

**San Diego Police Department  
Communications Division**



**Operations Manual**

Revised August 2019

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## **Communications Division Vision, Values, And Mission Statement**

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### **Vision**

We are committed to working together within the department in a problem-solving partnership with community, government agencies, private groups and individuals to fight crime and improve the quality of life for the people of San Diego.

### **Values**

- **Valuing People**
  - We will treat each other and the public with respect.
- **Diversity**
  - We appreciate one another's differences and recognize that our unique skills, knowledge, abilities and background bring strength to the division.
- **Ethics**
  - We will demonstrate integrity and honor in all our actions.
- **Loyalty**
  - We will be loyal to the community, the department and its members, and to our profession.
- **Public Services**
  - We will educate the community on the utilization of 9-1-1 and we will reduce our administrative answer speed to better serve the public.
- **Problem Oriented Policing**
  - We will become active participants with officers and community groups in a problem-solving partnership.
- **Open Communication**
  - We will listen to one another's opinions and concerns.
- **Fairness**
  - We will base our decisions on common sense, and will be balanced, moral, legal and without personal favoritism.

### **Mission**

To provide the highest quality of courteous service to the officers and residents of San Diego. We will contribute to the safety and security of officers and the public by providing a well-trained staff that meets the officers and residents expectations of professionalism, sensitivity and effectiveness. We will ensure staff is mentally and physically competent and confident in their skills and equipment.

# Communications Division Operations Manual

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# Communications Division Operations Manual

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Index: Annual Vacation

Policy: 1.0

Related Policy: DP 1.18, CP 14.0, 17.0

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## Vacation List

Each year four (4) vacation lists are organized by the Communications Staff Supervisor to determine Annual Leave time off for all employees in the Division:

1. Police 9-1-1 Dispatcher I/II
2. Police Dispatcher
3. Police Lead Dispatcher
4. Police Dispatch Supervisor

Annual Leave requests are submitted by seniority within each classification. Dispatchers may only sign up for the number of weeks they are entitled too based on their length of service with the City of San Diego. Length of service for the purpose of Annual Leave selection is established on January 1<sup>st</sup> of the Annual Leave calendar year.

Annual Leave is determined as follows:

- 0 years through 5 years                      3 weeks
- 6 years through 15 years                      4 weeks
- 16 years and over                              5 weeks

## Selection Process

In order for a dispatcher to participate in the Annual Vacation selection process, he/she must complete all training for their specific classification. For Police 9-1-1 Dispatcher I/II, this includes CT02/CT03 training. All employees who have completed training in their classification will have the opportunity to sign up for a vacation slot.

To begin the process, the Staff Supervisor issues a memo advising that the first round of vacation requests are due for the first group of dispatchers in each classification. A list of employees, a due date and time are included in this memo. Example: "Group 1-Round 1 Vacation Requests are due Wednesday, October 6 at 0600 hrs." Each dispatcher in the selected group must turn in a Vacation Request form advising which week or weeks they are selecting. A dispatcher may request all of his/her leave in one group of consecutive weeks; no less than one week and no more than five weeks. If all of the entitled leave is not used as a first choice, the additional weeks are requested after the first round has been completed. The Staff Supervisor will update the Annual Vacation Schedule list at the end of each round and make this available to all employees for future requests. This selection process continues for each round of requests until every employee has had the opportunity to complete all their time allotted requests for annual leave.

An employee who misses a round or fails to meet a round's deadline may submit their delayed request at any time along with the round that is currently active. The employee should clearly note on the request form that their selection is for a previous round. Delayed requests will be added to the schedule prior to the currently active round.

After the vacation lists are finalized, should a vacation slot be vacated due to an employee transfer or resignation, a dispatcher in the same classification may request that week or weeks off in exchange for their other vacation time they have scheduled. These requests are handled on a "first-come, first-served basis." Because the staffing schedules are completed several months in advance, these requests must be made to the Staff Supervisor at least eight (8) weeks prior to the start of the vacation date.

The exception to this is if the vacation week vacated includes a "Premium Holiday."

Premium Holidays are defined as:

- Independence Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day

If one of these weeks becomes available, the slot shall not be re-assigned to another dispatcher.

### **Annual Leave Trades**

Annual Leave trades may be approved as long as the following restrictions are met:

- Only Annual Leave trades between dispatchers in the same classification may be submitted, e.g., Phone to Phone, Lead to Lead, Radio to Radio and Supervisor to Supervisor.
- These requests must be made to the Staff Supervisor at least eight (8) weeks prior to the start of the vacation date.

### **Annual Leave Extensions**

With the exception of Premium Holidays, a one (1) day automatic extension of Annual Leave should be granted to anyone who submits their request at least eight (8) weeks ahead of the start of their vacation date. Any other requests for Annual Leave extensions must be submitted via Schedule Express and may be approved if staffing permits, or in the case of requests for Compensatory Time off, when another employee signs up to work overtime.

## Communications Division Operations Manual

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Index: Breaks - Rest Periods

Policy: 2.0

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The City of San Diego and the MEA jointly recognize that regular, authorized rest periods are beneficial both to employees personally and to the productivity of the organization.

Management encourages rest periods for employees within the limits of the policy outlined below:

- Dispatchers who work a 10-hour workday are entitled to three 15-minute rest periods and one 30-minute meal break.
- Employees working less than an 8-hour work day shall also be given rest periods near the end of each consecutive two hours worked, including overtime, except in situations where public safety, public health or emergencies exist.
- Employees must work more than six (6) hours in order to have a 30-minute meal break.

Since the purpose of granting the privilege of rest periods is to give relief from mental and/or physical fatigue, and consequently, to improve productivity, the following practices shall not be allowed:

- "Saving" rest period time to justify extended lunch hours or shortened work days.
- Accumulating rest period time from day to day.
- Applying rest period time to compensatory or other time off, or in the consideration or computations concerned with overtime compensation.

**All portions of this document are deemed by the San Diego Police Department to be records of security procedures and are exempt from disclosure under the California Public Records Act (CPRA) by Section 6254(f) of the California Government Code.**

# Communications Division Operations Manual

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Index: Communications Appearance

Policy: 4.0

Related Policy: DP 5.10

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## Overview

Members of the Department, while on duty, shall at all times be neat and clean. Clothes shall be clean and members shall dress in a manner that is in keeping with good taste, judgment and moderation. Members shall present a professional appearance at all times in dress and grooming.

## Guidelines

- All Communications employees shall maintain a professional appearance through appropriate attire reflecting the specific requirements of his/her job duties.
- All employees shall dress in clean clothing, free of tears and holes.
- Each employee shall maintain an inoffensive level of personal hygiene.
- Each employee shall wear all required safety equipment.
- Shorts, midriff tops, see-through clothing, flip-flops and short skirts (above mid-thigh) are inappropriate and shall not be worn.
- Employees may not wear any article of clothing that bears a sexually suggestive word or profane symbol.

Exceptions to these guidelines include the following or similar circumstances:

- Uniformed Personnel.
- Special occasions designated by the Department Director or designee.
- Employees relocating offices or performing other atypical or unusual job duties.



# Communications Division Operations Manual

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Index: Defective Equipment

Policy: 6.0

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## **Reporting Defective Equipment**

Any equipment that malfunctions must be reported promptly to a supervisor or lead dispatcher.

Do not attempt to make repairs or adjustments to equipment.

Report all problems to LD01/LD02 who will then log the problem and notify the appropriate person. Problems may include, but are not limited to: radio equipment and consoles, problems with CAD or Vesta.

## **Headsets, Keyboards, Lights**

Malfunctioning headsets should be immediately reported to a supervisor or lead dispatcher who will, whenever possible, issue a replacement headset. Tag the malfunctioning headset to be turned over to the staff supervisor for repair.

Keyboards and lamps should be immediately reported to a supervisor or lead dispatcher who will tag the equipment or remove it.

## Communications Division Operations Manual

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Index: Delays

Policy: 5.0

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When the Lead Dispatcher at LD01/LD02 notifies the Phone Room to "Advise Long Delays" on specific talkgroups, dispatchers formatting events for those talkgroups should advise the reporting party of the probable delay. Enter D/A (delay advised) or PDA (probable delay advised) as the first entry in the comments of the event.

When a lower priority event is formatted, advise the caller that a long delay is probable and that the first available officer will be assigned. Tell the RP that, "A callback will be made if, after three (3) hours an officer has not been dispatched. This will be the only callback made."

If an RP calls back inquiring about the delay, or if upon a three (3) hour callback the RP insists on a more tangible time frame, assess the waiting calls for service. Explain if it has been an extremely busy shift or if there is a major event working that would indicate that many units will be out of service for a long time. This will give the RP some sense of what is happening and how that may further delay their call.

If the RP is not satisfied with your answer, a supervisor or lead can call them back to further clarify the delay.

Dispatchers working the Night shifts will follow this procedure:

- Each night between 2100 and 2200 hours, when the number of unassigned calls on a talkgroup indicates a delayed response to a call, CT03 will initiate callbacks on report calls to advise of further delay. The RP will also be told that there is a probability they will not be contacted by an officer until sometime after midnight. If they desire the option of calling another time when it is more convenient they may do so. Otherwise we will dispatch as soon as an officer is available and call to wake them when the officer is at their door.
- Callbacks will not routinely be made after midnight just to inform them that the call has not been assigned and that there will be an additional delay.

# Communications Division Operations Manual

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Index: Communications Administrator Duties

Procedure: 7.0

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## Job Description, Duties and Responsibilities

### Police Dispatch Administrator

A Police Dispatch Administrator's duties and responsibilities include:

- Receiving emergency 9-1-1 and non-emergency requests for police, fire and emergency medical services. These calls include both landline and cellular telephone calls.
- Overall administrative and operational responsibility for the division.
- Drafting and updating of administrative policy and procedures.
- Responses to outside agencies, other city departments or other units within the Police Department concerning administrative policy or procedure.
- Preparation of annual budget requests and documentation.
- Administer the Job Share and Language Line programs.
- Check and approve monthly phone bills.
- Coordinate the ordering of supplies.
- Maintain a liaison with outside agencies and with other Police Department units.
- Oversee the training functions for the division.
- In-Service Training.
- Training program for new employees and newly promoted personnel.
- Coordination of assignments to the dispatch academy.
- Direct supervision of Communications supervisors.
- Assume duties of the Program Manager in his/her absence.
- Overall responsibility for the daily operation of the Communications Division.
- Drafts and updates Divisional policy and procedures.

- Investigates, responds or assigns complaints or route slips concerning Divisional personnel or procedure.
- Review any discipline involving Divisional personnel or procedure.
- Responsible for keeping the Emergency Resource Center in a state of readiness, including equipment supplies and other requirements as necessary.
- Oversees Strategic Management for the Division.
- Monthly Statistical reports.
- Direct supervision over tape research and clerical personnel
  - Directing activities, monitoring performance and preparing evaluations
  - Functional supervision over operational personnel
- Facilitating and assisting in the hiring process
  - Coordinating with City and SDPD Personnel to keep hiring lists current.
  - Coordinating with Backgrounds, Medical and Personnel Units to expedite the screening process.
  - Conducting interviews along with an administrator or supervisor.
  - Handling new employee orientation, assigns locker and dispatch numbers and related paperwork.

# Communications Division Operations Manual

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Index: Dispatcher Duties

Policy: 8.0

Related Policy: DP 9.20

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The Communications Division can be the first contact a City of San Diego resident or visitor will have with the San Diego Police Department. Keeping the importance of this in mind, dispatchers shall be courteous to the public. They shall be tactful in the performance of their duties, shall control their tempers, exercise the utmost patience and discretion, and shall not engage in argumentative discussion even in the face of extreme provocation. Dispatchers shall not use coarse, profane, violent or insolent language. Additionally, they shall not use derogatory gestures or make derogatory comments about or express any prejudice concerning race, religion, politics, national origin, gender, sexual orientation, or similar personal characteristics.

