when all officers on that Talkgroup are out of service.

- Units will be called and dispatched only by unit number or officer name.

- Radio dispatchers are to locate units who could reasonably be expected to be available if needed. This includes units at the scene of an event for a lengthy period of time, Code-7 or other in-service assignments.

Index: Assist an Invalid Call: "ASST" Procedure: A-16

As of March 1, 2008, per the San Diego Fire Department Medical Director, San Diego Fire Department will handle ALL Lift Assists.

As usual dispatchers will transfer request for an "Assist" call to Fire for triage, if there are no injuries, Fire will send a no-code ambulance to handle the assist.

Once it has been determined that no crime has occurred it is not necessary for dispatchers to stay on the line while Fire triages the request for assistance. Once on scene, and as is normal procedure, if Fire requests a police response, an officer will be dispatched.

Index: Bank Alarms: 211 Callbacks Procedure: B-01

(Deleted – records of security)

Index: Barking Dogs Procedure: B-02

Barking dog complaints are not handled by the San Diego Police Department.

- Refer complainants to the office of Neighborhood Code Compliance at **236-5500**.

The Northern Area Command is responsible for closing and opening several gates throughout the beach area. The locations and times are listed below:

Fiesta Island and Mariner's Point

- May 1 through October 31 - 2200 to 0400 hours nightly.
- November 1 through April 30 - 2200 to 0400 hours, only Friday and Saturday nights and nights preceding a holiday.

600 San Diego Place - Jetty Parking Lot Ocean Side and
800 San Diego Place - Mission Point

- Daylight Savings Time (first Sunday in April through last Saturday in October - 2200 to 0400 hours nightly.
- Standard time (last Sunday in October through first Saturday in April) - 2000 to 0400 hours nightly.

Torrey Pines Glider Port

- 2300 to 0400 hours nightly.

Bottles:

- No bottles are allowed on the beach at any time.

Dogs:

- Dogs are allowed on "Dog Beach," 2200 Abbott, 24-hours a day, and are not required to be leashed. Dogs are also allowed on Fiesta Island during the period of time the Island is open to the public.

Note: Dog owners must clean up after their dogs. There is a fine for unleashed dogs (where required) and/or for not cleaning up after the dog.

Fires on Beach:

- Fires are allowed on beaches, but must be contained within the city installed fire rings. *As of 07/04/04 fires are banned 0000 – 0500 hours.

Curfews, Alcohol, Smoking:

- Camping is not allowed on the beach, parking lots, grassy areas, etc.

- Because regulations can be unique to a specific beach, including differences as to what may be acceptable on the sand may not be on the grass and vice versa, see the following INFO files: INFO BEACHES; INFO ALCOHOL.

Index: Bicycle – Helmet Requirements Procedure: B-05

21201 C.V.C.

- Bicycle passengers four (4) years or younger or forty (40) pounds or less must have a separate seat having protection from moving parts. **(21204 C.V.C.)**

- No bicycle operator or passenger 18 year or younger may ride without an approved helmet. **(21212 C.V.C.)**

- Helmet must be of good fit and have secure straps.

Transferring

Do not transfer callers to a bilingual dispatcher merely because the caller has a Spanish accent. If the caller's English can be understood, handle the call.

Dispatchers who do transfer Spanish callers from 9-1-1 shall always stay on the line until a Bilingual Dispatcher has answered the call. The ALI information does not transfer until the transfer is disconnected by the transferring dispatcher. Should the caller hang up prior to the transfer being completed, the 9-1-1 dispatcher shall format a 9-1-1 hang up event and give the event number and phone number to a bilingual dispatcher for callback.

TRU staffing does not always include a Spanish speaker, therefore TRU referrals of Spanish speakers sometimes create a problem. The bilingual dispatcher should tell the Spanish speaker to attempt to locate an English speaker to assist them when TRU calls. This will save time and callbacks.

If your caller speaks a language other than Spanish transfer the caller to the appropriate translation service.

- 9-1-1 Calls — **(Redacted – record exempt)**
- ADMIN Calls — **(Redacted – record exempt)**

Translating

Felony translation will not be done by Dispatch Division dispatchers unless an emergency exists. This is especially true for suspects. Occasionally officers call to request a suspect/victim be interviewed over the phone by a bilingual dispatcher. This creates a problem in court and leads to dispatchers being subpoenaed. We will not do this unless emergency conditions dictate. Bilingual dispatchers may translate for officers who request them to determine the nature of the crime.

Index: Blocked Driveway/Alleys Procedure: B-07

On calls regarding a vehicle blocking a driveway or alley:

- Obtain the license plate number and vehicle description from the caller.
- Run a 10-29 and a 10-28 on the license plate and add that information to the case.
- Format as a 10851RR if the vehicle is stolen or 586 if routine violation.

Index: Blood Runs: Blood — Procedure: B-08

The San Diego Blood Bank is the central depository for blood within San Diego County. As such, they receive frequent calls for emergency shipments of blood throughout the county.

These emergency shipments are often handled by one or more of the various law enforcement agencies in the county.

When Dispatch receives a request from the San Diego Blood Bank for a unit to make an emergency blood run, a unit will be dispatched.

The blood bank has employed their own vehicle. However, in cases of life and death situations they may call for assistance in delivering the blood in a timely manner.

Index: Bomb Threats: Dispatch Policy

Procedure: B-10
Related Policy: DP 8.15

(Deleted – records of security)

Certain events on either side of the international border may impact agencies on both sides. The following procedures are to be followed during such events.

Events Originating in the U.S.

In a joint law enforcement cooperative effort the Tijuana Police and San Diego Police Departments have reached an agreement of notification regarding fleeing suspects, missing persons or where there is an event that has a nexus to Mexico. Whenever crime suspects and/or missing persons are believed to be enroute to the U.S. border (or may have just crossed into Mexico) Dispatch Division will make a courtesy call to the following number to notify the Tijuana Police Communication Center: **(Redacted – record exempt)**

Their communications center, per Coordinator **(Deleted – records of security)**, is staffed 7/24 and has an English speaker available to accept the information.

The lead Dispatcher or supervisor will be responsible for sending an EMER message via CAD to the CT02/03 dispatcher identifying the event and advising they are to call Tijuana law enforcement at the number above. Once the call has been placed the phone dispatcher will update the event of the notification.

This courtesy telephone call will be made after current protocols of making notifications to U.S. law enforcement agencies are adhered to.

Events Originating in Mexico

Occasionally we will be notified of suspects and vehicles fleeing from Mexico into the U.S., termed "port runners", type code "PORT." This information will normally come from U.S. Customs personnel. An "All Units" broadcast shall be made per usual procedures.

If any questions about the event arise, the U.S. Customs Inspector Supervisor may be contacted 24 hours a day at **(Redacted – record exempt)**.

Index: Bail Bondsman Policy Procedure: B-12

Bail bondsmen, also known as "bail fugitive recovery persons" or "bounty hunters" occasionally call the San Diego Police Department to request assistance in arresting a bail fugitive.

A police officer will be dispatched under either or both of the following conditions:

- The suspect is considered armed and/or dangerous.
- The suspect has an outstanding felony warrant.

If it is determined that an officer will be sent to assist, the dispatcher should obtain all information necessary to format an event, e.g., location of the suspect, suspect description, date of birth, weapons, possible vehicle, etc. The dispatcher should also obtain the bail bondsman's name, location, phone number, vehicle information and confirm if the bail bondsman is armed. A warrant check of the suspect must be conducted to determine if there is an active warrant. That information should be added to the event. The type code for the event is determined by the type of warrant, e.g., 245-SUSP, 211-SUSP, NARC, etc.

The bail bondsman must be told that if a police officer responds to assist and the suspect is taken into custody, the bail bondsman has a legal obligation to turn the prisoner over to the officer for booking.

If a dispatcher receives a call that indicates a disturbance is taking place between a bail bondsman and a resident, a 415 event will be formatted for dispatch.

Index: Car Insurance: Mandatory Coverage — Procedure: C-01

Anyone stopped by a law enforcement officer and asked to produce valid proof of "financial responsibility" for the vehicle they are driving may be issued a citation if they do not have proof of insurance. The insurance requirement applies even while driving a personal vehicle while on City business. City employees are exempt from showing proof only while driving a City-owned vehicle on city business.

California Department of Motor Vehicle Code requires that "evidence of financial responsibility" be in writing. Examples of written evidence of financial responsibility include:

- A current copy of an insurance policy listing the insurance company's name and policy number.
- A current identification card issued by the company insuring the car driven, listing the company's name and policy number; or
- The name of the insurance or surety company and the policy or surety bond number written in the space provided on the Motor Vehicle Registration Card issued by the Department of Motor Vehicles.

Report of

- Dispatchers receiving reports of a person carrying a concealed weapon shall format a case, type code "CCW."

- The description of the suspect in the comments section should include the location on the person that the weapon was seen, i.e., "pistol in waistband" or "gun in jacket pocket, right side", etc.

Permits

- Permits for carrying concealed weapons are issued by the San Diego Sheriff's Office.

- Refer any inquiries to the Sheriff's Office, **(Redacted – record exempt)**.

Index: Cats Policy	Procedure: C-03 Related Policy: 488 PC

Cats

An appellate court ruled that domestic cats are subject to theft. Therefore, a person stealing a cat can be charged pursuant to 488 P.C.

Calls reporting crimes

Do not encourage callers using cellular phones to continue following suspects. Explain concern for their safety. Evaluate the need for dispatch, obtain necessary information and advise the caller what course of action will be taken.

Requests for transfers

When Department employees call from cellular phones asking to be transferred advise them to dial direct. Transferring calls ties up our trunk lines.

Check the Welfare: "CW"

The reason should be briefly stated in the comments.

If the caller requests we check a residence, and lives within a reasonable distance, urge them to make the check and advise us if further assistance is needed.

Forced entry can only be made if suspicious circumstances are obvious, a relative is present to authorize a forced entry or if the forced entry is authorized by a field sergeant.

If a caller requests that SDPD teletype a request for a check the welfare to another agency, the dispatcher should obtain as much information as possible about the need for the request and fill out an Arjis-9 form and fax it to Teletype.

Check Welfare for Fire/Medics

We do not routinely check the welfare or evaluate the condition of persons whose only reported complaint is illness/injury or problems of a strictly medical nature.

Calls or transfers from Fire/Medics asking us to do this will not be dispatched unless there are mitigating circumstances. We will dispatch if the resident is a victim of a crime or if the medics/paramedics need an officer for cover.

Dispatch Division Operations Manual

Index: Chief's Office: Call Screening — Procedure: C-06

Calls from residents requesting to speak to the Chief of Police or asking for the telephone number to the Chief's Office, should be briefly screened in order to properly handle the call.

- Many callers want information concerning reports or records or want to file a complaint against an officer. Handle these calls according to policy by referring them to the appropriate division or dispatching.

- Calls to a specific chief or assistant chief should be transferred to their individual number.

Index: Child Locked in Vehicle — Procedure: C-07

Accidental lock-ins are handled by the Fire Department. If they are unable to respond, we should send an officer.

Reports of children locked in an unattended vehicle, with a concern for their welfare or safety, are dispatched as a possible child neglect.

Dispatch Division Operations Manual

Index: Chronic Callers | Procedure: C-08

Many callers attempt to use the Police Department for needs that do not involve criminal activity. Such as:

Chronic Dispatch Caller Complaint (CDCC)

- The type code **"CDCC"** will be used for chronic callers where dispatch is not needed. These cases will be formatted and placed on P0.

- Lead Dispatchers will cancel the call at midnight if there are no return calls from the chronic caller for three (3) hours.

- In many of these instances tape recordings of the calls will be made and forwarded to the City Attorney's office for review. This is done in an attempt to devise a process that will diminish the number of calls like this made to Dispatch.

- When dealing with individuals who chronically call and are rude and abrasive, it is essential that we remain professional and polite. Keep them on the line until it is determined they have no medical emergency and do not require a police response or referral. After each of these calls be sure and document them on a CDCC event or update the appropriate and preexisting one.

Inebriates (Drunks)

- Do not arbitrarily hang up on drunks. Drunks get robbed and beaten and may be reporting a situation where police are required. If the caller is merely being obnoxious or malicious there is no need to remain on the line.

Mentally Unbalanced (5150)

- It is frequently very difficult to identify this type of caller. Listen to what is being said, if they begin to ramble ask them why they called the police and what specific action they want the police to take. If the caller is unable to give you sufficient information or a reason to dispatch an officer, courteously tell them you are unable to help them with their problem and hang up.

Remember, you have a responsibility to professionally evaluate each call. Chronic callers can and do make valid calls for service.

If an event has been formatted and it has been determined by a field sergeant that a police response is not necessary, but the caller keeps requesting a response or eta, format a 1021 for the sergeant to handle the call back. Do not advise the caller of any, if applicable, Special Situation that may be on file. These files are for internal use only. If the caller is not satisfied with the response from the sergeant and wants to file a complaint, format a CCF for the field lieutenant to handle.

Persons who repeatedly call 9-1-1 after being told that they do not have a valid 9-1-1 emergency should be brought to the attention of the Watch Supervisor for possible criminal prosecution.

Index: Citizen Contacts "CC" Procedure: C-09

Do not routinely format "CC" requests from citizens. Callers wanting to speak with an officer about a neighborhood concern shall be told the information regarding their problem will be forwarded to their Area Command. Format an event using INFOX as the type code, briefly outline the problem and change the dispatch group to the appropriate "P" group.

CC is not to be used when the nature of the call involves a crime or activity defined in any government penal code, traffic code, designated department type code, or if more than one officer is required to respond. The most appropriate code shall be used in the "Type" field of the event mask. The priority should reflect the circumstances and urgency of dispatch. Most two officer responses will require a priority "2" dispatch.

CC is a one officer priority "3" response. If in your opinion an officer should contact the caller within the next few hours and use of the Citizen's Request Form would cause an inordinate delay in response, format a "CC" case. Advise the calling party there will most likely be a long delay.

Dispatch Division Operations Manual

Index: City Buildings: Emergency Callouts	Procedure: C-10 Related Policy: AR 40.10

City Buildings: Emergency Callouts – City and Police Facilities

General

It is the responsibility of ALL Department employees to immediately contact the Facilities Management & Development Unit (FMD) for any needed repair.

City Buildings

Requests for emergency repairs, such as broken windows and/or entry to City buildings, owned or leased by the City, shall be handled by:

Normal Business Hours (Monday – Friday, 0700 to 1700)

- Buildings Division's Work Control Center, 619-525-8540

After Hours, weekends, or holidays

- Station 38, **(Redacted – record exempt)**

If Station 38 is unable to contact someone to respond in a reasonable amount of time (2 hours or less) the dispatcher shall contact an authorized Glass Company, i.e., 1-800-Boardup, to secure the building. Station 38 will be advised to make arrangements for the actual installation of the glass.

Police Facilities

Requests for emergency repairs, such as broken windows, doors and/or entry to Police Department buildings shall be handled by:

Normal Business Hours (Monday – Friday, 0700 to 1630)

- Facilities Management & Development Unit, **(Redacted – record exempt)**

After Hours, weekends, or holidays

- Employees should call the Watch Commander's Office, **(Redacted – record exempt)**. The FMD Unit has an on-call employee who will determine the status of the request and arrange for repairs or service, as needed

Index: City Claims Procedure: C-11

City Claims does not respond to serious injury or fatal accidents after normal working hours, weekends and holidays. They will respond to serious injury accidents involving city vehicles where the city driver is designated as party number one. The decision to call City Claims should be made by the Traffic Sergeant from the accident scene.

Index: CLEMARS: Use Of Procedure: C-12

CLEMARS is intended for use only under specific narrowly defined circumstances. Misuse of this Talkgroup has the potential to interfere with emergency operations in other jurisdictions and must be curtailed.

In accordance with an agreement between all San Diego County law enforcement agencies, CLEMARS will only be used under the following circumstances with the approval of a field or Dispatch supervisor.

- Actual Mutual Aid Situations
- Emergency Multi-Jurisdictional Incidents
- Out-of-City Events (example: pursuits out of jurisdiction)

Use of CLEMARS under other circumstances is prohibited.

Dispatch Division Operations Manual

Index: CLETS Information: Misuse Of | Procedure: C-13

Records accessed through the California Law Enforcement Tele-Communications System (CLETS) are the most widely used within the criminal justice system and the most misused.

The National Crime Information Center (NCIC) was established as a service to all criminal justice agencies. For NCIC purposes, "criminal justice information" is defined as "information collected by criminal justice agencies that is needed for the performance of their legally authorized, required function.

This includes: Wanted person information, stolen property information, criminal history information..." The NCIC has files on vehicles, license plates, boats, guns, articles, securities, wanted persons, missing persons and criminal histories.

The Criminal Justice Information (CJIS) consists of files that contain information pertaining to wanted persons, firearms, property, vehicles/boats and criminal history records.

The data stored in our Law Enforcement Information Systems is **CONFIDENTIAL** and should be treated accordingly.

Authorized use, for example, would be when dispatchers are required to access CLETS in the performance of their duties for name searches, relationship searches, criminal histories, arrest reports, business license data, crime case inquiries, traffic accident information, parking citation files, driver's license search and vehicle license search, etc., at the request of or in support of patrol personnel.

Curiosity inquiries and inquiries for personal use are unlawful and are strictly forbidden.

The Department of Justice (DOJ) receives information relating to the alleged unauthorized access and misuse of CLETS information. The reputation of each department involved with the administration of criminal justice is diminished when these incidents occur. The importance of complying with the privacy and security provisions based on State Law and DOJ regulations based on State Law cannot be overemphasized.

- Dispatchers who access and misuse CLETS information risk their career, criminal prosecution and civil liability. Unlawful inquiries to any CLETS database, such as using CLETS for personal reasons, is in violation of California Penal Code Section 502.

- Precedents for prosecution of law enforcement personnel who misuse CLETS information have been established. **Do not use your lawful access privileges for unauthorized purposes. It's not worth the risk.**

Dispatch Division Operations Manual

Index: Coastal Cliff Emergencies — Procedure: C-14

Dispatch Policy:

- Dispatchers shall directly forward calls clearly requiring immediate Lifeguard response to Lifeguard Communications.

Emergency calls requiring immediate Lifeguard response may include:

- Drowning and boating emergencies.
- Emergency calls requiring a diver response or any inland water rescue.
- Coastal cliff emergencies occurring between 0900 and 2030 hours.
- Emergency calls which do not clearly require an immediate Lifeguard response shall be forwarded to the Fire Department.
- If the caller reports that there have been injuries, the Paramedics shall also be notified by the dispatcher receiving the call in order that a paramedic unit or an EMT ambulance may be dispatched.
- A case will be formatted and an officer dispatched to the scene to evaluate whether or not police units are required.

