

DISPATCH PROCEDURE 1-000

1-000.0 TITLE: DISPATCH ANNUAL SHIFT SIGN-UP AND STAFFING

Effective Date: 1/92

Revised Date: 01/12/2020 (Author: Paul Alexander, Dispatch and Jail Manager)

Prior Revised Date: 10/23/13, 09/10/14

1-000.1 SYNOPSIS:

Establishes procedure for squad rotational sign-up among Dispatch Personnel. This procedure clarifies the manner in which seniority shall be defined, and equitably applied to squad signup, and squad bidding situations regarding dispatch personnel.

1-000.2 OVERVIEW:

The purpose of this procedure is to establish annual shift sign-up for Dispatch personnel. The Dispatch unit shall be staffed at all times with sufficient personnel to ensure a safe and efficient operation of the Dispatch Center. Dispatchers sign-up annually, selecting bi-annual rotation assignments occurring in January and July. Employees are provided a brief period of time to select their choice during sign-up. Employees are expected to be ready to participate when their turn arrives. Squad configurations/deployment shall be at the discretion of the Dispatch Manager.

1-000.4 DEFINITIONS:

1. Dispatch Manager: Employee assigned to manage and oversee all functions within the Dispatch Center.
2. Dispatch Shift Supervisor: Employee assigned to supervise a designated amount of subordinates on a specified shift.
3. Senior Dispatcher: Employee assigned to perform certain duties, such as training, and may be delegated supervisory duties in the absence of a Shift Supervisor.
4. Dispatcher: Employee assigned to a specific shift under the supervision of a Shift Supervisor or Senior Dispatcher.
5. Shift and Hours of Work: A shift is a ten hour work period that includes a lunch period. Shift hours for the Dispatch center are:

Day Shift 0700-1700

Mid Swing Shift 1200-2200

Swing Shift 1630-0230

Grave Shift 2130-0730

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6. Seniority: Seniority shall be determined by hire/promotion date. When two or more employees have the same hire/promotion date, seniority shall be determined by the employee's application date for said position.

NOTE: In accordance with the provisions of Section III.D.914.1 of the City of Pomona Personnel Rules and Regulations, an employee in good standing who has resigned and then returned to City service within one (1) year of that resignation, may have prior regular employment time restored for purposes of determining City seniority and vacation earning rate entitlement. The anniversary date shall be adjusted to reflect the period of absence from City employment.

7. Shift Trades: An employee's request to trade a shift with another employee. Shift trades are subject to review and approval by the Dispatch Manager.
8. Vacancies and Reassignment: Vacancies that arise during the calendar year of the current sign-up shall be filled at the discretion of the Dispatch Manager. Personnel wishing to be considered for such vacancies may request a squad reassignment in writing to the Dispatch Manager.

1-000.5 PROCEDURE:

1. Annual Shift Sign-Up:
 - a. In preparation for Dispatch sign-up, the Dispatch Manager or his/her designee shall circulate the seniority list for Dispatch personnel on the first Monday of October.
 - b. The Dispatch Manager or his/her designee will direct all Dispatch personnel to review the seniority list. Any disputes must be forwarded to the Division Commander by the third Friday in October.
 - c. Dispatch sign-up shall begin the first Monday in November and conclude seven (7) days later, on the following Monday.
 - d. The sign-up shall be conducted and monitored by the Dispatch Manager or his/her designee.
 - e. The sign-up shall progress from the employee with the most seniority in rank to the least seniority.
 - f. All personnel shall be available for contact by the Dispatch Manager or his/her designee during the sign-up period.
 - g. Contact with bidding personnel shall occur at a time reasonable to the employee's current schedule.

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- h. Dispatch personnel shall be expected to respond to the Dispatch Manager or his/her designee within three (3) hours of contact.
 - i. Employee's who will not be available during the bidding period are responsible to notify the Dispatch Manager in writing, listing any choice (alternative choices are recommended). Availability notification is to be made prior to the employee's bidding turn. Employees are responsible to monitor the bidding process.
 - j. Employees who cannot be contacted at their bidding turn in person, by listed phone number or who have not provided notification to the Dispatch Manager as described above, shall be assigned to a shift at the discretion of the Dispatch Manager.
 - k. Any employee who elects to 'pass' their bidding turn shall be assigned to a shift at the discretion of the Dispatch Manager.
 - l. Dispatch Shift Supervisors, Senior Dispatchers and Dispatchers shall select two (2) consecutive, six-month rotations for the approaching calendar year. The first rotation will take place from January through June. The second rotation shall be July through December.
 - m. Dispatch personnel may select the same squad for two (2) consecutive six-month rotations.
 - n. After serving twelve (12) consecutive months on the same squad, dispatch personnel must select a different squad for one (1) six-month rotation.
 - o. After one (1) different six-month rotation has been served, Dispatch personnel may again select the same squad for twelve (12) consecutive months, two rotations.
2. Bidding Exclusions
- a. Prior to the beginning of sign-up, the Dispatch Manager shall identify any employee who is to be excluded from the bidding process.
 - b. Exclusions shall be made on an individual case basis, but generally will be based on a long-term absence, generally in excess of two (2) months.
 - c. Acceptable causes of absence include, but are not limited to:

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1. Illness or Injury
 2. Military leave
 3. Leave of absence
- d. The Dispatch Manager will assign personnel who return to Dispatch after exclusion from the bidding process. However, if possible, consideration will be given to the employee's preference and seniority when making the assignment.
 - e. Other personnel who were not excluded from bidding, and did not bid shall be assigned to a shift at the discretion of the Dispatch Manager.
 - f. Probationary personnel shall be assigned at the discretion of the Dispatch Manager.
3. Effective Date
 - a. The annual rotation of personnel shall generally occur on the first pay period to fall completely within the month of January, unless otherwise directed by the Chief of Police.
4. Vacancies / Reassignment / Exchanges
 - a. Vacancies which arise during the year shall be filled at the discretion of the Dispatch Manager. Personnel wishing to fill such vacancies or exchange shifts may request consideration for transfer via memo to the Dispatch Manager. Seniority may be a consideration, but the final decision shall be at the discretion of management.
5. Supervision
 - a. Each shift shall be supervised by a Shift Supervisor or Senior Dispatcher responsible for the operation of the Dispatch Center.
 - b. In the event a Supervisor or Senior Dispatcher is not available, the senior most Dispatcher or Dispatcher assigned by the departing Supervisor, shall assume supervision of the shift.
6. Staffing
 - a. Staffing levels may be modified to meet the operational needs of the Department or other emergent circumstance. Normally, minimum staffing levels for each shift is as follows:

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0700-1200 – Five (5)
1200-1630 – Seven (7)
1630-0230 – Six (6)
0230-0700 – Three (3)

7. Vacation

Vacation sign up will occur each year on January 15th. No shift can expect to have less than the recommended staffing levels for the purpose of allowing vacations. Only two employees will be allowed off on vacation the same day. Dispatch Staff compete for vacation by seniority, commencing by rank.

8. Time Off

An employee can request additional time off once all priority vacations have been submitted. Time off will be granted on a first come first serve basis. If two (2) people from the same shift submit a time off slip requesting the same day, at the same time, the person with the most seniority will be granted the day off.

9. Holidays

If the holiday falls on your normal work day, you will be required to work your normal work hours, unless you have approved scheduled vacation.

DISPATCH 1-100

1-100.0 TITLE: DISPATCH STAFFING

Effective Date:

Revised Date:

1-100.1 SYNOPSIS:

Describes shift sign-up procedure, supervision, and minimum-staffing levels.

1-100.2 POLICY/OVERVIEW:

The Dispatch Center shall be staffed at all times with sufficient personnel to ensure quality service.

1-100.4 DEFINITIONS:

1. Supervisor: Employee assigned to supervise a designated amount of subordinates on a specified shift.
2. Senior Operator: Employee assigned to perform certain duties, such as training, and be delegated supervisory duties in the absence of a Supervisor.
3. Dispatcher: Employee assigned to a specific shift under the supervision of a Shift Supervisor or Senior Dispatcher.
4. Shift: A ten (10) hour work period; days, swing, and grave. Staffed with a Supervisor or Senior Dispatcher and four (4) Dispatchers. A shift shall consist of not less than four (4) employees. This is the minimum staffing per shift.
5. Probationary Employees: All probationary employees will be assigned to shifts at the discretion of the Dispatch Sergeant.
6. Rotation: The sign-up by Department seniority for shift assignment. Employees requesting change of assignment are subject to review by the Shift Supervisor and approval of the Dispatch Sergeant.
7. Hours of Work:
 - (1) Day Shift 0700-1700
 - (2) Swing Shift 1630-0230
 - (3) Grave Shift 2130-0730

1-100.5 PROCEDURE:

- I. Sign-up For Shifts:

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- A. All sign-up for shift assignments will be determined by seniority. Seniority is defined as longevity status based on date of hire, or date of promotion. The employee with the most time in the Police Department will sign up first in Dispatcher classification. Probationers do not have seniority privileges until completion of probation. Supervisors' and Senior Dispatchers' seniority will be computed from date of promotion.
- B. A seniority list will be published and will include all Dispatch personnel who are eligible to sign up.
- C. Vacancies which arise during the year shall be filled at the discretion of management. Personnel wishing to obtain such vacancies may request transfer via memo through the chain of command. Seniority may be a consideration, but the final decision shall be at the discretion of management.
- D. Requests for reassignment or exchange during the year shall be directed to the Dispatch Sergeant. Final authority to approve or deny any such requests lies with management.

II. Staffing

- A. Minimum staffing for each shift, excluding graveyard, is five (5) Dispatchers, which includes Supervisors or Senior Dispatchers. Graveyard is four (4).
- B. The Supervisor or Senior Dispatcher shall take all possible steps to ensure minimum staffing.

III. Supervision

- A. Each shift shall be supervised by a Supervisor or a Senior Dispatcher who is responsible for the operation of the Dispatch Center and all included duties as described in the Procedure Manual.
- B. The Supervisor or Senior Dispatcher is accountable immediately to the Dispatch Sergeant, and in his absence, the Watch Commander.
- C. In the absence of a Supervisor or Senior Dispatcher, the Dispatcher with greatest Department seniority, or the Dispatcher so designated by the Dispatch Sergeant or the Watch Commander, shall assume all authority and responsibility.

DISPATCH PROCEDURE 1-110

1-110.0 TITLE: DISPATCH OVERTIME SIGN-UP

Effective Date: 1/92

Revised Date: 9/18/01 (Author: Lt. Cummings)

1-110.1 SYNOPSIS:

Outlines procedure for the equitable distribution of available overtime for scheduled vacancies in Dispatch.