Several studies have determined that 95% of all police work performed by a department's patrol force is first received, screened and disseminated by dispatchers in the Communications Division. The San Diego Police Department receives approximately 1.3 million telephone calls each year. Over 500,000 of those calls are from residents who dial 9-1-1. Of the total number of calls received, approximately 30% result in the dispatch of at least one patrol officer. The remaining requests are either handled by the dispatcher, or referred to other divisions, departments, and government or civilian agencies.

## **Job Description, Duties and Responsibilities**

### Police 9-1-1 Dispatcher I & II

Under general supervision, a Police 9-1-1 Dispatcher's job description, duties and responsibilities include, but are not limited to:

- Receiving emergency 9-1-1 and non-emergency requests for police, fire and emergency medical services. These calls include both landline and cellular telephone calls.
- Transferring emergency 9-1-1 calls to the appropriate agency or department.
- Interviewing callers and gaining sufficient information in order to determine if police assistance is needed.
- Eliciting essential event information from callers, such as name, address or location, phone number and a brief description of the event.
- Using a computer-aided dispatch (CAD) system to format requests for police response, evaluating the priority and number of units to assign, as necessary, in accordance with established policies and procedures.

- Receiving various special requests from field units via a Mobile for Public Safety (MPS) and providing pertinent data. These requests include warrant and DMV (license/registration) checks, criminal history and tow requests.
- Working shift work, including weekends and holidays, in a 24-hour facility.
- Referring non-emergency callers to other agencies, departments or divisions as needed.
- Utilizing technology such as computers, telephones, fax machines, mapping and other communication equipment.
- Utilizing information from a variety of computer systems, including CAD, NCIC, DOJ, ARJIS, ESUN, Parking Ticket System and SDLAW.
- Maintaining the security and confidentiality of information encountered in the performance of assigned duties.
- Assisting in providing on-the-job training for dispatchers, submitting progress reports and evaluations on trainees.
- Taking Missing Persons when necessary.
- If trained and when assigned, working the Inquiry Talkgroup I and Inquiry Talkgroup II, receiving and processing various special requests from other dispatchers as well as field units. These requests are transmitted by radio and computer. Requests can be time sensitive and may include warrant and DMV (license/registration) checks, criminal history, tow requests, NCIC and ARJIS inquiries.

#### Police Dispatcher

Under general supervision, a Police Dispatcher's job description, duties and responsibilities include, but are not limited to:

- Operating a Computer-Aided Dispatch (CAD) system to monitor an assigned talkgroup frequency; dispatching, coordinating and updating emergency field units by radio voice communications and by Mobile for Public Safety (MPS).
- Determining the relative priority, number and type of police units required to respond to each event.
- Prioritizing radio transmissions and MPS traffic.
- Efficiently and effectively operating all talkgroups as assigned.
- Maintaining and recording accurate documentation of events and accurate location information of all personnel assigned to the talkgroup.

- Notifying by phone or radio, other agencies and departments in order to coordinate police activities.
- Working the Inquiry Talkgroup, receiving and processing various special requests from other dispatchers as well as field units. These requests are transmitted by radio and computer. Requests can be time sensitive and may include warrant and DMV (license/registration) checks, criminal history, tow requests, NCIC and ARJIS inquiries.
- Working shift work, including weekends and holidays, in a 24-hour facility.
- Updating event information with suspect and other pertinent information, airing this when necessary.
- Utilizing technology such as computers, telephones, fax machines, mapping and other communication equipment.
- Maintaining the security and confidentiality of information encountered in the performance of assigned duties.

### **Remaining at Consoles**

Except for scheduled breaks or to conduct job-related tasks that necessitate leaving the work station, dispatchers shall remain at their positions during their watch. Dispatchers who must leave their station for other than job-related reasons shall advise a Lead Dispatcher. Job-Related tasks include: obtaining forms for reports, soliciting advice from a Lead or Supervisor, checking department email, completing timecards, etc.

### **Recreational Activities**

All dispatchers, other than those employees in training and Communication Training Officers (CTOs) actively training may read books, magazines and newspapers at the radio and phone work stations. Hand-held electronic games, crafts, such as cross-stitch and crochet, PDA's and laptop computers are also allowed. Dispatchers are encouraged to use good judgment when engaging in any of these activities. It is imperative that every dispatcher is ready to answer phone calls and radio transmissions immediately. There should be no delay in responding to these requests or inquires. The approved recreational activities are permitted during periods of inactivity. All non-work-related activities and reading material shall be put aside immediately when a dispatcher receives a phone call or radio transmission. Any activity that involves the use of liquids (such as those used in crafts, glue, nail polish and other liquids) is prohibited.

# Communications Division Operations Manual

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Index: Lead Dispatcher Duties

Policy: 9.0

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## Job Description, Duties and Responsibilities

### Police Lead Dispatcher

A Police Lead Dispatcher's duties and responsibilities include:

- Monitoring calls for service and status screen.
- Answering incoming phone lines.
- Preparing weekly schedules assuring all positions are staffed.
- Completing the daily schedule for the oncoming watch assuring adequate staffing.
- Coordinating hot calls.
- Notifying the Watch Commander, Communications supervisor and other divisions and agencies when appropriate.
- Making appropriate notifications for the following: Medical Examiner, hospitals for special exams, serious injury accidents and CRISIS Intervention.
- Monitoring and coordinate 3SI, LOJACK and MFF activations
- Maintaining the logs and info files for:
  - Major event
  - Pursuit Log
  - TAC Log
  - Sigalert
  - Special Situation Entries
- Maintaining files for entries such as vicious dogs, enforcement letters, Tarasoff decisions, Capp House warnings, etc.
- Tracking entries and refer out of date entries to patrol
- Handling procedural questions from dispatchers
- Notifying supervisor of any equipment problems or failures
- Handling phone inquiries from the public and schedule tours of the unit upon request



Leads and supervisors working position LD01 or LD02 are discouraged from making calls to a suspect when requested to do so by field personnel. They are to advise field personnel to attempt to handle these phone calls from the scene/command post.

# Communications Division Operations Manual

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Index: Staff Supervisor Duties

Policy: 10.0

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## Job Description, Duties and Responsibilities

### Staff Supervisor

A Staff Supervisor's duties and responsibilities include but are not limited to:

Handling shift change for all personnel.

- Adjusting staffing requirements to ensure sufficient coverage.
- Collecting requests, assigning personnel and settling disputes for shift change according to the applicable system (seniority or point/bump).
- Maintaining seniority lists, points for radio dispatchers, job-share positions for staffing purposes and processing all personnel action requests.

Keeping track of light duty personnel.

- Coordinating with Medical Assistance
- Keeping track of work restrictions on light duty personnel
- Updating status reports with prognosis and estimated date for return.

Report writing

- Disciplinary report.
- Monthly or upon request Tracks CPT for the division.
- Responds to other law enforcement agencies or resident inquiries.
- Shift differential report to Fiscal. Each shift change.
- Update personnel on procedural or policy changes that affect the division's operation.
- Update status of personnel and equipment.
- Representative on committees which could affect our operation or require our input.
- Inventory equipment assigned to the unit.
- Complete the annual vacation schedule for the division.
- Assist supervisors by obtaining information not available to them or not accessible because of their working hours.
- Assist PDA's with information gathering, statistical reports or other projects.

# Communications Division Operations Manual

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Index: Duties – Watch Supervisor

Procedure: 11.0

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## Job Description, Duties and Responsibilities

### Police Dispatch Supervisor

A Police Dispatch Supervisor's duties and responsibilities include:

- Direct supervisory responsibilities for dispatchers on their watch - monitor performance
- Prepare evaluations
- Evaluate and maintain staffing levels
- Recognize commendable performance
- Encourage employees to career advance by participating in the Recruiting, Training or Mentoring programs, the Advisory board or Speakers Bureau
- Receive, evaluate and approve/deny requests for time off or trades
- Conduct investigations of resident's complaints and other investigations as required
- Daily safety inspection of the Communications facility
- Verify and approve employee time cards
- Monthly audits of CAD/MPS messaging
- Monitor trainees on their watch
- Responsible for the daily schedule for the oncoming watch, assuring sufficient coverage
- Responsible for staffing of LD01/LD02 with a lead or competent dispatcher
- Responsible for the appearance of the dispatch center and ensuring that all equipment is in working order, or that the appropriate repair has been requested
- Obtain necessary treatment for injured employees and prepare required paperwork
- Notify Management of major events

- Initiate callout of off-duty personnel
- Coordinate major events i.e., 1199
- Conduct daily briefing for oncoming shift

## Communications Division Operations Manual

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Index: Eating at Consoles

Policy: 12.0

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Food is allowed in the work area of the Communications Center; however, the food must not prevent or delay the employee from quickly and efficiently attending to their duties as assigned. Be reasonable in food selections. All food must be covered while the employee is not actively eating or away from the console.

- Seeds and/or nuts in the shell are not allowed on the dispatch floor.
- Consoles must be kept neat and clean. No leftover food, crumbs, utensils, bags, etc. should be left at the consoles at the end of the shift. All employees must clean their work areas before leaving.
- Food-trash, such as Styrofoam containers, paper and plastic bags, condiment and yogurt containers and banana peels must be discarded in the trashcans in the kitchen-lounge area, not at the consoles.
- All liquids brought into the Communications Center must have a non-spill/anti-spill lid. Extreme care should be used to prevent liquids from getting in the keyboard area. If this occurs, notify a Supervisor or Lead Dispatcher immediately.

### **Lounge and Kitchen Area**

It is the responsibility of all employees to monitor the use of the kitchen and lounge areas and to make certain these areas are kept clean. Your assistance and cooperation is necessary to ensure the continuation of a comfortable work and rest area.

- All food placed in the refrigerator should be clearly marked with a current date and the name of the employee. The refrigerator space is limited, therefore, food may be stored for one shift only, i.e., 0530-1530 HRS.
- Do not store opened or unopened cans/bottles of soda in refrigerator.
- Do not leave dirty dishes and trash in the sink or surrounding areas.
- Place cafeteria trays in elevator area for pickup.
- Do not place empty soda cans on the window ledge.
- Smoking is not permitted in the Communications Center.

## Communications Division Operations Manual

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Policy: 13.0

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# Communications Division Operations Manual

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Index: Holiday Staffing (Lottery)

Procedure: 14.0

Related Policy: CP 1.0

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## Overview

After minimum staffing has been determined, a Holiday Lottery drawing **may** be conducted for a partial or full day off on the Premium Holidays. Personnel must be off probation to be eligible for this drawing.

Premium Holidays are defined as:

- Independence Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day

## Procedure

All requests for Premium Holiday days off must be submitted via Schedule Express, using the code "Holiday Lottery." These requests can only be submitted during the shift in which the holiday occurs. When the Staff Supervisor advises the date leave requests can be submitted, Holiday Lottery requests and all other leave requests are turned in at that time. A due date for these requests will be determined by the Staff Supervisor. All Holiday Lottery requests received by the due date are printed and placed in a basket. These requests are drawn one by one to determine the employee's lottery seniority number. Employees will be notified if/when approval for their time off request is made. Employees who volunteer to work overtime on the holiday are signing up for the overtime hours and not for a particular employee. When the overtime slot is covered, the next "Holiday Lottery" request will be granted.

Lead Dispatchers and Supervisors are also eligible to submit Holiday Lottery requests. The same process is used to approve these requests.

