

Piedmont Police Department



COMMUNICATIONS TRAINING PROGRAM

Table of Contents

1. Cover
2. Table of Contents
3. New Employee Orientation Schedule
4. Piedmont Police Mission Statement
5. Piedmont Police Values/Motto
6. Piedmont Police Organizational Chart
7. Communication Training Program Log
8. Program Evaluation Schedule & Checklist
9. Ride Along Sign-Off
10. Training Guide Introduction
11. Training Sign-Off
12. Call Taking Documents
13. Fire Dispatch Info
14. Law Info
15. CLETS/NCIC Screens
16. Evaluation forms
17. Department Policies



PIEDMONT POLICE DEPARTMENT

NEW EMPLOYEE ORIENTATION SCHEDULE

During the orientation period, the trainee shall be given an opportunity to become familiar with the specific training requirements of the Piedmont Police Department. The trainee shall have been scheduled for and successfully completed the following training prior to starting phased communication training.

Day 1 – Tuesday, November 1, 2016

Time	Activity	Mentor	Trainer/Trainee Initial
	Welcome to PPD		
0900-1000 hours	Personnel Office		
1000-1200 hours	Department forms, equipment, lockers		
1200 – 1230 hours	LUNCH		
Time	Activity	Mentor	Trainer/Trainee Initial
1230-1400 hours	Policy Manual <ul style="list-style-type: none"> • Chain-of-Command • Mission-Vision-Values • Conduct (321) • Communication & Dispatch (800) • Records Procedures (802) • Records Release (804) • Protected Information (805) • Information Technology Use (322) • ALPRS (437) • Public Alerts (318) • Mutual Aid (329) • Communications w/disabled persons (339) • Domestic Violence (320.9) • Missing Persons (317) • Vehicle Pursuits (307) • Foot Pursuit (458.4.4) • Suspicious Activity (443) • Vehicle Towing and Release (503) 		
1400-1430	Swearing In		
1430-1700	Training Program Expectations & Department Tour		



PIEDMONT POLICE DEPARTMENT

NEW EMPLOYEE ORIENTATION SCHEDULE

Mission

The Piedmont Police Department is a professional and progressive organization whose team members are dedicated to providing quality customer service in an honest, ethical, fair and impartial manner. The Department strives to reduce crime and improve public safety through a well trained, fully staffed police department, an engaged and collaborative community, and the utilization of innovative technology.

Values

The men and women of the Piedmont Police Department strive to achieve the following values:

Honesty

Integrity

Ethics

Professionalism

Accountability

Service

Motto

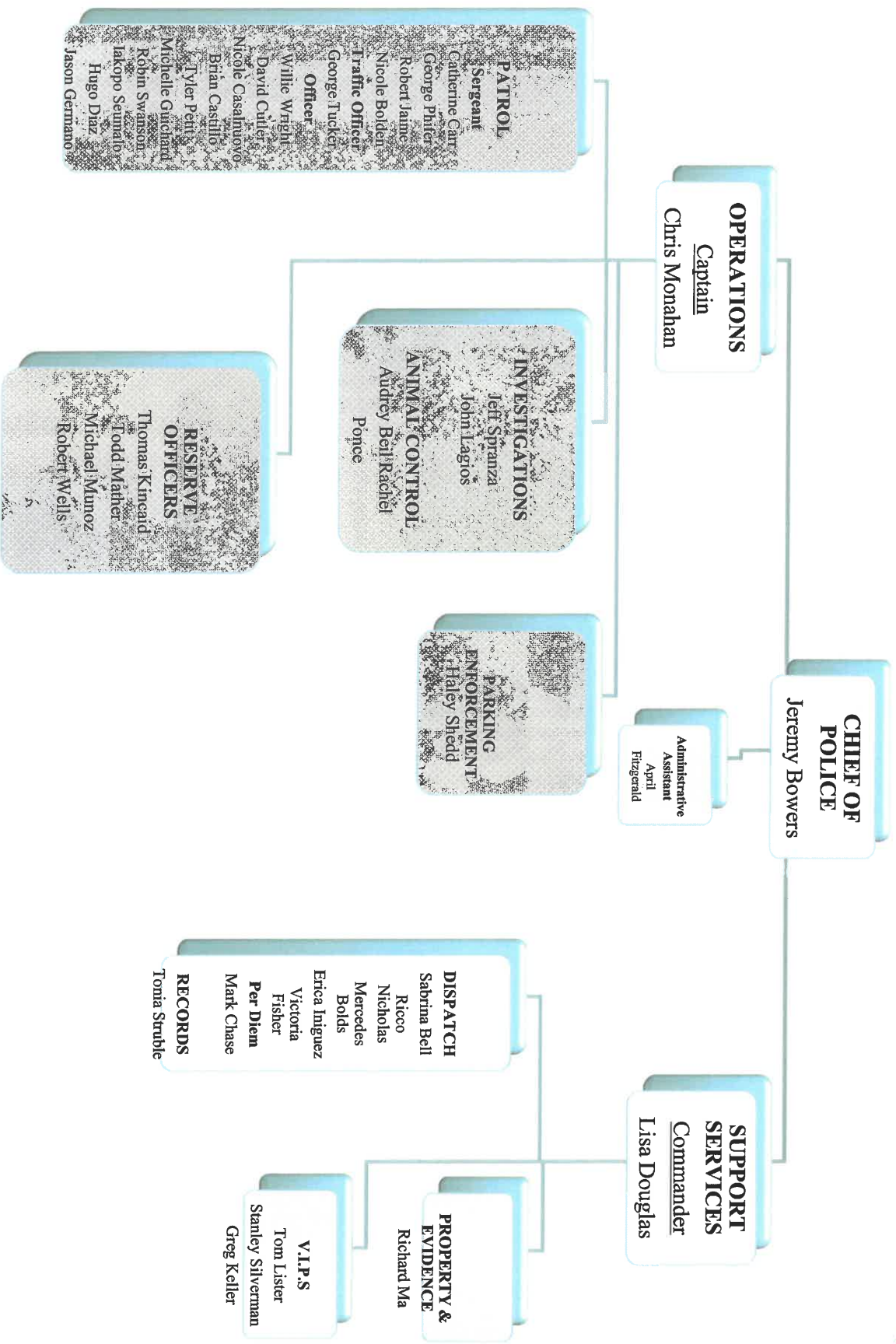
P = Professional

P = Progressive

D = Dedicated to Customer Service



Piedmont Police Department



COMMUNICATION TRAINING PROGRAM LOG

Dispatcher Trainee Name:

ID #

WEEK 3

Date: Team #

CTO:

Sgt:

WEEK 10

Date: Team #

CTO:

Sgt:

WEEK 4

Date: Team #

CTO:

Sgt:

WEEK 11

Date: Team #

CTO:

Sgt:

WEEK 5

Date: Team #

CTO:

Sgt:

WEEK 12

Date: Team #

CTO:

Sgt:

WEEK 6

Date: Team #

CTO:

Sgt:

WEEK 13

Date: Team #

CTO:

Sgt:

WEEK 7

Date: Team #

CTO:

Sgt:

WEEK 14

Date: Team #

CTO:

Sgt:

WEEK 8

Date: Team #

CTO:

Sgt:

WEEK 15

Date: Team #

CTO:

Sgt:

WEEK 9

Date: Team #

CTO:

Sgt:

WEEK 16

Date: Team #

CTO:

Sgt:

PIEDMONT POLICE DEPARTMENT

Communication Training Program Evaluation Schedule & Checklist

Dispatch Trainee Name:		ID #:	
Program Start Date:	Program End Date:	Training Program Manager (FTO Sergeant):	

FIELD TRAINING OFFICER RESPOSIBILITIES:

<input type="checkbox"/> Yes	ORIENTATION COMPLETED (Employee Orientation Schedule signed-off)	Orientation Completion Date: Certified by:
<input type="checkbox"/> Yes	PHASE I DOCUMENTATION COMPLETED Includes 14 Daily Observation Reports, 3 End-of-Week Reports, and 1 End-of-Phase Report. If EXTENDED, note in "Extension" section.	Phase I Completion Date: Phase I CTO:
<input type="checkbox"/> Yes <input type="checkbox"/> No	PHASE I EXTENSION? If yes, complete documentation includes 7 Daily Observation Reports, 1 End-of-Week Report, and 1 End-of-Extension Report for each two-week extension.	Number of weeks extended: CTO:
<input type="checkbox"/> Yes	PHASE II DOCUMENTATION COMPLETED Includes 14 Daily Observation Reports, 3 End-of-Week Reports, and 1 End-of-Phase Report. If EXTENDED, note in "Extension" section.	Phase II Completion Date: Phase II CTO:
<input type="checkbox"/> Yes <input type="checkbox"/> No	PHASE II EXTENSION? If yes, complete documentation includes 7 Daily Observation Reports, 1 End-of-Week Report, and 1 End-of-Extension Report for each two-week extension.	Number of weeks extended: CTO:
<input type="checkbox"/> Yes	PHASE III DOCUMENTATION COMPLETED Includes 14 Daily Observation Reports, 3 End-of-Week Reports, and 1 End-of-Phase Report. If EXTENDED, note in "Extension" section.	Phase III Completion Date: Phase III CTO:
<input type="checkbox"/> Yes <input type="checkbox"/> No	PHASE III EXTENSION? If yes, complete documentation includes 7 Daily Observation Reports, 1 End-of-Week Report, and 1 End-of-Extension Report for each two-week extension.	Number of weeks extended: CTO:
<input type="checkbox"/> Yes	PHASE IV DOCUMENTATION COMPLETED Includes 1 End-of-Phase Report. If EXTENDED, note in "Extension" section.	Phase IV Completion Date: Phase IV CTO:
<input type="checkbox"/> Yes <input type="checkbox"/> No	PHASE IV EXTENSION? If yes, complete documentation includes 7 Daily Observation Reports, 1 End-of-Week Report, and 1 End-of-Extension Report for each two-week extension.	Number of weeks extended: CTO:
<input type="checkbox"/> Yes	SIGN-OFF BOOK COMPLETED? The "Primary CTO" is responsible for ensuring that the appropriate training officers have properly complete all areas. The Primary CTO is defined as the Phase I & IV CTO.	Primary CTO: Training Manager:

PIEDMONT POLICE DEPARTMENT

Communication Training Program Evaluation Schedule & Checklist

<input type="checkbox"/> Yes	PHASE I CTO CRITIQUE COMPLETED	Completion Date:
<input type="checkbox"/> Yes	PHASE II CTO CRITIQUE COMPLETED	Completion Date:
<input type="checkbox"/> Yes	PHASE III CTO CRITIQUE COMPLETED	Completion Date:
<input type="checkbox"/> Yes	PHASE IV CTO CRITIQUE COMPLETED	Completion Date:
<input type="checkbox"/> Yes	CT PROGRAM CRITIQUE COMPLETED	Completion Date:

COMMUNICATION TRAINING PROGRAM MANAGER RESPONSIBILITIES:

<input type="checkbox"/> Yes	PHASE I DOCUMENTATION REVIEWED	INITIALS:
<input type="checkbox"/> Yes	PHASE II DOCUMENTATION REVIEWED	INITIALS:
<input type="checkbox"/> Yes	PHASE III DOCUMENTATION REVIEWED	INITIALS:
<input type="checkbox"/> Yes	PHASE IV DOCUMENTATION REVIEWED	INITIALS:
<input type="checkbox"/> Yes	CAREER DEVELOPMENT PLANS DONE	INITIALS:
<input type="checkbox"/> Yes	CTP COMPLETION ATTESTATION DONE	INITIALS:
<input type="checkbox"/> Yes	CTP FILE CLOSED & SENT TO TRNG. MNGR.	INITIALS:

REMARKS / NOTES

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

Piedmont Communications Training Program

Standardized Guidelines for Evaluation

Appearance

1. **General Appearance:** Evaluates physical appearance, dress, and demeanor.
 1. **Unacceptable:** Uniform fits poorly or is improperly worn. Hair not groomed and/or in violation of Department regulations. Offensive body odor or breath odor.
 4. **Acceptable:** Uniform neat and clean. Uniform fits and is worn properly. Hair is within regulation, shoes are shined. If non-uniformed, is within agency policy.
 7. **Superior:** Uniform is neat, clean, and tailored; shoes are spit-shined. Staff member seems to wear uniform or present themselves with pride and professionalism.