1-110.5 PROCEDURE:

I. Posting the Vacancy

- A. Overtime sign-ups shall occur every two months, beginning in January.
- B. Vacancies available for sign-up shall be posted in the overtime book located in the Dispatch Center, one week prior to the sign-up date.
- C. All overtime in the Dispatch Center is for Supervisors, Senior Dispatchers, or Dispatchers.
- D. Any other employee who desires to work in Dispatch for overtime must obtain prior approval from the Dispatch Sergeant.
- E. Vacancies shall be identified by the Shift Supervisors and approved by the Dispatch Sergeant prior to posting. No shifts will be added or deleted without Dispatch Sergeant approval.
 - 1. There will not be splitting of squads to create a 10-hour shift. (i.e., requesting 1200 – 2200 as a bid request, when 0700 – 1700 & 1630 – 0230 is posted for the same day.)
- F. Overtime slots will be designated as a Dispatcher or Supervisor vacancy.
- G. Overtime vacancies shall indicate squad and vacancy need, (i.e., vacation, sick, etc.)
- H. Overtime vacancies shall be posted in red ink.

II. Sign-ups For Available Shifts

- A. All sign-ups shall be done in black ink.
- B. Personnel shall not remove their names without the Dispatch Sergeant's approval. Once signed for, personnel are responsible to fill the vacancy.
- C. Probationary employees must have prior approval from their supervisors to sign up for overtime, according to their status in training and the type of vacancy available.

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- D. Requests for overtime shall be submitted on a dispatch overtime bid request form.
 - 1. Overtime bid request forms may be faxed or submitted to a Dispatch Supervisor prior to the sign-up date for full and part-time Dispatchers.
- E. Part-time employees will have priority access to available overtime shifts, until all part-time bid requests have been exhausted.
 - 1. After the part-time bid requests have been filled, sign-ups for part-time Dispatchers will remain open for an additional two (2) days for any additional sign-ups by part time Dispatchers.
- F. After the part-time Dispatchers sign-up has been completed, the overtime will be available for full-time Dispatchers.
 - 1. Full-time Dispatchers will be assigned on a seniority basis until all full-time bid requests have been exhausted.
- G. There will be no telephone calls accepted from Dispatchers during or after the sign-up process to add shifts or confirm what assignments have been made.
 - 1. Copies of overtime bid request forms indicating assignments will be placed in each Dispatcher's mailbox.
- H. After part-time and full-time sign-ups are completed, other personnel who have been approved to work may request to sign-up for available shifts.
 - 1. Non-Dispatch personnel must have Dispatch Supervisor's approval to sign-up for an available shift.
 - 2. Approved sworn officers may not sign-up for bimonthly or short-term vacancies.
 - 3. Sworn officers may work emergency staffing shortages only.
 - a. By notification of same day overtime after available Dispatchers have been contacted, or within the 24-hour period prior to a posted shift not being filled.
- I. With the initial posting of overtime, supervisors may only sign-up for a supervisor vacancy and not backfill behind a Dispatcher vacancy.
 - 1. If a Dispatcher vacancy remains unfilled for seven (7) days prior to the available Dispatcher shift date, then a supervisor may fill that vacancy.
 - 2. Senior operators may backfill behind Dispatcher vacancies at any time.
- III. Sign-up process for short notice vacancies (less than seven (7) days prior notice)

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- A. Overtime vacancies arising after the monthly sign-up will be posted as needed.
- B. Short notice vacancies shall be posted in red ink, indicating squad and need for the overtime.
- C. Dispatchers may not remove their names without Dispatch Sergeant approval.
- D. Short-term vacancies will be made available to all personnel immediately.

IV. Seniority Determination

- A. The seniority list for overtime sign-up will be designated prior to the monthly sign-up and posted for review by all personnel.
- B. Full-time Dispatcher names will be rotated three (3) names forward in seniority after each new bimonthly sign-up period.
- C. Part-time Dispatcher names will be rotated forward two (2) names each sign-up period.

V. "Bumping" Dispatchers

- A. Any full-time Dispatcher who signs-up for more than one overtime shift (10 hours) in any two week pay period may be "bumped" by another Dispatcher who does not have a ten (10) hour overtime shift during the same pay period. It is the responsibility of the substituting Dispatcher to notify the "bumped" Dispatcher of the substitution.
 - 1. The Dispatcher who signed up first will have first choice on which date to keep. The "bumping" Dispatcher has second choice. In the case of multiple dates, choices alternate.
 - 2. Dispatchers wishing to work the entire (10 hour) shift shall have priority over those volunteering for a part of a shift, only if the other portion of the shift is still available for sign-up. If two Dispatchers have signed up to split a full shift, then they have priority over that shift.
 - a. "Bumping" shall not be permitted to create a 10-hour shift by splitting day shift and swing shift.
 - 3. A Dispatcher who signs up for only portions of overtime shifts may only be "bumped" if the portions total more than 10 hours in any two week pay period.
 - 4. The substituting Dispatcher will indicate the "bump" by placing a red line through the initial Dispatcher's name, then write their name in blue ink.
 - 5. "Bumping" may not occur within seven (7) days of the available shift.

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6. The “bumping” Dispatcher has full responsibility for working the shift.
7. The Dispatch Sergeant will settle all disputes regarding overtime sign-ups.
8. No “bumping” may occur until after the monthly sign-up has been completed.
9. “Bumping” may only occur with Dispatch Supervisor approval.

DISPATCH PROCEDURE 1-120

1-120.0 TITLE: TIME-OFF REQUESTS

Effective Date: 1/92

Revised Date: 2/25/04 (Author Sgt. Mansfield)

1-120.1 SYNOPSIS:

Establishes procedure for priority vacation sign-up and other non-priority dates among Dispatch Personnel. This procedure clarifies the manner in which seniority shall be defined and equitably applied to shifts and vacation bidding situations regarding dispatch personnel.

1-120.2 OVERVIEW:

Long-term planning to accommodate the needs of the Dispatch Center and Dispatch Personnel are a necessity; therefore, the scheduling of employee vacations shall be at the discretion of the Dispatch Sergeant/Manager with due regard for the wishes of the employee and the work requirements of staffing levels.

1-120.3 DEFINITION:

For the purpose of bidding for shift signup and vacations, seniority shall be defined as the time worked in the employee's current rank/position within the Pomona Police Department.

1-120.4 PROCEDURE:

I. Factors determining seniority within classifications:

- A. Seniority shall be determined by hire/promotion date.
- B. Bidding priority is established first by rank, then seniority within rank.
- C. When two or more employees have the same hire/promotion date, the employee's date of hire, or if equal, date of application, or if equal alphabetically by last name, shall be used to determine seniority.

II. Vacation Sign-up:

- A. A vacation sign up calendar for the upcoming year will be circulated to all employees by rank and seniority. This will begin as soon as practical after shift sign up is completed, and will cease no later than February 15th, of each year.
- B. Vacation selection will begin with supervisors. Once the first vacation choice has been selected, the calendar shall be offered to the next senior supervisor. After the supervisors have made their first choice, senior dispatchers will make their first choice. The calendar will then be forwarded to dispatchers for their first choice.

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- C. Each supervisor, senior, and dispatcher shall sign up for one block of consecutive time, indicating their first vacation choice. Additional circulations for the second and third choices may occur. Employees will be allowed to sign up for the amount of vacation time they will accrue during that calendar year.
- D. Dispatchers are not required to select dates. However, they cannot at a later time bump other employees.
- E. Supervisors compete with subordinates for time off. All employees shall be given an opportunity to make a first choice before the calendar is circulated for a second choice. This procedure will occur again for the third choice.

1-120.5 VACATION MODIFICATION:

- A. Any change in the vacation schedule after February 15th, will be at the discretion of the Dispatch Sergeant/Manager.

1-120.6 ADDITIONAL TIME OFF REQUESTS:

- A. After vacation sign ups have been completed, dispatchers may request time off on a first come first served basis, regardless of seniority, or type of time used, (vacation or "E") as available by staffing, and is limited to the amount of time the employee has accumulated.

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DISPATCH 1-130

1-130.0 TITLE: DISPATCH CENTER SECURITY AND VISITORS

Effective Date: 1/92

1-130.1 SYNOPSIS

Describes procedures to ensure security within the Dispatch Center.

1-130.5 PROCEDURE

- I. The two (2) doors leading into the Dispatch Center shall remain closed and locked at all times except for the Annual Open House.
 - A. In the event of an emergency, air-conditioning problems, fumigation, repairmen or construction in the Center and the doors need to be left open, the Watch Commander shall be notified.
 - B. Personnel of this agency and personnel from other agencies, either on-duty or off-duty, shall not be in the Dispatch Center unless on official business.
- II. It shall be permissible for visitors to be given a tour of the Dispatch Center during periods of minimum activity.
 - A. First obtain the permission of the Shift Supervisor.
 - B. Visitor shall be escorted to and from the Dispatch Center and be supervised at all times.
 - C. Visitors shall be advised to keep voices low while in the Center and not to touch anything.
 - D. The tour should be limited to a period not to exceed fifteen (15) minutes.

DISPATCH 1-140

1-140.0 TITLE: EXCHANGE OF DUTY

Effective Date: 1/92

1-140.1 SYNOPSIS

Establishes policy and procedures for Dispatchers requesting exchange of duty.

1-140.5 PROCEDURE

I. General Policy

A. All Dispatchers requesting exchange of duty details with other Dispatchers shall observe the following procedure.

1. The Dispatcher involved in the exchange of duty shall complete an Exchange of Duty Form (PPD Form 68).
2. Both Dispatchers involved in the exchange of duty shall sign the form and submit the form to their respective Supervisor.
3. If approved, the Supervisor for the regularly assigned Dispatcher shall ensure that the exchange is placed on the time off calendar schedule for the affected shift.
4. Trainee Dispatcher exchanges of duty must be approved by the Dispatch Supervisor.
5. Trainee Dispatchers cannot exchange duty with Senior Dispatchers or Supervisors.
6. Dispatcher, Senior Dispatcher and Supervisors are permitted to exchange duty, but must be approved by the Dispatch Sergeant.

B. Maintenance of Staffing during Trades

1. Dispatchers initiating the trade are responsible to report for duty at the assigned shift trade time and date.
2. In the event a Dispatcher reports out sick or does not report for their agreed traded shift by notification, the affected shift may be covered with overtime according to individual shift staffing needs.
3. Dispatchers who do not report for their assigned shift trade may be subject to disciplinary action at the discretion of the Dispatch Sergeant. The Dispatcher may be required to fulfill the agreed trade at a later date.

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4. The affected Dispatcher whose agreed trade was not fulfilled by the reciprocating Dispatcher shall not be penalized, but compensated by being allowed to use other available accrued time off such as vacation, "E" time, etc., at the discretion of the Supervisor, with the final decision of the Dispatch Sergeant..

DISPATCH 1-160

1-160.0 TITLE: CHILDREN IN THE DISPATCH CENTER

Effective Date: 1/92

1-160.1 SYNOPSIS:

Describes when children are allowed in the Dispatch Center.

1-160.5 PROCEDURE:

Children tend to distract and cause confusion when in a closed-up environment.

- I. Dispatch employees or other Departmental employees' children will not be allowed in the Center for any duration of an employee's assigned shift. The Dispatch Center will not be used as a substitute day care center.
- II. Visiting children are always welcomed and encouraged to visit.

DISPATCH 1-170

1-170.0 TITLE: LUNCH BREAKS

Effective Date: 1/92

1-170.1 SYNOPSIS:

Describes procedure regarding Code-7/Meal Breaks

1-170.2 POLICY/OVERVIEW:

The Dispatch Center shall be staffed at all times with sufficient personnel when Code-7/Meal Breaks are taken.