**NOTE:** Annual Leave Extensions will not be granted automatically on any of the Premium Holidays.

# Communications Division Operations Manual

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Index: Hours of Duty

Policy: 15.0

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## Shift Hours

- Days            0530 – 1530 Hours
- Late Days      1000 – 2000 Hours
- Swings          1500 – 0100 Hours
- Nights          1945 – 0545 Hours

## Overview

Briefings are the first 15 minutes of the shift and are a mandatory part of the workday. The workday is a straight ten (10) hours, which includes a paid line-up (briefing) and lunch break.

Tardiness may result in disciplinary action. Refer to Tardiness-Reporting for Duty Policy (28.0). When it is apparent that an employee will be late for work that employee must make every attempt to personally notify the Lead Dispatcher by calling the desk.

Employees must report illness to a supervisor in order to be excused from work. You must call in “two” hours prior to line-up so adjustments can be made to cover your absence. If you become Ill while working you must contact a supervisor to be excused from the remainder of your shift and a Leave Slip must be filled out and signed by that supervisor.

NOTE: Lead Dispatchers are NOT to accept Leave Slips and should direct these employees to the on-duty Supervisor.



## Communications Division Operations Manual

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Index:

Policy: 16.0

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# Communications Division Operations Manual

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Index: Leave Use

Policy: 17.0

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## **Leave Balance**

You may only use leave which has already been credited to your account. You may not use leave in the same pay period in which it was earned. Your current available leave balances are printed on your most recent pay stub. Check your pay stub before requesting leave and ensure that your request does not exceed the number of hours listed on the pay stub.

## **Proper Account**

You must request leave from the proper account. Ensure that you have adequate time in the correct account. Unless there are mitigating circumstances, a Daily Time Sheet Correction Notice will not be sent to Payroll if you have asked for leave time from one account, but submit a leave request using another leave account. If you do not have enough time in the proper account, this may result in your being listed as "Red A" (leave without pay) for the time in question.

## **Leave Without Pay**

### **Red A:**

This is approved leave without pay. Leave that is approved when there is no time in leave accounts will be listed as "Red A." If an employee requests unpaid leave of absence for a scheduled reason, such as planned surgery or a family emergency, the request must be pre-approved. If the employee requests unpaid leave for an unscheduled absence, such as an illness, the standards used for requests for paid leave in such circumstances shall apply.

### **Red K:**

This is unapproved leave without pay. If the employee has not received approval for an absence, either before or after the instance, the leave shall be considered as "Red K" time. Excessive use of sick leave when there is no leave time available is **NOT** cause for a "Red K" listing. Leave abuse, such as false claims of illness, or failure to submit a required doctor's verification of illness, will be considered "Red K" time.

## **Disciplinary Action**

Unauthorized use of leave without pay (Red K) will normally result in disciplinary action. Instances in which a doctor's verification of illness is required but has not been submitted may also be considered a failure to obey a direct order.

# Communications Division Operations Manual

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Index: Message File Inspections

Procedure: 18.0

Related Policy: DP 1.25, DP 2.14, AR 90.62

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## Overview

All uses of Department computer equipment, telephone and voice mail systems, electronic systems, and electronic data, including e-mail and the Internet, are limited to work-related purposes only. Use of e-mail and the Internet is provided as a means of efficient and effective communications, as a tool to obtain specific data pertinent to Department business, and for other purposes that benefit the Department.

Electronic mail messages or attachments, containing any derogatory or suggestive materials based on a person's race, color, sex, religion, national origin, age, marital status, ancestry, medical condition, pregnancy, disability, or sexual orientation may be considered harassment under Department Procedure 5.03, Equal Employment Opportunity. Members must not create or forward externally-provided electronic mail messages, which contain these materials, except as necessary in the performance of duty.

## Definition

E-mail - the electronic transfer of information typically in the form of electronic messages, memoranda, and attached documents from a sender to one or more recipients via an intermediary telecommunication service. Computer Aided Dispatch (CAD) messages are considered a form of e-mail.

## Inspections/MPS–Message Audit

Although the Department requires message audits to be conducted on a bi-monthly basis, Communications supervisors will conduct message audits every month. Each supervisor will randomly check "To Messages" and electronic mail messages, utilizing the SMS command for each dispatcher they supervise. All communications deemed to be inappropriate will be addressed. At the conclusion of each audit, supervisors will be required to submit an inspection report to the appropriate Police Dispatch Administrator. The report must contain the names of the employees assigned to them during the shift, the date of the inspection, whether or not a discrepancy was found and the corrective action taken.

# Communications Division Operations Manual

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Index: Mandatory

Procedure: 19.0

Related Policy: DP 1.20/DP 9.04/CP 19.5

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## Background

Due to the emergency nature of the services provided by the San Diego Police Department and in order to ensure the safety of the City's residents, it is critical that minimum staffing needs are met in the Communications Division. Overtime is authorized to "prevent the interruption of a necessary public service." If staffing levels decline and overtime needs are not met using Communications Procedure 19.5, Overtime: Voluntary, it may be necessary to enforce a Mandatory Overtime procedure. The Communications Program Manager must authorize the use of this procedure. Mandatory Overtime is not meant to be a solution to general staffing needs, but instead a procedure used for emergency or critical staffing requirements. Its purpose is to fulfill immediate staffing levels and ensure the safety of the residents of the city. This procedure shall apply to all Police 9-1-1 Dispatchers I and II, Police Dispatchers, Lead Dispatchers and Police Dispatch Supervisors. The division recognizes the hardship prolonged use of this procedure may cause the employee and their families. As soon as Mandatory Overtime is not needed, the Communications Captain shall resume normal staffing operations.

## Guidelines for Mandatory Overtime

In the event Mandatory Overtime is authorized, each employee shall select a 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> choice of day off on which Mandatory Overtime may be given. Half-time employees or those who job share will be mandated individually and may select any one of their regularly scheduled days off or any day in which they are not scheduled to work.

This selection process will repeat at each shift change where Mandatory Overtime is authorized. Requests are due one week after shift change is posted or, if authorized during a shift, at a date determined by the Staff Supervisor. It is each employee's responsibility to turn in a day off selection request if they will be absent during this process. Failure to turn in a request by the due date will result in the assignment of a mandatory day off.

The Scheduling Leads and Scheduling Supervisor (also referred to as Schedulers) shall determine the Mandatory Overtime assignment day for each employee by order of seniority within each classification. The employee's first request will be honored whenever possible. Additionally, the Schedulers shall assign and track all associated overtime.

No dispatcher or supervisor can be mandated to work out of class, e.g., no Lead Dispatcher can be mandated to work as a Police Dispatcher and no Police 9-1-1 Dispatcher II can be mandated to work Inquiry I/Inquiry II or as a Lead Dispatcher, even if both dispatchers are trained for these duties. However, either of these dispatchers can voluntarily elect to be mandated for these assignments. Because answering telephone calls is part of their duties, a Police Dispatcher may

be mandated for that assignment. Likewise, a Police Dispatch Supervisor may be mandated to work a Lead Dispatcher assignment.

### **Mandatory Overtime Procedures**

Minimum staffing numbers are determined and predefined for all watches. Schedulers will use these numbers when determining how much overtime is required. Staffing Overtime needs for each classification will be posted one to eight (1-8) weeks prior to the overtime date. Refer to Communications Procedure 19.5, Paid Overtime, for the sign up procedure for Staffing Overtime. Dispatchers who voluntarily sign up for Staffing Overtime will be given credit as though it were assigned to them on a mandatory basis. Any other Voluntary Overtime, e.g., signing up to work behind an employee requesting Compensatory Time off (T.O.), does not count as a Mandatory Overtime assignment.

Employees may be assigned Mandatory Overtime on a rotating basis, beginning with the least senior dispatcher on each shift. As an employee is assigned overtime they will rotate to the bottom of the list.

Example: Employee A has Tuesday, Wednesday and Thursday as days off. Employee A selects Tuesday as their choice of day off in which Mandatory Overtime may be given. Staffing Overtime has been posted on Tuesday but has not been filled. Employee A is the next employee on the shift with Tuesday as their Mandatory Overtime selection day and due to be assigned. Employee A will be assigned the overtime. If additional overtime is required on the same day and shift(s), the next person in the rotation may be assigned. Employee A rotates to the bottom of the list.

In order to determine an equitable rotation schedule, the Schedulers will maintain a list for each shift. The following will be considered when assigning mandatory overtime:

1. Dispatchers assigned mandatory overtime for less than a full ten (10) hour shift
2. The total number of voluntary hours worked for Staffing Overtime
3. The number of slots available on the employee's mandated overtime day

Employees on regularly scheduled annual leave are exempt from Mandatory Overtime until they return from leave.

Trades between employees are allowed and must follow the established trade procedure. Employees who want to give up their Mandatory Overtime assignment may fill out an Overtime Substitution Form.

After minimum staffing is filled, requests for Compensatory Time off will be allowed on a voluntary sign up basis only.

As stated in Communications Procedure 19.5, Overtime: Voluntary, “A dispatcher on light duty status, with any type of restriction, is not authorized to work overtime.” Documentation of these restrictions must be provided to the Staff Supervisor.

Employees who request to be exempt from Mandatory Overtime due to a hardship will be considered on a case-by-case basis and must contact their assigned supervisor. Only highly unusual situations will qualify for exemption. Exemptions will only be granted by the Communications Captain or designee.

### **Vacation and Compensatory Time Off Requests**

All scheduled annual leave requests will be honored. T.O. requests for beginning of shift (BOS) or end of shift (EOS) will be evaluated individually within each shift and classification. (E.g. Police 9-1-1 Dispatcher IIs are evaluated independent of Police Dispatchers.)

T.O. requests for BOS or EOS may be given under the normal circumstances, if workload and/or staffing permits.

If a request for BOS or EOS time off request is received, the Schedulers will give first consideration to the waiting request list, if any, and second to any Mandatory Overtime.

This procedure may be amended as needed.

# Communications Division Operations Manual

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Index: Voluntary

Procedure: 19.5

Related Policy: DP 1.20/DP 9.04/CP 19.0

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## Background

The San Diego Police Department recognizes that a need for overtime work frequently arises during the day-to-day operation of the Department. The Personnel Manual states that overtime is authorized under specifically defined “emergency” conditions. This is generally to “prevent the interruption of a necessary public service.” This overtime procedure applies to all dispatch classifications within the Communications Division.

## Definitions

- A. Overtime - There are three (3) types of overtime available to Communications Personnel on a voluntary basis; Staffing Overtime, Urgent Overtime and Emergency Overtime.
1. Staffing      Posted one to eight (1-8) weeks prior to the overtime date, this overtime is used for general staffing needs such as backfilling scheduled vacation requests and compensatory leave requests
  2. Urgent        Posted no more than one (1) week and no less than 48 hours prior to the overtime date, this overtime is used for staffing needs such as 1186 assignments, scheduled or unscheduled sick leave
  3. Emergency    Overtime needed within 48 hours or less
- B. Hours Posted - Overtime hours (overtime slots) are posted for the number of hours necessary to fulfill staffing obligations:
1. Full Slot      The total number of hours posted
  2. Partial Slot    Any number of hours less than the total number of hours posted

## Staffing Overtime

Staffing Overtime is overtime that is used for general staffing shortages. Normally, all Staffing Overtime is posted on Thursdays at 0800 hours. The following guidelines will be followed for Staffing Overtime assignments.

1. Once overtime is posted, a 24-hour waiting period is reserved for half-time and part-time employees (non-premium paid employees) to sign up for overtime. After the 24-hour waiting period (at 0800 hours on the following day) all full-time employees (premium paid employees) may sign up for overtime.