- From 0900 to 2030 hours Lifeguards are responsible for responding to all coastal cliff emergencies and the Fire Department will not dispatch fire units unless requested by the Lifeguard service.
- From 2030 to 0900 hours the Fire Department will be responsible for responding to coastal cliff rescue emergencies and they will call the Lifeguards to assist.
- Whenever an inland water emergency occurs, the request for emergency service should be referred by the Police Department to the Lifeguard Communications Center. Lifeguard Service will dispatch the appropriate unit(s). In those cases where it is not apparent from the request that a river rescue is necessary, the Lifeguard River Rescue Team will be summoned.

Dispatch Division Operations Manual

Index: Code Blue	Procedure: C-15 Related Policy: DP 6.8

(Deleted – records of security)

Index: Code Seven – Dispatch Policy	Procedure: C-16 Related Policy: DP 6.14

Officers are to be called off or denied Code-7 for priority 0, 1 and 2 calls only.

Units will not be called off nor denied Code-7 for priority 3 calls, and generally will not be denied for priority 2 report calls barring extenuating circumstances even though there has been delay in dispatching the call.

Index: Collect Calls	Procedure: C-17 Related Policy: DP 2.10

Before accepting a collect call, ask the operator where the call originated.

- Collect calls originating within the County of San Diego, **with the exception of collect calls made by those incarcerated in the jails**, may be accepted by any Police Department employee.

- Collect calls originating outside the County of San Diego may be accepted only by commanding officers or their designees.

- If you receive a call from 1-800-COLLECT, do not accept the call. Stay on the line until an operator comes on the line. Then ask if the call originated within the county.

- Dispatchers taking Check the Welfare calls from persons out of county and especially out of state (**exception – other government agencies)**, should ask if it is all right to call them back collect.

Index: Complaints: Against Mexican Police Officers Procedure: C-18

The Mexican Liaison Detail supervisor (Criminal Intelligence Division) is to be notified of any of the following events when a United States Citizen is the victim of a crime occurring in Mexico:

- Any event where the U.S. citizen alleges that Mexican police officers committed a crime.
- Any event where the U.S. Citizen alleges any difficulty with Mexican police officers.
- Any event when the U.S. citizen voices an intention to complain to the United States Consulate.

Dispatch Division Operations Manual

Index: Complaints Against Police Personnel: CCF	Procedure: C-19 Related Policy: DP 1.10

When receiving information from a resident regarding a complaint determine first if the complaint is about a dispatcher or a police officer.

Dispatch Personnel

If the complaint is concerning dispatch personnel, determine the following and give the information to the appropriate supervisor:

- Name and phone number of complainant
- Nature of complaint
- Time and date complainant called
- Your name
- If the caller wants to make a complaint about how you are handling their call, you will provide the caller with your dispatch number

Tell the complainant that a Dispatch supervisor will call them as soon as possible.

Police Officer

If the complaint concerns a police officer, determine the following:

- Name of complainant and phone number
- Name of Officer or their unit number to verify this is a SDPD related complaint and not an allied agency complaint.
- Date, time and location of occurrence
- Brief synopsis of incident, which can include:

    - Unnecessary force
    - Improper procedure
    - Poor service
    - Criminal conduct
    - Discourtesy

Collecting the information above will help us determine where to direct the complaint. However, the actual event created should only include:

- The name and address of the complainant, and a phone number where they can be reached, and
- A brief narrative regarding the nature of the complainant. No identifying information about the officer(s) involved, SDPD vehicle information, nor the date and time of the occurrence should be included in the event.

Supervisors assigned to a CCF Event will need to call the Reporting Party for details regarding the complainant.

All CCF Events will be dispatched to a Field Sergeant for evaluation except those complaints that involve a Department member at the rank of sergeant or above. Those complaints will be referred to a Field Lieutenant for follow-up.

Instances in which the Reporting Party cannot be re-contacted and further investigation into the complaint is deemed necessary, the supervisor should complete a request through SDPD Dispatch Audio Research to obtain a copy of the audio recording of the original phone call with the Reporting Party.

Any questions about this procedure can be directed to Operational Support Lieutenant.

(Deleted – records of security)

Complaints of construction noise on Sundays or any other day before 0700 or after 1900 hours, format a case for dispatch.

As per San Diego Municipal Code **59.5.0404,** it shall be unlawful for any person, between the hours of 19:00 of any day and 07:00 of the following day, to erect, construct, demolish, excavate for, alter or repair any building or structure in such a manner as to create disturbing, excessive or offensive noise unless a permit has been applied for and granted beforehand.

Therefore if the construction noise is being created by a resident or a construction company, the correct type code will be 415CN.

According to Building Inspection, noise abatement permits currently include the location, date, time and the specific nature of any approved activity and do not allow construction and/or demolition on Sundays or any other day before 0700 or after 1900 hours unless special conditions are written on the permit to allow them to conduct noisy activities during these times.

- Officers must be dispatched to verify that a permit has been granted and to confirm whether or not the permit contains special conditions for the time period in question.

See Muni Code 59.5.0404 (construction noise)

Muni Code 59.4.0404 - states exceptions to the legal holidays are "Columbus Day" and Washington's Birthday"

Leaf Blower Complaints (See Muni Code 59.5.0502 - Section G)

Approved times for use:

- 0800 to 1900 hours: Mon-Fri
- 0900 to 1700 hours: Sat, Sun and Legal Holidays

Legal Holidays

Muni Code 21.04 defines the Legal Holidays as:

- New Year's Day — January 1st
- Dr. Martin Luther King, Jr.'s Birthday — Third Monday in January
- Cesar Chavez Day — (March 31)
- Memorial Day — Last Monday in May
- Independence Day — July 4th
- Labor Day — First Monday in September
- Veteran's Day — November 11

- Thanksgiving Day — Fourth Thursday in November
- Christmas Day — December 25th

If January 1st, July 4th, November 11th or December 25th falls upon a Sunday, the Monday following is a holiday and if they fall on a Saturday, the preceding Friday is a holiday.

Dispatch Division Operations Manual

Index: Coronado Bay Bridge Jurisdiction	Procedure: C-22 Related Policy: DP 7.11 Dispatch Procedure: J-01

Background

The San Diego – Coronado Bay Bridge is part of State Route 75. As such, in accordance with California Vehicle Code section 2400(d), the California Highway Patrol (CHP) has full responsibility and primary jurisdiction on the San Diego – Coronado Bay Bridge.

Overview

- The CHP shall assume responsibility for all events occurring on the bridge or within the bridge right-of-way.

- The CHP shall assume and initiate event command for all events requiring coordination.

- The CHP is responsible for first response and/or notifying and requesting necessary allied agency assistance. The CHP may request assistance from appropriate allied law enforcement agencies to assume responsibility for events which exceed their investigative capability, such as homicides, sexual assaults, etc.

- The San Diego Police Department or Coronado Police Department will provide critical event negotiators and/or tactical resources when appropriate, such as when confronting suicidal suspects.

Procedure

When a call is received in the Dispatch Division regarding an event on the San Diego – Coronado Bay Bridge, the dispatcher shall immediately transfer the call to CHP. The Dispatcher will monitor the call to determine if the event is of a critical nature where the Department's assistance or resources would generally be requested (i.e., jumper, serious injury accident, homicide, etc.). In these types of instances, the dispatcher will format an event for a SDPD unit to assist.

Index: Counterfeit Bills Procedure: C-23

A case should be formatted for dispatch if the suspect is at the scene or still in the area and there is sufficient suspect information to warrant a dispatch.

All other calls regarding counterfeit bills (including found bills) should be referred to Secret Service at **(Redacted – record exempt)**.

Index: Cover Unit Not Available: Dispatch Policy — Procedure: C-24

When dispatching a call which would normally require two units but only one unit is available, the available unit will be assigned to the call and will be advised that there is no cover unit. That unit is responsible for evaluating the call and making the decision on how far to proceed without cover.

Although the responding unit should not expose themselves to unnecessary risk, it is important to remember that our primary mission is to protect life and property. A police officer's sworn duty requires immediate response and the responding officer, through experience and training, is in the best position to evaluate how far to safely proceed without additional help.

*** POLICY UPDATE PENDING PER MEMO DATED 08/14/14 - AIRING CALLS ***

Index: Criminal History Information: Transmission Of Procedure: C-25

Policy is to ensure peace officers have reasonable access to summary criminal history information when the situation justifies it, while also protecting each resident's right to privacy.

General Policy

"Audio" response terminals and radio devices, whether digital or voice, shall not be used routinely for transmission of summary criminal history information except when a peace officer determines all **three** criteria listed below exist.

- There is **reasonable cause** to believe the safety of the officer and/or the public is at **significant risk**.
- There is an **immediate need** for criminal history information.
- Information from other data bases, such as Wanted Persons or Stolen Vehicles, **would not be adequate**."

If such information is broadcast dispatchers shall ensure the length of such transmissions does not create a potential safety hazard to the officer.

Examples of situations where the transmission of summary criminal history information to an officer via an audio response terminal or Mobile Police System (MPS) would be justified are:

- A hostage situation, or
- An armed suspect.

- Officer requests interventionist and provides dispatcher with a brief background of the event, address and phone number where the officer can be reached.

- Dispatcher notifies LD01/LD02 of the request for an interventionist and provides the event number.

- LD01/LD02 pages the on-duty interventionist via Gmail. The page will note a Crisis Call and include the event number, nature of call and phone number of the desk (LD01/LD02).

- On-duty interventionist phones LD01/LD02 to provide the appropriate Crisis unit designator and obtain the address, phone number and any pertinent information for the event.

- On-duty interventionist notifies the appropriate Crisis Intervention personnel to handle the event and obtains their ETA to the scene.

- On-duty interventionist phones LD01/LD02 to confirm someone is enroute and provide ETA.

- Officer notifies dispatcher when the interventionist arrives on scene.

- If an officer has requested an interventionist and later determines that the scene is not Code 4 or the services of the interventionist are no longer required, LD01/LD02 should page the Crisis Intervention via Gmail and instruct them to stand back until Code 4 or to disregard the call.

- On-duty interventionist phones LD01/LD02 when the team has cleared the event.

Requests by outside Law Enforcement Agencies:

- On-duty interventionist phones LD01/LD02 to advise of the crisis callout request.

- LD01/LD02 formats an out of jurisdiction event and assigns the appropriate Crisis unit designator.

- On-duty interventionist phones LD01/LD02 when the team has cleared event.

Dispatch Division Operations Manual

Index: Curfew Ordinance	Procedure: C-27 Related Procedure: DP 3.12

Background

The Juvenile Curfew Ordinance, 58.0101 SDMC, and 58.0102 SDMC, provides officers a valuable tool to control the activities of minors (individuals under 18 years of age) and groups of minors loitering around street corners, businesses, or other places where their purpose or intention is questionable or a source of annoyance to other citizens. It is intended to reduce the potential for criminal acts by juveniles and involve parents in prevention efforts. The Ordinance also reduces the opportunity for juveniles to become victims.

Definition

Hours – Curfew is in effect every day of the week (including school vacation periods and holidays) between the hours of 10:00 p.m. and 6:00 a.m. the following day.

Exceptions [58.0102(c)]

Juveniles are not subject to curfew enforcement when they are:

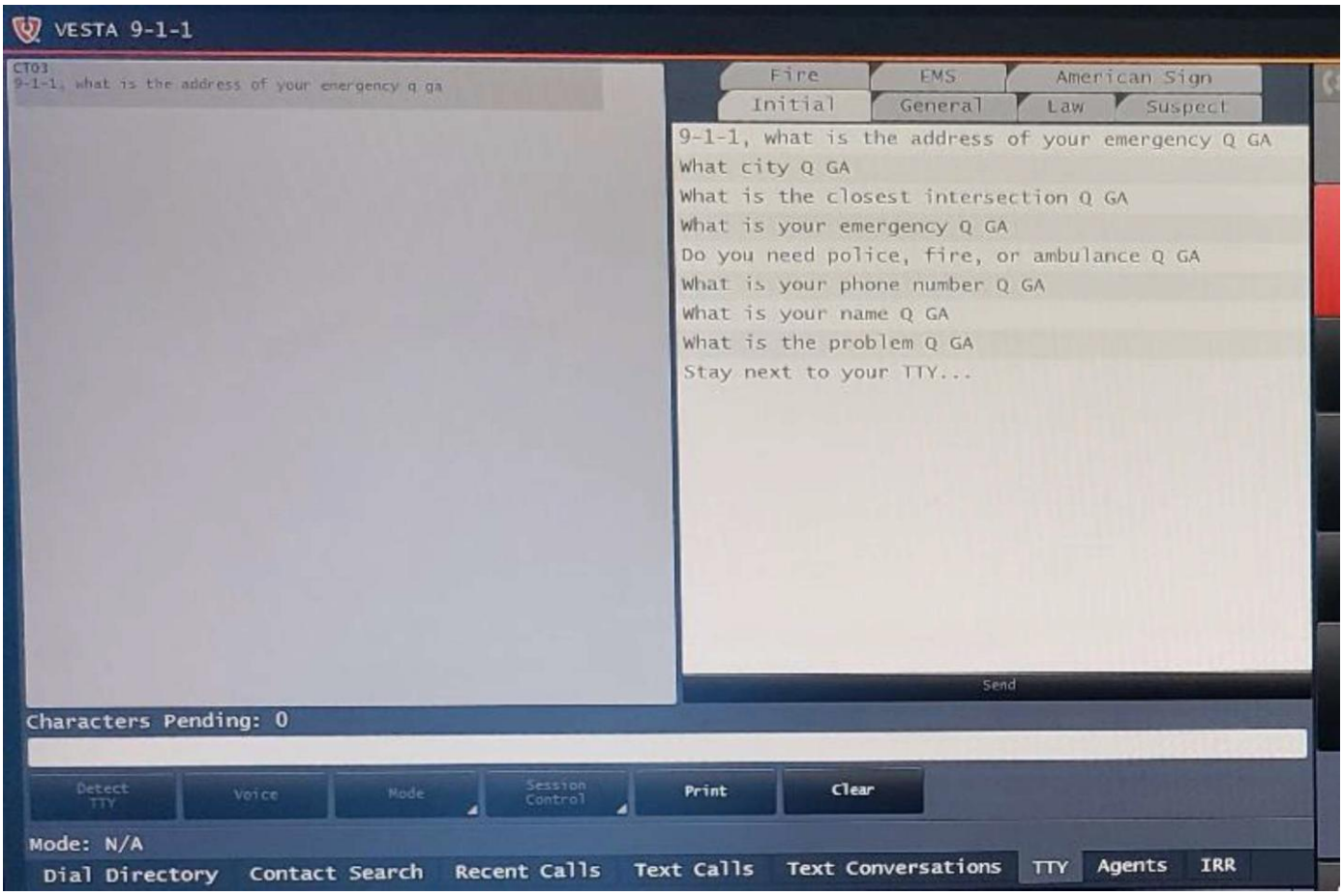
1. Accompanied by the minor's parent, guardian, or responsible adult;
2. On an errand at the direction of the minor's parent or guardian, or responsible adult without any detour or stop;
3. In a motor vehicle involved in interstate travel;
4. Engaged in an employment activity or going to or returning home from an employment activity without any detour or stop;
5. Involved in an emergency;
6. On the sidewalk abutting the minor's residence;
7. Attending an official school, religious, or other recreational activity supervised by adults and sponsored by the City of San Diego, a civic organization, or another similar entity that takes responsibility for the *minor*, or going to or returning home from, without any detour or stop.
8. Exercising First Amendment rights protected by the United States Constitution, or going to or returning home from, without any detour or stop, the exercising of those First Amendment rights.
9. Travelling from an activity listed in section 58.0102(c) to another activity listed in section 58.0102(c), without any detour or stop; or
10. Emancipated pursuant to law.

Municipal Code Section 58.01.1 prohibits a parent or guardian from permitting a minor to violate curfew.

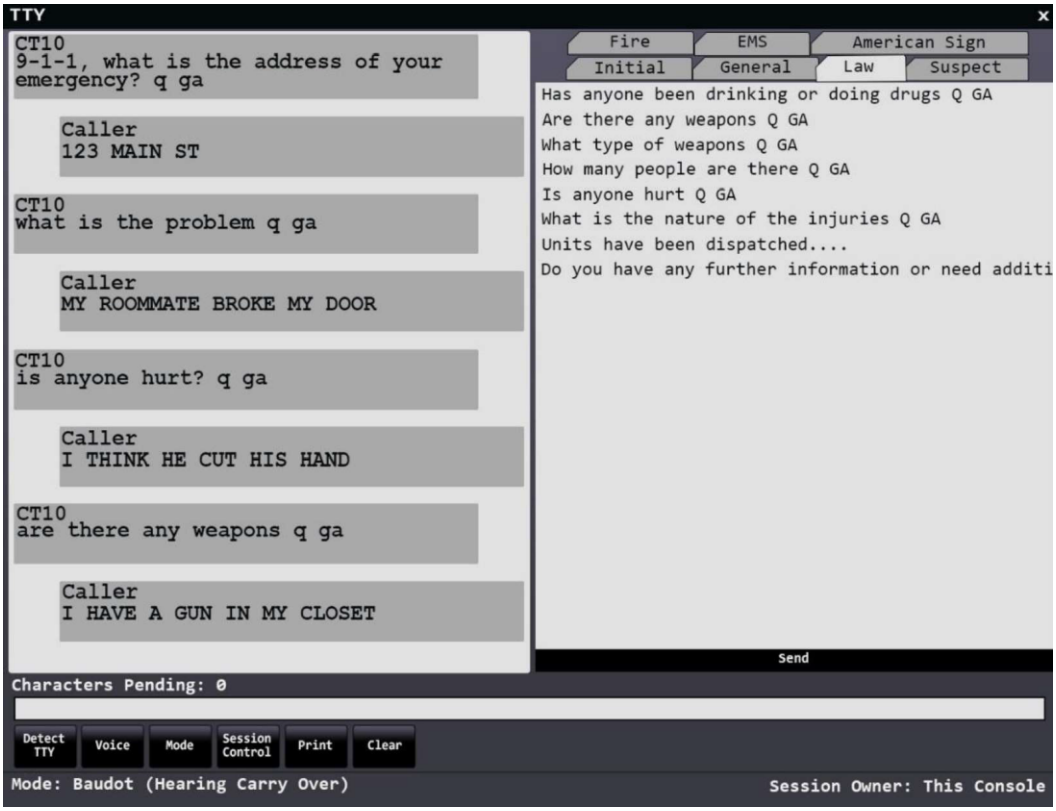
Dispatch Division Operations Manual

Index: Deaf Phone (TTY) Procedure: D-01

When a TTY call is received at your position, you will hear the Baud tones from the Caller's TTY device. Vesta will automatically open the TTY tab.