1-170.5 PROCEDURES:

- I. Each employee is afforded one (1) 30-minute Code-7 and two (2) 15-minute breaks. Dispatchers can combine both 15-minute breaks with the 30-minute Code-7 and take a 60-minute lunch break.
- II. When there are less than five (5) Dispatchers on duty, Code-7 cannot be taken outside the building.
- III. When there are less than five (5) Dispatchers on duty, Dispatchers shall not take last Code-7 in order to secure early.
- IV. Dispatchers are allowed to ride in a unit to accompany officers for Code-7 breaks as long as the Officer's Sergeant has given prior approval. Transportation arrangements will be made for Dispatchers if the officer gets tied up while transporting to and from the station.
- V. If a Dispatcher is unable to take a Code-7 break during his/her shift, that employee will be compensated for 30 minutes at time and on-half.

DISPATCH PROCEDURE DEALING WITH CODE-7 WITH POLICE OFFICERS

- I. Upon arrival at Code-7 locations, Officers shall advise the Dispatcher of their location. Never accept "Code on the Air". Officers must advise their location.
- II. Patrol personnel shall be considered available for emergency calls during their entire Code-7 break.
- III. No more than two (2) Patrol units shall take Code-7 at the same location unless approval is obtained from the Watch Commander or a Sergeant.

DISPATCH 1-180

1-180.0 TITLE: 10-100 (PERSONAL)

Effective Date: 1/92

1-180.1 SYNOPSIS:

Describes procedure when Officers go out 10-100.

1-180.5 PROCEDURES:

- I. When officers need to go out “Personal” or 10-100, they will no longer ask Dispatch for permission. Officers will state, “I will be out at location 10-100”.
- II. If a priority “1” call is pending, the Dispatcher will advise the officer of the call, and unless it is absolutely necessary for the officer to take the 10-100, Dispatch personnel will dispatch the call.

DISPATCH 2-001

2-001.0 TITLE: DISPATCH EVACUATION AND EMERGENCY PSAP DEPLOYMENT

Effective Date: 03/09/10 (Author: Dispatch Mgr. Mumford)

2-001.1 SYNOPSIS:

This policy establishes a procedure for the evacuation of the Dispatch Center and subsequent emergency PSAP deployment.

2-001.2 POLICY /OVERVIEW:

When an evacuation order has been given by the Watch Commander, dispatch personnel shall evacuate the building and deploy to the employee parking lot located at Park Avenue and 6th Street. Communications will resume in this temporary location until further notice.

2-001.3 PROCEDURE:

1. Watch Commander:
 - A. Will give the order for personnel to evacuate the building
 - B. Request a Patrol unit to report to Park and 6th Street to be used as a temporary Dispatch location and provide security for personnel.
 - C. Request a Patrol unit to inspect the viability of the City's underpasses for an access route to Bracket Field. (White and 1st being the preferred route). After reporting route availability, Patrol unit will respond to Park and 6th, to escort Dispatch personnel to Bracket Field Air Ops Building.
 - D. Once a route has been determined, the Watch Commander will give the order for Dispatch personnel to proceed to Bracket Field Air Ops Building. (Patrol unit will be assigned as escort /security and temporary dispatch center until arrival at Bracket Field.)
2. Patrol Sergeant :
 - A. Assigned as communications, until Dispatch has completed evacuation and re-established communications with field units.
 - B. Conducts time check of field units when dispatch announces they are evacuating the building. (Patrol /Blue, Code, Parking / Orange)
 - C. When Dispatch returns to the air, and conducts time check, Sergeant will confirm with Dispatch that units correspond with previous time check.
3. Dispatch Manager / Supervisor:

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- A. Will call Ontario Police Department and advise Ontario that dispatch is evacuating the building and Pomona's 911 calls will need to be transferred to Ontario. (Ontario will activate their 911 transfer switch).
- B. Take cell phones, portable radio and supply box (flashlight, pens, pencils, dispatch tickets, airport gate card key, and hangar key).
- C. Announce the order to prepare to evacuate.
- D. Confirm Patrol Sergeant is ready to take over communications until Dispatch establishes contact with field units.
- E. Give the order to broadcast "Dispatch is evacuating the building and off of the air at (time)."
- F. Announce the evacuation route, account for all personnel and evacuate the building.
- G. Once out of the building, account for all Dispatch personnel and proceed to Park and 6th Street
- H. Dispatch will use the assigned Patrol unit as a temporary dispatch center and broadcast "Pomona is back on the air", then conduct a time check of field units.
- I. Evaluate the impact of the Disaster to determine the safest route for Pomona Dispatch personnel to be transferred to Ontario to answer 911 lines.
- J. When a route has been designated, two Dispatchers will remain at the Park and 6th location to maintain Dispatch from the assigned Patrol unit. The remaining Dispatch staff will be transferred to the Brackett Field Air Ops Building, via the second Patrol unit, responded to the Park and 6th location. Assigned Dispatch staff will set up the MIC. When the MIC is operational, the remaining Dispatchers at the Park and 6th location will be transferred to the Bracket Field Air Ops Building.
- K. Dispatch operations will resume from the Mobile Incident Command Vehicle (MIC) at the Bracket Field Air Ops building.

4. Dispatch Personnel:

- L. Evacuate as directed, via designated route.

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- M. Report to Park and 6th location for dispatching assignments.
- N. Report to the Bracket Air Ops Building as directed to resume Dispatch operations from the MIC.
- O. If the need to deploy Dispatchers to Ontario PD is determined, report as assigned.

Dispatch will continue to operate from the MIC at Brackett Air Field, until the Watch Commander determines it is safe to resume operations in the building.

2-001.4 NO ACCESS ROUTE TO BRACKETT AIR FIELD

1. When it has been determined there is no safe access route to Brackett Air Field

Watch Commander:

- A. Will choose an alternate location.
- B. Pomona Police Department Range, Daniel Fraembs Training Center or Pomona PD Traffic Office, Station 5 (Fair).

Dispatch Personnel:

- A. Will maintain communications from the assigned Patrol Unit.
- B. Assigned staff will open shed; load awning, table and chairs into designated vehicle for transport to alternate dispatch location.
- C. Upon arrival at alternate dispatch location, assigned staff will set up awning, table and chairs, and resume communications.

Dispatch will continue to operate from this designated location until the Watch Commander determines it is safe to resume operations in the building.

2-001.5 HAZMAT EVACUATION:

Watch Commander:

- A. Will designate the evacuation site.
- B. Brackett Field, Pomona Police Range, Daniel Fraembs Training Center or Garey and Olive.

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- C. Request a Patrol unit to respond to Park and 6th to be used as a temporary Dispatch center, and provide security for personnel.
- D. Request the MIC to be moved to the designated evacuation site.

Dispatch:

- A. Will follow established evacuation procedures
- B. Report to Park and 6th and resume established communications procedures from the assigned Patrol unit.
- C. Deploy as directed to the alternate dispatch location.
- D. Upon MIC's arrival, resume communications from the MIC.

Dispatch will continue to operate from this designated location until the Watch Commander determines it is safe to resume operations in the building.

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2-100.0 TITLE: 9-1-1 EMERGENCY PHONE CALLS

Effective Date: 1/92

Revision Date: 03-25-03 (Lt. D. Cummings)

Prior Revision Dates: 01/24/02, 12/14/95, 11/15/00

2-100.1 SYNOPSIS:

Procedure for answering 9-1-1 complete and incomplete calls.

2-100.2 DEFINITIONS:

ALI : Automated Location Index.

ANI: Automated Name Index.

Complete 9-1-1: Police Dispatch was able to extract all necessary information from a 9-1-1 informant to make a reasonable decision as to the type of emergency.

Incomplete 9-1-1: Police Dispatch was not able to extract all necessary information from a 9-1-1 informant to make a reasonable decision as to the type of emergency.

2-100.3 PROCEDURES:

An emergency call is defined as one that requires an immediate response from Police, Fire, or Medical Aid.

When a 9-1-1 call is received by the Dispatch Center, the information received will either be complete or incomplete as defined above.

I. Complete 9-1-1

- A. When a 9-1-1 call is received and the caller admits they dialed a wrong number, made a mistake in calling, hangs up, or children are playing on the phone, the dispatcher will attempt to re-contact the caller.
 - 1. Dispatch personnel cannot assume the information provided by the ALI and ANI are correct, and may need to verify this information with the caller.
 - 2. Dispatch personnel will attempt to gather enough information to determine an appropriate response level.
 - 3. Dispatcher may take into account background noises, sounds of children playing, sounds of an argument or struggle, age of the

DISPATCH 2-100

caller, hesitation in verbal responses, no response, or answers that appear to be inappropriate for the situation.

4. When determining if there is a problem at a location, dispatch personnel should phrase questions with “yes” or “no” answers.
 - a. Questions asked by dispatch personnel are meant to determine why the call is an emergency. Questions that shall be asked when determining if an emergency exists include, but are not limited to:
 - 1) Do you have an emergency?
 - 2) Can you talk? Is someone with you?
 - 3) Are you in danger if you answer?
 - 4) Do you need Police, Fire, or Medical Aid?
 - 5) Are there any weapons involved?
 - 6) Guns? Knives? Other type of weapon?
 - 7) Can you provide suspect and suspect vehicle description?
5. After the dispatcher has gathered sufficient information and determines the caller does not need emergency personnel, the dispatcher may make a recommendation to cancel the call. Prior to canceling the call, the dispatcher will do the following:
 - a. The dispatcher/call taker will have the shift supervisor review the call circumstances.
 - b. After review and approval by a shift supervisor, the dispatcher may cancel the call with the proper disposition and remarks.
 - c. Include in the “remarks” section: the person contacted, reason for canceling the call, i.e., kids playing, wrong number, etc.
6. If enough information can be obtained from the 9-1-1 caller, dispatch personnel shall modify the call to reflect the proper call type and priority or cancellation of the call.
 - a. Once it has been determined that a call is not an emergency or does not meet the criteria as a priority one call, the call classification shall be changed IMMEDIATELY.
7. Officers will be assigned to 9-1-1 emergency calls as appropriate for the call type and priority.

B. Incomplete 9-1-1

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1. Dispatch personnel who cannot obtain enough information to exercise proper judgment regarding the nature and circumstances of an emergency call will assign the call as a priority one call. This will include hang-ups with no re-contact, incomplete answers, etc.
2. Incomplete 9-1-1 calls received from a pay phone will be followed-up by one attempt from dispatch to contact the caller.
 - a. Dispatch will then attempt to contact the nearest business to verify if a problem exists at the pay phone.
 - b. If dispatch is advised that no problem exists, they shall cancel the call.
 - c. If dispatch cannot determine if a problem exists at the pay phone, they shall assign one unit to investigate the circumstances.
 - (1) If needed, it will be the officer's responsibility to request an additional officer.

DISPATCH 2-104

2-104.0 TITLE: TIME CHECKS

Effective Date: 11/27/95

Related Procedures: Pat 1-101

2-104.1 SYNOPSIS:

Explains when and under what circumstances Time Checks are used.