2. During the first 72 hours after overtime is posted:
  - a. Employees may not sign up for overtime outside of their own classification
  - b. A half-time or part-time employee may bump a full-time employee
  - c. No employee volunteering for a full slot (the total number of overtime hours posted) can be bumped by an employee volunteering for a partial slot (any part of the total number of overtime posted)
3. Once 72 hours has passed from the date the overtime was posted, anyone who volunteers for the overtime assignment should consider it logged. The dispatcher, no matter the classification, cannot be bumped.

### **Urgent Overtime**

Urgent Overtime is overtime that must be filled within 1 week. The need for this overtime can arise from a staffing shortage due to 1186 assignments, scheduled or unscheduled sick leave. This overtime is on a first come-first served basis. As soon as the overtime is posted, any dispatcher, regardless of classification, can volunteer for it and should consider it logged.

### **Emergency Overtime**

Emergency Overtime is overtime that must be covered within 48 hours, such as a staffing shortage caused by an employee calling in sick. This overtime is on a first-come, first-served basis. When the Lead Dispatcher or Supervisor has determined the need for Emergency Overtime, a page is sent to the specific overtime group where the overtime is needed. For example, "Radio Overtime is needed today, 2/5/10, 1530-2000 hours. If you would like to volunteer for this overtime, call the Lead Desk." The first dispatcher, regardless of classification, who volunteers for this overtime is logged.

### **Guidelines For All Overtime**

1. If a dispatcher volunteers for posted overtime and there are less than 72 hours between the volunteer date and the overtime assignment date, a Lead Dispatcher must be notified immediately to ensure the overtime is logged.
2. Other than for Emergency Overtime, any dispatcher volunteering for overtime outside of their classification must advise a Lead Dispatcher immediately, otherwise the overtime will not be logged in the proper classification.
3. A dispatcher who volunteers for posted overtime is signing up for the overtime not a specific assignment.



Example: A Police Dispatcher signs up for Inquiry overtime; due to unscheduled leave, a primary talk group is not covered. If necessary, the Police Dispatcher may be assigned to the primary. The same holds true for a Police 9-1-1 Dispatcher who signs up for Inquiry. If phones are understaffed and radio is fully staffed, the Police 9-1-1 Dispatcher may be bumped and moved into his/her primary assignment.

4. A dispatcher on light duty status, with any type of restriction, is not authorized to work overtime. Documentation of these restrictions must be provided to the Staff Supervisor.

### **Consecutive Hours and Time Off Between Shifts**

At no time shall an employee sign up to work more than 16 consecutive hours or more than 16 total hours in a 24-hour period. Additionally, there must be an eight (8) hour rest period following a shift of ten (10) or more hours.

However, to ensure the safety of the City's residents, to prevent the interruption of public service or in the event of an immediate threat to life or property, exceptions to this policy may be authorized by the Communications Captain.

This procedure may be amended as needed.

# Communications Division Operations Manual

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Index: Payroll – Labor Cards

Procedure: 20.0

Related Policy: DP 1.18

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## Background

To ensure employees receive the compensation to which they are entitled, and to ensure the expeditious processing of payrolls, the following procedures have been adopted.

## Labor Cards

1. Each employee must complete and submit a labor card for each pay period using the on-line SAP Human Capital Management payroll system, known as OneSD.
2. Each labor card must be reviewed and certified as correct by both the employee and the supervisor. The supervisor must approve and post the labor card in SAP.
3. Employees are responsible at all times to submit their own labor cards. If they are scheduled to be on leave, they are responsible for prospectively entering their time for future pay-periods. If they are on unscheduled leave for longer than one pay-period (sick/injured), they must notify the payroll unit to make arrangements to have their labor card completed.

## Leave Slips

1. It is the employee's responsibility to accurately complete a leave slip for any incident in which an employee is not at work during scheduled work hours. All leave slips must be approved by the employee's supervisor:
  - Annual Leave
  - Compensatory Leave
  - Mandatory Furlough
  - Voluntary Furlough
  - FMLA
  - Floating Holiday
  - ALWOP- Absence without pay
2. Each employee must ensure that they have sufficient leave time for the absences they are recording. In most cases the OneSD payroll system will not allow an employee to take leave time they have not accrued. The most current leave balance can be found on the payroll statement.

## Overtime

1. It is the employee's responsibility to properly indicate the overtime earned and how they wish to be compensated.

2. Overtime compensation will be processed only when accompanied by the "Overtime Authorization Request" PD-621 (Rev. 2/10) that has been reviewed and signed by the appropriate supervisor.
3. Employees shall ensure that the Overtime Authorization Request is marked with the appropriate Internal Order Number or Receiving Orders (12004397/11001542) and an explanation of the reason for the Overtime (Staffing/OT behind Sally Jones.) All overtime must be reviewed and approved by a supervisor.
4. Once the Overtime Authorization Request form is approved, the employee should place the white copy in the timecard rack, submit the yellow copy to the Communications Payroll Liaison and retain the pink copy for their records.
5. Overtime slips received by the payroll clerk after the due date/time will not be accepted. A letter from your Commanding Officer justifying the late submission of the overtime slip is required.

## Communications Division Operations Manual

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Index: Personal Calls

Procedure: 21.0

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No personal telephone calls will be made or received from any lead, radio or telephone console. Personal phone calls tend to distract the employee's attention from their primary purpose, to respond to radio traffic and/or calls from the public. Employees should also be mindful of the fact that lead, radio and telephone consoles phones lines are recorded lines subject to court subpoena.

The use of personal cellular phones to make and/or receive 'voice communication' calls is not allowed on the dispatch floor. Additionally, the use of cellular earpieces including those with Bluetooth technology must not be worn while working on the dispatch floor. (The Dispatch floor is the work area bounded by the inner hallway door of the phone room to the inner hallway door of the radio room.) Employees should set pagers and cell phones in the vibrate/silent mode when working. If an employee is notified of a personal emergency requiring their immediate attention, that employee will contact a supervisor or lead to arrange coverage. Every effort will be made to allow the employee to make a phone call of an emergency nature in a timely manner.

Non-emergency calls will be made during the employee's break or lunchtime.

Calls from the phones in the locker area shall be kept to a maximum of five minutes. No calls to 4-1-1 will be made from these phones. Long distance or toll calls should not be made from these phones unless charged to the employee's home phone number or phone card.

## Communications Division Operations Manual

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Index: Radio Relief

Procedure: 22.5

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The Radio Relief position is used to give Police Dispatchers breaks and lunches during their workday. Dispatchers who are assigned to Radio Relief will adhere to the break schedule and will advise the Lead Dispatcher if they are falling behind on breaks.

The Radio Relief dispatcher will not swap or trade breaks with another dispatcher if it means delaying an employee's break or lunch. Dispatchers will not trade or swap talkgroups unless it is an exact exchange, meaning a 1330 break for a 1330 break.

# Communications Division Operations Manual

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Index: Seniority

Procedure: 23.0

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Seniority within the Communications Division is governed by the City of San Diego's Personnel Department and the Municipal Employee Association's Memorandum of Understanding (MOU). Several factors are used to determine a dispatcher's seniority including hire date and time in classification. Each time the employee's classification changes, either because of a promotion or demotion, the employee's seniority date also changes. According to MOU article 17.3, seniority is defined as "the longest continuous service in the class in the department." If two or more employees have the same length of service in the same classification, the seniority will be determined by City service time.

<u>Classification</u>	<u>Seniority Date</u>
Hired as a full time Dispatcher I, II or Police Dispatcher	Communications Hire Date
Dispatcher II (Hired as Police Dispatcher but demotes)	Demotion Date
Police Dispatcher (Career Advance from Dispatcher II)	Career Advance Date
Lead Dispatcher	Promotion date
Supervisor	Promotion date

## Special Circumstances

A dispatcher who is classified as a Police 9-1-1 Dispatcher II for at least 6 months, promotes to a Police Dispatcher, but then fails training or decides to demote to a Dispatcher II, shall have their original Communications hire date as their seniority date.

## Retention of Seniority

According to the Personnel Department, if an employee takes an approved leave of absence, the employee will retain his/her seniority rights as long as:

- The employee returns to work immediately upon termination of the approved leave of absence; and
- The employee has not accepted a position as a dispatcher in another city department, such as City Shops or the San Diego Fire Department.

## Communications Division Operations Manual

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Index: Shift Assignment

Procedure: 24.0

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When probationary dispatchers complete the formal training program and are qualified to work on their own, the training supervisor shall assess the staffing needs of each watch and assign the trainee to the watch with the most critical staffing shortage.

- Once the trainee is assigned to a watch, the watch supervisor shall determine the trainee's days off based on the staffing needs.
- Staffing needs of the watch at the time the trainee completes the formal training program shall be the sole criterion for their days off assignment. Seniority, days off or watch assignment of other dispatchers is not criterion and days off "Bumping" shall not take place.

# Communications Division Operations Manual

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Index: Shift Change

Procedure: 25.0

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## **Police 9-1-1 Dispatchers**

Dispatchers in this classification are given their choice of available slots, according to their seniority within the classification.

- There are four shifts:
  1. Early Days
  2. Late Days
  3. Swings
  4. Nights

## **Police Dispatchers**

Dispatchers in this classification are given their choice of available slots, according to their seniority within the classification.

- There are four shifts:
  1. Early Days
  2. Late Days
  3. Swings
  4. Nights

## **Shift Change Procedure for Police 9-1-1 Dispatchers and Police Dispatchers**

Each employee gets a turn, based on seniority, to complete a shift bid in the Schedule Express automated scheduling system. Employees will be notified of their turn to bid, by Schedule Express via Outlook email, as well as in person or by CAD message by the Staff Supervisor or designee.

If an employee's turn to bid comes up when the employee is on a day off, the employee must complete the bid for shift no later than mid-shift on his or her first day back to work. If an employee's turn to bid comes up during the employee's work day, he or she must bid for shift prior to the end of his or her work day.

If an employee fails to submit a bid within these established time periods, the employee will miss his or her turn. If the employee contacts the Staff Supervisor or designee about the missed turn while the bid process is still underway, then the employee will be offered whatever slots are remaining at that time.

If the employee fails to submit a bid, misses his or her turn, and fails to contact the Staff Supervisor or designee, then the employee will be assigned at the end of the shift bid process.



If an employee will be on vacation at any time during the shift bid process, the employee must email his or her shift bid requests to the Staff Supervisor or designee prior to leaving for vacation; failure to do so will result in the employee being assigned a shift.

For both Police 9-1-1 Dispatcher and Police Dispatcher classifications, if an employee does not have a Swing or Night Watch slot available through the shift bidding process, the employee may ask the Staff Supervisor or designee to administratively assign the employee to Swings or Nights in order to maintain their shift differential pay. Alternatively, employees may also elect to voluntarily give up their eligibility for shift differential pay, by remaining on a day watch if, via the shift bidding process, there is a day watch slot available for the employee.

### **Lead Dispatchers and Supervisors**

Lead Dispatchers and Supervisors are given their choice of available shifts, according to their seniority within the classification. Lead Dispatchers and Supervisors bid for their choice of days off using a Point system (described below).

- There are three shifts:
  1. Early Days
  2. Swings
  3. Nights

### **Shift Change Procedure for Lead Dispatchers and Supervisors**

Lead Dispatchers and Supervisors must submit their shift and day off requests via Outlook email to the Staff Supervisor or designee. This email submission must be made on or before the specified due date and time. If a Lead Dispatcher or Supervisor fails to submit a request by the due date and time, the employee will be assigned a shift and days off according to staffing shortages and needs.