To manually activate the TTY CALL window, click the TTY button located on your ICA (Incoming Call Appearance), or the TTY tab on your Dial Directory. Initiate the conversation by clicking the Detect TTY button.



Once the TTY CALL window is launched, it automatically types and sends the message:

"*9-1-1, what is the address of your emergency q ga*"

The conversation is displayed in the Conversation Pane on the left side of the window. The caller's messages are displayed in capital letters, and yours are displayed in lower case.

The right hand side of the window displays pre-programmed messages. Pre-programmed messages are common questions or phrases that can be sent quickly to TTY callers. These messages are organized in subject tabs (FIRE, EMS, AMERICAN SIGN LANGUAGE, INITIAL, GENERAL, LAW, SUSPECT).

The **Voice** button changes the call to a regular voice call.
The **Mode** menu button lists the following modes:

- **Baudot Hearing Carry Over (HCO) –** Use this mode when the caller can hear, but is speech-impaired (e.g., a stroke victim).

- **Baudot Voice Carry Over (VCO) –** Use this mode when the caller can speak, but is hearing-impaired.

- **ASCII Answer –** This option allows you to communicate with a caller who is using the ASCII format, instead of Baudot

- **ASCII Originate –** This option allows you to initiate a TTY call with a caller who is using the ASCII format, instead of Baudot

Admin calls from a TTY user:

- The call taker must request session control before sending the TTY greeting;
- This can also be used to challenge an open line with no voice contact;
- In the TTY window, select Session Control, then Request Control. Click on the Detect TTY button.

Sending Messages:

- You will not hear the tones in your headset, but they are audible at the other end.
- Double click on the appropriate pre-programmed message; or,
- Single-click on a message to select it, then click Send.
- If you type your message manually using the virtual or an actual keyboard, the message is being sent as you are typing it. This method does allow you to fix errors while you are typing, but the caller will see the errors and corrections. See the list of abbreviations and their meanings on the last page of this document.

***To use your keyboard on the Vesta screen**, use the KVM (Keyboard Video Monitor) box. Press and hold button 2 (labeled 911) until it beeps and is lit. If the keyboard does not work on CAD or the Vesta screen, press and hold button 2 again until it beeps and is lit.**

To return keyboard functions to CAD, press and hold button 1 (labeled CAD) until it beeps and is lit.

Voice contact:
If the caller starts speaking, click the voice button to conduct a voice conversation with the caller. If necessary to re-initiate a TTY conversation, you will have to request control again.

Answering/Detecting TTY:

- ***911 Calls***: Vesta will launch the TTY window automatically upon receipt of a TTY call. The call taker may also hear beeping tones or a recorded message.
- **If TTY does not activate automatically**, click on the TTY button located on your ICA

Session Control:
Relinquish control to allow another user to take control of the TTY conversation (i.e., Medics, CHP, SDSO, etc.)

** *Advise the caller that you will be de-activating TTY* while you transfer them to another call taker or agency. This lets the caller know that TTY functions will be inactive during the transfer, until the next call taker assumes control of the session. **

Relinquish Session Control –

- Allows a call taker to give up control of a TTY call, so another call taker can take control;
- The TTY window stays open on the original call taker's console, to allow monitoring of conversation, if necessary (when transferring calls to Fire or Paramedics to determine if police assistance is needed or not);
- This button is only active on the console of the call taker who is currently in control.

Request Session Control – When more than one call taker is participating in a conferenced TTY call, any call taker can request control of the conversation, once the original call taker has relinquished control.

To place an outgoing TTY call:

- After placing a call, and you are connected to the called party, click the Session Control button, located on the TTY window;
- Select Request Session Control;
- The TTY session goes into Baudot mode;
- Send pre-programmed messages; or,
- Type your message

TTY indicator and emergency indicator are displayed on the ANI/ALI for 911 calls.

Answer ASCII TTY call

- If you place a call and it is determined you must communicate using the TTY function, then you must request Session Control or Detect TTY to start the TTY conversation;
- Click Mode;
- Click ASCII Answer or ASCII Originate to initiate a TTY conversation.

TTY Tips:

- Hearing Carry Over (HCO) – unmutes your microphone for a speech-impaired caller so they can hear you.
- Voice Carry Over (VCO) – mutes the line. The caller speaks directly to you, but you must answer using the TTY preprogrammed messages or typing into the message text box.
- To give control of a TTY call to another call taker who is capable of communicating with the caller via TTY, you must Relinquish Session Control first. This allows the other call taker to request and take control of the TTY session.
- The caller's location information displays in the PCA (Personal Call Appearance, or outgoing lines) of the other call taker. The messages of the conversation between you and the caller are transferred to the Conversation Pane of the transfer or conferenced party.
- To switch to voice communication during a TTY conversation, click the Voice button. This deactivates TTY and switches the call to voice mode.
- The Conversation Pane displays the messages exchanged between the caller and the call taker. Upper case type shows the TTY caller's text; lower case type shows the call taker's text.
- If you need to transfer the caller to another agency, type a message to the caller advising them to stay on the line while you complete the transfer. Once you have the appropriate agency on the line, advise their dispatcher that you are transferring a TTY caller to them. Prior to disconnecting, ensure that the caller and other agency are able to communicate with each other.

Abbreviations commonly used in TTY conversations are:

ASAP:	As soon as possible/Urgent
DO DO:	Means "What should I do?"
CD OR CLD:	Could
GA:	Go ahead, your turn to transmit
GA to SK:	Anything else? Can I hang up?
HCO:	Hearing carry over
MSG:	Message
NBR or NU:	Number
PLS:	Please
QQ, Q or QM:	Question mark
SHD:	Should
SK:	Stop key. Means "I have finished this conversation with you."
SKSK:	Good bye. I am hanging up
TMW:	Tomorrow
TTY:	Teletypewriter
U, Q and R:	U means "You", Q is a question mark. R means "are" (e.g., R U OK Q)
UR:	Your
VCO:	Voice carry over

Dispatch Division Operations Manual

Index: Death Reports	Procedure: D-02 Related Policy: DP 6.06, 6.32, 6.30

When Police Dispatch receives a report of death, the dispatcher shall immediately transfer the caller to paramedics. The paramedic dispatcher will evaluate the need for a medical response. If appropriate, obtain the necessary information to format an event.

If a death occurs in a medical facility where doctors and/or nurses are in attendance, a police officer will not be dispatched. This includes patients who die under hospice care, whether in a residence or hospice facility. If the death occurs in a medical facility where there are no doctors or nurses in attendance than officers will be dispatched.

When a police officer is dispatched on a report of death, the officer should contact the Medical Examiner's Office via the Dispatch Division to notify them of suicides, natural deaths, or unexplained deaths, including child deaths. DO NOT CONTACT THE MEDICAL EXAMINER'S OFFICE ON HOMICIDE CASES. The Homicide Unit will make the notification and arrange to release the victim's body to their custody.

When a request for the Medical Examiner is received, the Police Dispatcher working the event shall immediately notify the Lead Dispatcher at LD01/LD02 and give the following information:

- Type of death (suicide, natural death, or unexplained death)
- Location of the event
- Phone number where the on-scene police officer may be contacted

The Medical Examiner's Office **(Redacted – record exempt)** is notified by LD01/LD02. The Lead Dispatcher shall document the event with the name of the Medical Examiner and the time the notification was made.

If the suspect remains on the premises or is detained on the premises and does or does not have money to pay for the bill, dispatch an officer to the scene to take a report.

- If the suspect has left the premises without paying or offering to pay for the food and there is little probability of suspect apprehension, format a TRU case.

- If the situation arises where the patron is not satisfied with the food or alleges the bill is incorrect and the patron refuses to pay the bill, it is generally a civil matter. However, an officer may have to be dispatched to evaluate and resolve the problem (415PP).

NOTE: TRU cases **do not** include 537 PC cases involving hotels, motels, rooming houses, etc.

We do not routinely transport 647's to the Sobering Center.

- Calls from residents or hospitals requesting police transport a 647F to Sobering Center, where the only complaint is that the subject is 647F, are not dispatched unless there are mitigating circumstances.

- If the RP states that the 647F is creating a disturbance, a unit will be dispatched to evaluate the situation. The type code under these conditions will be 415 and the reason for the dispatch will be clearly explained in the comments' section.

Exceptions:

- Paramedics frequently respond to reports of victims with chest pains, etc., and upon arrival find that they have a 647F with no significant medical problem. They are not authorized to transport to Sobering Center due to liability considerations, they are required to request police assistance. If the paramedics are willing to stand by with the 647F until officers arrive, we will dispatch to assist them.

- Other agencies, such as Trolley Security, are not authorized to transport to Sobering Center and have the same liability problems when they become involved with 647F's. If requested, we should dispatch an officer to assist them.

Detox: Walkaways

- When the Sobering Center calls to report a "Walkaway" format an "All Units" with the walkaway's name, clothing description, direction of travel, time they were brought in and unit number of the officer who took them to the Sobering Center.

Dispatch Division Operations Manual

Index: Disabled Persons: Use of Self-Propelled Vehicles on Sidewalks Procedure: D-05

Vehicle Code Section 21114.5 and 21114.6 permits physically disabled persons to operate their self-propelled wheelchairs, electric carts, invalid tricycles, etc., on sidewalks.

Such vehicles are **not** required to be registered.

Index: Disabled Parking Violations: 586H Procedure: D-06

Parking Controllers handle parking violations during normal working hours. Field units should be dispatched to handle calls during night time hours or when a hazardous situation exists.

Disabled Persons Parking

Disabled person parking spaces on public property and on publicly owned, but privately leased property are installed at various locations throughout the City. Enforcement is the responsibility of this Department.

Enforcement on private property of properly designated handicapped zones is on complaint basis only.

Disabled persons or handicapped zones are indicated by blue paint on the curb or edge of the paved portion of the street adjacent to the space. In addition, such designation may be made by posting immediately to, and visible from, each stall or space, a sign consisting of a profile of a wheelchair with an occupant in white on a blue background.

Fight Call

- If the parties are armed, violent, or physically fighting, use **type code 415V** and include the type of weapon and number of subjects involved in the disturbance.

- If the parties are unarmed and there is no indication of violence, use **type code 415**.

Party Call

- When a call is received regarding a loud party or live band, dispatchers will obtain all the usual information regarding the complaint such as the type of noise or disturbance, the location, and the caller's name, address and telephone number. If the caller wants to remain anonymous they may do so and in those cases the event should make note of the request. **(It is no longer necessary for the Reporting Party to be willing to sign a noise complaint)**

- Explain that there will probably be a delay and enter "PDA" in the comments. Advise the caller that, 1) if the call has not been dispatched, due to a lack of available officer, for longer than 3 hours, and 2) there have been no further complaints, a supervisor will evaluate the event for cancellation.

- If additional persons complain about the same party, supplement the case and include the additional RP's name, address and phone number.

- **Escalating parties**: This often occurs when the party-goers begin to overflow into the street, vehicles race up and down, etc. Upgrade the original case to a **priority 2**, and include an explanation in the comments.

  If **additional** calls are received **indicating continuing escalation**, update the event to **priority 1** and notify the radio dispatcher and LD01/LD02.

  In the case of vandalism, violence or the propensity for violence, change the type code and priority accordingly.

- Calls that have not been dispatched within the appropriate time will normally result in a callback to the reporting party. CT03 will advise the reporting party of possible further delay and ascertain the following:

- Are the officers still needed?
- Has the problem escalated?

Add the appropriate comments to the event, notify the radio dispatcher of the update and indicate that the reporting party has been advised of further delay.

- Callbacks will **not** be made on party or noise complaint calls after midnight.

Other Dispatch Cases

- If a resident calls to advise there will be a party, obtain the name, address and phone number for contact in case of noise complaints. Use the following procedure:

  Format a "CC" event, with the caller's name, address, phone number, date and time of the party. Enter comments that the party host would like to be called if any complaints are received. **Advise the caller an event will be formatted for a patrol supervisor to make contact with the host to advise about the applicable laws.**

Radio

- Noise and party disturbance calls are to be dispatched as soon as possible; if no units are available, the radio dispatcher will document the event as to why units were not available and the call was not dispatched (including event #'s etc.). A field sergeant will be notified if and when these calls have been held for an extended period of time or if a call has multiple complainants; the radio dispatcher will update the events that the sergeant has been advised and any other pertinent information.

  Radio Dispatchers and Lead Dispatchers are **not** to cancel delayed noise or party calls without supervisor approval.

On Duty Supervisor

- It is the responsibility of the on duty Dispatch Supervisor to review and evaluate the unassigned noise/party events for cancellation.

- If, after several hours, loud party/noise complaints have not been assigned due to the lack of available officers, and without additional complaints, the Supervisor will determine if it is reasonable to assume the problem has been resolved and cancellation of the call would be an appropriate course of action.

Index: Disturbance Calls – CAPP (College Area Party Plan) Procedure: D-08

CAPP was designed to eliminate the need for return police responses to College area parties. If a resident refers to a house as a CAPP house, you will know that they have signed a petition and residents have been warned.

- When the dispatcher enters the CAPP house address into the computer they'll be advised of the Special Situation file entry (i.e. Premise History), which will name the residents warned and the expiration date of the warning.

- This allows officers to make arrests on their first trip.

DO NOT TELL THE VICTIM that a subject/suspect is in custody.

- If you remain on the line with a hot call victim, ensure that the victim does not, or cannot hear such phrases over the phone.

- A court decision has ruled that anyone telling a victim that "a suspect" or anyone is in custody is a violation of due process.

  - **Suggestiveness**

  It is unfair and therefore a violation of due process under the Fifth and Fourteenth Amendments for you to "suggest in any way" to the witness that a suspect to be observed at a line-up or show-up committed the crime.

  - **Suggestiveness before the Identification**

    - You must avoid any conduct **prior** to the identification which might be ruled suggestive.

    - **Never** tell the witness:

      - You caught (or think you caught) the person who committed the crime;

      - The victim's property was in the suspect's possession;

      - Officers have the suspect in custody and want the victim/witness to participate in a curbstone line-up."

Index: Documents: Requests for Department Documents Procedure: D-10

The Department receives a number of defense motions for discovery of police personnel records, as well as requests from individuals and organizations claiming a right of access, under Public Records Act, to documents and information contained in various Department files.

In order to provide uniform protection of both the privacy interests of individual employees and the Department's governmental interest in confidentiality, all such motions and requests will be directed to the **Case Enhancement Officer** of the **Internal Affairs Section**, Rm. 729, between 0800 and 1600, Monday through Friday.

Frequently, documents and information sought are exempt from disclosure by virtue of statutory and case law with which the I.A. Case Enhancement Officer is familiar.

Also to be referred to Internal Affairs are all media representatives, company and organization representatives, and private parties conducting studies, requesting research, or seeking personnel information or any Department documents under the Public Records Act or the federal Freedom of Information Act.

This does not restrict existing policies regarding the duties of the Subpoena Clerk, the release of subpoenaed reports under the control of the Records Division or subpoenaed tape recording under the control of Dispatch, or standard responses by Human Resources to **employment verification inquiries.**

Index: Domestic Violence: 415DV or DV | Procedure: D-11
Related Policy: DP 4.4

"Cold Crimes" Dispatch Policy

- State law requires Law Enforcement agencies to record events of domestic violence. Violations of orders **where the suspect is absent** will be dispatched with the type code **DV**, priority 2.

- Domestic violence has been defined in the Penal Code:

- "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 a child, or has either a present or previous dating or engagement relationship.

- "Abuse" as used above, 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.

- For example, a male who has dated a female, becomes angry and starts throwing furniture around, would be guilty of domestic violence if the victim reasonably thought the suspect might seriously hurt her during the incident. However, a loud yelling match with arm waving and door slamming would not be considered domestic violence.

- The law requires that police officers contact victims of domestic violence and furnish referral information to public service agencies. This and other requirements on the officers **make it necessary that all domestic violence calls be dispatched.** Therefore, domestic violence calls **must** be dispatched even if the victim has gone to a safe location which is within the county of San Diego. Likewise, a report needs to be taken as soon as possible when a victim calls and has left the city limits. In such cases, determine which agency handles that area and contact them to see if they will take a courtesy report. If they will not do a courtesy report, **contact a supervisor to make the determination for dispatch.** In most cases we will send officers outside the city limits to contact these types of victims.

- **In addition to their enforcement duties, officers have the following responsibilities:**

    - Assist in obtaining appropriate medical attention if a complainant claims injury, whether or not injury is visible.

    - Assist in making arrangements to transport the victim to an alternate shelter if the

victim expresses a concern for safety or the officer determines a need exists.

- Stand by for a reasonable amount of time when a complainant requests police assistance while removing essential items of personal property.

Suspect at Scene

- Calls where the suspect is still there will be dispatched as a **415DV**. Make sure you get a complete description of the suspect.

- The State Legislature has enacted laws requiring law enforcement agencies to address domestic violence as a serious crime against society and to assure victims of domestic violence maximum protection from abuse. The laws emphasize the protection of victims and communicate the attitude that violent behavior in the home is criminal and will not be tolerated.

- Domestic disturbances are among the most potentially dangerous situations in which officers become involved. Ordinarily the officer's role in dealing with this type of disturbance is primarily one of assisting the involved parties in resolving their own conflicts. However, when domestic disputes center around **acts of violence**, the problems **become criminal in nature** and department personnel shall treat them accordingly.

Dispatch Division Operations Manual

Index: **(Deleted – records of security)**	Policy: E-01 Related Policy: DP 1.13

(Deleted – records of security)

Index: Emergency Messages Procedure: E-02

Overview

Absent extenuating circumstances, officers shall not be dispatched to a residence for the sole purpose of making a death or injury notification.

- Death notifications fall within the purview of the Department of the Medical Examiner. Dispatchers should forward the telephone number of the Medical Examiner to anyone requesting this service, 858-694-2895. The Medical Examiner's office will handle all requests for death notifications, including those from out of state and country.

- Per the Medical Examiner's Office, if a person dies in a hospital, it is the responsibility of hospital personnel to make the next of kin notifications. If the hospital is unable to contact anyone by phone, the social worker at the hospital can contact the Public Administrator with the County of San Diego at 858-694-3500 for further assistance. An officer will not be dispatched for death notifications from a hospital.

Dispatch Division Operations Manual

Index: Emergency Radio Activations	Procedure: E-03 Related Policy: DP 2.01

This procedure will be followed by the **controlling** radio dispatcher whenever an emergency activation occurs:

- You will immediately click the "RED FIRST AID" sign in your stack list - this will open the emergency activation response resource.
- You will "acknowledge" the activation by clicking on the "RED FIRST AID" sign in the response resource. This will both silence the emergency tones throughout the Comm. Center and stop the flashing red borders on all the radio consoles.
- You will announce to your talk group that, "an emergency activation has been received from unit------ and the location of that unit according to the CAD system."
- If the unit's GPS location differs from the CAD location, you will announce that, "the GPS location for unit------ vehicle is, and announce the vehicle location according to the mapping system."
- You will send cover units to the unit's location, the unit's vehicle GPS location if necessary, and announce "emergency traffic only."
- You will advise a field sergeant and the desk of the event.
- You will not "knock down" the signal until the unit has advised they are "code four."
- You will send a "TO EMER" message after knocking down the activation.

