

ALBANY POLICE DEPARTMENT DISPATCH CENTER PROCEDURES



*** Service * Professionalism * Pride * Teamwork * Dedication ***

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CALL TAKING GENERAL PROCEDURES

Unlike face-to-face conversations, dispatchers have only sound to evaluate a situation and process it, sometimes very quickly, in order to perform the job. Consequently, our voice intonations (the words we use) and the way we speak provide the only means for a caller to evaluate our performance and decide whether to trust us and follow our directions.

All dispatchers shall strive to express themselves clearly, courteously and without prejudice while on the phone. All conversations are recorded through DLI Call Investigator and could be used in criminal, civil or the court of public opinion as in when calls are released through the media. *Do not minimize or exaggerate any situation.*

Our responsibility is to get complete and accurate information and relay that to the responding units.

6 Ws:

1. **WHERE** is or did the incident occur? *This is the most important information we need. Without it, we are unable to send anyone to those who need help.*
2. **WHEN** did this happen? *This may change the priority of the incident.*
3. **WHAT** happened? *Type of crime.*
4. **WHO** is involved? *How many and is the RP a victim and/or witness?*
5. **WEAPONS** mentioned, displayed or used? *Always document the answer in the RIMS Inc.*
6. **WHY/HOW?** *If there is time to obtain this information, it can be valuable in providing evidence.*

Phone Techniques

1. Ideally, the phone should be answered within (3) rings. Although not always possible, we should continually strive to meet this expectation.
2. Be firm, but polite. Listen to the caller until you have a basic understanding of the problem and then ask specific questions necessary for the call type.
3. Sense the need of the caller and direct the conversation in the direction of meaningful context. Many callers will want to start the story from the beginning, even when the beginning started several years prior. A way to redirect them is to ask, "How may I help you today?" Get the call back to the present. *As a rule of thumb: allow the caller to talk uninterrupted if you are getting quality information.*

Answering the Business Lines

The standard greeting to be used when answering an APD business line will be, "Police Services, **how can I help you?**".

Answering 911 Lines

Due to the increasing number of 9-1-1 calls via cellular phones, all dispatchers will answer 9-1-1- lines,

"911, where is your emergency?"

The reason is since there is a greater likelihood of a cell phone dropping, we want to try to get the location as soon as possible, so even if the call drops and you cannot get them on call back, we know where to send someone for an area check. Secondly, if you know right away it is in Richmond, you can hopefully transfer it off sooner to the right dispatch center.

Answering 911 Abandoned Calls

When it comes to cellular 9-1-1- calls, with no answer on call back, that are within a great distance, dispatch will simply dispo them out, except for times when they feel something *might* be wrong. In these instances, they will dispatch it for an area check around the cell site if it is within Albany, with the understanding the officer or Sgt. may step in and cancel it, if they think it appropriate. If outside Albany, dispatch should notify the agency where the call may be originating for that agency to decide on an assignment.

It is to be acknowledged that officers likely will not find anything within 1700- meters of a 9-1-1 call, but if a dispatcher feels something could be wrong, you will fulfill an obligation to try to check on it by dispatching it for an area check around the tower if in town. If the officer immediately replies that they cannot find anything in that distance, that's fine, advise the officer, **"Copy, Dispo at your discretion"**.

Disposition of 911 Abandoned Calls

When a 911 abandoned call is received and all that registers is a GPS, if the radius is anything more than 18 meters (18 meters being about 20 yards, which is close to half the length of a city block), create an incident that it was received, record the meters in the Inc. comments and clear it out with a Dispo. 52. There is no need to notify a supervisor of this action.

However, still exercise discretion if you receive something that could be unique or suspicious, and either dispatch an officer for an area check, after making notations in the incident comments detailing what peculiarities you notice, or notify the supervisor and get direction, ie: dispo or assign an officer.

Entering Calls for Service

Patrol will have access to mobile phones to use in the field so that they can do some of their own follow up, alleviating the volume of requests on dispatch to make phone calls on their behalf (11-49's, having an RP come to the door, etc). This will obviously be during circumstances where officer safety permits them to do so. However, in order for this to benefit dispatch, it is important that dispatchers do a thorough job in collecting and inputting contact information for callers, or other parties associated with the call.

The RP contact info will go into the RP mask, while other associated, or other party numbers that may be useful for officers shall go into the details field of the call. Although other names and numbers can be added into the comments section, this is the least desirable for officers as it requires time to scroll and hunt for the names or numbers they seek. If an officer does not have good contact info to work with in the field, this will defeat the purpose, and they will then have to ask dispatch for more information.