Attitude

2. **Acceptance of Feedback - CTO Program:** Evaluates the way the trainee accepts the trainer's or appropriate co-worker input and criticism and how that feedback is used to further the learning process and improve performance.
 1. **Unacceptable:** Rationalizes mistakes, denies that errors were made, is argumentative, refuses to, or does not attempt to make corrections. Considers criticism as personal attack
 4. **Acceptable:** Accepts criticism in a positive manner and applies to improve performance and further learning.
 7. **Superior:** Actively solicits criticism and feedback in order to further learning and improve performance,. Does not argue or blame others for errors.
3. **Attitude Towards Telecommunications Work:** Evaluates how the trainee views the career in terms of personal motivation, goals, and acceptance of the responsibilities of the job. It also evaluates level of professionalism in the workplace.
 1. **Unacceptable:** Sees career only as a job, used the job to boost ego, abuses authority, and demonstrates little dedication to the principles of the public safety work. Does not show up for work at assigned times.

Piedmont Communications Training Program

Standardized Guidelines for Evaluation

4. **Acceptable:** Demonstrates an active interest in the new career and in public safety telecommunication responsibilities. Arrives for work by the assigned shift time. Is appropriately professional and does not use unsuitable language or other behavior deemed inappropriate by agency guidelines or policy.

7. **Superior:** Utilizes off-duty time to further professional knowledge, actively soliciting assistance from others to increase knowledge and improve skills. Demonstrates true concern for callers and maintains high ideals in terms of professional responsibilities. The employee is consistently a roll model by adhering to behavior based policy.

4. Dependability

1. **Unacceptable:** Demonstrates behaviors or takes actions that make others doubt that they can be relied upon. Makes decisions based solely upon personal preference, rather than principals or values of the organization. Is not trustworthy or truthful.

4. **Acceptable:** Is normally reliable. Can be counted upon when it is important and necessary. Does not take personal advantage of situations. Strives to do the right thing, at the right time, for the right reason.

7. **Superior:** Can always be relied upon. Will consistently do the right thing, at the right time, for the right reason. Because of consistent integrity, truthfulness, and trustworthiness, s/he demonstrates traits that can encourage someone to depend on him/her by being consistent in performance or behavior; and will make the ethical decision every time.

Knowledge

5. **Knowledge of Department Policies and Procedures:** Evaluates the trainee's knowledge of departmental procedures and ability to apply this knowledge under actual conditions.

1. **Unacceptable:** Fails to display knowledge of Departmental policies, regulations, and procedures or violates them.

4. **Acceptable:** Familiar with most commonly applied Departmental policies, regulations or procedures, and complies with them.

7. **Superior:** Has an excellent working knowledge of Departmental policies, regulations or procedures, including those that are lesser known and seldom used.

Piedmont Communications Training Program

Standardized Guidelines for Evaluation

6. **Knowledge of Equipment & Operation thereof:** Evaluates the trainee's knowledge of the radio, telephone, and 911 systems that are in use by the agency.

1. **Unacceptable:** Fails to display knowledge of equipment use and purpose, making mistakes in the use of the radio, telephone, and/or 911 equipment.

4. **Acceptable:** Familiar with the purpose and use of the radio, telephone, or 911 system. Correctly applies this knowledge to the processing of calls for service.

7. **Superior:** Has an excellent working knowledge of the radio, telephone, or 911 equipment, seeks new knowledge or understanding, and correctly diagnoses problems with the system(s).

7. **Knowledge of Telephone:** Evaluates the trainee's knowledge of the department's 9-1-1 & PBX telephone system, and the ability to work with that system.

1. **Unacceptable:** Fails to display knowledge or understanding of the phone system. Demonstrates little or no skill in properly answering, holding, transferring, or conferencing calls. Frequently disconnects callers or misroutes calls. Does not know the available features of the system or how to use them to advantage.

4. **Acceptable:** Familiar with most common uses of the phone system. Answers, holds, and transfers calls routinely. Can figure out how to do more complex functions by referring to guides.

7. **Superior:** Demonstrates flawless use of all facets of the telephone system. Can handle multiple calls, transfers, or other system functions simultaneously. Is able to enter new speed dials, manipulates screens or other user-changeable interfaces to advantage.

8. **Knowledge of Alarm Procedures**

1. **Unacceptable:** Does not recognize the different types of alarms reported to dispatch. Enters alarm data incorrectly, or collects incomplete or inaccurate information from the reporting party. Dispatches incorrect units, response type, or sends units to wrong location.