- Leads and Supervisors are given points established according to order of day off selection.
  - Lead Dispatchers and Supervisors will receive four points once their probationary periods are completed. To receive points, the probationary period must be completed prior to shift change materials being released.
  - If a shift contains three slots, then of the three employees assigned that shift, the employee with the most points selects their days off first and will be awarded one point. The employee with the second highest number of points selects their days off second, and is awarded two points, and so forth.
  - The points for each of the three preceding shifts are added together and that total is divided by three. This quotient is the number of points provided to each Lead Dispatcher and Supervisor to use in the current shift change process.
  - Ties are broken by seniority in classification. If two or more employees have the same Date of Rank, the tie will be broken by seniority in the Division. If two or more employees have the same Date of Rank and

Division Date of Hire, ties will be broken by City Date of Hire.

For Lead Dispatchers and Police Dispatch Supervisors, if an employee does not have a swing or night shift slot available through the shift bidding process, this may cause the most junior Lead Dispatcher or Supervisor requesting Swings or Nights to be bumped to a day shift in order to allow a more senior Lead Dispatcher or Supervisor to maintain their shift differential pay and ensure adequate staffing throughout all shifts. Alternatively, employees may also elect to voluntarily give up their eligibility for shift differential pay, by remaining on a day watch shift if, via the shift bidding process, there is day watch slot available for the employee.

**Participation**

To participate in the shift bid process, employees must be able to work a full ten hours in their classification.

- Employees who have medical-related work restrictions, but are able to work a full ten-hour day in Communications, may participate in the shift bid process.
- Employees with “light duty” restrictions who are not currently working in Communications Division at the time shift change materials are released will not participate in the shift bid process.
- Management has authority to evaluate specific circumstances of individual employees and make any reasonable modifications to the process set forth here, as required by law or City policy.

# Communications Division Operations Manual

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Index: Sit-Along Program

Procedure: 26.0

Related Policy: DP 6.15

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## Background

The Sit-Along Program serves a variety of purposes:

1. It enables citizens to get a first-hand look at the Communications Division and to better understand the role of the dispatcher;
2. It increases the opportunity for more effective problem solving; and,
3. It enhances mutual understanding and cooperation and leads to an improved police/community relationship

## Procedures

- All requests for sit-alongs should be directed to the Communications Division Recruiter who is the Sit-Along Coordinator for the Communications Division.
- The recruiter will obtain the interested party's name, address, phone number and date of birth and fill out a "Waiver of Claims for Damages and Covenant Not to Sue" form.
- The Sit-Along Coordinator will conduct a background check of the requestor to ensure there is no criminal history that would cause safety concerns (e.g., priors for 243 PC, 245 PC, or other major violations.) This includes family and friends of Communications employees. The coordinator will also research the sit-along database to ensure that the citizen has not been on a sit-along within the last year.
- The sit-along coordinator will contact the interested party within two weeks to arrange or deny a sit-along depending on the results of the records check. While arranging the sit-along, residents should be informed that they may be listed as a witness to any privileged information they hear and that this may result in their being subpoenaed to court.
- The sit-along coordinator will maintain a log of all sit-along requests.

## Requirements

- Participants must be eighteen years of age or older and have some form of valid identification  
**Exceptions:** The age requirement may be waived for juveniles of high school age at the discretion of the Staff Supervisor.

- Participants must live, work or go to school in the City of San Diego.  
**Exceptions:** Job applicants
- Participants are limited to one sit-along per year consisting of ten (10) hours or less. The Staff Supervisor or a Police Dispatch Administrator must authorize requests for additional sit-alongs.  
**Exceptions:** Job applicants
- All participants should read and must sign the "Waiver of Claims" form before starting their sit-along.

VIPS and small groups, such as Citizen Review Board (CRB) members, who tour Communications and only sit for a short period (not to exceed thirty minutes) are exempt from the sit-along requirements.

## Communications Division Operations Manual

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Index: Tape (Audio) Research Requests

Procedure: 27.0

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All audio research requests must be approved by a supervisor.

- Audio research requests from outside the Department (except subpoenas) must be approved by the Communications Captain or a Communications Administrator.
- When a CD or WAV file is prepared for the Chief, Assistant Chief(s), or other employee(s) working in conjunction with the Chief's office, an additional copy of the recording and event will be prepared and forwarded to the Communication Administration Office. This will enable Administration to evaluate the recording and be prepared to reply to any and all questions that may arise from the event, such as dispatch policy and procedure, and adherence to same.

## Communications Division Operations Manual

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Index: Tardiness – Reporting for Duty

Procedure: 28.0

Related Policy: DP 9.17

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Members shall report for duty at the time and place required by assignment or orders and shall be physically and mentally fit to perform their duties. Every member is expected to report for work on time unless the absence is pre-approved.

Supervisors shall use the following guidelines for employees who report late for duty:

- Employees who are late for work are not entitled to pay. Employees will be carried annual leave, compensatory time or Red K for the amount of work missed. How the time will be carried is at the discretion of the supervisor and the circumstances of the tardiness. An employee who notifies a Communications supervisor in advance that he/she will be late may be authorized to use leave time depending on the circumstances. Time will not be docked for instances of five minutes or less.
- A leave slip will not be necessary for instances of five minutes or less.
- An employee who reports late for duty without receiving prior authorization must sign a late slip, which will be placed in their divisional file. This process will enable supervisors to more appropriately track instances of tardiness.
- Instances of tardiness may be cause for disciplinary action. This action is evaluated based on past performance, the reasons for being late, the length of lateness and other pertinent factors.
- If an employee is required to report for duty at a time other than a scheduled line up time, it is the responsibility of the employee to check in with the on duty Supervisor or if unavailable the Lead Dispatcher at LD01/LD02 for their assignment. The Supervisor or Lead Dispatcher will check off the employee's arrival time on the schedule.

# Communications Division Operations Manual

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Index: Time Change (Biannual)

Policy: 29.0

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Two hours after midnight, the clocks are moved forward in the Spring and back in the Fall. The adage is "Spring forward and Fall back."

## **Spring Ahead**

## **Fall Back**

Dispatchers working through the 0200 hour may be required to work eleven (11) hours, the last hour at premium pay, to ensure that the facility remains staffed.

## Communications Division Operations Manual

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Index: Time Off

Policy: 30.0

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Dispatchers may request advanced time off only to the amount available to them on the books. For example, if you sign up for five (5) 10-hour T.O.'s and you have only 16 hours on the books, your request will be denied.

- It will be the individual's responsibility to know how much time is available. This information is printed on the bottom portion of the paycheck stub.
- Time off requests for an upcoming shift may not be submitted until the staffing assignments for the shift have been posted. Requests may not be approved or denied, until the number of dispatchers who will be on scheduled annual leave during the period requested is known.



# Communications Division Operations Manual

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Index: Trades

Procedure: 31.0

Related Policy: MEA MOU Article 49/E

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## Overview

MEA MOU; Article 49, in effect since July 1, 2012, states, “Employees in classifications which call for work to be performed seven (7) days per week may exchange days off with employees of the same classification” under certain conditions. Generally, dispatchers are required to work the shift and days off they earned during the shift selection process. Due to a special occasion or hardship case, trading days off or shift hours may greatly benefit the employee. All trade approvals are at the discretion of the employee’s supervisor.

## Exchange of Days Off or Shift Hours Between Employees

- A. In compliance with Article 49, the following rules shall apply to all trades:
1. Both Parties to the exchange must be willing to make the exchange and must have the approval of one of the immediate supervisors concerned.
  2. Requests for the exchange of days off shall be made in writing at least five (5) days prior to the first day of exchange. Employees must complete the green “Request for Trades of Days Off” form and submit this to their supervisor for approval.
  3. Requests for the exchange of a full or partial shift shall be made in writing at least five (5) days prior to the first day of exchange. Employees must complete the white “Request for Trade of Shifts/Partial Shifts” form and submit this to their supervisor for approval.
  4. Generally speaking, exchanges of days off will be kept within the same shift or watch.
  5. An employee must report for the exchanged days off and with the exception of illness, the employee who otherwise fails to report to work may be subject to discipline.
  6. To avoid administrative problems, exchange of days off must be made within the same workweek by both parties.
  7. Employees may only work sixteen (16) consecutive hours and no more than 80 non premium work hours in a pay period.

8. Personnel not living up to their commitments will not be allowed future participation.
9. Trades involving more than two (2) dispatchers will not be considered (i.e., no three-way trades).
10. Special occasion trades should not exceed one workweek and hardship case trades should not exceed two workweeks without the specific approval of a Police Dispatch Administrator.
11. It is the responsibility of the supervisor to ensure the trade is approved or denied in a timely manner.
  - a. The approved Trade Request Form will be given to a Lead Dispatcher who will show the trade approval in Schedule Express.
12. Since the Schedule Express system generates a message to each employee advising them of the approved trade request, it is the responsibility of the trading dispatchers to ensure that the trade has been approved before taking the time off.
13. All trades made shall reflect the actual days worked on the timecard. No attendance/absence type is required.

Rejected Excess Time Recorded

Weekly View Daily View

Week from 4/30/2011 to 5/6/2011 Go

Working Times Recorded from Saturday, April 30, 2011 to Friday, May 6, 2011.

Rec. Cctr	WBS Element	Rec. Order	Receiver fund	Receiving Func. Area	Att./abs. type	OT comp. type	Premium no.	Position	SA, 04/30	SU, 05/01	MO, 05/02	TU, 05/03	WE, 05/04	TH, 05/05	FR, 05/06
								Plan	10	10	10	10	10	10	10
								Act							
					Regular Working Time (0010)				10		10	10			10

Delete Row Save as Template Refresh

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**For Trades Involving CTOs Working with Trainees**

Pre-approved trades (i.e.; a trade arranged before the trainee was assigned) will be honored. The trainee can elect to follow the trainer on the trade. If the trainee declines, other arrangements should be made i.e.; ride along, sit along, etc.

## Communications Division Operations Manual

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Index: Visitors

Policy: 32.0

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It is in the best interest of the San Diego Police Department and the Communications Division to allow visits by officers and members of the public. Visits and tours should not interfere with our primary responsibility: providing essential public safety services. The following guidelines are set forth so that all personnel may meet our primary objectives while providing others with insight into our operation:

- A Communications Supervisor or Police Dispatch Administrator must authorize all visits to the Communications Division. Tours of the facility must generally be scheduled one week in advance. The size of a visiting group should be kept small to prevent interruptions to the dispatchers on duty.
- On-duty officers are encouraged to visit from time to time and to meet with dispatchers in order to maintain a good working rapport. Normally, these visits should not exceed 30 minutes.
- Officers and civilian visitors may take lunch breaks at the Communications lounge for periods not to exceed 30 minutes.
- FTOs with trainees should contact the Lead Dispatcher on LD01 / LD02 so that arrangements may be made for a trainee "sit-along" with phone and radio room dispatchers.
- The credentials and identification of all vendors or repair persons, unless recognized, must be verified prior to entry into the facility.
- Visitors will not be allowed in the tape research room or offices unless accompanied by a Communications Supervisor.
- The primary responsibility of Communications dispatchers is to handle calls from residents requesting police assistance and to provide support functions to sworn personnel. A visit or tour must not disrupt Communications operations or prevent dispatchers from performing their duties.
- Access to the computer room must be provided by Data Services.

# Communications Division Operations Manual

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## Operational Index

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# Communications Division Operations Manual

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Index: Abandoned Vehicles

Procedure: A-01

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## 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 incident 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](http://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](http://www.sandiego.gov/police/services/units/traffic/abandonedvehicle/inoperable.shtml)

## Communications Division Operations Manual

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Index: Adult Abuse – 368

Procedure: A-02

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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.