This procedure will be followed by **non-controlling** radio dispatchers whenever an emergency activation occurs:

- You will click on the "END EMERGENCY TONES" icon on your task bar.
- You will announce to your talk group that, "an emergency activation has been received from unit -----.
- If the CAD system shows the unit's location in your area of dispatch responsibility, you should prepare to send cover units if the controlling dispatcher advises the EMER is of a valid nature.
- If you receive no acknowledgement from the unit who activated their emergency tone, it is not necessary to send a message to the controlling dispatcher advising them you

received no response.

This procedure will be followed by both **controlling** and **non-controlling** radio dispatchers whenever an emergency activation occurs:

- Emergency signals from units who are not logged on should first be tried by each dispatcher on their primary talk group and then given to the desk for further follow-up for status. In these instances, you do not need to keep the air clear for emergency traffic only.

Index: Emergency Traffic | Procedure: E-04
Related Policy: DP 2.01

Emergency Traffic is to alert officers on the same talkgroup of an ongoing emergency and to keep the talkgroup clear of non-related voice traffic. Alert tones can be heard by the officers and by the dispatcher working that talkgroup. At the initial request for Emergency Traffic the radio dispatcher shall use Alert Tone 2 to alert the units of the emergency traffic.

- A request for the use of Emergency Traffic may be initiated by any field supervisor or field unit. Radio dispatchers may activate Emergency Traffic for high speed chases, robberies in progress, "cover now" calls, or instances where interruption by non-emergency voice traffic could be detrimental to officer safety.

- It is the responsibility of the radio dispatcher handling the emergency to alert the desk by typing the unit # followed by ET "211J ET" whenever Emergency Traffic is activated. Radio dispatchers shall notify LD01/LD02 when the units advise Code-4.

- When Emergency Traffic is in use the radio dispatcher shall broadcast the call type and location every 30 to 60 seconds. This will alert units changing talkgroups or driving through affected areas of a potentially dangerous situation.

- Words or phrases similar to "For unit information, emergency traffic is for a 211 bank", etc., should be used to clarify the difference between the initial broadcast and a repeat of the information.

Computer Failure

The computer fallback procedure is a manual system of dispatching involving the use of dispatch cards stored at each of the radio and phone dispatch consoles. Pink cards are used to format emergency and priority one calls and white cards are for all others.

If the computer crashes, necessitating the use of the fallback procedures, individual responsibilities are:

Supervisor or Lead:

- Notify phone room dispatchers that the computer is down and to go to cards.
- Appoint a dispatcher as a "runner".
- For scheduled outages have the radio dispatchers print the cases they are working.
- Notify Data Services.
- Enter appropriate information in the major event log when computer is back up.

Phone Room Dispatchers:

- Begin using dispatch cards immediately. Ensure that all required information is on the cards. The "Time Recv'd" time is the time the card is completed and ready for the radio room and should be the last entry on the card. The "Time Recv'd" time shall be obtained from the VESTA screen for time consistency.
- The cards must have the CT position **AND** the dispatcher's four-digit ID number in the "CT#/ID#" field
- Give the card to the "runner" as soon as it is completed.

Radio Room Dispatchers:

- Advise field units that the computer is down.
- Transfer known unit status to yellow status cards.
- Place yellow status cards, dispatch cards and any printed case information in the wooden cardholders.

- Ensure that all required information is on the cards. The "ENRT" time is the time the first unit is assigned. The “10-8” time is the time the last unit clears the call. The final disposition must be entered.

- The cards must have the RC position and the assigning dispatcher's four-digit ID number in the "RC#/ID#" field.

- Store all completed cards on top of the console until the cards are collected.

- Cards shall not be discarded. All cards are kept for storage/retention.

- When the computer system returns to operation, unassigned cards should be entered. When formatting such cases dispatchers shall place the "Time Recv’d” time of the call in the comments' section, i.e. "from card: 0900" and originating CT position. Dispatchers formatting cases shall write the entire event number in the comments section of the card.

Dispatch Division Operations Manual

Index: Fire Dept./Paramedics: Cover Procedure: F-02

When Fire Communications advises "Code 300" or "COVER NOW" for their units we should respond immediately with a Priority 0 dispatch. This type of event should be formatted as a COVER event and Code 3 cover should be documented in the event mask.

- Fire Communications will limit the use of "Code 300" or "COVER NOW" to cases of imminent danger where a face to face confrontation exists and fire or paramedic personnel are unable to give additional details.

- Police Dispatch shall not request additional information from Fire in these circumstances. They cannot re-contact their units for additional details without broadcasting to the general public at the scene because of the loud speakers on their trucks.

- Fire Communications will also provide a plain language explanation of situations and a description of any suspects/weapons involved where there is sufficient time and freedom of movement to allow them to do so.

- Notify Fire Communications via your supervisor any time we receive word from police units that the terms "Code 3" or "COVER NOW" were used inappropriately.

Request for Non-Code Cover

When Fire Communications advises "Code 200" or "Non-Code" for their units the event should be formatted as a NONU event.

This type of request if for a potentially violent situation but there is no immediate danger to Fire Personnel. This verbiage will not be used for routine requests and will only be used when Fire Personnel needs PD to respond expeditiously but not Code 3.

Dispatchers shall dispatch these calls without delay and make every effort to free their units to handle.

Routine Requests:

For routine requests, San Diego Fire Dispatch will call into our Dispatch Center on the Fire Ring Down Line and advise the nature of the request. The Dispatcher taking the call will format the event for the appropriate Talkgroup and use the type code which fits the type of request. (647F, 5150, etc.)

Dispatchers shall dispatch these types of events quickly. If there will be a delay in dispatch, a Sergeant shall be notified via Radio.

Index: Fire Lane: Parking Enforcement — Procedure: F-03

Section 86.09.04 M.C. Parking or Standing in Fire Apparatus Access Roadways.

- "No person shall park or stand any vehicle on public or private property in a Fire Apparatus Access Roadway where signs prohibiting the obstruction of such roadways have been posted pursuant to Section 55.10.207 of this code."

- This ordinance is effective 24 hours a day, seven days a week, including holidays.

- While most fire lanes will be both signed and red-curbed, signs alone are sufficient for enforcement purposes.

- This legislation permits officers to issue a parking citation, without the property owner's signature, to vehicles parked in violation of a posted fire lane for 86.09.04 M.C.

- Under existing Department Policy enforcement activities of this type on private property will remain primarily on a complaint basis.

- Removal of illegally parked vehicles from private property requires a private tow by the property owner or person in charge of the property. In addition, all entrances of the property must be properly posted as required by Section 22658 (a) V.C.

Note: The Fire Department has personnel who respond to reports of vehicles illegally parked in fire lanes on private property. They respond seven days a week and their hours vary, usually 0800 to 2230. They will respond subject to availability of personnel. Residents wishing to report such fire lane violations to the Fire Department may call their non-emergency number **(Redacted – record exempt)**.

Brandishing Replica - 417.2 P.C.

- Subsection (a) makes it a misdemeanor to draw or exhibit a replica of a firearm in a threatening manner in such a way as to cause a reasonable person apprehension or fear of bodily harm.

- Subsection (b) defines a 'replica' as any device with the **apparent** capability of expelling a projectile and which is reasonably perceived by the person against whom the device is drawn to be an actual firearm, **including** starter pistols and air guns.

Brandishing at Vehicle Occupant - 417.3 P.C.

- Makes it a felony to brandish a firearm (not a replica) when the victim is an occupant of a vehicle which is proceeding (not parked) on a public street and the victim reasonably fears of bodily harm.

Transporting or Carrying - 12026.1 P.C.
(Firearm in trunk of motor vehicle or in locked container)

- Section 12025 shall not be construed to prohibit any citizen of the United States over the age of 18 years who resides or is temporarily within this state, and who is not within the excepted classes prescribed by Section 12021, from transporting or carrying any pistol, revolver, or other firearms capable of being concealed upon the person, provided that the following applies to the firearms:

  - The firearm is within a motor vehicle and it is locked in the vehicle's trunk or in a locked container in the vehicle other than the utility or glove compartment.

  - The firearm is carried by the person directly to or from any motor vehicle for any lawful purpose and, while carrying the firearm, the firearm is contained within a locked container.

- The provisions of this section do not prohibit or limit the otherwise lawful carrying or transportation of any pistol, revolver, or other firearm capable of being concealed upon the person in accordance with this chapter.

- As used in this section "locked container" means a secure container which is fully enclosed and locked by a padlock, key lock, combination lock, or similar locking device.

Dispatchers who transfer Spanish callers from 9-1-1 shall always stay on the line until a Bilingual Dispatcher has answered the call. The ALI information does not transfer until the transfer is disconnected by the transferring dispatcher. Should the caller hang up prior to the transfer being completed, the 9-1-1 dispatcher shall format a 9-1-1 hang up event and give the event number and phone number to a bilingual dispatcher for callback.

If your caller speaks a language other than Spanish transfer the caller to the appropriate translation service.

For 9-1-1 Calls Needing Translation:

- Call **Language Line – (Redacted – record exempt)**
    - To assist the Interpreter, state the name of the desired Language. An Interpreter will be connected to the call.
    - Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
    - Once the call is complete say, "END OF CALL" to the interpreter.

For Admin Calls:

- Call Language Line – **(Redacted – record exempt)**

Tips To Help You with Translating Service

- **Unknown Language –** If you don't know which language to request, the representative will help you.
- **Working with an interpreter –** Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.
- **Line quality problems –** Explain the problem and ask the Representative to stay on the line to check for sound quality. If you have problems before reaching a representative, press "0" to be transferred.
- **Interpreter Identification –** Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

If a suspect is still at the scene a patrol officer shall be dispatched. If it appears to be a crime in progress, the dispatcher may remain on the line with the RP until the officer arrives.

If the suspect just left and there is adequate suspect information a patrol officer should be dispatched to evaluate the call. If there will be a delay in assigning an officer, the case should be immediately broadcast until an officer can be assigned.

In instances of cold case forgeries where there is a significant delay, an officer may be dispatched where there may be significant evidence at the scene. Otherwise an event shall be formatted for the Telephone Report Unit (TRU) so that a case may be taken.

Forgery cases shall not be referred to the Economic Crimes Unit.

Forged Prescriptions – 470RX
Dispatch on reports of forged prescriptions. The field unit fills out an ARJIS – 9 report and impounds the forged prescription. These cases are handled by the Narcotics Unit. Do not refer these complaints to the Economic Crimes Unit.

Economic Crimes Unit: Handles the Following Complaints:

- Forged or altered checks, credit cards, money orders, traveler's checks
- NSF, account closed checks
- Bank examiner frauds
- Embezzlements – only if there have been forgeries or alterations to hide the money
- False Credit Applications or Loan applications
- Counterfeit Documents (US currency is handled by US secret service and our taskforce)
- Computer Crime (CATCH)
- Scams such as Jamaican switches or Pidgeon Drops (other scams which are theft by fraud are handled by area station)

Economic Crimes Unit: Does Not Handle the Following Complaints:

- Forged Prescriptions (handled by NTF or the area command)
- Scams such as the IRS scam, SDG&E scam, warrant scam are simply theft by fraud and should be directed to the area station investigations. If victim is elderly an officer should be dispatched to take a 368 report – Elder Abuse unit handles
- ATM thefts
- Lottery complaints (handled by the state lottery investigations at 1-800-568-8379)
- Consumer Fraud and complaints about businesses are handled by the consumers fraud office at the City Attorney's office **(Redacted – record exempt)**
  Bounced paychecks must be referred to the Labor Commission 619-220-5451

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Index: Found License Plates Procedure: F-08

Procedure

When a resident calls to report a found vehicle license plate:

- Run a 10-29 on the license plate.
- If the license plate has not been reported lost or stolen, tell the caller to, bring the plate to an area police station, the local DMV office, or to place the plate in a blue postal collection box. If the resident is unable to bring the plate to any of the listed locations, format an event for an officer to pick up the plate so it can be properly impounded.
- If the plate has been reported lost or stolen, dispatch an officer to impound the plate and complete the appropriate paperwork.

Boundary Lines on Freeway Ramps:

- CHP is responsible for the investigation of collisions occurring on the freeway side of the curb line and SDPD is responsible for those occurring on the City side. The point of impact is used to determine the accident location for jurisdiction purposes, **not** the final position of the vehicles.

Freeway Arrests:

- CHP makes their own traffic and non-traffic related arrests. SDPD only sends a unit if they call and request us for cover.

Mentally Disordered Persons on Freeways:

- Department Procedure 7.01, Traffic: The San Diego Police Department will assist the CHP with mental cases on the freeways within the city. If it is determined the person is in need of emergency detention, officers shall take custody as directed by Department Procedure 6.20, Mental Case Procedures.

Tow Cars:

- CHP will have the responsibility for providing tow car service in their areas. Tows from the freeway may be requested by SDPD units if the situation warrants. After we request the tow we should call CHP to let them know.

City Equipment Accidents:

- All **police equipment** accidents occurring on freeways will be investigated by the SDPD in addition to any action by CHP. **All other City equipment** accidents occurring on the freeway will be handled by CHP, unless they request SDPD assistance.

If the victim has sufficient suspect information and if the "drive-off just occurred, a case should be formatted as an all units.

The format will contain suspect description, suspect vehicle description, the loss, time element, direction of travel and a notation that the RP was referred to TRU for the report.

Index: Government Reservations: Reports of Crime — Procedure: G-02

All crimes from government reservations within the City, including stolen vehicles, are handled by the FBI. Callers should contact the person or agency responsible for the security of the property (i.e., base security on military bases). In cases where there is concurrent jurisdiction SDPD may respond when requested by the appropriate military police agency.

Dispatch Division Operations Manual

Index: Guide Dogs: Right of Access to Public Places Procedure: G-03

Civil Code Section 54.1 provides that a person with impaired vision accompanied by a guide dog has the right to full and equal access to public places, such as restaurants.

The section further provides that certain civil penalties can be imposed upon any person who interferes with such a person's enjoyment of a public establishment.

Refusal of an establishment to admit a person and their guide, signal, or service dog is a violation of Penal Code section 365.5.

Dispatchers who receive complaints of such events should dispatch a unit using type code 415. If the RP requests a unit to be dispatched after the fact, HATEINV should be formatted for dispatch.

In aggravated cases, where a criminal disturbance of the peace is involved, officers should be dispatched.

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Dispatch Division Operations Manual

Index: Holding Calls	Procedure: H-02 Related Policy: DP 2.01

Priority Definitions

Priority 0 – Involves an imminent threat to life.
Priority 1 – Involves serious crimes in progress or imminent threat to life.
Priority 2 – Less serious crimes where there is no threat to life.
Priority 3 – Minor Crimes or requests for service, i.e., cold crimes or crimes not in progress.
Priority 4 – Minor requests for police service.

Priority 0 and 1 calls are not to be held. If priority calls are holding, the dispatcher will evaluate the need to pull a unit from an adjoining talkgroup to handle the call(s). A delay in the dispatch of a Priority 0 and Priority 1 call shall be documented as to the reason for the delay. A field supervisor and the field lieutenant must be notified of the delay.

Priority 2 calls will not hold when officers are available and will generally be dispatched within 15 minutes. A field supervisor shall be notified of any delays beyond 15 minutes. This is especially important for 220R and 261R calls, due to the sensitivity of the situation. In the event a Priority 2 call is not assigned within 30 minutes, CT03 will advise the RP of the delay, and/or check to see if police are still needed – but will do so if there are no calls holding, and/or at the discretion of the on-duty supervisor.

Priority 3 and 4 calls should be dispatched within 55 minutes. In the event a priority 3 or 4 call is not assigned within three (3) hours of the time it was entered, CT03 will advise the RP of the delay, and/or check to see if police are still needed – but will do so if there are no calls holding, and/or at the discretion of the on-duty supervisor.

Additional Guidelines

- A delay in the dispatch of a Priority 2, 3 and 4 call, which causes the call to be held longer than the priority guidelines listed above, shall be documented as to the reason for the delay, e.g. "no units available due to Event number(s)…" All attempts to dispatch a call, such as broadcasting to all units should be documented as well, e.g. "all units, no units available."

- When a callback is made to advise of a further delay in dispatch, the dispatcher will give the RP a brief explanation of the circumstances causing the delay and update the call with the dispatcher's position number and any additional information. Only one

callback needs to be done per non-report Event.

- Report calls should not be held for the beat unit. They should be assigned to the closest available unit within that command.

- No callbacks to "advise delay" on routine calls, such as report calls or 415N calls, will be made between the hours of 2200 and 1000. CT03 will make the last callbacks of the night ensuring they are done by 2200 hours. The dispatcher advising the delay will tell the RP there are no officers available and give the RP the option of either calling back the next day or having the dispatcher call the RP back when the officer is on scene.

- When calls on a given talkgroup begin stacking or are excessively delayed due to field units not being available, the dispatcher will notify LD01/LD02, **a field supervisor and the field lieutenant.**

- If a dispatcher is directed to hold a call or to keep a "certain number of units clear", those directions as well as the supervisor giving the direction should be added to the event.

- Dispatchers are not to solicit field supervisors to cancel calls unless directed to do so by a Lead or Dispatch Supervisor. If the dispatcher broadcasts the call and the field supervisor advises to cancel it, document the call with the supervisor's comments including his/her unit number and give the reason for the cancelation. Advise the RP if appropriate.

Phone Dispatchers

- Reports of homicides and probable homicides which have just occurred will be handled as "Hot Calls".

- If possible, the calling party will be kept on the line until units are 10-97 or LD01/LD02 instructs you to terminate the call.

- Any admission of guilt by the calling party should be documented in the comments and brought to the attention of a supervisor for evaluation. Suspect information should be forwarded to the radio as it becomes available.

- Multiple calls concerning the event will be documented for possible witness contact by Homicide detectives. The name and home phone number of subsequent callers should be updated on the working case or a new case should be formatted and cross referenced.

Radio Dispatchers

- When dispatching to a homicide or probable homicide assign a patrol supervisor and sufficient units to protect the scene. If not already advised, LD01/LD02 will be notified of the event immediately.

LD01/LD02

- Upon receiving notification of a homicide, ensure that sufficient units and a patrol supervisor have been assigned to the case and notify the Watch Commander as soon as possible.

- The event will be recorded in the Major Event File.