2-104.2 POLICY/OVERVIEW:

It is the policy of this Department that in the event of a stuck microphone or of a possible emergency a Time Check will be conducted. If, in the course of normal radio operations, a unit cannot be located or a unit advises of a possible emergency of unknown origin, but for some reason his unit I.D. or location is not known, or was not audible, a Time Check will be conducted in an effort to obtain this information.

It will be the responsibility of the on-duty Watch Commander; Field Sergeant; Dispatch Supervisor or the Dispatcher to determine when to initiate a Time Check. The first person to become aware that the above circumstances exist shall initiate a Time Check. All requests to begin a Time Check shall go through Dispatch.

2-104.5 PROCEDURE:

I. Dispatch

- A. When a Time Check is initiated or requested, the Dispatcher on Blue frequency shall advise "KMA 384 Pomona Units go to . . ." (frequency will be determined by dispatch, i.e.: gold, brown, orange).
 - 1. The Blue Dispatcher shall remain on Blue in the event the unit in question comes back on the air.
- B. At this time all Patrol personnel shall switch to the designated frequency and stand by for a Dispatcher.
 - 1. The Dispatcher on this frequency will then go through the patrol roster in numerical order; i.e.: Adam 11, Adam 12, Adam 13 one at a time. When the unit is called, the officer shall answer with call sign and location; i.e.: Adam 11 Holt and Dudley.

DISPATCH 2-104

2. All units will be called by squad including Henry units and sergeants. After the squads are called, the Dispatcher will then go to the John units; the Mary Units; the King units; and any David units or Zebra units that have been ten-eight (10-8).
 3. It will be the responsibility of the Orange Dispatcher to check on the Paul units and Ida units if they are on-duty.
 4. The order will be adjusted depending on the time of day; day of the week as to which units are on-duty.
 5. The Dispatch Supervisor will notify the Watch Commander of the reasons the Time Check was initiated and note the Dispatch Shift Synopsis.
- C. All units shall remain on the designated frequency until advised to go back to Blue. When the unit which caused the Time Check to be initiated has been identified, the person initiating the procedure will be advised of the results.
- II. Patrol/Detective/Administrative Units Responsibilities:
- A. When a Time Check has been initiated, it will be the responsibility of all units to go to the designated frequency and stand-by for the Dispatcher.
 - B. When their I.D. number is called, the unit being called will then respond with is/her corresponding I.D. number and location; i.e.: Adam 11 Holt and Dudley.
 - C. All units will remain on this frequency until further advised. This is to allow the Dispatcher on Blue to attempt to identify the unit and/or problem without interference.

DISPATCH 2-110

2-110.0 TITLE: NON-EMERGENCY CALLS ON EMERGENCY TELEPHONES

Effective Date: 1/92

2-110.1 SYNOPSIS:

Handling of non-emergency calls on 9-1-1 telephone lines.

2-110.5 PROCEDURES:

For the purpose of this procedure, an emergency call is defined as one that will require immediate assistance from Police or Fire Department. There will always be occasions in which the public will dial the police emergency telephone number to request information or to conduct routine, non-emergency business. This non-emergency business limits access to the Dispatcher by those who wish to report a valid emergency.

- I. Upon receipt of a call which is obviously not of an emergency nature, the Dispatcher will direct the caller to call back on the business telephone numbers for service. The Dispatcher will advise the caller that the 9-1-1 system is for emergencies only.
- II. The Dispatcher is advised to exercise discretion when applying this procedure.

DISPATCH 2-115

2-115.0 TITLE: SECOND RESPONSE/DISTURBANCE VIOLATION NOTICE

Effective Date: 6/1/92

Prior Revision Date: 4/2/97 (Author: Sgt. Andrews)

Revision Date: 1/14/02 (Author: Capt. Harding)

Related Procedures: Patrol 3-220, Records 6-400

Xref: Patrol 3-221 – Use of Sound Level Meters

2-115.1 SYNOPSIS:

Procedure For The Issuance of Second Response/Disturbance Violation Notice

2-115.2 POLICY OVERVIEW:

Pomona City Code Sections 22-140 through 22-144 establish a Second Response Ordinance which enables the City of Pomona to obtain financial reimbursement for costs associated with responding to a disturbance at the scene of a party or gathering from the person(s) responsible for the event. The Ordinance is intended to deal with the extreme cases where the disturbance is a nuisance that becomes "a threat to the public peace, health, safety, or general welfare." If the responding Officer believes that the disturbance meets the above conditions, the following procedure shall be used by Pomona Police Department personnel when enforcing the Second Response Ordinance.

If, upon the first response the responding Officer feels that the party or gathering is a violation of Section 415.2 PC, appropriate action shall be taken.

2-115.3 DEFINITIONS:

1. "Gathering" - A party, or event on private property where a group of five (5) or more persons have assembled or are assembled for a social occasion or for a social activity.
2. "Person Responsible" - The person responsible for a gathering shall be deemed to be, in order of priority:
 - a. The tenant(s) of the premises where the gathering takes place, if the premises are a tenant-occupied private property;
 - b. The owner(s) of the premises where the gathering takes place, if the premises are a tenant or owner-occupied private property;
 - c. Person(s) who organized the gathering;
 - d. If the person responsible for the gathering is a minor, then the parents or guardians of that minor will be jointly and severally liable for the police services fee.
3. "Person or Persons" - Natural person(s), partnership(s), or corporations(s).

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4. "Private Property" - Improved or unimproved real property not publicly-owned that is the locus of the gathering.
5. "Administrative Costs" - The cost of police personnel, facilities and/or equipment reasonably attributed to official police activities in response to said gathering and including storage costs for any impounded evidence.
6. "Unlawful Conduct" - Any violation of municipal or State laws, including infractions, misdemeanors or felonies.
7. "Police Response" - Any police actions reasonably necessary to prevent injury or harm to the persons at said gathering, the premises, neighboring premises, other person(s), and/or public property, and/or law enforcement activities or operations reasonably necessary.

2-115.5 PROCEDURES:

- I. First Response - Written Notice To Potential Violators (PPD-336) (color-coded yellow)
 - A. Upon responding for the first time to a disturbance at a party or gathering, the Officer shall evaluate the disturbance. If the disturbance is one that is or may become a threat to the public peace, health, safety, or general welfare, the Officer shall advise the responsible person or person in charge of the premises of the financial responsibility they will have for any subsequent responses. A field supervisor will be notified of the circumstances and shall respond at his discretion, or may have an officer take a sound level reading to determine if the noise level of the party or gathering is in violation of Pomona City code 14.9-5, exterior noise standards.
 - B. After obtaining the incident number from Dispatch, written notice shall be given to the responsible person or person in charge of the premises by completing and issuing a Pomona Police Department Disturbance Notice (PPD 336). This Notice explains that if subsequent responses to the same party are required to alleviate the disturbance, a fee, which will be equal to the amount expended to respond and remove the disturbance will be charged. (From \$75. to \$500.)
 - C. If the responsible person or person in charge refuses to sign the Disturbance Notice Form, write "refused" in the space provided for the violator's signature. If a noise level reading was taken, it shall be noted on the bottom of the first response notice.

The Officer shall retain the original Disturbance Notice form and provide the responsible person or person/s in charge with the hard copy of the 2-part notice.

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It should be made clear to the person receiving the First Response Notice that the intention of the First Response Notice is to end the disturbance, not the party or gathering. It should be made clear to the responsible person or person in charge that it is their decision to end the party or gathering upon issuance of a First Response Notice.

This Notice is civil only - No arrest or other criminal action will result merely from refusal to sign the Notice.

- D. First Notices that are issued with no subsequent police response shall be retained in the Watch Commander's Office for thirty (30) days, after which they will be forwarded to Records for storage as required by that Division.

II. Written Notice of Violation (PPD-337) (color-coded red)

- A. Upon receiving a subsequent complaint, which requires a police response to the same party in a 12-hour period, the field supervisor or his designate shall contact the person who was issued the First Disturbance Notice, if possible.
- B. The responsible person or the person in charge may be issued a Notice of Violation (PPD 337) at this time. If the responsible person refuses to sign, write "refused" in the space provided for the violator's signature by the handling Officer.
- C. The assigned Officer shall retain the original violation form and issue a copy to the violator.
- D. The original incident number shall be used for all subsequent responses and shall appear on all notices and violations.
- E. The field supervisor in charge will record the number of Officers involved, the Officers' names and City identification numbers, and the amount of time to the nearest tenth of an hour on the Pomona Police Service Reimbursement Form (PPD). Any injuries to those Officers or damage to City property shall be documented in the report to allow for proper billing. Time charged will commence from the time each Officer involved is dispatched to the call. This form is to be completed by the field supervisor.
- F. The original of the First and Second Response Notices and the Pomona Police Department Reimbursement Form shall be attached to any reports that may be generated related to the incident as part of the official record of the event.
- G. A computer printout of the incident history only, (no CFS information will be included), will be attached to the original Notices. A noise level reading shall be

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taken and a printout of the noise level reading shall be attached to the original notice. Violators will not be given these printouts.

- H. A Police Report will be completed for the appropriate criminal violation (Noise Ordinance, Disturbing The Peace, etc.).

III. Dispersing The Gathering At The Second Call:

- A. If the event warrants a second call, it may also be considered an unlawful assembly. Any additional enforcement of disturbance and unlawful assembly laws will be up to the discretion of the field supervisor involved. A field supervisor shall be dispatched to any second response and shall make the decision for any dispersal.
- B. If additional responses are required during the same 12-hour period as a result of a recurrence or continuation of the initial disturbance, a supervisor shall be dispatched and another "Second Notice" (i.e., fee notice) will be issued. A second noise level reading shall be taken at the location and if the gathering is still in violation, appropriate enforcement should be taken (i.e.; issuing of citations to the responsible parties, declaring the gathering an unlawful assembly.). A printout of the second noise level reading shall be attached to the "Second Notice" (fee notice). A copy of this printout will not be given to the violator(s).
- C. The Officer clearing the call will advise Dispatch to note in the "Remarks" category that the (First or Second) Notice was issued and to whom.

IV. Billing

- A. The original First and Second Notices, including the Police Service Reimbursement Form and incident history printout, as well as one (1) copy of any related reports, will be reviewed by the on-duty Watch Commander, then forwarded to Patrol Services Captain.
- B. The entire package, containing one (1) copy of the supporting documents, shall be forwarded to the Administrative Staff Services Commander. A designee of that Division shall prepare and mail a letter to the responsible party demanding payment.
- C. If after thirty (30) calendar days no payment has been received, a copy of this letter and supporting documents will be forwarded to the City Attorney for further action.

DISPATCH 2-120

2-120.0 TITLE: TELEPHONE CALL PRIORITY

Effective Date: 1/92

2-120.1 SYNOPSIS:

‘ The priority in which telephone calls are to be answered.

2-120.5 PROCEDURES:

- I. The Dispatch Center is equipped with emergency, business, direct and general purpose telephones. Due to the emergency nature of some of these telephone calls, it is important that the proper priority be observed when answering incoming calls.
- II. The following priority shall be observed:
 - A. 9-1-1 lines/emergency
 - B. Fire Dispatch, Cole's, Watch Commander
 - C. Business Lines/Non-emergency
 - D. Inside Lines/Ext: 112/114/213
 - E. All other ring-down lines.