## Communications Division Operations Manual

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Index: Adulterated Consumable Products

Procedure: A-03

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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.

## Communications Division Operations Manual

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Index: Airing Calls

Procedure: A-04

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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.**

# Communications Division Operations Manual

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Index: Alarm Calls

Procedure: A-05

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## 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. 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....



## Communications Division Operations Manual

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Procedure: A-06

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# Communications Division Operations Manual

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Index: Alarm Calls: 211A, 459A, 1131A

Procedure: A-07

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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.

# Communications Division Operations Manual

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Index: Alert Tones: Code 10/Code 11/Code 12

Procedure: A-08

Related Policy: DP 8.05

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Alert Tones: Code 10/Code 11/Code 12 Procedure

**All portions of this document are deemed by the San Diego Police Department to be records of security procedures and are exempt from disclosure under the California Public Records Act (CPRA) by Section 6254(f) of the California Government Code.**

# Communications Division Operations Manual

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Index: ALI Viewer Address Verification

Procedure: A-09

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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.**

## Communications Division Operations Manual

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Index: All Units

Procedure: A-10

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“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.

## Communications Division Operations Manual

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Index: Ambulance Companies – Request for Assistance

Procedure: A-11

Related Policy: DP 6.20

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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.

## Communications Division Operations Manual

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Index: Animal Regulations

Procedure: A-12

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**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	General Number for issues 0800-1800 HRS, 7 days a week
Animal Related Emergencies	619-243-3466	For animal related emergencies or animal cruelty: public line M-F, 0800-1700 HRS

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.**



## Communications Division Operations Manual

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Index: Anonymous Calls

Procedure: A-13

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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**".

# Communications Division Operations Manual

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Index: Answering Telephone Calls

Procedure: A-14

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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"

## Communications Division Operations Manual

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Index: Any Unit: Use Of

Procedure: A-15

Related Policy: DP 2.01

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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.

## Communications Division Operations Manual

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Index: Assist an Invalid Call: "ASST"

Procedure: A-16

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**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.

# Communications Division Operations Manual

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Index: Bank Alarms: 211 Callbacks

Procedure: B-01

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## Communications Division Operations Manual

---

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**.

# Communications Division Operations Manual

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Index: Beach Area: Gate Closing Hours

Procedure: B-03

---

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.

# Communications Division Operations Manual

---

Index: Beach Regulations

Procedure: B-04

---

## **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.



## Communications Division Operations Manual

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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.

# Communications Division Operations Manual

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Index: Bilingual Calls

Procedure: B-06

---

## **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.

## **Translating**

Felony translation will not be done by Communications 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.

## Communications Division Operations Manual

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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.

## Communications Division Operations Manual

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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 Communications 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.

## Communications Division Operations Manual

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Index: Bomb Threats: Dispatch Policy

Procedure: B-10

Related Policy: DP 8.15

---

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# Communications Division Operations Manual

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Index: Border Events

Procedure: B-11

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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) Communications Division will make a courtesy call to the following number to notify the Tijuana Police Communication Center.

Their communications center 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.

## Communications Division Operations Manual

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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.

## Communications Division Operations Manual

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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.



# Communications Division Operations Manual

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Index: Carrying Concealed Weapons: CCW

Procedure: C-02

---

## 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, 974-2020.

# Communications Division Operations Manual

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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.

# Communications Division Operations Manual

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Index: Cellular Phones

Procedure: C-04

---

## **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.

# Communications Division Operations Manual

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Index: Check the Welfare

Procedure: C-05

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## 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.

## Communications Division Operations Manual

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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.

## Communications Division Operations Manual

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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.

# Communications Division Operations Manual

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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 Communications Callers (CCCC)**

- The type code "CCCC" will be used for chronic callers where dispatch is not needed. These cases will be formatted as "ADVISED" events.
- 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 Communications.
- When dealing with individuals who chronically call and are rude and abrasive, it is essential that we remain professional and as polite as possible. 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 with an "ADVISED" 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.

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.

## Communications Division Operations Manual

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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.



# Communications Division Operations Manual

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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

After Hours, weekends, or holidays

- Station 38

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 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

After Hours, weekends, or holidays

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

## Communications Division Operations Manual

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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.

## Communications Division Operations Manual

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Index: CLEMARS: Use Of

Procedure: C-12

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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 Communications 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.

## Communications Division Operations Manual

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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.**

# Communications Division Operations Manual

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Index: Coastal Cliff Emergencies

Procedure: C-14

---

## Communications 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.

# Communications Division Operations Manual

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Index: Code Blue

Procedure: C-15

Related Policy: DP 6.8

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## Communications Division Operations Manual

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Index: Code Seven – Dispatch Policy

Procedure: C-16

Related Policy: DP 6.14

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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.

## Communications Division Operations Manual

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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.



## Communications Division Operations Manual

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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.

# Communications Division Operations Manual

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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 name, even though you gave your name when answering the call.

Tell the complainant that a Communications 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 unit number
- Date, time and location of occurrence
- Brief synopsis of event. It is sufficient to state that the nature of the complaint is alleged to be:
  - Unnecessary force
  - Improper procedure
  - Poor service
  - Criminal conduct
  - Discourtesy, or
  - Other (specify)

Format an event using the type code “CCF.” Tell the complainant that a field supervisor will contact them to discuss their complaint as soon as possible.

Radio Dispatchers will assign the event to a Field Supervisor (or the Watch Commander if necessary). They will not route the event as a message, as a means of getting the complaint handled.

From Memo Dated 10-06-2010:

When the complaint is received in Communications, the dispatcher should format the CCF event at the location where the complaint occurred, not a generic "area sergeant" location. This ensures that the supervisor in the correct area will handle the call and is a better means of documenting both the location and beat where the complaint occurred. If the previous event number is known, add that to the CCF event, using the "m" command. Do not cross reference the two events. Also, briefly state the nature of the complaint.

Not in the memo:

Remember the location where a CCF took place may not be the area where the officer works - under those circumstances, and if there is enough information provided by the RP to determine which officer is involved direct the event to the correct P group and beat.

# Communications Division Operations Manual

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Index: Confidential Code Word

Procedure: C-20

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## Communications Division Operations Manual

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Index: Construction Noise

Procedure: C-21

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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.

# Communications Division Operations Manual

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Index: Coronado Bay Bridge Jurisdiction

Procedure: C-22

Related Policy: DP 7.11

Communications Procedure: J-01

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## 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 Communications 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.

## Communications Division Operations Manual

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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 619-557-5640.



## Communications Division Operations Manual

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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 \*\*\*

## Communications Division Operations Manual

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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.

## Communications Division Operations Manual

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Index: Crisis Intervention Callout

Procedure: C-26

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- 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.

# Communications Division Operations Manual

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Index: Curfew Ordinance

Procedure: C-27

Related Procedure: DP 3.12

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## 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.

## Communications Division Operations Manual

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Index: Deaf Phone (TTY)

Procedure: D-01

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When a TTY call is received at your position, you will hear the Baud tones from the callers' TTY device. The TTY CALL window in VESTA will automatically launch, if the caller presses the space bar from their TTY device at least four times in four seconds. Otherwise you can manually activate the TTY CALL window by clicking on the TTY button located on the VESTA Tool Bar. You may turn down the volume on your amplifier box if the tones are too loud.

Once the TTY CALL window is launched, it automatically types and sends the message, "SAN DIEGO EMER PLZ STAY ON THE LINE GA". The text of your conversation with the caller is displayed on the left hand side of the window. The callers' conversation displays in capital letters and yours in lower case. The right hand side of the window displays "canned" responses that you can send by double-clicking on the selected response. The shortcut responses are organized in subject tabs (POLICE, GREETING, 911

There are three buttons available in the TTY CALL window.

- **TTY DISABLED/ACTIVE:** This button allows you to toggle between Voice-Call mode and TTY-Call mode. While communicating (typing) to a TTY caller the button should be "ACTIVE" (green). As long as the button displays "TTY ACTIVE" you will continue to hear the Baud tones when you transmit and receive information. If you need to transfer the caller, type a message to the caller advising them to stay on the line while you complete the transfer. Click on the "TTY/ACTIVE" button. It will change to "TTY/DISABLED" (red), and allow you to transfer, then introduce the call to another agency. (NOTE: if you do not disable your TTY, your words produce garbled, random letters on the callers' TTY device, which can confuse the caller). Once you have the appropriate agency on the line and have advised them you are transferring a TTY caller, click on the "TTY/DISABLED" button, it becomes ACTIVE again. Type to the caller that \_\_\_\_\_ (i.e. paramedics) are on the line and go ahead (ga). Prior to disconnecting, you should wait and watch to see that the caller and other agency are communicating with each other in your TTY conversation window.
- **CLEAR:** This button removes all text from the TTY CALL window conversation area. You should click on this button once you have disconnected from the caller. If after the CLEAR button is used, you need to review the conversation, you may use the TDDS command on CAD to pull up the conversation. The TDDS command will allow you to look at all of the present day's conversations. To narrow the search you can type TDDS S/TIME which will give you all of the TDD calls after the requested time

- **CLOSE:** This button removes the TTY CALL window from the screen. (NOTE: Closing the TTY CALL window does NOT release the phone line on which the call came in. You must click on the READY/NOT READY button on your CALL control window to disconnect the TTY caller.

If you must place a TTY caller on hold to make another call from a “DN” line, the TTY button automatically switches to “TTY/DISABLED” (red). The TTY CALL window is not automatically reactivated when you retrieve the held call. You must activate the TTY CALL window by clicking on the TTY/DISABLED button.

If a TTY caller disconnects from the call in mid-conversation, the TTY/ACTIVE button will automatically change to TTY/DISABLED. You have 5 seconds to click on your READY/NOT READY button in the CALL CONTROL WINDOW, or you will receive the next incoming call.

If the TTY caller requires a police response, you can click back and forth from your TTY window to your CAD screen to format a case. You will be able to type on your CAD screen while still viewing the text conversation from your TTY caller.

NOTE: For new employees, or first time VESTA users: The VESTA system is automatically programmed to launch the TTY CALL window in the middle of your CAD screen. This creates a problem when trying to read the callers’ comments and typing onto CAD simultaneously. The TTY CALL window should be permanently moved to a location outside of the CAD field. Click and drag the TTY CALL window box to the area below the CAD screen. If you do not move the TTY CALL window box out of the CAD field, you cannot type onto CAD and see your TTY CALL window at the same time. If you click onto CAD, your TTY CALL window will be hidden behind your CAD mask and you CANNOT continue to see the callers’ information. To re-display your TTY CALL window, click on your TTY TOOL BAR BUTTON. You can then type on your TTY, but not onto CAD simultaneously.

(For illustrations see VESTA Agent Guide 3-41 and 3-42.)

### Abbreviations commonly used on the TDD are:

<b>ga or GA:</b>	Means go ahead. (You MUST use "ga" when you have finished talking so that the other person knows that it is their turn to type)
<b>sk or SK:</b>	Stop key. Means "I have finished this conversation with you."
<b>ga to sk, or GA TO SK:</b>	Means are you finished, do you have anything to say?
<b>U, Q and R:</b>	U means "You", Q is a question mark. R means "are" or example - R U OK Q
<b>pls or PLS:</b>	Means "please"

**do do or DO DO:** Means "What should I do?"

**sksk or SKSK:** Answer to "sk" and means "Me too, goodbye"

## Communications Division Operations Manual

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Index: Death Reports

Procedure: D-02

Related Policy: DP 6.06, 6.32, 6.30

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When Police Communications 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.

When a police officer is dispatched on a report of death, the officer should contact the Medical Examiner's Office via the Communications 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 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.



## Communications Division Operations Manual

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Index: Defrauding an Innkeeper

Procedure: D-03

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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.