- The coroner will not be called until a request to notify the coroner has been made by a patrol supervisor, Homicide Team member or the Watch Commander. Homicide Team members carry cellular phones and may call the coroner from the scene. The time the coroner was notified and by whom should be documented in the comments of the case.

Dispatch Division Operations Manual

Index: Hospital Jurisdiction	Procedure: H-04 Related Policy: DP 2.01

Frequently persons who are the victims of serious violent crimes are transported to a hospital outside the area where the crime occurred. When the hospital notifies Dispatch that they have a crime victim the closest unit to the hospital is dispatched to take the report. When the hospital is located within a Division area other than where the crime occurred, it creates two significant problems:

- Any crime scene protection or follow-up and witness checks are greatly diminished and the report is delayed getting to the detectives of the Division concerned.

- The service area unit where the hospital is located is taken out of service for several hours to handle a crime report and crime scene follow-up located in another Division.

When a patrol unit has been dispatched to a hospital to take a report of a serious violent crime requiring a crime scene investigation and the officer determines that the crime occurred in another Division, the officer should begin taking the preliminary crime report and advise the patrol sergeant.

The patrol sergeant should then coordinate with the appropriate area sergeant. The sergeant should ask that a unit from the Division concerned be sent to handle the crime scene investigation. In the event there is no available unit in the division where the crime occurred or other problems arise, the Field Lieutenant will make the final decision on how to proceed.

Dispatch Division Operations Manual

Index: Hot Calls | Procedure: H-05

Phone Dispatchers:

- Use the "Hot Call" procedure on all major crimes in progress or just occurred.
- When receiving a hot call format a case "0" as the priority.

  After listing the:

  - Address, including any apartment number
  - Business name
  - Call type
  - Minutes since occurrence and "Hot Call" in comments
- Transmit the case, tell the RP you are getting a supervisor on the line, get LD01/LD02 on line using the transfer supervisor button and give them the event number.
- Ask the victim if there are any injuries which would require an ambulance. If so, LD01/LD02 will notify paramedics.
- Continue questioning the victim for additional suspect information. LD01/LD02 will monitor the call and broadcast the information as it is reported.
- Information should be ascertained and broadcast as soon as possible, preferably in the following order:

  - Weapon(s)
  - Vehicle description & direction of travel
  - Suspect(s) description
  - Loss

Radio Dispatcher:

- Assign the "HOT CALL" as soon as possible and:

  - Update the format with information being broadcast by LD01/LD02.
  - Coordinate responding units
  - Notify a field supervisor

LD01/LD02:

- Answer as soon as possible when the "Hot Call" phone rings. Advise the phone dispatcher you are on the line.
- Broadcast the call if not already assigned by the radio dispatcher.
- Notify paramedics if they are required.
- Broadcast suspect information while monitoring the call. Assist the phone dispatcher with obtaining information **if needed**.
- Remain on the line with the victim/dispatcher to answer field unit questions until units arrive or at your discretion.

"Hot Call" Fallback Procedure

- This procedure is to be used if LD01 or LD02 are unable to answer the Hot Call phone.
- The dispatcher receiving the "Hot Call" shall format a case using "0" as the priority.
- After formatting and transmitting the case with the basic information, the dispatcher will ask the victim if there are any injuries which would require an ambulance. If so, the dispatcher will tell the nearest available dispatcher to notify paramedics.
- The phone dispatcher should update the case in increments. The radio dispatcher shall frequently call up waiting "Notices" or monitor the event in the "Recall" window so current information can be immediately broadcast.
- Keep the victim on the line until the units arrive. If the call is terminated and requires a call back, LD01/LD02 or a phone dispatcher will do this, **NOT** the radio dispatcher.
- Add reporting party/victim information to the format.
- LD01/LD02 may monitor the call as soon as possible and evaluate whether or not they are needed to broadcast update information.

Index: Hot Wires Down: Hazard Procedure: H-06

On a report of a "hot wire" down send a unit to evaluate the call for crowd and/or traffic control.

If the unit verifies a "hot wire" down the radio dispatcher will request CT02 to notify SDG&E and Fire Department. Obtain the ETA if possible.

Note: SDG&E normally requires the pole number.

Index: Hydrants: Damaged Procedure: H-07

If a fire hydrant is damaged due to an accident dispatch a unit for the report, 11-82 City Property.

City Shops should be notified for repair of the hydrant and the Fire Department should be notified that the hydrant has been damaged.

If the damage is a result of vandalism notify City Shops and instruct them to have the repair person make a report to TRU after the extent of damage has been ascertained.

Dispatch Division Operations Manual

Index: I.D. Cards: Impounds | Procedure: I-01

Doormen/bouncers who work at bars and similar establishments are authorized to confiscate any I.D. that shows the patron to be under the age of 21 years, or that is fake (altered, borrowed, stolen, counterfeit or forged). The I.D. must be turned over to local police within twenty-four (24) hours of seizure. Seizing an I.D. does not create any civil or criminal liability.

- If it is the doorman/bouncers intent to make a citizen's arrest, an officer should be dispatched. If they **do not** intend to make a citizen's arrest an officer **will not** be dispatched to pick up an I.D. card or driver's license they have confiscated. They should mail any confiscated I.D.s to San Diego Police Department, Vice Section, MS-724.

Note: Vice does not return I.D.s to person's whose I.D. has been confiscated by a business. Vice will return the I.D. to the issuing agency, i.e. DMV in Sacramento for CDL's, the State Department for U.S. passports, the country's consulate in the United States for out of the country passports, etc. The resident must contact the issuing agency to retrieve the I.D.

- If the "doormen/bouncers" have any questions concerning this policy they should be referred to the Vice Section during normal working hours.

United Way, the County of San Diego, and county businesses joint sponsor 2-1-1.

- 2-1-1 is available 24-hours a day 7 days a week.

- Callers receive personalized information from a live phone specialist who can answer questions and make referrals to a variety of agencies (for example: shelters, food, and psychological services. Phone specialists can also help callers find out where to go to volunteer or donate to their favorite cause.

- In times of disaster 2-1-1 may be mobilized as a central point for disseminating public information. After the danger has passed, 2-1-1 can help victims secure recovery assistance.

Index: Internal Affairs: Calls Procedure: I-03

Internal Affairs personnel occasionally call Dispatch and request that a specific officer call I.A.

When you receive a request to have a patrol officer call Internal Affairs either:

- Send the officer a "TO" message via CAD if the officer is MPS equipped.
- If the officer is not MPS equipped, format a "desk call" and give the officer the message on the phone.

Dispatch Division Operations Manual

Index: Jumpers	Procedure: J-01 Related Policy: DP 7.11 Dispatch Procedure: C-22

San Diego –Coronado Bay Bridge

When a call is received in the Dispatch Division regarding a JUMPER on the San Diego – Coronado Bay Bridge, the dispatcher shall immediately transfer the call to the California Highway Patrol (CHP). CHP has full responsibility and primary jurisdiction over the bridge. Due to the critical nature of these types of calls, dispatchers will format a JUMPER event for a SDPD unit to assist.

Building or Overpass

Dispatchers shall format an event using the type code JUMPER. Paramedics must be notified as soon as possible. The call shall be dispatched to officers immediately. Be specific regarding the location of the victim, i.e., the North side of the hotel or in the southbound lanes of SR 163, under the Laurel Street Bridge.

- Much of the law relating to landlord-tenant disputes is civil, however the landlord or tenant may occasionally be in violation of a criminal law. The following guidelines should be used so you may properly protect the rights of all parties to these disputes and dispatch an officer when appropriate.

    - Evictions without a Court Order

- The landlord may not forcibly evict the tenant without a court order even though the tenant is behind in their rent or has violated a rental agreement.

- A landlord who, without a court order, changes the locks or otherwise forces a tenant to leave without the tenant's permission is in violation of Section 418 P.C. If an arrest must be made, the tenant involved should make a citizen's arrest.

    - Seizure of Tenant's Property without a Court Order

- A landlord who, without a court order, seizes the tenant's property in lieu of rent or for any other reason is in violation of 418 P.C. and the landlord is subject to arrest if he fails to return the property. The arrest should be made by the tenant.

    - Evictions and Seizure of Property with a Court Order

- A landlord may legally evict the tenant with a court order. An officer should **not** be dispatched to help the landlord in carrying out the court order. If the eviction cannot be carried out peacefully, the dispatcher should advise the landlord to obtain the help of the County Sheriff.

    - The Landlord Enters the Tenant's Apartment to "Snoop Around"

- Under the Health and Safety Code, a landlord may enter an apartment to inspect for damage or perform needed work. Such entry can only be made between 8:00 a.m. and 6:00 p.m., and then only under "reasonable circumstances". A tenant has the right to refuse entry at any given time due to inconvenience. Continued refusal to let the landlord in would subject the tenant to civil liability.

- Any entry made for snooping around, harassment, etc., would be a criminal trespass under 602.5 P.C. (misdemeanor)

    - Termination of Services

- It is a violation of Civil Code Section 789.3 for a landlord to interrupt or terminate any utility service furnished the tenant, such as water, heat, electricity, gas or telephone. The

landlord is liable to the tenant in a civil action for the actual damages suffered by the tenant and $100 for each day or part thereof the tenant is deprived of utility service.

- How Much Notice must be given to evict a Tenant

- If the tenancy is month-to-month and the tenant has not violated the terms of the agreement, the landlord may end the tenancy for any reason, so long as 60 days written notice is given. If the tenant has violated his rental agreement, or is behind in his rent, the landlord need only give the tenant three days written notice, stating exactly what the tenant did wrong.

- The landlord must give **written notice** on the proper legal form to **every adult** to whom the premises were rented. These forms may be found at most stationery stores.

- If the tenant refuses to move after the 3 or 60-day notice is up, the landlord must file an Unlawful Detainer Complaint in Court. Within a few weeks, the landlord would be able to obtain an eviction order.

- Landlord Refuses to Return Cleaning Deposit

- In the absence of criminal fraud, deposit disputes are civil. The tenant should be advised to file an action in Small Claims Court for the return of his deposit or to see his attorney.

- Advising Landlords and Tenants

- Dispatchers should not give either of the parties an opinion as to which one is right. A court hearing might reveal facts unknown to the dispatcher and the court decision could be different from the dispatcher's opinion. Dispatchers should send an officer when there appears to be a violation of criminal law, and encourage the parties to consult with their own attorney to resolve a civil law or legal problem.

- If a landlord or tenant indicates they are not in a financial position to retain an attorney, refer them to the Legal Aid Society, 877-534-2524. (They will be screened for eligibility at this number.)

- Hotel-Motel Problems

- A temporary residence, such as a hotel or motel, **is not covered under general landlord-tenant law**.

- A manager may lawfully evict a guest from a hotel or motel for non-payment of the room fee and hold the guest's personal belongings as security for payment. If the guest leaves the hotel or motel without paying for the room or services, a prima facie case of Defrauding an Innkeeper is established. (537 P.C.)

    - Residential Hotels

- Many "hotels", particularly in the downtown area, rent rooms on a weekly or monthly basis similar to an apartment. In certain situations, these establishments must be treated as apartments and normal landlord-tenant law would apply.

- To determine whether a problem at a residential hotel qualifies as an innkeeper-guest or landlord-tenant dispute, officers should first determine if the hotel or motel possesses a Transient Occupancy Registration Certificate.

- San Diego Municipal Code Section 35.0106 requires this certificate to be posted on the premises of any hotel renting rooms to transients.

- If a commercial residence **does not possess** such a certificate, the problem **must** be handled as a landlord-tenant dispute.

- If a hotel or motel guest uses their room as a **primary place of residence**, normal landlord-tenant law applies. A person who, for example, has lived in a room for over a month (even if paying rent weekly), receives mail at the hotel address, and claims to have no other place of residence, probably should be treated as a "tenant" and not a "guest".

Index: Lifeguards: Registration Information — Procedure: L-02

The Lifeguard Service is authorized to receive vehicle registration information.

- Occasionally they will call from the Lake Murray area and request vehicle registration information. They need the information to prepare Notify Warrants on poachers who elude them.

- They will use the confidential code word to identify themselves. (They shall not be given registration information unless they have the correct code word.)

Index: Long Distance Telephone Calls | Procedure: L-03
Related Policy: DP 2.10

Long distance calls are defined as any calls which require dialing the number "1" before dialing the number or which require placing by a long distance operator.

- Long distance calls are permitted for business related matters.

Calling Out of Town Vehicle Registration Owners about a possible Unreported 10851:

When a request is made by an officer to call and attempt to locate a Registered Owner of a vehicle registered out of the county the following procedure will be followed:

- If the vehicle is occupied, the dispatcher will make every effort to locate the Registered Owner.

- If the vehicle is unoccupied, the dispatcher will check for local contacts in ARJIS for the Registered Owner of the vehicle. If a phone number is located, whether the number is local or not, the dispatcher will call to attempt to locate the RO.

Long Distance Call Procedures:

Personal calls shall not be made or received from any console except in case of emergency. Personal long distance calls should be made using the telephone in the lounge and should be made through the use of a personal telephone credit card or with operator assistance and charged to the caller's home telephone number. If personal long distance calls are inadvertently made, dispatchers should notify a lead dispatcher or a supervisor immediately and reimburse the City in accordance with established procedures.

Long Distance Call Record (Form FM-117)

A long distance call record will be completed by the caller and forwarded to the division secretary for each direct dialed or person to person call made and for each collect call accepted.

Occasionally when running a 29 vehicle the response will return as a **Lost Vehicle** or **Missing Vehicle**.

Unless the originating agency requests otherwise, an officer shall be dispatched to take a report and impound the vehicle.

- **For clarification:**

Missing Vehicle: Is related to a missing person.

Lost Vehicle: Is usually related to a 415 where a family member takes the vehicle and the owner does not want to report it as stolen, but does want to be notified if the vehicle is located.

Index: Mail Theft Procedure: M-01

The Postal Inspector handles all thefts involving the U.S. Postal System. This includes mail stolen from mail boxes.

- Advise the caller to contact the Postal Inspector: **(Redacted – record exempt)**. The hours are 0800 to 1700, Monday through Friday, excluding holidays. **(Redacted – record exempt)**.

- The Postal Inspector's office also has a 24-hour number, 1-800-729-3324. Residents should be referred to this number if, in your opinion, they should contact a Postal Inspector other than during normal working hours. Postal security personnel answering the 24-hour number will screen the calls and take appropriate action.

- Dispatch if the crime is in progress or just occurred and there is a probability apprehending the suspect(s).

When a major event occurs many calls are received concerning the same event.

- Some of the calls may have additional pertinent information that could benefit units in the field or investigators at a later time. Screen these calls to determine whether or not the caller may have been a witness or has pertinent additional information.

- Supplement the new information to the working case. Send an "Emer Msg" to notify the radio dispatcher of the update if the new information is crucial.

- **Always** get the caller's name, address and telephone number on major events even if they cannot provide additional information.

For audio research purposes:

- When a field operation is moved to another talkgroup (such as a tactical talkgroup) document the time and the talkgroup.

Dispatch Division Operations Manual

Index: Messages for Officers | Procedure: M-03

All 10-21 messages for on-duty field personnel both work-related and from family members will be formatted for dispatch.

Requests from on-duty staff personnel and ranking officers asking for on-duty field officers to be given a message should be processed without questioning the reason.

If a request appears to be inappropriate, notify a supervisor who will evaluate the request and take any necessary follow-up action.

If the officer is not on duty and it is during business hours, refer the caller to the proper division.

Index: Mexico: Crimes Occurring in — Procedure: M-04

When a citizen returns to the United States from Mexico and reports that, while in Mexico, he/she was the victim of a crime(s), a crime report will be taken for the following:

1. **Violent crimes**, including but not limited to rape, robbery, sexual assault, assault with a deadly weapon and battery with injury.

2. **Public corruption**, including extortion, bribery and theft by a public official, which includes police officers.

When a citizen calls to report one of the above-described crimes:

- Determine the type of crime and the victim's location. If the victim is in our city limits, dispatch an officer. If the victim is outside our city limits, but is willing to come into the city, dispatch. If the victim is no longer in our city or state, format an event for TRU.

- The type code for **ALL** crimes that occurred in Mexico will be **1110M**.

- If callers inquire what will happen after the report is taken, refer them to the U.S. Consulate's Office or provide them with the Criminal Intelligence Unit's phone number.

Victims of non-violent crimes should be advised to:
- Contact the U.S. Consulate in Tijuana.
- Contact the Baja California Attorney General's Office to report the crime.

In the event a California resident had their vehicle stolen while in Baja California Mexico, the victim needs to file a report with the Baja California State Attorney General's Office. They may also file a courtesy report with the California Highway Patrol upon returning to the United States.

Vehicle accidents in

- The "Bi-national Emergency Committee" organizes search and rescue teams for American citizens involved in serious accidents in Mexico.

- The organization is located at 492 3rd Avenue, Suite #103, Chula Vista, CA 91910. Their 24-hour phone number is 425-5080. The organization has access to paramedics, helicopters, etc.

For detailed information see Department Order 04-07
Also see info file – "Info Mexico"

San Diego Police Department has criminal jurisdiction over portions of Marine Corps Air Station Miramar. Their facility houses military and civilian personnel. The housing area is considered "Proprietorial Interest", which means that the City of San Diego is responsible for providing law enforcement for this area of the base.

- Handle calls for service from base security or tenants by dispatching officers when required. Unless emergency conditions dictate otherwise, officers should be directed to the main gate on Miramar Way. Officers will then contact the Base Police office to notify them of the call and obtain assistance and/or directions. Normal priority and unit assignments are to be used depending on the event type.

Military Police

- Every military reservation in San Diego maintains its own police agency for general security. Should any military police agency request assistance format a call and notify LD01/LD02 of the request.

Index: Miscalls | Procedure: M-06
Related Policy: DP 2.01

The following guidelines will be used in the issuance of miscalls to field units:

- If no response is received from a field unit on the initial attempt to dispatch a call, the unit will be called a second time using the unit number and the officer's name.
- If there is no response to this second call, the miscall will be issued.
- The same procedure will be used if Dispatch is unable to raise a patrol supervisor on the air.
- To document the miscall, the radio dispatcher will type the unit number, name of the Officer and the times you tried to assign the call in the comments section. (Example: NR 313J2 Off Smith/1533, NR 313J2 Off Smith/1535).
- The radio dispatcher will then inform LD01/LD02 of the miscall. A copy of the case will be printed and forwarded to the staff supervisor.
- Miscalls can be given on any priority call.

Note: Area Commands have expressed concern that units are not getting into the field in a reasonable time and miscalls are not being given. In order for the command to respond to the problem miscalls must be done. If you do not have a schedule, call the service area unit. Example: call unit 323J1, if no response miscall Unit 323J1, indicating on the case no schedule received. The command will handle the problem of who was assigned to work the area.