DISPATCH 2-129

2-129.0 TITLE: CALIFORNIA DEPARTMENT OF CORRECTIONS/PAROLE DIVISION RADIO FREQUENCY USAGE AGREEMENT

Effective Date: 6/30/95

Revised Date:

Related Manuals: Patrol 8-503

2-129.1 SYNOPSIS:

Describes the procedures to be used by State Parole when using City of Pomona Police radio frequencies.

2-129.2 POLICY/OVERVIEW:

To assist California State Parole Officers in the performance of their duties, a mutual agreement has been established whereby agents of the Pomona Parole Unit will have City of Pomona radio frequencies installed in their units. The use of the police Department radio frequencies will be limited to Emergency Traffic only. Parole Agents will be able to use Blue, Brown, and Orange channels in contacting officers or Police Dispatch.

2-129.5 PROCEDURES:

A. Procedures covering the use of Police radio frequencies:

1. Parole Agents will utilize police frequencies only during those incidents that can be deemed an emergency situation.
 - a. In need of a back up officer to prevent loss of life, property or prevent injury to the agent, officer or citizen.
 - b. To apprehend a known parolee who is evading arrest.
 - c. To prevent the escape of a parolee in the agents custody.
 - d. To assist Pomona Police Officers when a crime has occurred and the parole agent has a suspect under observation and can provide immediate information leading to the suspect(s) arrest.
 - e. Requesting medical assistance to render immediate medical care to an injured citizen, police officer or parole agent.
 - f. Any other emergency situation that in the parole agent's estimation required the immediate response of a police officer
2. Parole agents will use their State Department ID numbers when requesting assistance through Police Dispatch over any Pomona Police frequency.

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3. A list of identification numbers and agents names will be provided by the Pomona Parole Office to Police Dispatch and will be updated when any changes are made.
4. When requesting assistance parole agents will contact Police Dispatch by first giving a unit designation of “Parole”, followed by the agents assigned identification number; for example... “Parole 2714 to Pomona”.
5. When Pomona Police Officers are in need of immediate assistance from a parole agent, the officer can broadcast over Blue channel for any parole agent on the radio; for example... “A12 to any parole agent”.

DISPATCH 2-130

2-130.0 TITLE: INDECENT OR OBSCENE TRANSMISSIONS

Effective Date: 1/92

2-130.1 SYNOPSIS:

Incident, obscene or profane language on the radio system are specifically prohibited by the Communications Act of 1934.

2-130.5 PROCEDURES:

- I. Upon hearing violations of the above, from any personnel utilizing the radio system, the Dispatcher shall make a written report of the violation. The report shall contain the following information.
 - A. Time and date of violation.
 - B. Nature of the transmission.
 - C. Status of each unit at the time (in service/out of service).
 - D. Name and unit number of person causing the violation, if known.
- II. The report shall be presented to the Dispatch Sergeant who shall retain a copy and forward the original to the Police Watch Commander and the Dispatch Shift Supervisor at the time of incident.

DISPATCH 2-150

2-150.0 TITLE: WATCH COMMANDER/FIELD SERGEANT NOTIFICATIONS

Effective Date: 1/92

Revised Date: 2/19/04 (Author Sgt. Mansfield)

2-150.1 SYNOPSIS:

Notifications to the Watch Commander and Field Sergeants.

2-150.5 PROCEDURES:

- I. Dispatch personnel shall notify the Watch Commander and Field Sergeants immediately when the following events occur.
 - A. Shootings, stabbings, suicides, barricaded suspects, officer-involved shootings, officer-involved traffic accidents (injury or not), all fatal traffic accidents, diesel/hazardous material spills, critical missing persons, or any major event where Police Officers are involved.

DISPATCH 2-160

2-160.0 TITLE: FIRE DEPARTMENT ASSIST/MEDICAL CALLS

Effective Date: 1/92

2-160.1 SYNOPSIS:

Describes dispatching procedure for Police to medical assist calls.

2-160.5 PROCEDURES:

- I. Police Officers will be dispatched to medical emergency calls involving choking victims, drownings, and/or persons requiring CPR.
- II. Fire Department will have the responsibility to screen all medical calls that are sent to Police Dispatch.
- III. Once received, Dispatchers will broadcast the medical call immediately to all officers in the field. If no response is received, Dispatch personnel shall assign an officer to respond. If a Code-9 status exists, the Dispatcher will notify all 1-8 Patrol Sergeants in the field.
- IV. Once a police unit is enroute, the Police Dispatcher will notify the Fire Department where the P.D. unit is enroute from. This will help prevent traffic accidents.
- V. The Fire Department will notify Police Dispatch when they arrive on scene. If the Fire Department arrives prior to Police, the Police will be canceled.

DISPATCH 2-170

2-170.0 TITLE: TRAFFIC STOPS

Effective Date: 1/92

2-170.1 SYNOPSIS:

Describes the procedure when Dispatch personnel run license plates when officers initiate traffic stops.

2-170.5 PROCEDURES:

- I. When an officer initiates a traffic stop, Dispatchers will run the license plate without delay to determine its status.
- II. After obtaining results, Dispatch personnel shall notify the officer immediately the year and make of the vehicle.
- III. If the computer is slow in returns, the officer will be notified of the delay.
- IV. It will be the responsibility of the position three (3) Operator to enter all license plates that are requested on Blue frequency.

DISPATCH 2-180

2-180.0 TITLE: TACTICAL OPERATIONS

Effective Date: 1/92

2-180.1 SYNOPSIS:

Tactical operations on Brown (Channel 2) frequency.

2-180.5 PROCEDURES:

- I. When officers are confronted with a possible tactical operation, Brown frequency will be used for coordination.
- II. When officers arrive at a scene that could escalate into a tactical operation, i.e., 211 silent alarms, occupied stolen vehicles that are stopped, building searches, burglaries in progress, or any emergency that requires a lengthy time to conclude, Dispatch personnel will direct the units involved to Brown frequency for coordination.
- III. Dispatchers have the responsibility to direct officers to alternate frequency for coordination. The purpose is to utilize our main frequency (Blue) for emergency traffic and calls for service.
- IV. Dispatchers must remember that they are unable to see what officers see. If an officer advises to clear the air, Dispatch personnel will do so immediately without asking questions. The air will remain cleared until advised.
- V. Brown frequency cannot be cleared for special details unless specifically directed to do so by the Watch Commander, Lieutenant or a Sergeant.

DISPATCH 2-190

2-190.0 TITLE: GENERAL INSTRUCTIONS FOR FAIRGROUNDS DISPATCHERS

Effective Date: 1/92

2-190.1 SYNOPSIS:

Describes general procedures for Dispatch personnel while working the L.A. County Fair.

2-190.2 POLICY/OVERVIEW:

Dispatch personnel shall enter through the Fairgrounds Administrative parking lot on McKinley Avenue. The gate attendant will direct you to the proper parking area.

2-190.5 PROCEDURES:

- I. Pomona Police Dispatchers shall enter through Pass Gate "1" on McKinley Avenue. Entrance to the Fairgrounds shall be made through the main pedestrian gate where Dispatchers will be admitted without passes **WHEN IN UNIFORM.**
- II. Dispatchers shall check in and out with the Fairgrounds Watch Commander, who will supervise the activities of Dispatchers on Fair duty.
- III. It **SHALL** be the responsibility of each Dispatcher to ensure that **HE/SHE** is signed **ON** and **OFF** duty by the Fairgrounds Watch Commander.
- IV. All Fairgrounds Dispatchers shall familiarize themselves with the physical layout of the Fairgrounds, i.e., **First Aid Station, Carnival Area, Music Stages, Exhibit Buildings, Clock Tower, Fire Station, Banks, Racetrack, Pomona Police Display Booths, etc.**

FAIRGROUNDS DISPATCHER RESPONSIBILITIES

- I. To provide communication needs to the L.A. County Fair.
- II. Any other duties as assigned by the Fairgrounds Watch Commander.

FAIRGROUNDS DISPATCHER PROCEDURES

- I. DR numbers for the Fair Police Reports will be assigned by the Fairgrounds Dispatcher. The Fair Dispatcher will have a printout which will have DR numbers to be assigned to Police Reports which have occurred at the L.A. County Fair.
- II. The Dispatcher, upon receiving information that there will be a report for a particular incident, will write in the officer's name, along side the assigned DR number, and write in the type of report the officer will be taking.
- III. The Fair Dispatcher will complete a dispatch ticket for each incident, which will receive a Fair DR number.

DISPATCH 2-190

- IV. Upon the officer clearing a call of a Stolen Vehicle Report, the Fairgrounds Dispatcher will call the downtown Dispatcher and relay the necessary information for entry/update in the Stolen Vehicle System.
- V. The Dispatcher shall ensure that adequate Dispatch slips and other supplies are available at all times. If additional Dispatch supplies are needed, contact and request same of the Dispatcher on duty at the Main Station.

DISPATCH 2-200

2-200.0 TITLE: DISPATCHER RIDE-ALONGS

Effective Date: 1/92

Revision Date: 12-02-96 (Author: Sgt. Cummings)

2-200.1 SYNOPSIS:

Describes procedure by which Dispatch personnel participate in the Ride-Along Program.

2-200.5 PROCEDURES:

- I. All Dispatch personnel must request permission from their immediate supervisor to go on a Ride-Along.
- II. The supervisor will notify the Dispatch Sergeant of the date and time requested and approved for a Ride-Along consideration.
- III. The Watch Commander will be contacted by the Dispatch Sergeant to make a determination if the date and time slot requested is available.
- IV. Final approval for the Ride-Along will rest with the Watch Commander whose shift will be affected.
- V. All Ride-Alongs are to be used as a training tool and, as such, Dispatchers who are not in a training phase will only be scheduled for a Ride-Along a maximum of two times (2) per year.
- VI. Each ride along will be documented and tracked by the Dispatch Sergeant to insure ride alongs are scheduled within policy guidelines.
- VII. Newly hired Dispatchers in a training mode may go on a Ride-Along more than two times per year to assist them in learning the City. When in a training mode, ride alongs for newly hired Dispatchers will be documented on a "Daily Evaluation" form.
- VIII. All helicopter Ride-Alongs must be approved by the Dispatch Sergeant and the Special Services Lieutenant.
 - A. Helicopter ride alongs will be scheduled on a one time only basis, as an orientation flight. All orientations will be tracked by the Dispatch Sergeant to insure that each Dispatcher requesting an orientation is afforded the opportunity.
- IX. Dispatchers requesting ride alongs with a spouse, or when off duty, will be required to follow policy guidelines.
- X. To better learn locations throughout the City, ride alongs for Dispatchers will only be approved for day and cover shift hours until 2100 hours.

DISPATCH 2-220

2-220.0 TITLE: EXTRA PATROLS

Effective Date: 1/92

2-220.1 SYNOPSIS:

Describes procedure regarding extra patrol requests.