4. **Acceptable:** Takes down the correct information from the party reporting an alarm. Understands the different alarm types and knows how

Piedmont Communications Training Program

Standardized Guidelines for Evaluation

to determine what type of response and which unit(s) should respond. Records the correct alarm response disposition. Knows where to find information about our Alarm Response Ordinance.

7. **Superior:** Quickly and accurately receives alarm information from the reporting party. Asks the alarm reporter additional questions that will assist responding units and passes along that information. Always enters the alarm data, including response information and disposition correctly. Knows and understands the Alarm Response Ordinance completely.

9. **Knowledge of NCIS, State and Local Computer Systems:** Evaluates the trainee's knowledge and operation of the department's computer systems.

1. **Unacceptable:** Fails to display knowledge or understanding of the operation of the various computer systems. Unable to retrieve and/or broadcast computer responses without assistance within 60 seconds of the request under normal operating conditions. Makes entries or updates into NCIC or computer systems containing critical errors.

4. **Acceptable:** Familiar with most common uses of computer systems. Can input and receive and interpret information in less than 30 seconds, quickly and accurately.

7. **Superior:** Has an excellent working knowledge of the NCIC and computer systems and its various functions. Can inquire, interpret responses and make input or computer modifications without assistance. Student must also successfully complete the NCIC terminal test to successfully complete this knowledge domain.

10. **Knowledge of Geography/Locations:** Evaluates the trainee's ability to read a map, interpret directions, and relay map information to concerned parties. Also evaluates the trainee's overall orientation to the geographic area.

1. **Unacceptable:** Has a little or no working knowledge of the geographic area served by the agency. Cannot orient places and directions on the map. Cannot properly interpret features indicated on a map.

4. **Acceptable:** Has a working knowledge of the geographic area and can orient places and directions on map. Able to interpret a street map including the type of roadway and indicated features.

Piedmont Communications Training Program

Standardized Guidelines for Evaluation

7. **Superior:** Has an intimate knowledge of the geographic area served by the agency. Can read and interpret all features indicated on a map.

Performance

11. **Computer Skill- New World Systems:** Evaluates the trainee's knowledge and operation of the New World computer systems.

1. **Unacceptable:** Fails to display knowledge or understanding of the operation of the systems. Unable to navigate through screens or retrieve information stored within the databases.

4. **Acceptable:** Shows competence when navigating through the systems. Displays knowledge of what can be queried and where to perform those tasks.

7. **Superior:** Shows excellent working knowledge of the New World Systems. Trainee can complete any task given to them within New Worlds capabilities.

12. **Computer Skill- Windows, etc.:** Evaluates the trainee's ability to access and use the various provided computer applications to make the trainee more efficient and effective in their job.

1. **Unacceptable:** Consistently has difficulty accessing the network, Internet Explorer, Microsoft Office products, Dog Licensing, or other provided applications. Does not demonstrate an understanding of the proper use of the various provided applications. Accesses programs for personal use rather than for professional needs of the agency. Cannot transition between keyboarding, mouse use, touch screen, etc.

4. **Acceptable:** Can use the common features of each provided computer application in meeting the job-related needs of their position.

7. **Superior:** Demonstrates expert skill in the use of nearly all of the applications provided. Uses the applications to enhance service to the community.

13. **Routine Forms: Accurate/Complete** Evaluates the trainee's ability to properly utilize departmental forms necessary to job accomplishment.

1. **Unacceptable:** Is unaware that a form must be completed and/or is unable to complete the proper form for the given situation. Forms are incomplete, inaccurate, or improperly used.

Piedmont Communications Training Program

Standardized Guidelines for Evaluation

4. **Acceptable:** Knows the commonly used forms and understands their use. Completes them with a reasonable amount of accuracy and thoroughness.

7. **Superior:** Consistently makes accurate form selections and rapidly completes detailed forms without assistance. Displays a high degree of accuracy.

14. Non-Stress Situations: Evaluates the trainee's ability to work within his or her assigned position and perform required duties in a non-stress condition.