# Communications Division Operations Manual

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Index: Detox (Sobering Center)

Procedure: D-04

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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.

## Communications Division Operations Manual

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

Procedure: D-05

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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.

## Communications Division Operations Manual

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Index: Disabled Parking Violations: 586H

Procedure: D-06

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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.

## Communications Division Operations Manual

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Index: Disturbance Calls

Procedure:D-07

Related Policy: DP 4.9

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### 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 incident, 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 incident #'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 incidents 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 Communications Supervisor to review and evaluate the unassigned noise/party incidents 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.

## Communications Division Operations Manual

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Index: Disturbance Calls – CAPP (College Area Party Plan)

Procedure: D-08

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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.

## Communications Division Operations Manual

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Index: Divulging Information: Concerning Possible Suspects

Procedure: D-09

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**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 curbstome line-up."



## Communications Division Operations Manual

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Index: Documents: Requests for Department Documents

Procedure: D-10

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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 Communications, or standard responses by Human Resources to **employment verification inquiries**.

## Communications Division Operations Manual

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Index: Domestic Violence: 415DV or DV

Procedure: D-11

Related Policy: DP 4.4

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### “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.

## Communications Division Operations Manual

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Index: 11-99 Procedure

Procedure: E-01

Related Policy: DP 1.13

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### **Definition**

A call for 11-99 shall be requested and broadcast **ONLY** when an officer is in immediate danger and backup assistance is urgently needed. Code 3 vehicle operation is normally limited to units assigned to the same radio talkgroup or within a reasonable distance, such as adjoining divisions.

### **Procedure**

The 11-99 shall be simulcast immediately on all talkgroups. The controlling dispatcher has the responsibility of airing the 11-99 on the talkgroup where the event is occurring. The Lead Dispatcher shall simulcast the 11-99 on all other talkgroups. This broadcast must include the event address and operational talkgroup. A Command Post location can be aired if known. During the broadcast, the Lead Dispatcher should direct units to monitor the operational talkgroup and advise their own dispatcher if they are enroute to the event. Example: "11-99 on Central, 1401 Broadway. The Command Post is located at 16<sup>th</sup> St and C St in the parkinglot. Advise your dispatcher if you are enroute. Monitor Central Dispatch I, but remain off this air unless you have urgent traffic." (Repeat) Update the incident per normal procedures. Police Dispatchers will dispatch units on the incident who advise they are enroute.

During an event of this magnitude time is critical. Do the necessary broadcasts first and then make the appropriate notifications to supervision.

# Communications Division Operations Manual

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Index: Emergency Messages

Procedure: E-02

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## 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.

## Communications Division Operations Manual

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Index: Emergency Radio Activations

Procedure: E-03

Related Policy: DP 2.01

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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 incident.
- 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.

## Communications Division Operations Manual

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Index: Emergency Traffic

Procedure: E-04

Related Policy: DP 2.01

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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.



# Communications Division Operations Manual

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Index: Fallback Procedures

Procedure: F-01

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## 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 incident 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.

# Communications Division Operations Manual

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Index: Fire Dept./Paramedics: Cover

Procedure: F-02

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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 Communications 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 is 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 Communications 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.

## Communications Division Operations Manual

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Index: Fire Lane: Parking Enforcement

Procedure: F-03

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### **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 974-9891.

# Communications Division Operations Manual

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Index: Firearms

Procedure: F-04

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## **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.

## Communications Division Operations Manual

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Index: Foreign Language Translator Service

Procedure: F-05

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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** or press the “Language” button on VESTA
  - 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

### 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.

## Communications Division Operations Manual

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Index: Forgery Cases: Guidelines

Procedure: F-06

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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 619-533-5600
- Bounced paychecks must be referred to the Labor Commission 619-220-5451

## Communications Division Operations Manual

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Procedure: F-07

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# Communications Division Operations Manual

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Index: Found License Plates

Procedure: F-08

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## 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 incident 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.

# Communications Division Operations Manual

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Index: Freeway Jurisdictions

Procedure: F-09

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## **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.

## Communications Division Operations Manual

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Index: Gas Drive-Off: AU3

Procedure: G-01

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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.

## Communications Division Operations Manual

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Index: Government Reservations: Reports of Crime

Procedure: G-02

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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.

## Communications Division Operations Manual

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Index: Guide Dogs: Right of Access to Public Places

Procedure: G-03

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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.

## Communications Division Operations Manual

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Procedure: H-01

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# Communications Division Operations Manual

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Index: Holding Calls

Procedure: H-02

Related Policy: DP 2.01

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## 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 are to be dispatched within 15 minutes. In the event a Priority 2 call is not assigned within 30 minutes, CT03 will advise the RP of the delay.

Priority 3 and 4 calls should be dispatched within 55 minutes. In the event a priority 3 call is not assigned within two (2) hours of the time it was entered, CT03 will advise the RP of the delay.

## Additional Guidelines

- A delay in the dispatch of a Priority 2, 3 and 4 event, 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 incident 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 call taker will give the RP a brief explanation of the circumstances causing the delay and update the incident with the dispatcher’s position number and any additional information.
- 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 0700. 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 incidents unless directed by a Lead or Communications Supervisor. If the dispatcher broadcasts the event and the field supervisor advises to cancel the event, document the event with the supervisor’s comments including his/her unit number and give the reason for the cancelation. Advise the RP if appropriate.



# Communications Division Operations Manual

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Index: Homicides

Procedure: H-03

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## 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.

## Communications Division Operations Manual

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Index: Hospital Jurisdiction

Procedure: H-04

Related Policy: DP 2.01

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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 Communications 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.

# Communications Division Operations Manual

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Index: Hot Calls

Procedure: H-05

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## 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 incident 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.

## Communications Division Operations Manual

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Index: Hot Wires Down: Hazard

Procedure: H-06

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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.

## Communications Division Operations Manual

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Index: Hydrants: Damaged

Procedure: H-07

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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.

## Communications Division Operations Manual

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Index: I.D. Cards: Impounds

Procedure: I-01

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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.

## Communications Division Operations Manual

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Index: 211 Health and Human Resources-Information/Counseling Service

Procedure: I-02

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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.



## Communications Division Operations Manual

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Index: Internal Affairs: Calls

Procedure: I-03

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Internal Affairs personnel occasionally call Communications 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.

## Communications Division Operations Manual

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Index: Jumpers

Procedure: J-01

Related Policy: DP 7.11

Communications Procedure: C-22

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### **San Diego –Coronado Bay Bridge**

When a call is received in the Communications 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.

## Communications Division Operations Manual

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Index: Landlord Tenant Disputes

Procedure: L-01

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- 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".

## Communications Division Operations Manual

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Index: Lifeguards: Registration Information

Procedure: L-02

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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.)

# Communications Division Operations Manual

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Index: Long Distance Telephone Calls

Procedure: L-03

Related Policy: DP 2.10

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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.

## Communications Division Operations Manual

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Index: Lost Vehicles/Missing Vehicles

Procedure: L-04

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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.



## Communications Division Operations Manual

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Index: Mail Theft

Procedure: M-01

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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: 233-0610. The hours are 0800 to 1700, Monday through Friday, excluding holidays.
- 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).

# Communications Division Operations Manual

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Index: Major Event

Procedure: M-02

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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.

## Communications Division Operations Manual

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Index: Messages for Officers

Procedure: M-03

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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.

## Communications Division Operations Manual

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Index: Mexico: Crimes Occurring in

Procedure: M-04

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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"**

## Communications Division Operations Manual

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Index: Military: MCAS Miramar: Request for Service

Procedure: M-05

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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 "Proprietary 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.

# Communications Division Operations Manual

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Index: Miscalls

Procedure: M-06  
Related Policy: DP 2.01

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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 Communications 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.

# Communications Division Operations Manual

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Index: Modifying Cases

Procedure: M-07

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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 Communications' supervisor.

## Communications Division Operations Manual

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Index: Monitoring LAWCC and Other Multi-Agency Talkgroups

Procedure: M-08

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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.



## Communications Division Operations Manual

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Index: Narcotics

Procedure: N-01

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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 Communications 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.

## Communications Division Operations Manual

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Index: 911 Landline Calls

Procedure: N-02.1

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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. 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 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.

# Communications Division Operations Manual

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Index: 911 Wireless Calls

Procedure: N-02.2

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Because wireless 911 phase I 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.

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## 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 flight number as the location
  - The lead must contact the FAA (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 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 does not have 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.

# Communications Division Operations Manual

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Index: 911 Calls

Procedure: N-03

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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.

## Communications Division Operations Manual

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Index: No Smoking Ordinance

Procedure: N-04

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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.



## Communications Division Operations Manual

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Index: Obscene/Threatening Phone Calls: 653M

Procedure: O-01

Related Communications Procedure: T-01

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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 and 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.

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

### **Threats – Terrorist Threats: 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).**

## Communications Division Operations Manual

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Index: "OP", "OP OFF" and Logoff

Procedure: O-02

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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.

## Communications Division Operations Manual

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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.

## Communications Division Operations Manual

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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.

## Communications Division Operations Manual

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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.

## Communications Division Operations Manual

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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: 579-8761

Juvenile Crisis Program: 284-0361

Storefront: 239-4688

YMCA OZ: 270-8213

OZ North Coast: 721-8930

## Communications Division Operations Manual

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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 on an ARJIS-9 which must be approved by their immediate supervisor.
- After entry into the Special Situation, the ARJIS-9 will be filed by the Lead Dispatcher.
- Expired entries will be forwarded to Area Commands for review. Area Commands shall be responsible for determining if the entry is to be extended, amended, supplemented or deleted.



## Communications Division Operations Manual

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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.

# Communications Division Operations Manual

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.

## Communications Division Operations Manual

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Index: Private Investigators

Procedure: P-07

---

When a private investigator calls to notify Communications 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.

## Communications Division Operations Manual

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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.**

## Communications Division Operations Manual

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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.

# Communications Division Operations Manual

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Index: Radio Console

Procedure: R-01

Related Policy: DP 2.01

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## Gold Elite

This procedure will be followed by all dispatchers working a Gold Elite Radio Console:

- You will keep the UNSELECT volume of your assigned talkgroup at maximum level seven (7).
- At the end of your shift/work day, with the exception of your Primary Dispatch 2, you will reset the UNSELECT volume level on all non-assigned talkgroups you are monitoring back to zero. This includes the main INQUIRY position.
- During your shift, prior to moving to another console, you will reset the UNSELECT volume level on all non-assigned talkgroups you are monitoring back to zero. This does not include your Primary Dispatch 2.
- The Multi-Select option ALL DISP will be used for All-Units broadcasts. You will maintain the six (6) operational Primary DISP 1 talkgroups in the ALL DISP list. If it becomes necessary to remove a talkgroup during an all-units broadcast, you will re-select the deleted Primary DISP 1 prior to leaving the console at the end of your assignment or shift.
- When MULTI-SELECTING either MSELA or MSELB, you will click-on your talkgroup as the first selection.
- When PATCHING, you will select your talkgroup first in the patch.
- To ensure success when both patching and multi-selecting think PMS – Patch then Multi-Select
- Prior to moving to another position, or at the end of your shift, you will ensure the radio console is not in an active multi-select mode.
- Prior to vacating a Radio Relief position, you will clear out Multi-select options MSEL A and MSEL B.

## Emergency Activations

Upon receipt of an Emergency Activation only the controlling dispatcher will open the Emergency Box to handle the activation.

Upon receipt of an Emergency Activation only the controlling dispatcher will Acknowledge the activation.

Upon receipt of an Emergency Activation only the controlling dispatcher will Knockdown the activation.