2-220.5 PROCEDURES:

- I. On occasion, Dispatch will receive a request for extra Patrol of a given location.
 - A. Upon receipt of a request, the call taker shall obtain all pertinent information as required.
 - B. Assure the caller that the Police will do their best to provide the extra patrol as requested, however, it will be done on available time.
 - C. Advise the oncoming shifts of the extra patrol.
 - D. Dispatchers will broadcast to all on-duty units the extra patrol and print a copy. The copy will be placed on the briefing log so that the next patrol shift will have the information.

DISPATCH 2-230

2-230.0 TITLE: HOUSE MOVERS

Effective Date: 1/92

2-230.1 SYNOPSIS:

Describes procedure when house movers travel through the City of Pomona.

2-230.5 PROCEDURES:

- I. House movers are supposed to call Police Department before they go through the City.
- II. Obtain permit number, name of company, direction of travel, how many escorts they have, and how many pieces they are moving.
- III. Call the Watch Commander and advise him of the circumstances; he may want a Police escort dispatched.
- IV. Advise Fire Dispatch.
- V. The above procedure is for any large pieces of equipment, etc., going through the City.

DISPATCH 2-240

2-240.0 TITLE: JAIL ALARM PROCEDURE

Effective Date: 1/92

2-240.1 SYNOPSIS:

Describes procedure when the Jail alarm is activated.

2-240.5 PROCEDURES:

- I. In the event the Jail alarm is sounded, the following procedure shall be followed:
 - A. Dispatchers shall announce twice over the public address system that the Jail alarm has sounded.
 - B. All Police personnel in the building shall respond to the Jail immediately. Dispatchers shall immediately call four (4) officers from the field, except when the Detective Bureau personnel are on duty; then it will be necessary to call in only two (2) officers, unless advised otherwise.
 - C. As soon as possible, the situation should be evaluated and Dispatchers shall be notified of the need for additional personnel and deployment of personnel. Dispatchers shall carry out the directives.
 - D. Broadcast over the public address system, "Attention all Departments, reset your alarm switches."
- II. When a test of the Jail alarm system is conducted, it is not necessary for personnel to respond to the Jail.
 - A. Jail personnel shall notify Dispatch prior to the test.
 - B. Dispatch shall announce twice over the public address system that there will be a Jail alarm test.
 - C. Jail personnel, following the announcement, shall operate the alarm for a period of thirty (30) seconds.
 - D. Dispatch shall announce over the public address system that the test has been completed and a reminder to reset alarm switches.
 - E. Dispatch personnel shall report any malfunctions to the Jail Sergeant and the Watch Commander.

DISPATCH 2-250

2-250.0 TITLE: CORONER'S OFFICE

Effective Date: 1/92

2-250.1 SYNOPSIS:

Describes procedure when and who notifies the Coroner's Office.

2-250.5 PROCEDURES:

- I. The Coroner's Office is to be called by the officer or supervisor at a crime scene if available; if not, by the Watch Commander.
- II. Dispatch personnel **SHALL NOT** make notification to the Coroner unless directed to do so by a Sergeant or the Watch Commander.

DISPATCH 2-260

2-260.0 TITLE: APPREHENSION REQUESTS

Effective Date: 1/92

2-260.1 SYNOPSIS:

Describes procedure in how to handle Apprehension Requests.

2-260.2 POLICY/OVERVIEW:

Initiated by Police Officer or Detective when there is sufficient evidence during the investigation of a crime to indicate that a felony criminal complaint can be obtained.

2-260.5 PROCEDURES:

- I. All yellow copies are sent to Dispatch Center for broadcast.
 - A. Broadcast necessary information, time stamp in upper right-hand corner, and initial.
 - B. Yellow copy is kept in the Dispatch Center and filed in the Apprehension files.
- II. Cancellation
 - A. When notified of a cancellation, pull yellow copy, broadcast cancellation, time stamp, and initial. Put in the back of the storage box. Records will pick up the yellow copy.

DISPATCH 2-270

2-270.0 TITLE: STAKE-OUT NOTIFICATIONS

Effective Date: 1/92

2-270.1 SYNOPSIS:

Describes procedure for surveillances.

2-270.5 PROCEDURES:

- I. The Watch Commander and Patrol Sergeants shall be notified of all surveillances whether personnel from Pomona or other agencies are involved.
- II. There are instances wherein a field unit or Detective unit is conducting a surveillance in the specific area. Under these circumstances, the unit may wish units to stay out of the immediate area unless responding to a specific incident.
- III. When receiving surveillance information, Dispatchers shall ask if the officers involved want the surveillance broadcasted.
 - A. If a broadcast is desired, Dispatch personnel shall state the following, "Attention all units, Code-5 in effect at (location)."
 - B. Dispatchers shall advise each unit either by phone or radio regarding the situation.
- IV. After receiving surveillance information, a Code-5 form shall be completed and forwarded to the Dispatcher and Patrol personnel.
- V. If a "Code-5" is in effect near the beginning of next shift, Dispatch will relay the information to the oncoming briefing.

DISPATCH 2-290

2-290.0 TITLE: WARRANT INFORMATION

Effective Date: 1/92

2-290.1 SYNOPSIS:

Dispatch procedure when advising officers in the field of confidential information.

2-290.5 PROCEDURES:

- I. When an officer is out with a subject who has a warrant out for his/her arrest, the Dispatcher will adhere to the following procedure.
 - A. When the following letters are added to "Code 32", they will mean the following:
 1. T - Tom/ Wanted for Traffic Violation
 2. M - Mary/ Wanted for Misdemeanor Offense
 3. F - Frank/ Wanted for Felony Offense
 4. X-Ray/ Wanted-Armed and Dangerous
 - B. Dispatchers will not ask the officer if they are "Clear for 10-35 information." This procedure is outdated, dangerous and heightens the awareness of the suspect that something is wrong.
 - C. Dispatchers will advise, your subject is Code-32 and a letter. This procedure will provide the officer a quick basic idea of what the suspect is wanted for, will not alert the suspect, and reduce valuable air time.
- II. When an officer runs a Vehicle 28 or 29 and the computer returns showing the vehicle stolen, the Dispatcher shall adhere to the following procedure.
 - A. The Dispatcher shall immediately advise the officer that the vehicle is stolen and from what agency.
 - B. Previous to this advise, the Dispatcher shall not question the officer as to whether the vehicle is occupied or not.
 - C. The Dispatcher shall then follow proper Dispatch procedures according to the officer's information after advising the unit of the Code-32 status.

DISPATCH 2-291

2-291.0 TITLE: USE OF THE COUNTYWIDE WARRANT SYSTEM (CWS) BY FIELD OFFICERS.

Effective Date: 11/05/85

Revised Date: 5-10-00 (Author: Judy Ramsey, Sr. Records Supervisor)

Related Procedural Manuals: Pat 5-002; Jail 2-401, Detective 1-600

2-291.1 SYNOPSIS:

To establish a standardized format for requesting warrant information through "CWS" (Countywide Warrant System). Also, to establish procedure for providing subjects with documentation who have been so arrested and later found to be other than the person for whom the warrant was issued.

2-291.2 POLICY/OVERVIEW:

In "CWS" it is imperative that all reasonable efforts be made to insure that the subject specified in the CWS Warrant Information Sheet is, in fact, the subject detained or being investigated.

2-291.3 STATUTORY REFERENCES:

816 PC, 850 PC

2-291.4 DEFINITIONS:

A. CWS-Countywide Warrant System. The system is operated by the Los Angeles County Sheriff's Department. All warrants issued within Los Angeles County are entered into this system by the issuing court.

The Pomona Police Department provides and operates a terminal that allows inquiry access as to the existence of a warrant(s).

B. Patronymic Name - The surname of an individual derived from their father's surname.

C. Matronymic Name - The surname used by an individual derived from the mother's surname.

D. WIS – Warrant Information Sheet. The Warrant Information Sheet (WIS) is utilized to provide a paper-to-person comparison with the subject of the warrant and the information contained within the CWS. This WIS is intended to prevent the arrest of the wrong subject on a warrant.

E. WPS – Wanted Persons System. The Wanted Persons System is operated by the California Department of Justice and contains warrants issued by all California Law Enforcement agencies based on individual criteria established by the issuing agencies.

DISPATCH 2-291

Agencies entering warrants into WPS must be willing to transport the subject from any location within California.

NOTE: All warrants issued within Los Angeles County **MUST** appear in CWS in order to be considered "valid" warrants. If a Want9 reveals a warrant issued in Los Angeles County is in WPS, but not in CWS, contact **MUST** be made with CWS staff to determine why the warrant is not in CWS. In most instances when this occurs, the warrant has previously been recalled by the court but for unknown reasons was not removed from WPS.

2-291.5 PROCEDURES:

- A. When a police officer wishes to inquire whether a subject he/she has detained has a warrant in CWS, the following procedure shall apply.
 1. The officer shall advise Dispatch of his/her request for a "CWS check" (this will be automatically included in a "want-9" check as currently performed). The officer shall respond to the channel (i.e., radio frequency) designated by the Dispatcher and advise the following identifying information:
 - a. Subject's Name
 - b. Subject's Address
 - c. Subject's Height
 - d. Subject's Weight
 - e. Subject's Hair Color
 - f. Subject's Eye Color
 - g. Subject's Sex
 - h. Subject's Date of Birth (if unavailable, age estimate may be substituted)
 - i. Subject's Descent
 2. If the subject refuses to state his/her name, address or full date of birth, the query may be initiated without the withheld information. When full date of birth is withheld, an age estimate shall be used in its place.
 3. If a subject is Spanish surnamed, the officer shall ask for both the patronymic and matronymic portion of the name and shall submit both segments, with the matronymic surname last and the patronymic surname as a middle name, unless the subject states that he/she uses only one segment.
 - a. The officer may also request the order of these names be interchanged for the warrant search.
 4. Inquiries into CWS for investigative purposes on a subject who is not in the immediate presence of the officer may be made with all or some of the above data elements.

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5. The Dispatcher shall enter the information and advise the officer of any "hits" (presence of warrant) within the system.
- B. When the requesting officer is advised of a "hit", the following procedure shall apply:
1. While a CWS "hit" response may constitute cause to detain briefly for further investigation it does not, in itself, constitute probable cause for arrest or to believe that the suspect is the wanted person.
 2. The arrest, transportation, or booking of any subject based solely on the basis of a CWS "hit" response is prohibited. The decision to arrest, transport or book a subject in response to an CWS "hit" must be based on an officer's comparison of the subject with the descriptive information contained on the Warrant Information Sheet.
 3. An officer seeking to detain further or to arrest, transport, book or in any other way intrude on a subject's personal liberty, privacy or property -- other than the initial stop -- must:
 - a. Be informed of and review all of the following, to the extent that it is contained in the Warrant Information Sheet:
 - (1) Wanted Person's Name
 - (2) Wanted Person's Address
 - (3) Wanted Person's Height
 - (4) Wanted Person's Weight
 - (5) Wanted Person's Hair Color
 - (6) Wanted Person's Eye Color
 - (7) Wanted Person's Sex
 - (8) Wanted Person's Date of Birth
 - (9) Wanted Person's Descent
 - (10) Wanted Person's Operator's License or DMV Identification Card Number
 - b. Compare such information to the subject;
 - c. Independently determine on the basis of that comparison that probable cause exists to believe that the subject is the wanted person prior to arrest and transport of the subject to Pomona Jail.
 - (1) If the officer determines the subject detained is not the same as described in the warrant, the subject can be released in the field with no documentation required. The officer will so advise the Dispatcher as soon as practical.