Index: Modifying Cases | Procedure: M-07

Dispatchers are allowed to change/modify entries on existing cases in response to newly obtained information.

There are two primary restrictions:

- Any change must be documented by a brief comment explaining the nature of the change, any new information, followed by the position number of the person making the change.

- If upgrading a case, (either priority or type code) perform the upgrade, justify the upgrade in the "comments" section and notify the radio dispatcher.

- Dispatchers may not downgrade the priority of a case without the prior approval of a Dispatch supervisor.

Index: Monitoring LAWCC and Other Multi-Agency Talkgroups Procedure: M-08

This procedure will be followed by all Dispatch Personnel who work the Lead desk.

LD01 and LD02 - Monitor BLUE 1, CO CALL, LAW CC, RCS CONV and RCS LAW ENF

- It is the responsibility of the LEAD on LD02 to monitor and acknowledge LAW CC, BLUE 1, RCS LAW ENF, CO CALL and RCS CONV. The Lead Dispatcher will keep the UNSELECT volume of each talkgroup at a level that allows the Lead Dispatcher to hear the agency calling. These may be turned down during an emergency situation, but they are not to be turned off at any time.

- LD01 is the backup for LD02 if that Lead is unavailable.

- Police Dispatchers are not to talk on BLUE 1, CO CALL, LAW CC, RCS CONV or RCS LAW ENF.

Dispatch Division Operations Manual

Index: Narcotics Procedure: N-01

Calls regarding narcotics information from residents or informants should first be evaluated for dispatch. Secondly, if it is not a call that needs to be dispatched or cannot be dispatched immediately and the resident or informant is willing to provide the information, complete Form #PD 1042 CA (Citizen Narcotic Complaint Form) and forward to Narcotics. The information may be given anonymously. During business hours residents and/or informants can also be directed to the Narcotics Division at 619-531-2468.

- Narcotics Division has several teams throughout the city, most are assigned to work out of the main office downtown; however, some teams are assigned to work out of different commands.

- Narcotics Division works closely with the Narcotics Task Force (NTF), and the JUDGE (Jurisdictions Unified Drug Gang Enforcement) unit. NTF, is run by the DEA and uses officers from different agencies throughout the county. NTF is mostly interested in "large scale" drug activity such as from a drug cartel, and will also investigate drug smuggling that takes place through the U.S./Mexican border. (Do not refer people to NTF for problems such as drug dealing on the street).

- The JUDGE unit will only participate or become involved if the "suspect" involved in the drug or gang activity is on parole or probation. Most cases are referred to the JUDGE unit by other officers who have researched the suspect. Only if Dispatch learns that the "suspect" involved in the drug or gang activity is on parole or probation, can a resident be referred to the JUDGE unit.

Upon receipt of a 9-1-1 call where no one appears to be on the line you must assume that it is an emergency rather than a prank call. Dispatchers shall remain on the line until an officer arrives and no sounds of emergency are heard or until you are able to make voice contact with the caller and confirm no emergency. If the line remains open, but no one speaks, state the following:

> **This is San Diego Police Emergency. If you have an emergency, but you are unable to speak, stay on the line. We have your address and police will be sent. If you do not have an emergency, please answer now. If you do not answer, officers will be sent to (read address shown on ALI).**

If you still get no response, activate your TDD Interface on the CAD with the usual "San Diego Police Department GA". Do this even when there is no indication that the open line is connected to a TDD. If you still get no answer or response, you can then de-activate the TDD Interface.

If the caller hangs up without speaking or if the line remains open and the caller does not respond, you must assume it is a valid emergency and immediately format the case as a "911" for residence or business and a "911P" for pay phone and dispatch using the address shown on ALI Viewer.

If the caller has hung up without speaking, after you have entered the event, attempt a callback. If you succeed in contacting the caller, update the case as quickly as possible with any pertinent information.

If there is no ALI readout, but you have the ANI phone number, select the manual option on the ALI Viewer Screen. Enter the phone number, including the area code and click on "OK". If unable to use the Manual ALI feature call the Pacific Bell Telephone Special Agent at 1-800-421-2568 and get the name/address information necessary to format an event. Once you have obtained the subscriber information you must complete an "Emergency Telephone Form" and place it in the envelope in the file box by CT02.

If there is a 9-1-1 hang-up and a callback determines that the call came through a PBX or other switchboard, and the switchboard operator has no knowledge of the call, or of any problem, it is not necessary to dispatch an officer.

After entering an open line 9-1-1 pay phone event, do not remain on the line until an officer arrives unless there is an indication that warrants doing so. For example: sounds of distress, struggling noises that might indicate a fight or that medical help is needed, or yelling in the background.

When receiving a 9-1-1 hang-up call from a mall pay phone format an event and then call mall security to advise them of the event. If security says they will check the pay phone, obtain the

name and ID number of the person you are speaking to, advise them we will cancel our event and are not responding. Also, advise them that if they find anything and need us to respond in an emergency, they should dial 9-1-1. Document the name and ID of the person you spoke to and the fact that security will check the location before canceling the event.

If a non-bilingual dispatcher gets a 9-1-1 call from a Spanish speaker and the call is disconnected or hung up, that dispatcher shall format a "911 hang-up" event. The dispatcher shall then notify a bilingual dispatcher who will make the callback and attempt to get further information.

Dispatch Division Operations Manual

Index: 911 Wireless Calls Procedure: N-02.2

Because wireless 911 phase 1 and/or phase II does not pinpoint the caller's actual location, it is extremely important for the dispatcher to ascertain the caller's exact location as soon as possible.

Reminder: Not all agencies or departments have wireless capabilities, therefore, you must determine if the agency you are transferring to has received the wireless information on their ANI/ALI prior to disconnecting.

Dispatch Policies

Phase I Calls – (only cell site address on ANI/ALI)

- Open line or abandoned (hang up) calls, no contact with the caller and nothing heard or no indication of perceived emergency by the dispatcher.
    - Hang up if the line is still opened
    - Attempt a callback (if possible)
    - If unable to contact leave a message advising that officers will not be responding, we do not have their location
    - No need to format an event

- Open line or abandoned call and unable to contact the caller but possible emergency or duress is perceived by the dispatcher.
    - Attempt call back
    - Format an all units event for the cell site area
    - Complete the exigent circumstances form kept in front of LD02, and contact the service provider by faxing the form and calling the 24 hour emergency number to obtain the caller's home or any other address available
    - If the addresses are within the cell sector, dispatch on a check the welfare and cross reference the event with the original all-units event

- Service interrupted calls – no indication of emergency and location is unknown.
    - Attempt a callback; if unable to contact and there is insufficient information to dispatch,
    - Leave a message [if possible] advising the police will not be responding and the location of the caller is not known

- Service interrupted calls – no indication of emergency – location is known.
    - Attempt a callback, if unable to contact the caller and there is sufficient information to dispatch, process the call appropriately

- Airborne aircraft in-flight emergencies.
    - If possible keep the caller on the line

  - Notify the lead to monitor the call
  - Obtain as much information as possible including the flight # airline and destination
  - Format a (priority 1) DC as the type code, and use the airline name and fight number as the location
  - The lead must contact the FAA at 858-537-5900 (24 hour local phone number) for further direction

- Emergencies on the ocean.
  - Keep the caller on the line
  - Notify the lead to monitor the call
  - Obtain as much information as possible
  - The lead must contact the Coast Guard 24 hour emergency phone number at 619-295-3121 for further direction

Phase II (WPH2)

- Abandoned calls – no duress or perceived emergency is indicated but the dispatcher is unable to make contact with the caller
  - Attempt a callback, if unable to contact caller
  - Leave a message [if possible] advising the police will not be responding
  - No need to format an event

- Abandoned calls with an indication of duress or emergency perceived by the dispatcher who is unable to make contact with the caller.
  - Attempt a callback, if unable to contact the caller
  - Dispatch an officer based on the map coordinates (information on ALI/ANI)
  - If unable to locate the caller, complete the exigent circumstances form kept in front of LD02 and contact the service provider by faxing the form and calling the 24 hour emergency number to obtain the caller's home or any other address available – if the addresses are near the LAT/LONG location on the ALI/ANI – dispatch to the address on a check the welfare. **** (Extraordinary attempts to locate the caller will only be made in cases where it is clear an emergency exists)****

- Open line with background noise but no voice contact and no indication of duress or emergency perceived.
  - Disconnect the call
  - Attempt a callback [if possible]
  - Leave a message advising the police will not be responding
  - No need to format an event

- Open line with an indication of a possible or perceived emergency but unable to make contact with the caller
  - Remain on the line

- Format an event for the approximate location based on the map coordinates (LAT/LONG on the ALI/ANI) and periodically retransmit to ensure an updated location

- Service interrupted – emergency – location known.
  - Attempt a callback, if unable to contact the caller
  - Dispatch a priority event using the map coordinates and have an officer visually inspect the area in all directions. ****(The extent of the search will be at the discretion of the field sergeant)****

- Service interrupted – no emergency – location known.
  - Attempt a callback, [if possible] if unable to contact leave a message for the caller to callback, also advise the police will not be responding
  - No need to format an event

- Rolling emergencies
  - Keep the caller on the line
  - Format an event with the most current location
  - Hot call the event
  - Retransmit – or rebid to get current locations
  - **** If the event is not in our jurisdiction, or leaves our jurisdiction prior to contact, stay on the line and transfer the caller to the appropriate agency – prior to disconnecting the dispatcher must:
    - Determine if the receiving agency has Phase II (cell phone) capabilities and can retransmit for updated locations – if they do not
    - The dispatcher will remain on the line and provide updated locations until the event is resolved or officers have made contact with the caller

- Airline or emergencies on the ocean see Phase I instructions

- Harbor Police <u>does not have</u> GPS capabilities

- A boat may be taken out at any time, just notify a sergeant if they are not already in the water

- Coast Guards and Lifeguards can be a resource for getting LAT/LONG coordinates when our Harbor Unit is not available.

If the calling party describes an emergency situation, which requires dispatch, format the event in accordance with existing policy.

9-1-1 dispatchers shall handle any priority **0** and **1** event requiring the presence of an officer. Priority 2 events should be handled by the 9-1-1 dispatcher if, the call was made from a cell phone/wireless device and/or during the initial questioning, enough basic information is obtained to format a case. If it becomes evident there is no emergency and extensive interviewing will be needed to determine the nature of the problem, tell the caller to dial (619) 531-2000 for assistance.

DO NOT TRANSFER THE CALL.

If the calling party describes a situation that requires Fire or Paramedic services, transfer the call immediately to the appropriate department. Stay on the line until contact is established and release the call only if it is apparent that an officer is not needed. If the situation also requires police dispatch, stay on the line and format an event while the Fire/Paramedic Dispatcher obtains basic information. Begin questioning the calling party when the other department dispatcher concludes their contact.

Do not screen calls requesting Fire or Paramedic service; simply stay on the line to determine if police are needed. If the calling party describes a situation outside our jurisdiction, transfer the call to the proper agency and stay on the line until contact is established.

Index: No Smoking Ordinance — Procedure: N-04

The San Diego Police Department does not enforce the Municipal Code Section regarding no smoking per City Government Edict.

- A definition of the provisions of the ordinance may be obtained by referring residents or business owners to the City Clerk's office at 619-533-4000.
- Complaints regarding businesses non-compliance with the provisions should be referred to County Health Services Department at 619-236-2075.
- Complaints from the public regarding individuals violating the ordinance by smoking in no smoking areas should be referred to the business owner or manager.
- Complaints from the business owner or manager regarding the refusal of customers to comply with their request to stop smoking or leave the no-smoking area should be dispatched as a 415.
- If a resident indicates they have someone in custody for violation of the no-smoking ordinance or wants to make a citizen's arrest, officers should then be dispatched.

Note: Smoking is prohibited in all portions of police facilities where the public is admitted. This includes waiting rooms, reception areas and rest rooms.

Dispatch Division Operations Manual

Index: Obscene/Threatening Phone Calls: 653M	Procedure: O-01 Related Dispatch Procedure: T-01

Format a 653M event for TRU to handle for persons wishing to report obscene and/or annoying phone calls and/or transmitted by means of electronic communication device (email, text messaging, etc.), when the perpetrator is or is not known.

- Inform the caller to contact their phone carrier after TRU has taken a report and request a phone trap be set. The telephone company may also suggest alternate solutions to the caller's problem including a change of their phone number without charge.

- Once the phone company sets up the trap they will require the victim to maintain a log of these calls for a minimum of 10 days. After 3 phone traps have been successfully completed, the company records will be turned over to the police department for criminal prosecution.

Life Threatening Calls – 653M

- For persons reporting calls that are life threatening or threats of serious bodily injury an the caller is or is not known, a patrol unit will be dispatched to take the report if there is a threat of immediate bodily harm. If there is no immediate threat of bodily harm, it is handled by TRU. (Note: Calls that fall under Domestic Violence criteria are to be dispatched.)

- If the situation warrants, the telephone company may be able to set up an immediate phone trap. If an emergency situation does exist, the telephone company Special Agent can be contacted at **(Redacted – record exempt)** (PD use only).

Before formatting a 653M event for Life Threatening Calls read Threats – Terrorist Threats 422, T-02.1 stated below.

<u>Threats – Terrorist Threats</u>: Policy 422

Definition: 422 PC – Criminal Threats

- Any person who threatens to commit a crime which will result in:
  - Death, or
  - Great bodily injury
- The statement made can be:
  - Verbal, or
  - In writing, or
  - By means of electronic communication device (email, text

messaging, etc.)

- Threats must be:
    1. Unequivocal (no doubt), and
    2. Unconditional (no conditions attached to the threat), and
    3. Immediate, and
    4. Specific
    - (all 4 items listed here must be true)
- The threat must be thereby cause the person to be in:
    - Sustained fear for his/her safety
    - Sustained fear for his/her family's safety

When evaluating calls that involve threats, but the above elements are NOT met, consider formatting a 415 (If both parties are still present or nearby) or as a 653M (If the threat was made over the phone or by electronic communication device).

Index: "OP", "OP OFF" and Logoff — Procedure: O-02

Always "CHOP" on CAD, enter your 4 digit I.D. and password upon occupying a position.

"OP OFF" CAD in the radio room, if not being relieved.

Always logoff CAD and VESTA when leaving for breaks, lunches, temporary absences and upon being relieved.

Any message sent to an unoccupied position will then read, "NO OPER."

Exception: CT02 and CT03 - sign off VESTA and then bring CAD screen up, OP on CAD with "CT2 or CT3" use password "REROUTE." CT03 will then type on the blue command line REROUTE CT02 CT03. When CT03 goes on break, CT01 (back-up to CT03) will perform the reroute function REROUTE CT03 CT01.

Index: Open Line Calls Procedure: O-03

Whenever you receive an "Open Line" call (whether on 9-1-1 or ADMIN) do the following:

- Once you have announced the name of our agency and your name and get no response, activate your TDD Interface on the CAD with the usual "San Diego Police Department GA".

Do this even when there is no indication that the open line is connected to a TDD. This is to make sure the silent call isn't a TDD caller. If you still get no answer or response, you can then de-activate the TDD Interface.

Index: Pagers/Beepers - Page	Procedure: P-01 Related Policy: DP 2.11

Pagers are carried by Department personnel who have to be on call.

- Paging is completed by Leads and Supervisors utilizing technologies via Google, Blackboard Connect and RAVE Technologies.

- All pages are logged and audited. You should have **no** expectation of privacy.

Index: Paramedics Responding: Use of "PM" Procedure: P-02

Flag events where paramedics and police are both responding by typing "PM" in the location information line or the comments section after notifying paramedics.

Dispatch Division Operations Manual

Index: Polinsky Center for Children: Child Placement Criteria Procedure: P-03

Polinsky Center is a 24 hour emergency care facility for children up to 17 years who fall within the criteria of protective custody.

They will accept children who have been physically abused, sexually molested and abandoned; and exploited or neglected children who are **under 13 years of age**. Each situation is evaluated individually and the decision to accept the child depends on the information supplied by **the officer bringing the child** to Polinsky.

If there is a protective issue or the children are **presently dependents of the court**, they will be admitted regardless of their age.

- Children over 13 years of age will not be admitted merely when there is a report of parental-adolescent conflict or mutual physical combat. This is viewed as a family problem when the injuries are **not intentional or inflicted in a cruel manner** with intent to cause severe physical harm. In some of these cases, the parent may inflict the injuries in self defense or by accident. It is the responsibility of the parent to make arrangements for counseling in such cases.

- Minors 13 years of age or older, who are runaways, out of control, not attending school or simply unwilling to follow reasonable directions of parental figures, are examples of children who will **not be admitted.**

There are **alternative shelters** that deal with runaways or out-of-control teenagers. Some of these alternative resources are:

The Bridge: 521-3939

The Gatehouse: **(Redacted – record exempt)**

Juvenile Crisis Program: 284-0361
Storefront: 239-4688

YMCA OZ: 270-8213
OZ North Coast: 721-8930

Index: Premise History (Special Situation) File Entries — Procedure: P-04

Special Situations should be entered when officer safety is an issue. Requests for entries can come from any source in the Department.

Criteria for entry into the Special Situations would include hazards to officers, violent behavior at a particular address/location, threats against officers or scenes of gang activity, etc.

Due to the sensitive nature of information put into the Special Situations, use the following guidelines:

- All requests for entries will be done by direct entry using the remarks section of an event.

- Once the information has been noted on the event, that information becomes a permanent record. Members shall keep remarks professional, brief, and pertinent to the event.

- The event or a message stating that an SS file was added to an event should be routed to the Lead Dispatcher position (LD01). This message should include how long the SS file shall remain active in CAD.

Index: Preserve the Peace Calls: 415PP Procedure: P-05

When formatting a 415 "Preserve the Peace" always list the target location in the top address line. We must know immediately if there is a Special Situation entry concerning the target address.

If meeting the RP at a different location, type that address at the beginning of the comments section.

The Dispatch Priority System has five levels:

- **Priority Zero (0): Dispatch immediately.**
  Priority Zero calls involve an imminent threat to life. Examples include: officer or person down, no detail accident, attempt suicide.

- **Priority One (1): Dispatch immediately.**
  Priority One calls involve serious crimes in progress or a threat to life. Examples include: missing children, child abuse, Domestic Violence, disturbances involving weapons or violence and bomb threats.

- **Priority Two (2): Dispatch as quickly as possible.**
  Priority Two calls involve complaints regarding less serious crimes where there is no threat to life. Examples include: prowlers who have left, preserve the peace, crime reports for residents standing by at an inconvenient location, blocked driveway when the caller is waiting to leave, injured animals, loud parties with mitigating circumstances.

- **Priority Three (3): Dispatch as quickly as possible.**
  Priority Three calls involve minor crimes or requests for service which are not urgent. Examples include: investigating a cold crime, loud parties involving noise only.