Upon receipt of an Emergency Activation non-controlling dispatchers will select the END EMERGENCY TONES button on their tool bar.

Upon receipt of an Emergency Activation the controlling dispatcher will send a “TO EMER” message after the emergency has been knocked down.

### Menu Bar

Gold Elite radio users will not select any of the MENU BAR options. These options consist of selections labeled Configuration, Edit, Features, Phone, Folders, and Help.

### Doomsday Radio – MC3000 Digital Deskset Radio

This procedure will be followed by all dispatchers working a Police Radio Console with a Doomsday radio available as the backup radio:

#### Primary and Inquiry Dispatchers

- You will keep the Doomsday radios set on the Primary/Inquiry talkgroup you are assigned at all times.

#### Radio Relief Dispatchers

- You will set the Doomsday radio to the talkgroup you are relieving. You will reset the Doomsday throughout your shift in accordance with your Relief assignment.

#### Special Event Dispatchers

- You will set the Doomsday radio to the Primary/Main Event talkgroup your detail is assigned.

#### Major Event Dispatchers

- You will set the Doomsday radio to the Primary/Main talkgroup of the major event you are assigned to work.

## Communications Division Operations Manual

Index: Radio Unit Alpha Code Assignments

Procedure: R01.1

Related Policy: DP 2.02

### Radio Unit Alpha Code Assignments

A	Alpha (Police Officer III – handles normal patrol duties/beat responsibilities) Ex: 122A1, 442A2, 931A3).
B	One Officer, Extra Unit – 1 <sup>st</sup> and 3 <sup>rd</sup> Watch
BK	Bike Unit
C	Captain
D	Detective
E	Juvenile Services Team or DUI Enforcement Unit
F	Special Events Traffic Controller
G	Officer with Trainee – 1 <sup>st</sup> and 3 <sup>rd</sup> Watch
GS	Gang Suppression Team
H	Patrol Trainee (Observation Phase)
I	Impound/Abatement Unit
J	One Officer Unit – 1 <sup>st</sup> and 3 <sup>rd</sup> Watch
K	Two Officer Unit – 1 <sup>st</sup> and 3 <sup>rd</sup> Watch
L	Lieutenant
M	Motor Unit
N	Canine Unit
O	Indochinese Service Officer (ISO)
P	Parking Enforcement Unit
PG	PISO Trainee – 1 <sup>st</sup> and 3 <sup>rd</sup> Watch
PT	PERT Officer with Clinician
PU	PISO Trainee – 2 <sup>nd</sup> Watch
Q	1186 Unit Any Watch
RO	Police Investigative Service Officer
RS	Retired Senior Volunteer Patrol Traffic Unit
RSVP	Retired Senior Volunteer Patrol
S	Sergeant
T	Traffic Unit
U	Officer with Trainee – 2 <sup>nd</sup> Watch
V	One Officer, Extra Unit – 2 <sup>nd</sup> Watch
W	Two Officer, Extra Unit – 2 <sup>nd</sup> Watch
WK	Walking Unit
X	Two Officer, Extra Unit – 1 <sup>st</sup> and 3 <sup>rd</sup> Watch
Y	One Officer Unit – 2 <sup>nd</sup> Watch
Z	Two Officer Unit – 2 <sup>nd</sup> Watch



**Unit Designators**

Northern 100's	Northeastern 200's	Eastern 300's	Southeastern 400's
Central 500's	Western 600's	Southern 700's	Mid-City 800's
Northwestern 900's	Traffic 3900's	Parking Enforcement 3200's	

## Communications Division Operations Manual

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Index: Records Division: Public Services Section

Procedure: R-02

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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

## Communications Division Operations Manual

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Index: Rented/Leased Property

Procedure: R-03

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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.

## Communications Division Operations Manual

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Index: SDSU PD: Jurisdiction

Procedure: S-01

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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.

## Communications Division Operations Manual

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Index: Blank

Procedure: S-02

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## Communications Division Operations Manual

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Index: Security Checks for Alarm Companies

Procedure: S-03

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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.

## Communications Division Operations Manual

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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.

## Communications Division Operations Manual

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Index: Shoplifter/Prisoner in Custody - 1016

Procedure: S-05

---

Frequently, the Communications 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.



## Communications Division Operations Manual

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Index: Spanish Speaker Calls: Received by Non-Bilingual Dispatchers

Procedure: S-06

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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, 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.

## Communications Division Operations Manual

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Index: Stolen Vehicles

Procedure: S-07

Related Policy: DP 6.13

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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 do not 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 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.

# Communications Division Operations Manual

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Index: Street Closure Procedures

Procedure: S-08

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## **Police Department**

- When a street is closed or opened by a police officer, the officer will immediately notify Communications 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 Communications 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.

## Communications Division Operations Manual

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Index: Suicides: 1145

Procedure: S-09

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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?

## Communications Division Operations Manual

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Index: Sergeant Notifications

Procedure: S-10

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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

# Communications Division Operations Manual

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Index: Telephone Report Unit (TRU): Guidelines

Procedure: T-01

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## Telephone Report Unit (TRU): Guidelines

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

- Stolen vehicles (taken during TRU 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, or is a firearm (487.3 PC)
- 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. TRU will take MP reports during the hours they are staffed and after hours Communications will take the report. (see info MP or info TRU 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. TRU 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 TRU. Dispatch.**

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

## Communications Division Operations Manual

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Index: Telephone Report Unit (TRU): Procedures

Procedure: T-01.1

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TRU is responsible for preparing reports of certain crimes over the telephone. Area Command TRUs will be staffed from 0700 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 TRU cases will be formatted at the time they are received. Night time callers will not be told to call back when TRU opens. They will be told TRU 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 0700. 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 radio dispatcher whose respective TRU will take the actual report, is responsible for modifying the dispatch group from "P" to the appropriate "T" group.
- During the hours of 2200 to 0700 Communications will continue to take all Missing Persons reports.
- Phone dispatchers will override the "P" dispatch group with the appropriate "T" group.
- Once a case has been formatted for TRU handling, that respective TRU is completely responsible for seeing that it is appropriately handled. After a case has been formatted for TRU, should circumstances occur which would necessitate a field unit be dispatched to take the report, TRU personnel will contact their area field sergeant to explain this decision. Communications dispatchers are not to alter TRU events for dispatch. Should a change in dispatch group (from "T" to "P") be required, it is up to the area sergeant to contact the desk and request the case be modified. The desk will update the case with the appropriate information and sergeant's name.
- Staffing of the area TRUs is the function of the area staff sergeants. If we receive a call stating that a particular area command has no TRU person inform a lead or supervisor, who in turn will notify the appropriate field sergeant. It is then their responsibility, not Communications, to ensure the TRU calls are handled.

## Communications Division Operations Manual

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Index: Threats – Terrorist Threats: 422

Procedure: T-02

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### **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).**

# Communications Division Operations Manual

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Index: Thefts

Procedure: T-03

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## 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 \$100, 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.

## Communications Division Operations Manual

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Index: Till Tap

Procedure: T-04

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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.

## Communications Division Operations Manual

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Index: Toll Free Telephone Numbers

Procedure: T-05

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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.

## Communications Division Operations Manual

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Index: Towing: Police Equipment and Impounds

Procedure: T-06

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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** **0600 to 2300 hours - 7 days a week**
  - Has a flat bed and trailer

The following facility is available for towing motorcycles:

- **Eastern Garage** **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.

# Communications Division Operations Manual

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Index: Towing: Policy

Procedure: T-07

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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.



# Communications Division Operations Manual

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Index: Tracing Calls

Procedure: T-08

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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 trace. 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 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.

# Communications Division Operations Manual

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Index: Traffic Collision Investigation

Procedure: T-09

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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.

## Communications Division Operations Manual

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Index: Transfer Calls

Procedure: T-10

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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 Communications, give your name and, if possible, the name of the caller and the reason for the transfer, e.g., "This is San Diego Police Communications, Dispatcher Smith, with a transfer call from Mary Jones about a signal light out."
- The San Diego Police Communications 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 Communications.

- In the event there are injuries reported during a "Hot Call" the Lead Dispatcher at LD01/LD02 will advise Paramedics.

## Communications Division Operations Manual

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Procedure: T-11

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## Communications Division Operations Manual

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Index: Transporting for Other Agencies: 1148

Procedure: T-12

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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.

## Communications Division Operations Manual

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Index: Unlisted Phone Subscriber Information

Procedure: U-01

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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 to get the name and address information necessary to format an event. Give the special agent the Communications Watch 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.

## Communications Division Operations Manual

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Index: Updating Formatted Cases: Procedure

Procedure: U-02

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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.

# Communications Division Operations Manual

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Index: Utility Problems: Who to Notify

Procedure: U-03

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## Electric Poles:

- Pole number is required. Notify SDG&E via the direct line at LD01 or LD02.

## Fire Hydrants:

- Normal working hours. After working hours notify City Shops and the Fire Department. For vandalism to a fire hydrant.

## Natural Gas Leaks:

- Broken mains, etc., notify SDG&E via the direct line at LD02 or LD01. The Fire Department should also be notified.

## Signal Lights:

- If on State property, notify CALTRANS.
- If on City streets, during normal working hours. Other than normal working hours, City Shops.

## Stop Signs:

- City Shops.

## 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 for traffic signal or street light related traffic. For weekend and nighttime services call Station 38.

## Telephone Poles:

- Obtain pole number and whether metal or wooden pole. Notify Pacific Telephone.

## Water Leaks:

- City Property - notify City Shops.
- Private Property - notify property owner or manager.

## Storm Drains:

- If drain backed up notify City Shops.
- If storm drain cover is missing notify City Shops.

## Manhole Covers:



- If cover missing notify City Shops.

## Communications Division Operations Manual

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Index: Vacation House Checks

Procedure: V-01

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RSVP Administration has taken over the responsibility for handling Vacation House Checks.

Communications 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.

## Communications Division Operations Manual

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Index: Vehicle VIN Verification

Procedure: V-02

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Persons needing verification of vehicle identification numbers (VIN) for registration purposes should be referred to the auto theft detective working at their area station. A detective will schedule an appointment and conduct the vehicle inspection/V.I.N. verification.

## Communications Division Operations Manual

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Index: Verification of Employment

Procedure: V-03

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Do **not** verify the employment of Department personnel over the telephone.

Our Department personnel rosters are **confidential** and information from the roster is **not** to be furnished to the caller.

Advise callers to call the Human Resources Division at 531-2126, 0800 - 1700, Monday through Friday.

## Communications Division Operations Manual

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Index: Veterans Hospital

Procedure: V-04

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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.

## Communications Division Operations Manual

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Index: Walk-a-Ways: From Private Institutions

Procedure: W-01

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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.

## Communications Division Operations Manual

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Index: Warrant Abstract Procedures

Procedure: W-02

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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 Communications 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 "SPXM" (Backup is "AP4A").
  - Records/Teletype. Printer destination code "SDXS", 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 Communications Division when their printers are not operational so that Communications 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. Printer destination code "SMR".

# Communications Division Operations Manual

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Index: Warrant Arrests: Radio Response

Procedure: W-03

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**All portions of this document are deemed by the San Diego Police Department to be records of security procedures and are exempt from disclosure under the California Public Records Act (CPRA) by Section 6254(f) of the California Government Code.**



# Communications Division Operations Manual

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Index: Warrants (NCIC/CLETS)

Procedure: W-04

Related Policy: DP 4.06

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## 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 Communications 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 "Code 37\_\_\_\_" (F-felony, M-misdemeanor, T-traffic).

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.

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.

# Communications Division Operations Manual

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Index: Wall Stops

Procedure: W-05

Related Policy: DP 3.13

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