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- d. Once the officer reasonably determines the wanted subject to be the same as the one he/she has detained, the officer shall instruct the Dispatcher to abstract (retrieve) the warrant from the system
 - (1) Once the officer arrives at Pomona Jail with the suspect, it shall be the officer's responsibility to contact the Records Bureau for the abstract printout and book the suspect pursuant to law and current departmental procedure.
- C. Whenever a suspect has been detained and transported by an officer pursuant to a CWS "hit" but is released prior to booking because he/she is deemed not to be the wanted person or whenever a suspect has been booked and is later released because he/she is deemed not to be the wanted person, the following shall apply:
 - 1. The officer will complete and issue to such subject - prior to their release - PPD Form 302, (Clearance Document"), located in the jail that contains the following:
 - a. Identifies the bearer, including his/her physical description;
 - b. Specifies the date and time of issuance;
 - c. Lists the warrants(s), by number, that caused the detention and transportation;
 - d. States that the person to whom the form was issued is not the wanted person on the designated warrants.
 - e. Signature of the subject.
- D. Clearance Document (PPD Form 302)

Whenever any person presents PPD documentation described in this paragraph, or similar documentation from another Los Angeles County law enforcement agency, that person shall be presumed not to be the wanted person on any CWS warrant(s) which are specifically enumerated on such document, or on any CWS warrant with an issue date more than 30 days earlier than the issuance date of the clearance document. Officers shall be prohibited from transporting, arresting, or booking any such subject pursuant to any such CWS warrant unless the arresting officer records specific, concrete facts that constitute probable cause to believe that the person presenting the documentation is not the person named thereon or that the documentation is not authentic.

- 1. An example of this document is attached.

DISPATCH 2-310

2-310.0 TITLE: INDUSTRIAL ACCIDENTS

Effective Date: 1/92

2-310.1 SYNOPSIS:

Describes procedure for industrial accidents.

2-310.5 PROCEDURES:

- I. Notify the Watch Commander immediately.
- II. Dispatch Patrol unit and advise Patrol Sergeant.
- III. Notify the Fire Department. If injuries are present, the Fire Department will respond with ambulance.
- IV. If a death has occurred, the Watch Commander will be notified and will be responsible for notification to the Detective Bureau and the Coroner's Office.

DISPATCH 2-320

2-320.0 TITLE: RAILROAD ACCIDENTS

Effective Date: 1/92

2-320.1 SYNOPSIS:

Describes procedure for railroad accidents.

2-320.5 PROCEDURES:

- I. Notification to the Watch Commander immediately whether injuries or not.
- II. Upon receipt of any accident involving a train, the call shall be considered a priority "O".
- III. Dispatch personnel shall dispatch a Police unit immediately to evaluate the scene.
- IV. Patrol Sergeant shall be notified immediately.
- V. If injuries are present, the Fire Department will be notified by entering a dual response call. The Police Department will call the Fire Department to confirm they received the dual call. The Fire Department will notify an ambulance.
- VI. If deaths are present, the Watch Commander will be notified and will have the responsibility to notify Detective Bureau and the Coroner's Office.

DISPATCH 2-330

2-330.0 TITLE: STOLEN VEHICLES

Effective Date: 1/92

Revised Date: 3-31-99 (Author: Sergeant Andrew)

2-330.1 SYNOPSIS:

Since October, 1972, the State of California Department of Justice has maintained the Stolen Vehicle System (SVS), a computerized vehicle data file.

Contents of the file include records on:

- A. Stolen vehicles, felony vehicles, stolen license plates and stolen vehicle parts. This data is automatically sent to NCIC as a result of input to the California file.
- B. Repossessed vehicles, stored vehicles, and vehicles associated with missing persons are maintained in the California file only.

2-330.2 POLICY/OVERVIEW:

It is the policy of this Department to utilize the CLETS Stolen Vehicle System to maximize the opportunity for early recovery of stolen vehicles and to share vehicle status information with other law enforcement agencies in a timely manner. Utilization of this system shall be in conformance with all system rules specified by the CLETS/CJIS operating manuals as published by the California Department of Justice.

2-330.5 PROCEDURES:

- I. Operator receiving a call regarding a stolen vehicle shall run the license number or VIN through SVS to check for repossession, stored or impounded
 - A. Operator will document the 10-28 information and forward to the Dispatcher. 28 information will include year of expiration, year of vehicle, make of vehicle, VIN number, registered owner, and legal owner.
 - B. Entering Stolen Vehicles
 - 1. Once the reporting officer or CRW confirms having a signed vehicle report, the Dispatcher shall:
 - a. Confirm victim and registered owner information with officer/CRW.
 - (1) Victim's name (victim may not be the registered owner)
 - (2) Address
 - (3) Phone number

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- (4) Vehicle model
 - (5) Vehicle color
 - (6) Any miscellaneous vehicle information that will aid in identifying or locating the vehicle.
 - 2. The stolen vehicle information shall then be entered into the Stolen Vehicle System (SVS).
 - a. The information entered shall be obtained from the:
 - (1) DMV registration printout, and
 - (2) information received from the officer or CRW taking the report.
 - 3. To ensure the stolen vehicle was entered in the Stolen Vehicle System, the Dispatcher shall check for the confirmation message from the Department of Justice (DOJ) that a file control number (FCN) was issued.
 - 4. Records Bureau will double check information entered into SVS from original stolen vehicle report when received.
- C. Removing Stolen Vehicle Information from SVS
- 1. Confirm with the officer or CRW completing the Recovery Report:
 - a. That the vehicle has actually been located, and
 - b. The status of the vehicle
 - (1) condition of the vehicle
 - (2) number of plates missing
 - (3) whether anyone in custody.
 - c. Whether the vehicle to be towed or released to the owner.
 - 2. As soon as all the required information is obtained, the Dispatcher shall:
 - a. obtain stolen vehicle information from the Stolen Vehicle System.
 - 3. Clear the vehicle from SVS using the information provided by the officer or CRW recovering the vehicle by:
 - a. Clearing the vehicle with a “locate” for **Pomona stolen** or

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- b. Clearing the entry with a “locate” for **other agency** stolen vehicles.
 - 4. To ensure the recovered vehicle was removed from the Stolen Vehicle System, the dispatcher shall check for the confirmation message from the Department of Justice (DOJ) that the entry was either:
 - a. “cleared” for a Pomona stolen, or
 - b. “Located for other agency stolen.
 - 5. Records Bureau personnel will double check the recovery information entered into SVS from the original Recovered Vehicle Report when received.
- II. GTA taken at the Front Desk is entered by Records Bureau personnel.
- III. Embezzlements are entered by the Detective Bureau and are not entered until specific criteria are met.
- IV. If a GTA is involved in a crime, it shall be the responsibility of the officer who is handling the investigation to contact Dispatch personnel to confirm the vehicle is entered as an Armed and Dangerous Vehicle or hold for prints.
- V. Time stamp the documentation of the 28 information, write FCN number and initial.
- VI. When an officer clears with a report, he will request Operator’s number and include it on this report.
- VII. The Dispatcher will broadcast stolen vehicle information and complete a PCF #33 (Broadcast form).

DISPATCH 2-340

2-340.0 TITLE: CALL DEFINITION

Effective Date: 1/92

Revision Date: 5/18/00 (Author: Sgt. Andrew)

2-340.1 SYNOPSIS:

Defines call priorities.

2-340.2 POLICY/OVERVIEW:

New and unique situations are elements common to Dispatchers. Therefore, it is difficult to develop rules to cover the wide and individually unique circumstances that will arise. In an effort to provide some general guidelines, the following priority classifications have been established.

2-304.3 DEFINITIONS:

- I. Priority “O” - In progress crimes where loss of life or imminent danger to citizens or officers is present and immediate police response is needed to prevent further injury; for example: homicides, assaults with the use of weapons, hostage situations, attempted suicides, etc.
- II. Priority “1” - In progress crimes or crimes just occurred with suspect(s) present or in the immediate area; i.e., burglaries, robberies, in-custody’s, incomplete 9-1-1 calls, etc.
- III. Priority “2” - Crimes that have just occurred and the officer’s urgent response could lead to the capture or immediate identification of the suspect(s).
- IV. Priority “3” - Crimes that have occurred and an investigation is desired by the victim.
- V. Priority “4” - Infraction investigations; i.e., parking violations, abandoned vehicles, etc.

2-340.5 PROCEDURES:

- I. When advised of a priority “O” or priority “1” call, the Dispatcher shall immediately dispatch the call to two (2) or more field units as required.
 - A. Priority “O” and Priority “1” calls shall be dispatched to any available patrol unit first.
 - B. If there are no patrol units available, the Dispatcher may immediately dispatch the call to any available officer occupied unit including Motor officers, Major Crimes Task Force, Burglary Task Force, or STOP Team members.
 - C.. If there are no units available and loss of life or injury to a citizen or officer is imminent, available Detective units in the field may be dispatched to the call.

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- D. When there are no units available to respond, the Dispatcher shall immediately broadcast the call over Blue channel. With all Priority "0" calls the Dispatcher is to contact the Watch Commander or the Field Supervisor and advise them of the circumstances. The Watch Commander or Field Supervisor can then make a decision if units are to be cleared from their present calls to respond.
- II. Priority "O" and Priority "1" calls shall be dispatched as soon as the location and nature of the crime are known.
 - A. This affords the call taker the ability to ask the caller for additional information while officers are enroute to the call which can then be relayed to the units.
 - **B. If the incident involves a prowler, burglar, etc., the call taker shall ask the caller if they are armed with a weapon. If the answer is yes, the caller is to be told to put the weapon away. Responding units shall be notified that the caller is armed and has been told to put the weapon away.**
 - C. The call taker will stay on the phone with the caller until units arrive and the officer(s) advise the Dispatcher to hang up. The Dispatcher will tell the caller that police are on scene and they are to stay in the area until contacted by the officer.

DISPATCH 2-350

2-350.0 TITLE: USE OF MOTOR OFFICERS

Effective Date: 1/92

2-350.1 SYNOPSIS:

Use and deployment of the Motorcycle Unit for calls for service.

2-350.5 PROCEDURES:

A goal of the Pomona Police Department is to respond as quickly as possible to a call for service and deliver the best assistance needed upon arrival. due to shortages of Patrol personnel, service is not always rendered in a timely manner.

I. Motor Officers will be used on certain calls when no other units are available.

A. The following are calls that Motor Officers can handle:

1. Priority "0" and Priority "1" calls of any type.
2. All vehicle related activity, 505 vehicle, etc.
3. 925's, stolen and recovered vehicles.
4. 10852's.
5. DUI's.
6. Traffic control problems that Parking Units are unable to handle.
7. Backups.
8. Notifications of any kind.
9. All traffic accidents.