Dispatching Calls to Police

To make sure all dispatched officers are attentive to the call details, and to hopefully cut down on the need to repeat details, dispatch will begin to use the following style to dispatch calls to police units.

You will start by notifying the primary officer by call sign, and if additional cover officers are being assigned, these will follow with an explanation of their role. What should follow next in this initial transmission is nature of the call (in short terms) and the location, with the location being repeated. This will let the officers know where they are going, and give them, and the OIC an idea of the nature of the call. In turn the officer's response (acknowledgement) should come from the primary officer first, then from the cover officers in the order they were assigned.

Example: **611** (who is primary) **with 622 and 623 to cover, 415 physical, Portland and Ramona, Portland and Ramona.** **if an address is given, such as 1205 Solano, you would repeat numbers, one-time stating. "twelve-oh/or zero- five Solano", the next, "One-Two-Zero-Five Solano".

This transmission should be short. For example, no need for the added verbiage, "611, with 622 and 623 to cover, be en route to a 415 physical in the area of Portland and Ramona, again, Portland and Ramona**"

Following this transmission, you will wait for the primary officer to respond with, "**Go ahead**", and then the cover officer/s will acknowledge.

Once all assigned units have acknowledged, proceed with the details of the call. Once you have transmitted these, units will acknowledge with a 10-4.

Even if the call is a single officer response, this same method of dispatch will be used.

An example then would sound like:

Dispatch- "**611, with 622 and 623 to cover, 415 physical, Portland and Ramona, Portland and Ramona**".

"**611, Go ahead**", "**622, Go ahead**", "**623, Go ahead**"

Dispatch- "**611, report of two males arguing and throwing punches. One is described as a WMA in his 30, brown hair, blue jeans and red jacket. Second subject described as HMA, unknown age, in jeans and a black t-shirt. No weapons seen. Subjects last seen on n/east corner. RP was passer-by and has disconnected**".

"**611, 10-4**", followed by a similar acknowledgement from the cover unit/s.

Dispatch will then show all assigned units en route, or raise any unit assigned who did not respond.

**Exceptions to this would be All Car responses where you are still getting information.

Priority 3 Calls and Use of MDC

For calls that are low priority, 11-24, cold 594, parker, cite correction, etc. you will make use of the MDC for the officer to get the details without having to tie up the air. You would call the officer by call sign, and notify them of the type of call and location, then direct them to the incident for the remainder of the call details. It is important however, to broadcast the type of call and location, so that other officers and OIC can be aware of these details. Such calls would be dispatched as:

Dispatch- **"613"**

"613, go ahead"

Dispatch- **"613, cite correction at APD, details in the incident"**.

All the officer should then do is respond with a 10-4 and not ask follow-up questions until they have examined the incident and confirmed the info they seek is already there. At this point it becomes the officer's responsibility to put themselves "en route" and "10-97" by use of their MDC commands whenever possible.

** In such cases, it is dispatcher's responsibility to enter all information they have into the incident before directing the officer to look at it.

Should an officer not be near an MDC or station computer, they should then ask, "613, (briefly state reason, ie; "MDC is down") go with the details" to indicate to dispatch that they need you to give them the details. Likewise, an officer on a motorcycle or OIC not near a computer may ask you to "go with the details" so they can have situational awareness of where the officers are.

Proper Beat Assignment

Dispatch should make sure to get enough detail from CFS originating in the lobby to assign the proper beat unit and not simply assign it as a Beat 2 call because it is at 1000 San Pablo Ave., when the RP is reporting a crime at a beat 1 location.

Assigning Call by Beat When Assignments Are Unknown

Should you have a call to be dispatched, and you have yet to be notified of which officers are handling the beats and cover, dispatch the call via beat.

Dispatch- **“Beat 1 officer, cold 488 at 1540 Solano, One-Five-Four-Zero Solano”**. At this point an officer or OIC should take responsibility for identifying the primary officer to be assigned and inform dispatch who will be handling.

Assigning Calls for Service when Beat Officer is Unavailable

To standardize the way pending calls are dispatched when the Beat Officer is unavailable, Dispatch should begin using the following procedure:

If the street is staffed with a designated Cover Officer, that officer should be used for calls for service on a beat, before using the other Beat Officer.