- **Priority Four (4): Dispatch when no higher priority calls are waiting.**
  Priority Four calls involve minor requests for police service. Examples include: found property, most parking violations, etc.

The dispatch priority system is designed to be only a guide as a higher or lower priority may be more appropriate.

Index: Private Investigators Procedure: P-07

When a private investigator calls to notify Dispatch that they are going to be on a Stakeout, advise them that if a resident calls about them we **will** dispatch a unit. Format an "INFO" event to make the Police Dispatcher and officers aware.

Index: Prowlers: 11-7 Procedure: P-08

A prowler may be a burglar or rapist awaiting an opportunity to commit a crime. These calls should be handled professionally and expeditiously. Field officers want to know about prowler calls as there may be a crime series in their area. If an RP is very upset and frightened try to stay on the line with them and "Hot Call" if necessary.

Ascertain the following information:

- Is the prowler still there?
- How long ago did the RP hear and/or see the prowler?
- Any physical description or clothing description?
- Does the RP have a weapon?
- At which side of the house/apartment was the prowler seen/heard? Assist the RP in deciding if north, south, east or west. Directions can be confusing for many people. Assist the RP by asking questions such as: "When facing your house would it be to your left or right?"
- Are there dogs in the yard?

See 647 P.C.

Dispatch Division Operations Manual

Index: Questionable Calls: Verification — Procedure: Q-01

Questionable calls should be verified when:

- Phone number and area do not appear to be compatible.
- Caller is reluctant to answer routine information questions.
- It appears to be a "set up".
- The call is in a "high risk" area where previous similar calls have turned out to be "set ups".

Verify calls by:

- Recall calling party by the telephone number given by them.
- Haines Directory.
    - Check address to obtain phone number and name, or
    - Check phone number to obtain name and address.
- Telephone Directory.
    - Check name listing to verify address.

Check with the telephone operator if call is coming through the operator.

Dispatch Division Operations Manual

Index: **(Deleted – records of security)**	Policy: R-01 Related Policy: DP 2.02

(Deleted – records of security)

Dispatch Division Operations Manual

Index: **(Deleted – records of security)**	Policy: R01.1 Related Policy: DP 2.02

(Deleted – records of security)

Index: Records Division: Public Services Section — Procedure: R-02

The Public Services Section provides services to residents requesting copies of crime, arrest or traffic accident reports. Records Division is open to the public one day a week to process these requests. On Wednesdays, from 0800 to 1530 hours, requests from the public for copies of crime cases, accident reports and arrest reports can be processed at their counter. Customers will take a number from the machine in the Headquarters Lobby where they will wait until their number is called by Records personnel.

Copies of crime and traffic accident reports can also be obtained by mail and these requests are processed five days a week. The request must be accompanied by a check or money order for $12.00 per report, payable to the City of San Diego.

Public Hours:	0800 to 1100 Tuesday & Thursday (For Narcotics Registration Requirements and requests for RAP sheets) 0800 to 1500 Monday through Friday (For 290 Registrants Only)
Address:	1401 Broadway
Mailing Address:	SDPD Records\ Mail Station #726 P.O. Box 121431 San Diego, California 92112-1431
Fingerprints:	**As of June 17, 2005, the San Diego Police Department no longer provides fingerprinting services to the public. See INFO file under "INFO FINGERPRINTING," for agencies that still provide the service.**
Report Info:	(619) 531-2846
Report Recording	For information on getting reports by mail: (619) 531-2187 (English) (619) 531-2152 (Spanish)

Note: Clearance letters are done by the Sheriff's Department **only**. Phone: 858-974-2110

Index: Rented/Leased Property Procedure: R-03

To report thefts of rented or leased property:

- The owner must send a written demand by certified or registered mail to the lessee or renter demanding return of the property. After 20 days have passed without response an officer should be dispatched to take a report and pickup evidence.

- The same policy applies when the lessee/renter has presented identification which bears false/fictitious name or address.

Index: SDSU PD: Jurisdiction Procedure: S-01

At the request of San Diego State University Police certain streets within their range of jurisdiction have been flagged in the computer.

When these addresses are verified a message will appear in the comments field of the complaint format indicating that the address could be handled by SDSU PD. The message will read "SDSU PD 594-1991". This would allow the dispatcher to refer the call to SDSU PD.

SDPD field units should be dispatched to major events and if SDSU PD is unable to respond.

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Dispatch Division Operations Manual

Index: Security Checks for Alarm Companies — Procedure: S-03

Officers will be dispatched to perform security checks at alarm sites only when the owner or a representative is standing by and the alarm has not been activated.

- If the alarm has been activated the officers will be dispatched to respond to the alarm call.
- This is to prevent alarm companies from circumventing the Municipal Alarm Ordinance.
- This policy does not preclude dispatch to make a security check when the owner is afraid to enter the business subsequent to an alarm or thinks suspects may still be inside.

Index: Separated Travelers Procedure: S-04

Should a resident report being separated from fellow travelers, format an event including the following information:

- Type Code: INFO

.

- Location Field: Separated Travelers

With "separated travelers" typed in the location field, you can call up all the INFO cases for the day and see if anyone called about that specific traveler at a glance.

In the comments' section type the location of the calling person, the names of the separated travelers, the phone number where the caller may be reached and any other pertinent information.

Index: Shoplifter/Prisoner in Custody - 1016 Procedure: S-05

Frequently, the Dispatch Division receives calls from businesses requesting assistance with shoplifters.

When the dispatcher receives a call of a shoplifter in custody:

- Format an event and specify whether the person in custody is an adult or juvenile, the gender and number of suspects in custody.

- Evaluate for the proper priority. These events are generally a priority 2, however, the dispatcher should upgrade the priority if the suspect is combative, uncooperative or fighting with store employees.

If a resident calls to report a suspect in custody:

- Find out why they are holding the person and dispatch the event, evaluating for the proper priority depending on the circumstances.

Index: Spanish Speaker Calls: Received by Non-Bilingual Dispatchers Procedure: S-06

In order to assign responsibility/accountability for the timely handling of Spanish speaking calls received by non-bilingual dispatchers, the following procedure shall be followed:

- The dispatcher receiving the call is responsible for ensuring that the call is answered by a bilingual dispatcher as soon as possible.

- If the bilingual dispatcher is on a call other than an emergency call, they should put the RP on "Call Park" and take the Spanish speaking caller to determine whether or not an emergency situation exists.

- If there is no emergency, the Spanish speaking caller will be told that they are being placed on hold until the earlier call has been completed and the bilingual dispatcher will return to the original caller.

- Whenever possible, bilingual calls should be handled by our bilingual dispatchers. In the event there is no bilingual dispatcher available transfer the caller to a 9-1-1 Foreign Language Translator, 1-800-448-3003, notify them that a Spanish translation is needed. Remain on the line for the entire call and do not place the translator on hold. The translator will obtain the information regarding the nature of the call, the location, the reporting party's name and other pertinent information you may require.

Dispatch Division Operations Manual

Index: Stolen Vehicles	Procedure: S-07 Related Policy: DP 6.13

Vehicle owners frequently attempt to report vehicles as stolen which they have loaned to another party or entrusted to another for repair/service, when these vehicles have not been returned in a timely manner. Use the following guidelines:

- **Loaned Vehicles:** If a vehicle is loaned and five days have elapsed from the date the vehicle should have been returned, it can be considered embezzled. Refer them directly to the auto theft detective at the area station where they reside. **DO NOT** advise them to send a registered or certified letter to the suspect; there is a form letter for that purpose. In situations where the call is after hours or on the weekend ask the caller to call the area station on the next business day.

- **From Car Rental/Lease Agencies:** Car rental/lease agencies calling to report stolen vehicles should be advised to contact the auto theft detective at the area station.

- **Vehicles left for repair/service:** If a vehicle is left for repair/service and ten days have elapsed without the vehicle being returned or an agreement reached, refer them directly to the auto theft detective at the area station

- **Test Drives:** If the owner has given permission for a "test drive" and the test drive wasn't out of the ordinary (such as; allowing the party to take it for an entire day or to a mechanic, where it could be argued the test drive could involve several days), the report should be taken the day following the test drive. That would give the test driver sufficient time to report any unusual breakdown.

Before formatting a case use the following policy/procedure:

- The complainant making the report must have had legal possession of the vehicle immediately prior to the theft.

- The vehicle must have been stolen within the city limits.

  NOTE: SDPD does not take "courtesy 10851 reports." We <u>do not</u> take courtesy reports on vehicles stolen from another jurisdiction. If a resident calls to report their vehicle stolen, and it is determined that the vehicle was not stolen from within the City of San Diego limits, the caller is to be referred to the appropriate agency.

- Vehicles reported stolen from military reservations will be handled by military police.

- The complainant must be questioned as to the possibility of the vehicle being used by a friend or relative.

- If a complainant does not have the license plate or VIN, assist the person by searching the computer for any available information and dispatch.

- If necessary, the officer will place a Hold Pending on the 11-10 until the required information is received. **Do not** advise residents to call back when they have the license number.

- Check the Impound File to see if the vehicle has been impounded or repossessed.

Note: Ensure the RP understands that officers will only be dispatched to locations within the City. If they elect to go home, or they live outside the city limits and have already gone home prior to calling, format a 10851R case for the area where the theft occurred. An officer (or a report officer if available) should then be assigned to the report. If there is a situation that precludes handling the report over the phone, such as disputed ownership and/or custody of the vehicle involved, then the resident should be told to come into the city limits and call for an officer.

Calling Out of Town Vehicle Registration Owners about a possible Unreported 10851:

When a request is made by an officer to call and attempt to locate a Registered Owner of a vehicle registered out of the county the following procedure will be followed:

- If the vehicle is occupied, the dispatcher will make every effort to locate the Registered owner.
- If the vehicle is unoccupied, the dispatcher will check for local contacts in ARJIS for the Registered Owner of the vehicle. If a phone number is located, whether the number is local or not, the dispatcher will call to attempt to locate the RO.

Releasing Information

When a resident, other than the victim, calls requesting stolen vehicle information, you may give Out the name of the initiating agency and the case number. The victim information must remain confidential and cannot be released.

Stolen in Mexico

Residents calling to report an auto theft which occurred in Mexico are to be referred to the California Highway Patrol (CHP).

Recoveries

Once a case number has been assigned to a Stolen Vehicle Report, a field unit must obtain a signed Recovery Report. The following guidelines apply:

- If the victim recovers his own vehicle and calls, dispatch a unit if the vehicle is located within the City of San Diego.

- Put the case number and a complete description of the vehicle in the comments section.

- A unit recovering a stolen vehicle will advise the location of the vehicle and whether or not it is drivable.

- If the vehicle is drivable, CT02 will attempt to contact the owner. The owner must be able to respond to the location within 20 minutes. **Do not** call if the vehicle is not drivable.

- If the owner is unable or unwilling to arrive within 20 minutes, the unit will impound the vehicle. The dispatcher should then give the owner the phone number of the tow company or SDPTO, whichever is appropriate.

- If the dispatcher gets a recording machine, they should identify themselves as SDPD, give the date and time of the call. Advise them their vehicle (make and license plate number) has been recovered. Tell them they can call Police Impounds at 531-2844 to find out where the vehicle was taken.

The unit taking the Recovery Report should immediately notify the Records Division, Impound Desk, 531-2166 (PD only), of the recovery, disposition and condition of the vehicle.

Recoveries at U.S. Customs, Otay Mesa

- U.S. Customs, Otay Mesa, makes several calls during the week to report recovered stolen autos at the Customs Commercial Area.

- These vehicles are usually brought across the border from Mexico by a tow company with written Power of Attorney giving them permission to recover the vehicle.

- Format 10851RR case with all the vehicle and case information.

Police Department

- When a street is closed or opened by a police officer, the officer will immediately notify Dispatch of the location of the closure/opening and the reason. Enter or cancel an "INFO" case and advise LD01/LD02, SHOPS and Fire Department. LD01/LD02 will make the entry or deletion in the street closure file.

General Services

- When a street closure or opening is done by General Services (Shops), they will advise Dispatch of the location and the reason. The dispatcher will make an "INFO" entry or cancellation and advise LD01/LD02 for update of the street closure file.

Other Departments

- When personnel from other departments determine that a street should be closed or opened they should be referred to General Services. If an immediate hazardous situation is apparent dispatch an officer to evaluate.

Index: Suicides: 1145 Procedure: S-09

If you are talking to a person who appears to be suicidal, stay on the line and keep them talking as much as possible. Be as concerned and understanding as possible.

- Try to get information such as their name and where they are now. If they become defensive and threaten to hang up discontinue that line of questioning. Try to maintain a conversation with the caller while alerting LD01/LD02 to initiate a trace immediately. Suggest that they give you a telephone number so you can call them back if you get disconnected.

- If able to get an address dispatch immediately.

- Try to establish the following and update the case:

    - How do they intend to kill themselves?

    - Do they have any weapons accessible?

    - Are they on any medication?

    - Have they attempted suicide before?

Dispatch Division Operations Manual

Index: Sergeant Notifications — Procedure: S-10

The list below signifies many of the incident types that require field supervisor notification. This list should not be construed to be a complete list of "every" event type, and should not override the dispatcher's good judgment. When in doubt, notify the field supervisor.

- When a unit is enroute C3
- Bomb calls / Bomb threats
- Missing Senile / children of tender years / any person "at risk"
- Three or more units on a call
- Warrants / knock and talks
- Whisper / wall stops
- Hot calls (459HPs, 211s, 245s, etc.) / Crimes in progress
- 1145, 1145T calls
- 1144 calls –
    - Anything out of the ordinary (i.e. children; industrial OSHA types; young healthy adults)
- Major power outages / fires / traffic backups / sinkholes / public safety hazards
- Any priority calls holding, numerous calls holding, very old calls holding
- Sending units to other divisions (to handle calls due to major incident working; translations; FET requests, etc.) including PSOs
- Requests from "delta" units for uniformed presence and/or transports
- Violent 1016s (maximum restraints, 1016s kicking vehicle windows, etc.)
- 1016s requesting medical assistance
- Plane crashes or landings anywhere but runways (i.e. shopping center, parking lots, roadways, etc.)
- Pursuits / cover calls / OISs
- Injured officers (i.e. from falls, struggles, K9 bites, etc.)
- Any patrol accidents – 1182, 1181, 1180, etc.
- PSIs
- Any request for 1087 from outside agencies, i.e. DOJ, ICE, etc.
- Notification when no sergeants in adjacent divisions (i.e. Northwestern has no sergeant, NE sergeant notified)
- Calls involving law enforcement (our department or any other agency) i.e. 415DVs, victim of serious crimes, etc.
- Occupied stolen / felony vehicles, 1035s
- Any calls with weapons / 11-6s
- Any demonstrations, protestors
- Anything drawing Media attention
- Events with potential for MFF activation
- Any major crimes in progress
- All CAPP events; CAPP policy also states a Sgt should respond

Centralized Telephone Report Unit (CTRU): Guidelines

The following misdemeanor and felony property crimes are taken by CTRU if there is no suspect information or is so limited there is little likelihood of suspect apprehension:

- Stolen vehicles (taken during CTRU hours of 0600-2200, otherwise dispatched)
- Car prowls and car burglaries when loss is less than $10,000
- General theft (484A/488, 487 PC) when loss is less than $10,000
- Auto teller thefts (except when bank has suspect photograph)
- Vandalism (594b (3) and 594b (4) PC) when the loss is less than $10,000
- Obscene, annoying, harassing or threatening phone calls (653M (A), 653M (B) PC) where there is no threat of **immediate** bodily injury and whether the caller **is, or is not, known**

  ***NOTE:** Calls that fall under Domestic Violence criteria are to be dispatched

- All gas drive-offs, beer runs from convenience stores and shoplifting (i.e. grab and run) unless one or more of the following exists: loss valued over $950, there is identifiable suspect information where suspect is known & can be located, or there is an indication of another felony, series related, or other types of behavior requiring a dispatch per policy
- Tampering with a vehicle, and attempt auto theft
- Lost property only when the item missing either contains the owner's name, (such as a wallet or purse), or the RP has the make, model, and serial number of the missing items
- All parking meter thefts
- Lost or stolen license plates
- All false uses of another's identity (530 PC) false impersonation
- Felony dog stealing (487(E) PC)
- All property crime and lost property reports from visitors who have returned home (outside the County of San Diego) prior to reporting the loss.

- Missing persons (adults): When there is no indication of unusual or suspicious circumstances and no reasonable cause to suspect foul play. CTRU will take MP reports during the hours they are staffed. After CTRU operating hours, Dispatch Division will dispatch all Missing Adult Persons reports. (see info MP or info CTRU for detailed instructions)

- Defrauding providers of food (537 PC), if suspect has gone and there is little probability of apprehension, or there is no suspect information. CTRU will not take 537 PC cases involving hotels, motels, rooming houses, etc.

- If the missing person is determined to be "At Risk", dispatch. "At Risk" includes, but is not limited to, circumstances where evidence or indications exist that the missing person:

  - Is the possible victim of a crime or foul play

  - Is in need of medical attention or is in need of medication for a serious medical condition

  - Has no pattern of running away or disappearing

  - Is suicidal, under the care of a psychiatrist, or is mentally impaired, such as elderly with Alzheimer's disease or a person who is mentally challenged

- **Missing juveniles will not be taken by CTRU. Dispatch.**

Note: CTRU **will not** take reports of residential or commercial 459s.

CTRU are tasked with investigating and documenting a multitude of property crimes via telephone and Internet services. CTRU will be staffed from 0600 to 2200 hours, seven days a week. Although this does not cover all 24 hours of the day, with the exception of 10851 and Missing Person reports, all CTRU cases will be formatted at the time they are received. Night time callers will not be told to call back when CTRU opens. They will be told CTRU is closed for the night but a case is being formatted and the caller can expect a call as soon after 0700 as is practical, depending on the backlog that may have occurred during the night.

- 10851 and Missing Person reports will be formatted for a field unit response and sent to the appropriate "P" group between the hours of 2200 and 0600. Radio dispatchers will send a message to a field sergeant informing them the case is pending. During the hours that the respective TRUs handle 10851Rs, phone dispatchers will format a 10851R case containing all the pertinent information. After the information has been aired on all frequencies, the controlling radio dispatcher, is responsible for modifying the dispatch group from "P" to the appropriate "T" group.

- During the hours of 2200 to 0600, Dispatch will dispatch all Missing Persons reports.

- Phone dispatchers will override the "P" dispatch group with the appropriate "T" group.

- Once a case has been formatted for CTRU they are responsible for seeing that it is appropriately handled. After a case has been formatted for CTRU, should circumstances occur which would necessitate a field unit be dispatched to take the report, CTRU personnel will contact the Desk and request the case be modified. The Desk will update the case with the appropriate information and redirect the event to the appropriate “P” group.