B. Any call that the Watch Commander deems would be appropriate for assignment to the Motor Units.

DISPATCH 2-360

2-360.0 TITLE: USE OF CIVILIAN REPORT WRITERS

Effective Date: 1/92

2-360.1 SYNOPSIS:

Use and deployment of the Civilian Report Writers.

2-360.5 PROCEDURES:

A goal of the Pomona Police Department is to respond as quickly as possible to a call for service and deliver the best assistance needed upon arrival.

Civilian Report Writers are capable of handling the following calls:

- I. CRW's are allowed to investigate any investigation except the following:
 - A. Felony crimes of violence.
 - B. Investigation where an arrest is imminent.
 - C. Fatal traffic accidents.
- II. CRW's can handle any misdemeanor where there is no suspect in custody. They can also be used for traffic hazards.
- III. Any call for service that CRW's are able to handle and that call for service is thirty (3) minutes old or older, Dispatchers will dispatch the call to the next available unit.
- IV. CRW's shall clear their calls on Orange frequency.
- V. CRW's can only be cleared from report writing for traffic accidents.

DISPATCH 2-370

2-370.0 TITLE: TRANSPORTATION, FEMALES/CIVILIANS

Effective Date: 1/92

20370.1 SYNOPSIS:

Describes procedure when officers transport females and civilians in the field.

2-370.5 PROCEDURES:

For the officer's protection against claims of improper conduct, the officer will observe the following procedure when transporting a female or a civilian from one location to another.

- I. The officer will advise the Dispatcher that he has a female.
 - A. He will advise his destination and starting mileage.
 - B. The Dispatcher will respond by advising the time.
 - C. Upon arrival at the destination, the officer will advise arrival at the destination and mileage. The Dispatcher will respond by advising the current time.
- II. Civilian Transportation
 - A. All civilians, off-duty Police Officer, on-duty Police Officers from other agencies transported for the purpose of a Ride-Along, shall have the approval of the on-duty Watch Commander prior to being transported in a Police vehicle.
 - B. Civilians who are stranded, lost, deprived of their transportation through accident or as victims of a crime, may be transported from their location to another location within the City, with the approval of the field Supervisor or the on-duty Watch Commander. Prior to the transportation, officers will advise Dispatch of the nature of the transportation, their starting location, and probable destination. If the person to be transported is a female, the officer will give his starting and ending mileage to Dispatch.

DISPATCH 2-390

2-390.0 TITLE: STOLEN VEHICLE RECOVERIES

Effective Date: 1/92

2-390.1 SYNOPSIS:

Describes procedure when a stolen vehicle is recovered.

2-390.5 PROCEDURES:

- I. When an officer recovers a stolen vehicle, the computer is updated immediately.
 - A. If the recovery is for another agency, enter locate into computer. Records sends a direct message to the agency.
- II. Pomona stolen, recovered by another agency, a "Notice of Locate" is sent to the Department. Records updates the computer by entering "Clear With A Locate."
- III. When an officer recovers a stolen vehicle:
 - A. If the recovery is for another agency, enter a locate into the computer. Records will send a direct message to the agency.
 - B. If the vehicle is a Pomona stolen, enter a "Clear Without Locate."
 - C. If the stolen vehicle is unfounded, enter "Cancel" or "recovered" as dictated by the officer in the field.
 - D. When a stolen vehicle is recovered at the Front Desk of the Pomona Police Department, Records is responsible for the recovery in the JDIC System.

DISPATCH 3-100

3-100.0 TITLE: ~~TAPE EXCHANGE/9-1-1 SHEETS~~ “STANCIL” AUDIO LOG

Effective Date: 1/92

Revised Date: 9/18/01 (Author: Lt. Cummings)

3-100.1 SYNOPSIS:

This procedure establishes a policy and criteria for the exchange of the 24 hour “Stancil” audio log compact disk.

3-100.4 DEFINITIONS:

“Stancil” Audio Log: The audio log is a compact disk recording system that operates as a stand alone 24-hour call recorder.

Authorized Personnel: Dispatch Sergeant, Custodian of Records, Dispatch Supervisors, Records Shift Supervisors, Senior Police Clerks

System Administrator: Dispatch Sergeant

3-100.5 PROCEDURES:

I. General Policy

A. The 24 hour tape is located in the telephone room down the hall from the Dispatch Center. The key to the room is located in the key box in the Dispatch Sergeant’s Office. The key is marked “Telephone Room.” The key will then be placed back into the key box. You will need to obtain the key to the tape cabinet that is located in the Supervisor’s Office. The 24-hour “Stancil” audio log shall be located in a secure location within the dispatch center. The system administrator is responsible for maintaining the security of the audio log.

1. The system administrator will issue user names and passwords with assigned permission levels to authorized personnel.

2. The audio log’s electrical power will not be turned off except for required maintenance.

3. Only authorized personnel shall have access to the audio log.

4. Any access made to the audio log will be documented in the audio logbook.

5. The audio log book will be maintained in a secure location by the Dispatch Sergeant.

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~~B. Supervisors or Senior Operators are required to change the 24 hour tape at 2400 hours daily. The tape is to be removed and marked appropriately and placed in the locked storage cabinet located adjacent to the door. A new tape will then be installed. If a Supervisor or Senior Operator is not available, a Dispatcher will then perform the duty. Authorized dispatch personnel are required to change the audio log's compact disk once the compact disk has reached full capacity level.~~

- ~~1. If there is a delay in changing the compact disk once it exceeds full capacity, the excess-recorded information will automatically write to the system's hard drive. When a new disk is inserted, any excess information will automatically be recorded from the hard drive to the compact disk.~~
- ~~2. Prior to changing out the compact disk, the authorized user will need to log in by typing their user name and password.~~
- ~~3. Eject the compact disk, mark and identify the compact disk holder with the ending date and time of the disk. Place the disk into the storage compartment below the audio recorder.~~
- ~~4. Remove a new compact disk and insert it into the audio recorder. Write the starting date and time on the compact disk holder of the disk you just inserted. Re-lock the storage compartment.~~
- ~~5. Log off the audio recorder and sign off on the audio recorder log.~~
- ~~6. Any questions as to proper procedure or troubleshooting problems, refer to the "STANCIL AUDIO USER'S LOG."~~
 - ~~a. The "Stancil" audio log shall not be left in an inoperative status. If found to be inoperable, the 24-hour Stancil support number shall be called and a support technician paged by the on-duty supervisor.~~
 - ~~a.b. The on-duty Watch Commander shall be notified if the audio log becomes inoperable.~~
 - ~~b.c. If the audio log becomes inoperable, a memo will be completed by the Dispatch Supervisor, indicating the date(s) and timeframe the audio log was inoperable and not recording.~~
 1. A copy of the memo will be forwarded to the Custodian of Records and the Dispatch Sergeant.

~~C. When changing tapes, Supervisors will also collect the 9-1-1 sheets from the printer. These sheets will be placed in the Sergeant's Office.~~

DISPATCH 3-110

3-110.0 TITLE: TELETRAC STOLEN VEHICLE SYSTEM

Effective Date: 1/92

3-110.1 SYNOPSIS:

Describes the procedure when Teletrac Stolen Vehicle Recovery System activates.

3-110.2 POLICY/OVERVIEW:

The Dispatch Center is equipped with the Teletrac Stolen Vehicle Recovery System which is designed to apprehend suspects and return of stolen vehicles in a timely manner.

3-110.5 PROCEDURES:

The Teletrac Computer is located towards the west side of the Main Dispatch room.

- I. When the system activates, the telephone mounted adjacent to the computer will ring. When the Dispatcher answers the phone, a Teletrac Dispatcher will give you a series of six (6) numbers called episode numbers.
- II. The Dispatcher will then log onto the Teletrac System.
- III. Once logged on, the Dispatcher will type in the episode numbers into the Teletrac Computer. In a few seconds, a map will appear where the stolen vehicle is located. The vehicle will appear as a yellow dot.
- IV. The Dispatcher will begin tracking the stolen vehicle while advising the units in the field.
- V. Once the vehicle has been pulled over and the situation is stabilized, the remaining information will be given by the Officer at his discretion.
- VI. Once the situation is over, the Dispatcher will log off from Teletrac.
- VII. The incident will be conducted on Blue frequency.

DISPATCH 3-120

3-120.0 TITLE: LOJACK STOLEN VEHICLE SYSTEM

Effective Date: 1/92

30120.1 SYNOPSIS:

Describes the procedure when LoJack Stolen Vehicle Recovery System activates.

3-120.2 POLICY/OVERVIEW:

The Dispatch Center is equipped with the LoJack Stolen Vehicle Recovery System which is designed to apprehend suspects and return of stolen vehicles in a timely manner.

3-120.5 PROCEDURES:

The LoJack received is mounted into one police unit.

- I. When the receiver activates inside the police unit, it will display a series of numbers. The officer will supply the Dispatcher with these numbers, at which time the Dispatcher will enter these numbers into the Stolen Vehicle System (SVS).
- II. Information regarding the vehicle will display on the terminal screen indicating if the vehicle is, in fact, stolen. This information will be forwarded to the officer immediately.
- III. When the situation is stabilized in the field, the remaining vehicle information will be given to the officer.

DISPATCH 3-130

3-130.0 TITLE: COMPUTER FAILURE

Effective Date: 1/92

3-130.1 SYNOPSIS:

Describes procedure on how to handle computer failure.

3-103.5 PROCEDURES:

I. Transferring Active Calls

A. When the computer fails, Position 3 and 4 will transfer active calls to tickets.

1. The following information will be transferred to manual tickets: Call Type, Location, Unit Handling, Incident Number, Time Received, Time Dispatched, and "M" on ticket to be modified when the computer is in service.

II. Transferring Pending Calls

A. Position 3 and 4 will designate a Dispatcher to transfer pending calls if they are too busy.

1. The following information will be transferred to manual tickets: Call Type, Location, District and Beat, Incident Number, Time Received, and ID number of the person receiving the call.

B. Dispatcher working Position 2 or 5 will move the table for manual Dispatch operations.

III. Activation of Manual Tow Log

A. Dispatchers working 2, 5 or 9 will check to be sure next tow in rotation is indicated.

IV. Position 3, The Responsibility of

A. Issues incident numbers for calls being taken while the computer is down.

B. In-progress calls, issue incident number after units assigned.

C. Report calls, issue incident number after units assigned.

D. When traffic stops are made, Position 3 will pull the ticket and assign an incident number.

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- V. If a manual mode for any length of time, a copy of the communications Log will be copies and one (1) copy forwarded to the Records bureau Log Steno.
- VI. Upon return to CAD system, Positions 3 and 4 shall coordinate the re-entry and modifications of units back into the computer.
- VII. All manual calls shall be entered into the CAD system through the “Catch Up” system.
- VIII. The Supervisor or Senior Dispatcher shall be responsible for notification to proper personnel for computer repairs.
 - A. The Supervisor shall attempt to correct the computer failure with current procedures and training as supplied by management.
 - B. If unable to reinstate the CAD system, the Supervisor shall then contact the appropriate on-duty personnel.
 - C. If after hours the Supervisor is unable to contact computer SVS, the CAD will remain down until administrative hours. The Watch Commander shall be notified immediately of the computer status.

DISPATCH PROCEDURES

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