For example if you have a Beat 1, Beat 2, and a Cover Officer working, and the Beat 1 officer is tied up on an 459 report on their beat, but you get a report of a 594 just occurred on Beat 1, you should dispatch the 594 to the Cover Officer and not the Beat 2 officer. The other Beat officer should be left available for their Beat unless there is no other alternative, such as the team is at minimum staffing; Cover is on Code 7, etc.

If the call that you assign the Cover Unit to as primary should have a cover unit assigned as well, a 10-33 for example, the Beat 2 man can be assigned to cover the Cover Unit you assigned as primary. The supervisor can be used for cover when no other cover options are available.

Calls Holding

When all officers are tied up, we will continue the practice of notifying the OIC to what is holding.

When you have a low or lower priority call holding (ie: cold 459 auto, MP JUV, 488, etc) and the beat officer or all officers are 10-7S. You should dispatch to the officer up for the call (beat or cover officer) that the call is holding on their beat. Such as:

Dispatch- **“615, cold 459 auto holding on your beat”**. That officer can then acknowledge with a 10-4, and they can ask for the details, or look at the incident themselves. This acknowledgment **should not** be interpreted as their being en route. Once en route, **the primary officer has responsibility** to either assign themselves through the MDC or tell dispatch that they are “en route to the call”.

Use of Pre-Alert Tone

For calls which have just occurred or are occurring, that have the potential for danger to officers or citizens at the hand of an armed person/s, or other potentially life-threatening events, a pre alert tone shall be used prior to dispatching the call.

These would be calls where a firearms or other deadly weapons have been seen by the RP or a report of shots being fired.

Some examples would be:

- Armed 211 via gun
- 245PC with a firearm
- 246 PC
- Reports of multiple shots being fired from a known location (not to be confused with a loud report calls)
- Active Shooter
- Subject has just been stabbed and (S) has fled in known direction or is still on scene.
- MCI- Large scale auto collisions, building collapse, train derailment, engulfed structure/auto.

The idea for the tone is so that all units on duty will know there is a major event being dispatched, and therefore can pay attention, as the response may be one that requires all armed officers on duty to respond from their various assignments. It is also meant to get everyone's attention so that units assigned will be able to listen up and get the necessary info in the first transmission.

Use of the Code 33 Alert

The Code 33 alert tone (or 'beeper") shall be used on the request of the officers in the field, or when officers are on the scene of an incident in which there is a heightened officer safety concern. In the latter case, dispatch should be responsible for initiating the tone, without the need to check with the officers. Dispatchers should be sure that the transfer of important information to the officer/s remains the priority, and a beeper should only be initiated after all involved units acknowledge the call requiring their response.

Should a team not want the "beeper", they will ask you to "kill the beeper" (turn it off).

Some examples where dispatch should automatically initiate the beeper would be:

- Officer has stopped an occupied 10851 vehicle
- Officers are on scene of a 211 hold up alarm

- Officers are in pursuit of a suspect on foot
- Officers are responding to another officer's call for Code 3 cover
- Officers are contacting a dangerous suspect, ie: match on a 211 suspect, match on a man with a gun call, etc.

Should you as the dispatcher be unsure if you should initiate the Code 33, ask the OIC to “**advise on Code 33**” at which point they should ask you to give them the Code 33, or tell you it is not needed.

If you are asked to provide a “Silent Code 33”, the following transmission should be made.

“Albany units, silent code 33 on channel 1 for units on (state location), again silent code 33, channel 1, for units on (location)”.

“All Car” Response Acknowledgement

When a call is dispatched to “Albany Cars”, responding patrol units will answer up with the supervisor acknowledging the call last. Patrol officers will respond in order of seniority, from most senior to junior. Additionally, when the officers are acknowledging, they will also give the location they are responding from, so that the OIC can have situational awareness of where his/her resources are and where she/he may choose to assign them. This step is for the OIC's management of the call response, and dispatch, if still working the phone call, does not have to acknowledge each of these transmissions or record them in the incident. However, officer's locations should be logged once they are on scene.

Vehicle Stops/Pedestrian/Bike Stops

In order to make the procedure for handling the stop of a person/s more uniform, Dispatchers will begin using the following method to acknowledge stops, assign cover on stops, and check officer welfare on stops. A vehicle stop will be used as the example, but this protocol can be used for any stop.