1. **Unacceptable:** When confronted with a routine task becomes confused or disoriented. Does not/cannot complete the task. Uses course or rude language or demeanor on the phone. Fails to follow the departmental guidelines for answering non-emergency phone calls. Fails to keep proper records or has numerous or repeated errors in records.

4. **Acceptable:** Properly assesses routine situations, determines appropriate and proper course of action. Uses proper telephone courtesy. Follows accepted departmental guidelines for answering non-emergency phone calls. Keeps records of calls as needed. Applies good customer service skills.

7. **Superior:** Properly assesses situation, including unusual or complex problems. Determines the appropriate course of action and handles it accordingly. Uses proper telephone courtesy, emulating a true concern for callers. Keeps exemplary records as needed. Has a great ability to interview callers.

15. Stressful Conditions: Evaluates the trainee's ability to work within his or her assigned position and perform required duties in moderate and high stress conditions.

1. **Unacceptable:** Becomes emotional, is panic-stricken, cannot function, loses temper or displays cowardice. Uses course or rude language or demeanor on the phone. Fails or refuses to follow departmental guidelines for answering emergency phone calls or prematurely terminates calls from emergency callers. Fails to keep proper records or has numerous errors in records.

4. **Acceptable:** Maintains calm and self control in most situations. Determines proper course of actions and takes it. Does not cause the situation to further deteriorate. Uses proper telephone techniques in

Piedmont Communications Training Program

Standardized Guidelines for Evaluation

stress conditions following departmental guidelines for answering emergency phone calls. Keeps records of calls as needed.

7. **Superior:** Uses proper emergency telephone techniques, keeping callers calm while obtaining or giving directions and instructions. Keeps exemplary records.

16. Control of Conflict- Voice Command: Evaluates the trainee's ability to gain and maintain control of situations through verbal command and instructions

1. **Unacceptable:** Speaks too softly or timidly, speaks too loudly, confuses or angers listeners by what is said or how it is said. Fails to use voice qualities appropriately, or speaks when inappropriate.

4. **Acceptable:** Speaks with authority and confidence in a calm, clear voice. Properly selects words and has the knowledge of when and how to use them.

7. **Superior:** Completely controls situations with voice tone, word choice and inflections. Restores order in even the most trying situations through use of voice.

17. Radio-- Appropriate use of Procedures: Evaluates the trainee's ability to use the radio network in accordance with departmental guidelines.

1. **Unacceptable:** Does not follow agency guidelines or follows wrong guideline. Does not understand or use proper language.

4. **Acceptable:** Follows agency guidelines and accepted procedures. Has a good working knowledge of most often used radio language.

7. **Superior:** Always follows proper radio procedures and adheres to policy. Has superior working knowledge of all radio language and applies knowledge when using the radio.

18. Radio-- Listens and Comprehends: Evaluates the trainee's ability to pay attention to radio traffic and to understand the information that is transmitted.

1. **Unacceptable:** Repeatedly misses calls to dispatch. Requires field units to repeat radio transmissions or does not accurately comprehend transmissions (radio issues aside).

Piedmont Communications Training Program

Standardized Guidelines for Evaluation

4. **Acceptable:** Understands radio traffic directed at the trainee's position, and is generally aware of the radio traffic directed at other adjoining positions.
7. **Superior:** Maintains calm and self control in even the most extreme situations. Quickly restores control in the situation and takes command. Determines the best course of actions and takes same. Uses proper emergency phone techniques, keeping callers calm while obtaining pertinent info. Keeps exemplary records.
19. **Radio—Articulation of Transmission:** Evaluates the trainee's ability to communicate with others on the radio communications system.
1. **Unacceptable:** Does not preplan transmissions. Over or under modulates. Cuts messages off through improper use of the microphone. Speaks too fast or too slow.
4. **Acceptable:** Uses proper procedures with clear, concise and complete transmissions.
7. **Superior:** Transmits clearly, calmly, concisely, and completely in even the most stressful situations. Transmissions are well thought out and do not have to be repeated.
20. **Ability to Recall Information:** Evaluates the trainee's ability to quickly remember or to use memory skills, note taking, data entry, or other sources to assist in the recall of mission critical information in a timely manner.
1. **Unacceptable:** Consistently fails to recall necessary information, even during low or non-stressful situations. Does not successfully adopt or use method(s) to assist in information recall.
4. **Acceptable:** Is routinely able to recall needed information within a reasonably short amount of time. Knows where to store and retrieve needed information reasonably quickly when instant memory fails.
7. **Superior:** Is able to immediately recall even the most minute details about a specific call or calls, even under stressful conditions. Anticipates the need for and provides required information at the right time.
21. **Use of Common Sense/Good Judgment:** Evaluates the trainee's performance in terms of ability to perceive accurately, form valid conclusions, arrive at sound judgments, and make proper decisions.