Definition: 422 PC – Criminal Threats

- Any person who threatens to commit a crime which will result in:
  - Death, or
  - Great bodily injury
- The statement made can be:
  - Verbal, or
  - In writing, or
  - By means of electronic communication device (email, text messaging, etc.)
- Threats must be:
  1. Unequivocal (no doubt), and
  2. Unconditional (no conditions attached to the threat), and
  3. Immediate, and
  4. Specific
  - (all 4 items listed here must be true)
- The threat must be thereby cause the person to be in:
  - Sustained fear for his/her safety
  - Sustained fear for his/her family's safety

When evaluating calls that involve threats, but the above elements are NOT met, consider formatting a 415 (If both parties are still present or nearby) or as a 653M (If the threat was made over the phone or by electronic communication device).

Shoplifting

The following guidelines will be used in handling reports of petty thefts when there is suspect information.

Determine:

1. Did a theft occur?

2. What is the value of the loss (cost to store, not retail)

If the value of the loss is more than $1000, with or without suspect information, dispatch a unit.

If the RP is reporting a "Grab and Run" (shoplifting) from a convenience store or similar store and the value of the loss is $100 or less:

- If there is sufficient suspect information format All Units broadcast. Emphasis should be placed on whether or not the reporting party, victim, etc., can identify the suspect(s).

- If the victim has sufficient suspect information for an officer to recognize and apprehend the suspect and the petty theft just occurred, format a TRU case, priority 2, but send it to the "P" group for an all units. After the all units is broadcast the radio dispatcher will change the priority, document the all units on the case and change it to the "T" group.

- The case should contain suspect description, suspect vehicle description, if any, time element, direction of travel, loss and a notation that the report will be taken by TRU.

Thefts from Garages, Laundry Rooms, Storage Sheds

Unless the caller has sufficient suspect/witness information, thefts of under $1,000 which occur in unlocked garages, laundry rooms or storage sheds will not be dispatched as 459's.

A TRU case will be formatted for a 488/487 report.

If the garage, laundry room or storage shed was reported to have been locked, a unit will be dispatched for a report.

Index: Till Tap Procedure: T-04

When a suspect grabs money from a cash register or cash drawer and runs from the store the crime is referred to as a "Till Tap".

The term "Till Tap" can only be used if the suspect action **did not include** the use of fear or force. The type code assigned to a Till Tap will depend on the value of the loss.

Use the following policy and procedure on till tap cases:

- Normally a till tap loss from a convenience store (or a similar business) will justify a type code of 488 rather than a 487.
- If the loss is unknown it will be a 488.
- If the victim has sufficient suspect information for an officer to recognize and apprehend the suspect **and** if the Till Tap **just occurred**, a case should be formatted as a 488, priority 2. If the information is known, the format will contain suspect description, suspect vehicle description, the loss, time element and direction of travel.
- If the Till Tap occurred 5 to 10 minutes prior to the call from the victim and the victim has suspect information, format a case for the report. Radio should all units the information until a report unit is assigned.
- If the suspect information is so limited there is little likelihood of suspect apprehension or the time element is greater than 10 minutes, a TRU case will be formatted.

Index: Toll Free Telephone Numbers Procedure: T-05

Anyone with an 858 area code can use the following toll free number (858) 484-3154 or (858) 755-0355 for non-emergency calls to the San Diego Police Department.

With the exception of scooters and motorcycles, Automotive Maintenance Division does not provide vehicle tow service. When a tow is needed for other police equipment use the pre-arranged service per contract 284486.

Anytime a tow for police equipment is requested, the following information is essential and **Must** be provided:

- Vehicle equipment number
- Location of equipment
- Operator name
- Nature of problem
- Time of request

The following facility is available for towing three-wheelers or scooters:

- **Central Garage (Redacted – record exempt) 0600 to 2300 hours - 7 days a week**
    - Has a flat bed and trailer

The following facility is available for towing motorcycles:

- **Eastern Garage (Redacted – record exempt) 0600 to 1400 hours - 7 days a week**
  After these hours call a contract tow

Private vehicles used in crimes will not normally be taken to a police garage. Each request to do so must be authorized by the Watch Commander.

The majority of tows are requested by patrol units via MPS.

- Exceptions:
  - An owner or driver of a vehicle may request a specific towing agency such as AAA, etc.
  - On private tows from the freeway, call CHP and relay all pertinent information.
- Guidelines are:
  - A twenty-minute response time is allowed on non-emergency tows.
  - The Tow Mask must be filled out completely. Licensing uses this information for enforcement procedures and tow compliance surveys.
  - When officers need numerous tows (street cleaning, resurfacing, flush coating, etc.), determine whether "Tilt Bed Trucks", also called "Rollaways", can be used. These trucks can haul two or three vehicles at a time.
  - Vehicles parked in excess of 72 hours normally should not be impounded during the hours of 2000 and 0700 daily, unless there is a hazardous or other emergency situation. If not, an Advised case "72HR" should be formatted.

Index: Tracing Calls Procedure: T-08

On occasion it is necessary to trace an incoming call. Because we have several incoming trunk lines the procedure is simplified by use of the following:

- Phone Dispatcher
    - Notify LD01/LD02 or a supervisor for approval for a trace.
    - Keep the calling party on the line.
- LD01/LD02
    - Identify the trunk number from the VESTA Line Status Window.
    - Telephone the emergency **(Redacted – record exempt)**. Identify the department, our main number (531-2000), our equipment ACD model number and the phone number corresponding with the trunk number.

(See INFO PHONE TRACE)

- Miscellaneous:
    - If the call is incomplete and we have only a phone number and we are unable to obtain an address by other means:
    - Notify the dispatcher
    - Call telephone security at **(Redacted – record exempt)** and request an emergency address check, explaining to the operator the nature of the emergency (ask the operator to call back as soon as possible)
    - Complete an "Emergency Telephone Form" and place in the envelope in the file box behind CT02 / CT03.
- Obtain necessary information from ALI VIEWER.

Index: Traffic Collision Investigation Procedure: T-09

The following policy is in effect:

- Officers shall investigate all collisions involving death, injury, hit and run, drinking drivers or any felony traffic offense.

- All collisions involving damage to San Diego City vehicles, owned or leased, or City property, will be investigated and documented.

- Collisions which occur within the City limits involving vehicles of other governmental agencies will be investigated upon request. Collisions involving San Diego Transit System buses are not classified as City Equipment collisions. However, City of San Diego Paramedic Units **are** classified as City Equipment collisions.

Make every effort to determine the type of collision over the telephone in order to dispatch only the necessary units. When in doubt as to possible injury dispatchers should dispatch an officer to evaluate.

Officers may be dispatched to assist at non-injury traffic collisions for clearing road hazards and handling traffic control as necessary. They will preserve the peace and initiate the exchange of information between involved parties. Collision investigations will not be made in these instances. Non-injury accidents are no longer investigated as of March 2, 1991.

Traffic Units will be assigned to: Serious injury, fatal and felony collisions and collisions involving vehicles owned by the Federal, State, County or City Governments. The Watch Commander and a traffic sergeant will also be notified.

Involving Bicycles

All accidents involving a bicycle and any other object, including a moving or parked auto, pedestrian or another bicycle, which occur on the roadway or paved shoulder of the roadway will be investigated and reported as a traffic collision. This will include bicycle accidents involving a solo bicyclist or bicycle accident on the sidewalk resulting in an injury that requires medical treatment.

Involving City Employees

When a City employee is involved in a collision in a private vehicle while on City business an officer shall be dispatched whether or not there are injuries. Dispatch in accordance with the policies related to accidents involving City vehicles.

Index: Transfer Calls Procedure: T-10

If a phone call must be transferred to another department, division, agency, etc., advise the person to remain on the line and tell them where and why (if appropriate) you are transferring them, e.g., "Stay on the line while I transfer you to the California Highway Patrol." Most callers do not understand our transfer procedure. If they hang up or do not make the necessary connection it is important that they know who they should call.

- When making a transfer, advise the person who answers that they are receiving a transfer call from San Diego Police Dispatch, give your name and, if possible, the name of the caller and the reason for the transfer, e.g., "This is San Diego Police Dispatch, Dispatcher Smith, with a transfer call from Mary Jones about a signal light out."

- The San Diego Police Dispatch Center is the Public Safety Answering Point (PSAP) for the City of San Diego. With this in mind, do not transfer 9-1-1 calls to 619-531-2000, this ties up trunk lines and can prevent other emergency calls from reaching our PSAP. Advise the caller that their problem/situation is not of an emergency nature and give them the non-emergency line, 619-531-2000. Terminate the call as soon as possible.

- Do not screen calls for Fire or Paramedic services. If the calling party describes a situation that requires Fire or Paramedic services, transfer the caller to the appropriate agency and:

  - Stay on the line until contact is established between the Fire dispatcher and the calling party, and then release the call.
  - If the situation also requires a police response, stay on the line and begin formatting an event while the Fire dispatcher obtains basic Fire/Paramedic information.
  - Begin questioning the calling party when the Fire dispatcher concludes their questioning.

  If you release the call to the Fire dispatcher and it is determined that the situation also requires a police response, the Fire dispatcher should transfer the calling party back to Police Dispatch.

- In the event there are injuries reported during a "Hot Call" the Lead Dispatcher at LD01/LD02 will advise Paramedics.

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Index: Transporting for Other Agencies: 1148 Procedure: T-12

The San Diego Police Department will transport children to Polinsky Center for the following agencies:

- Public Health (RP is usually a nurse)
- County Welfare (DPW workers)
- Board of Education (children centers)

These agencies have a list of emergency numbers to call and when their attempts fail they are instructed to call the Police Department for assistance.

Dispatch Division Operations Manual

Index: Unlisted Phone Subscriber Information Procedure: U-01

Interpretation of federal legislation by Pacific Bell attorneys stipulates that they will no longer provide us with subscriber information without proper legal process, i.e. a warrant or court order. The **one exception** is if we certify that there is an **imminent threat to life or property.** In only those cases, Pacific Bell will provide information on a **call back** basis, on the condition that the agency provides written verification of the nature of the necessity within one week of the request.

All requests for unlisted phone subscriber information must be based on a factual representation of the life threatening circumstances.

When unlisted phone subscriber information is sought in other than life threatening situations approval to call the telephone company must be obtained from the Duty Deputy District Attorney.

If, in accordance with the above criteria, it should become necessary to obtain unlisted phone subscriber information use one of the following procedures:

- Select the manual option on the ALI Viewer screen. Enter the phone number (including area code) and click on "OK".

- Contact the Pacific Telephone special agent at **(Redacted – record exempt)** to get the name and address information necessary to format an event. Give the special agent the Dispatch Supervisor's name for call back as our supervisors are the only department employees authorized to receive unlisted phone subscriber information.

Once the subscriber information is obtained you must:

- Complete an "Emergency Telephone Form" and place it in the envelope located by CT02 in the file box. The envelope is pre-addressed and will be mailed each Monday.

- The Staff Supervisor will ensure there is a new addressed envelope in place before the filled one is mailed.

Index: Updating Formatted Cases: Procedure — Procedure: U-02

When updating a case do the following:

- Determine if the update is vital or for information only.
- If the information is urgent or non-urgent, such as suspect description, weapon information, direction of travel, etc., update the information using the "M" command (miscellaneous comments). For example: "M 1234, “RP called re delay". This will automatically forward the update to the radio dispatcher's screen.
- Should you need to change any of the main fields such as type, priority or location, there are two procedures, both of which send messages to the radio dispatcher.
- To change main fields and supplement the case at the same time, select “update” option on CAD. Update the information you would like to change and add comments to event. Hit the F9 key to accept changes. **Note:** If the event is in update status, nothing can be done to the event. Make sure to update and accept the changes as quickly as possible.

Reminder: If a type code is changed, it will automatically assign the appropriate priority.

Index: Utility Problems: Who to Notify — Procedure: U-03

Electric Poles:

- Pole number is required. Notify SDG&E via the direct line at LD01 or LD02 or by dialing **(Redacted – record exempt)**.

Fire Hydrants:

- Normal working hours **(Redacted – record exempt)**. After working hours notify City Shops at **(Redacted – record exempt)** and the Fire Department at 974-9706. For vandalism to a fire hydrant call **(Redacted – record exempt)**.

Natural Gas Leaks:

- Broken mains, etc., notify SDG&E via the direct line at LD02 or LD01 or call **(Redacted – record exempt)** which can also be used for all emergencies. The Fire Department should also be notified.

Signal Lights:

- If on State property, notify CALTRANS, **(Redacted – record exempt)**.
- If on City streets, during normal working hours **(Redacted – record exempt).** Other than normal working hours, City Shops, **(Redacted – record exempt)**.

Stop Signs:

- City Shops, **(Redacted – record exempt)**.

Street Lights: (Ornamental & Overhead)

- Handled by Traffic Signal/Street Light Maintenance located at Chollas Operation Station. During weekday working hours call Street Division Dispatch at **(Redacted – record exempt)** for traffic signal or street light related traffic. For weekend and nighttime services call Station 38 at **(Redacted – record exempt)** (PD only).

Telephone Poles:

- Obtain pole number and whether metal or wooden pole. Notify Pacific Telephone, 9-611.

Water Leaks:

- City Property - notify City Shops, **(Redacted – record exempt).**
- Private Property - notify property owner or manager.

Storm Drains:

- If drain backed up notify City Shops, **(Redacted – record exempt)**.

- If storm drain cover is missing notify City Shops, **(Redacted – record exempt)**.

Manhole Covers:

- If cover missing notify City Shops, **(Redacted – record exempt).**

Dispatch Division Operations Manual

Index: Vacation House Checks | Procedure: V-01

RSVP Administration has taken over the responsibility for handling Vacation House Checks.

Dispatch personnel will no longer accept requests for Vacation House Checks.

Dispatchers are to refer all of these requests to the appropriate area command front counter. There are **NO EXCEPTIONS**.

When information is received regarding the **early return** to a vacation house, again have them notify the appropriate area station.

Dispatch Division Operations Manual

Index: Vehicle VIN Verification | Procedure: V-02

San Diego Police Department no longer provides the verification of vehicle identification numbers (VIN) at the area stations. This is now exclusively handled by the California Highway Patrol (CHP). Refer callers requesting this service to CHP VIN Verification line #858-293-6000.

If callers have been directed by the DMV to obtain a VIN Verification and have the required forms, they can email CHP at CHP645VIN@CHP.CA.GOV for an appointment. The body of the email should include the registered owner's first name, last name, phone number, address the vehicle will be registered to, year and model of the vehicle.

Dispatch Division Operations Manual

Index: Verification of Employment | Procedure: V-03

Do **not** verify the employment of Department personnel over the telephone.

Our Department personnel rosters are **confidential** and information from the roster is **no**t to be furnished to the caller.

Advise callers to call the Human Resources Division at 531-2126, 0800 - 1700, Monday through Friday.

Index: Veterans Hospital Procedure: V-04

Veterans Hospital has its own security. SDPD will respond to calls for assistance and for prisoner transportation under the following conditions:

- If the prisoner is a Federal prisoner and the Marshals are unable to handle the transportation.

- If the prisoner has been arrested for a State offense the hospital authority holds the person for us and we make the arrest and transport.

Dispatch Division Operations Manual

Index: Walk-a-Ways: From Private Institutions Procedure: W-01

Officers will be dispatched on walk-a-ways from private institutions but unless the person requires an emergency detention under Section 5150 of the Welfare and Institutions Code they will not transport the person involuntarily.

- There is no authority for the Police Department to deliver or return patients to any facilities except CMH or for officers to apprehend a mental patient whose condition does not meet the requirements of Section 5150.

Dispatch Division Operations Manual

Index: Warrant Abstract Procedures Procedure: W-02

The San Diego County Sheriff's Office procedure for delivering electronically transmitted warrant abstracts to a printer located in the Police Headquarters facility is:

- The officer in the field will detain the suspect and request confirmation of the warrant status through Dispatch or via land line to the Sheriff's Office.

- Once a warrant has been confirmed the Sheriff's Office will remove the warrant from its active files and will transmit the abstract. The officer must specify one of the following destinations:

  - The Watch Commander's Office. The majority of abstracts will be sent here. Printer destination code is **(Redacted – record exempt).**

  - Records/Teletype. Printer destination code "**(Redacted – record exempt),**when the Watch Commander's
    printer is down.

  - Las Colinas. Abstracts for female prisoners will be sent to the Watch Commander's Office for pickup before the 1148 to Las Colinas or the Sheriff's Office will hold a warrant if the officer is going directly to Las Colinas. The officer calls them from Las Colinas and they will send the abstract there.

  - The Sheriff's Office. To be used if the Headquarters' printers are not operational or if the officer has a specific need to pick it up there.

- Records/Teletype and the Watch Commander's Office will notify the Dispatch Division when their printers are not operational so that Dispatch can direct the officers to pick up abstracts at the Sheriff's Office.

- Once an abstract has been sent by the Sheriff, the officer must do one of the following:
  1. Fill out a "Warrant Reactivation Form" available in the Watch Commander's office
  2. Issue the subject a new court date
  3. Book the subject in city jail.

- Sheriff's warrant check, **(Redacted – record exempt)**. Printer destination code **(Redacted – record exempt)**

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Dispatch Division Operations Manual

Index: Warrants (NCIC/CLETS)	Procedure: W-04 Related Policy: DP 4.06

Overview

Officers may arrest an individual when an active warrant is known to exist for that person. For NCIC or CLETS warrants, the officer shall call the jurisdiction issuing the warrant to confirm that they will extradite the subject for the warrant. When advised by a dispatcher that a subject has an NCIC "hit" and the offense is a felony the officer with the subject may detain him/her per 1551.1 PC.

Procedure

Local, Out of County & Out of State Warrants

Inquiry shall run the subject the officer has detained.

If there is a "hit", Inquiry will advise the officer the subject is **(Deleted – records of security)**.

The officer will advise Code 4 or request a cover unit. Dispatch a cover unit immediately if no response is received.

Advise the officer of the originating agency and their telephone number as shown on the NCIC "hit." It is the responsibility of the officer to confirm the warrant, the agreement to extradite and to request an abstract be sent to the San Diego Police Department, **(Redacted – record exempt).**

The officer/unit will transport the prisoner to the Watch Commander's office, call the originating agency to confirm the warrant and have the abstract sent to Teletype or the Watch Commander's Office.

Juvenile-Traffic Warrants

Juvenile traffic warrants are filed in the San Diego County Sheriff's Department computer system. Copies of these warrants are stored at Juvenile Hall. Verification can be made by calling Juvenile Records at **(Redacted – record exempt)**.

This is a confidential code word and is for law enforcement use only.

Dispatch Division Operations Manual

Index: Wall Stops	Procedure: W-05 Related Policy: DP 3.13

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