When an officer makes a car stop, they should notify you of the action, location, lic. #, color, make and model. Additionally, if the officer does not want a cover unit automatically assigned the officer should broadcast either "Code 4", or "Will Advise"

Example:

"606, 11-95, San Pablo/Solano. Break for dispatch to acknowledge with "Go Ahead". 123 Adam- Boy - Charles, One -two-three Ay-Be-Ce, a red VW Jetta, I'll advise (or Code 4)."

Dispatch acknowledges with a **"10-4"**, and then provides the return.

"606, vehicle 10-26 and current on a 1990 VW out of Albany"

This transmission should be brief. Such info. as parkers on file, known to RIMS, etc. can be aired but make it brief. The first few moments of a car stop can be dangerous so the idea for dispatch is to get the basic info. out but leave the air open for the officer if they immediately need help. The officer can then request more 10-28 info, etc. when/if they want it.

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Should an officer make a car stop and not declare Code 4 or that they "Will Advise" on cover, the dispatcher will automatically, assign the **Cover** officer if available. If the Cover officer is unavailable, or there is none, they will then assign the other beat unit for cover, and if both are tied up, the supervisor will be assigned for cover.

Example:

"610, 11-95, San Pablo/Solano

Dispatch- **"610, go ahead"**

"11-95 on 123 Adam- Boy- Charles, one-two-three-A-B-C, a red VW Jetta"

Dispatch- **"10-4, 626 to cover, 11-95, San Pablo and Solano"**. Cover unit should then acknowledge, **"626, copy"**.

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If all other uniformed officers are tied up, the dispatcher will advise the officer making the 11-95 to "Advise on Cover", preceding this with the officer's call sign to get their attention, thereby letting the officer know there are no free units at the moment. Once that officer acknowledges your transmission, ask the supervisor to acknowledge this transmission.

Example:

"610, 11-95, San Pablo/Solano

Dispatch- **"610, go ahead"**

"11-95 on 123 Adam-Boy-Charles, one-two-three-A-B-C, a red VW Jetta"

Dispatch- **"10-4, 610 advise on cover"**.

"610, Copy"

Dispatch- **"607, Copy?"**

10-33 RESPONSE

Generally, we receive two types of alarms, business or residential alarms, and panic or hold up alarms, with a third type being a fire alarm.

Mostly, these are called in by Alarm Companies, but they can come in from a citizen who hears the alarm.

When these come in they are to be dispatched as:

10-33 Residence

10-33 Commercial

10-33 Auto

10-33 Panic

10-33 Hold Up/Robbery (depending on what the alarm company calls it)

10-33 Fire

Whenever an alarm call comes in from a service, dispatch should cover the following before disconnecting with the operator.

1. The type of alarm
2. Address of the alarm;
3. Name of the business, if commercial;
4. Alarm company / RP name and call back number;
5. If the alarm is silent or audible;
6. What area the alarm covers or how it was activated;
7. The premise phone number and if residential, the last name of resident; or commercial name and contact info.
8. If an intrusion alarm, if there is any verification of the validity of the alarm (ie: is the residence audio or video monitored by the alarm company and can they see or hear anything).
9. Has a resident or business owner been contacted and/or are they en route.

If a 10-33 Auto, ask for a description of vehicle including license plate if possible.

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Residential or Commercial alarms are to be dispatched as a 2-unit minimum response. If only one unit is available dispatch that unit and ask the supervisor if they copy. The supervisor can then begin making decisions about cover.

Once the initial dispatch has gone out, dispatch will then check premise history for related call history and advise the responding units as quickly as possible of Officer Safety related items. As a base line, dispatchers will only be required to look at the previous one year's worth of history. Incidents outside of one year can be brought to the attention of the officer even if it is outside of one year if in the dispatcher's opinion, it may be worth the officer knowing for safety reasons.

Dispatch will not be required to broadcast recent alarm activity; however, they should research this in the event an officer specifically asks for this information.

A response from dispatch indicating there is no related history will be a simple, **“No History”**.

[REDACTED]
[REDACTED]
Example: <Beep-Beep-Beep>” Albany Cars, 10-33 Hold Up, Mechanics Bank, 801 San Pablo, called in by alarm company”. [REDACTED]
[REDACTED]

Dispatch should initiate a Code 33 tone when the first unit arrives on scene. The supervisor may cancel this at their discretion. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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[REDACTED]
[REDACTED] Document this information in the RIMS inc. If an officer has been dispatched advise the responding officer of the updated alarm status.

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A 10-33 Fire Alarm will be called via ring down in to AFD and Dispatched to AFD first, prior to advising APD of the call, if that is necessary
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Airing of 10-36 info.