Piedmont Communications Training Program

Standardized Guidelines for Evaluation

1. **Unacceptable:** Acts without thought or good reason. Is indecisive, naive. Is unable to reason through a problem and come to a conclusion. Cannot recall previous solutions and apply them in like situations.

4. **Acceptable:** Able to reason through a problem and come to an acceptable conclusion in routine situations. Makes reasonable decisions based on information available. Perceives situations as they really are. Makes decisions without assistance.

7. **Superior:** Able to reason through even the most complex situations. Has excellent perception. Anticipates problems and prepares resolutions in advance. Relates past solutions to current problems.

RELATIONSHIPS

22. With Citizens in General: Evaluates the trainee's ability to interact with citizens in an appropriate and efficient manner.

1. **Unacceptable:** Abrupt, belligerent, overbearing, arrogant, or uncommunicative behavior. Overlooks or avoids the "service" aspects of the job. Introverted, insensitive, and uncaring.

4. **Acceptable:** Courteous, friendly, and empathetic. Communicates in a professional, unbiased manner. Is service oriented.

7. **Superior:** Is very much at ease with citizen contacts. Quickly establishes rapport and leaves people with the feeling that the dispatcher was interested in serving them. Is objective with all contacts.

23. With Other Department Members: Evaluates the trainee's ability to effectively interact with other departmental members of various ranks and in various capacities.

1. **Unacceptable:** Patronizes CTO/Supervisors/Peers or is antagonistic toward them. Is insubordinate, argumentative, or sarcastic. Resists instructions. Is not a team player.

4. **Acceptable:** Adheres to the chain of command and accepts his or her role in the department. Good peer and CTO relationships and is accepted as a group member.

7. **Superior:** Is at ease in contact with all, including superiors. Understands superiors' responsibilities, respects and supports their position. Peer group leader. Actively asserts others.

BASIC TELEPHONE PROCEDURES

TELEPHONE /COMPLAINT OPERATOR GUIDELINES

The Dispatcher handling in-coming calls provides the critical communications link between the needs of the community and the resources of the police and fire departments. This vital and specialized support role dictates the need for a highly dedicated and self motivated individual with a professional demeanor and a strong personal desire to provide effective service.

There is an expectation that a high degree of proficiency will be achieved as knowledge gained through training, experience, and ability all come together to improve overall performance. As the required level of proficiency is attained, you will earn the confidence of co-workers and supervisors.

As a Dispatcher handling incoming calls for service, it is your responsibility to screen calls in order of priority and importance. It is also your responsibility to convey a positive and professional image of the Department and your position. To obtain accurate and complete information, proper questioning and listening techniques must be utilized.

THE OBJECTIVES OF YOUR COMPLAINT OPERATOR TRAINING ARE TO PROVIDE YOU WITH THE SKILLS TO:

- o Speak in a voice that is clear, easily understood, and authoritative.
- o Deal courteously with the public under ANY circumstances, regardless of provocation.
- o Take control of the call and direct the conversation.
- o Gain the knowledge and understanding of call screening and prioritization.
- o Gain a recognition of the importance of information verification.
- o Gain a knowledge of logical questions, asked in the proper sequence.
- o Understanding the importance of keeping co-workers and supervisors apprised of events .

PROFESSIONALISM

Always remember that you are one of the top public relations people in the Department. If someone calls the Piedmont Police or Fire Departments, you speak for the Department.

No one likes to be kept waiting, especially on the phone. Make a sincere effort to answer each call as soon as possible. Remember, an emergency call can come in on any line and you must confirm with the calling party they do not have an emergency before asking them to hold.

Our goal is to not have members of the public on hold for more than 1 minute, answer all calls by the 2nd ring, and dispatch calls within 60 seconds of first receiving the call. In all of our contacts with the public, we will attempt to be as helpful as possible and be a resource to them. There are very minimal

circumstances where we cannot provide "help" in some manner. Taking that extra step and doing more than is expected should be the norm.