To give officers a better understanding of what information may be forthcoming when there is a hit on a subject, they have run for 10-27 or 29, dispatchers will now respond with the following information:

- For a Misdemeanor Warrant hit advise the Ofc. [REDACTED]
- For a Felony Warrant hit advise the Ofc. [REDACTED]"
- For a CDL Suspended or Revoked advise the Ofc. [REDACTED]
- For a Probation or Parole response, advise [REDACTED]

Example:

"621- 10-29, Last of SMITH, first of John-Male-DOB 1/1/91"

[REDACTED]
[REDACTED]

As with any 10-36 info, wait for the officer to acknowledge that they are clear for the info, at which point details can be aired.

Code 7 and Breaks

We will be going back to the practice of junior officer with desk training handling the Code 7 and breaks. Therefore, as dispatchers you will plan on asking the junior officer on duty for your breaks. At the same time, the OIC, at briefing should be reminding the junior officer to check in with you early in the shift to find out when you would like them to come in to cover your Code 7. When you need a break, you will no longer ask for an officer to "provide [you] a 10-7B" over the air, you will simply ask the junior officer to 10-19 for dispatch for your break via use of an MDC message. Officer should acknowledge this message so there is no doubt it was received. Should this officer be tied up when you need a code 7, or break, you will ask the next junior officer to respond to dispatch.

Should it be necessary to request the officer's response by radio, you will just ask the officer to **"10-19 for dispatch"**.

As a practice, dispatchers shall avoid planning on taking breaks and/or Code 7 at or closely near shift change and briefing time.

KENSINGTON POLICE DEPARTMENT

SUPPLEMENTAL

DISPATCH CENTER PROCEDURES



Kensington Police Dispatch Protocols

When dispatching for Kensington Police Department our normal dispatch procedures all apply. The only changes will be as follows:

Answering the Business Lines

The standard greeting to be used when answering the designated Kensington business line will be, **“Police services, how can I help you?”**.

Dispatching Calls to Kensington Police (Call Signs)

Kensington Officers call signs are as follows:

K60, K61, K62, K63, K64, K65, K66, K67, K68, K69, K70, K71, K72, K73, K74, K75, K76, K77, K78, K79

When dispatching Kensington units, Dispatchers will use the word **KING** prior to using the numerical number in their call sign. KPD Officers are expected to do the same when communicating with dispatch.

Example:

Dispatcher: **“King 60”**

Officer: **“King 60 11-95”**

We will not be automatically assigning cover for Kensington’s calls for service. An Albany Officer will **ONLY** be assigned should the Kensington Officer request an additional unit and no other Kensington Officer is available to cover.

Answering 911 Lines Kensington

Due to the increasing number of 9-1-1 calls via cellular phones, all dispatchers will answer

9-1-1- lines,

“911, where is your emergency?”

Answering 911 Medical/Fire Kensington

Should the caller be requesting medical/fire assistance, the caller will be directly transferred to Contra Costa Fire (CONFIRE). The dispatcher will then notify the Kensington supervisor/unit on-duty of the medical/fire response.

Example:

Dispatcher: **"King 61"**

K61: **"Go ahead"**

Dispatcher: **"For info, CONFIRE is responding to 239 Yale Avenue for the report of smoke."**

K61: **"10-4"**

There will also be a ring down for Contra Costa Fire should a Kensington Officer request fire/medical assistance on a call for service. All pertinent information will be supplied to Contra Costa Fire and the beat unit notified that they have been dispatched. Upon arrival, the beat unit will notify dispatch and the dispatcher will document this in the RIMS incident.

CLETS ENTRIES/MODIFICATIONS/LOCATES

Beginning 6/27/19, CLETS transaction for Kensington PD are to be done on APD Disp 1, with mnemonic [REDACTED]. This terminal is cross referenced to accept KPD's ORI ([REDACTED]). Therefore, transactions should follow the same format, with the exception being, where you once put APD's ORI for a KPD entry, you will, from now on, insert KPD's ORI.

As a result, hits on a KPD entry will be sent to [REDACTED] (Disp 1). You will process these like you have been doing with messages related to KPD entries.

The old practice of making KPD CLETS entries under our ORI and placing Kensington's ORI in the MSIC field is to stop.

On 7/17/19, Disp 2 and Disp 3 will also become cross referenced at DOJ. From that date forward, KPD CLETS transactions can be done at any dispatch terminal.