Use plain, everyday language with the public. They do not understand legal jargon or police codes. Never attempt to educate the public about law enforcement during a call. For example do not waste time trying to explain the difference between a robbery and a burglary. They do not care, and you may alienate a caller who just wants to report the incident.

Remember, you are **ALWAYS** on a taped line. Develop good telephone habits early. You must be careful at all times not to say or do anything that may be construed as disparaging or insulting of any race, creed, or class of people. If the caller is making such remarks, ignore it. Do not fall into the trap of becoming argumentative or defensive, even if you are personally offended. Be professional and businesslike at all times.

COURTESY

Public Relations

Did you realize that you are one of the top public relations people in the Department? Well, you are. When someone calls your department, you are that department. When you talk, it's the Department talking. If you appear cheerful, clear and interested, their attitude toward the Department will generally be a good one.

Identify Yourself

In the interests of professionalism and saving time, tell the caller immediately who you are: "Piedmont Police and Fire Department", or "Piedmont 911 Emergency". The caller should never have to ask which agency they have reached. When answering an "in-house" phone line, always identify yourself as "Dispatch." When appropriate thank people for calling, ask if there is anything else we can help them with, and apologize for such things as having to put them on hold or having a delayed response to the call.

Answer Quickly

No one likes to be kept waiting, especially on the telephone. Answer promptly. Make a real effort to answer every call as soon as possible. That incoming telephone call that you kept waiting could well be a life in danger, and every second counts.

Transfer Calls Carefully

None of us likes the "bureaucratic run around", so transfer calls only when necessary. Make sure you tell the caller that you are transferring their call and why you are doing so. After a time, you will become proficient in answering many questions, but you will never be able to

handle them all. Ensure that, before you transfer a call, you understand what type of help is needed by the caller. If you cannot answer a question, call upon your supervisor or watch commander for assistance. There are very few calls that cannot be handled by a dispatcher in one way or another.

When You Must Put the Caller on Hold

Offer patience and tolerance. Regardless of how busy you are, the caller should never be treated with impatience. Apologize when it is necessary to put any caller on "hold." When you do put a call on hold, remember to do the following: Do not leave the caller on hold any longer than absolutely necessary. Thank them for holding when you return to the line. Don't make them "start over" each time you come back on the line.

Prioritizing Calls

The purpose is to provide for the sensible deployment of field resources in a timely and efficient manner, the department has established a priority system for calls for service. Regardless of priority assignment, the dispatcher must be cognizant of the fact that, to the citizen or victim of a crime, their call for service is of the highest priority, and we are to make every effort to dispatch all calls as soon as practical.

Expectations of the Caller

To the citizen who is reporting a vehicle blocking his driveway or a noisy party next door, any delay is inconvenient. Extreme tact must be utilized in explaining that critical calls for service must be handled first, as a matter of public safety. The caller should then be provided with an estimated time of arrival. If we are not able to comply with this estimate, it is the dispatcher's responsibility to see that the caller is recontacted by telephone, with an explanation for the delay. Studies show that citizen satisfaction is related less to the actual arrival time, as it is to the officer arriving within the anticipated time frame. For example, a citizen who reports a vehicle blocking his driveway, and who was provided with no expected arrival time, begins looking for the police unit as soon as the telephone conversation is terminated. When the officer arrives 20 to 25 minutes later (well within the accepted time frame for a Priority 3 call), the citizen is not impressed, and probably somewhat irritated about the delay, because he has been anticipating the arrival for 20 to 25 minutes. If that same caller had been told that the police unit may not arrive for 30 to 45 minutes, it is likely that he would have been favorably impressed with the response time, because the unit arrived

earlier than anticipated. Again, it takes a great deal of tact and diplomacy when explaining these delays and estimated arrival times. The citizen should never be left with the impression that we are not concerned about his problem, or that we resent his call.

Priority 1 Calls for Service

If any of the following circumstances are present, the department's response must be immediate:

1. Fire and medical calls.
2. Immediate danger of bodily harm.
3. Crime in progress, or just occurred.
4. Crime with suspects still in vicinity
5. Serious Public Hazard

All Other Calls for Service

Other calls of a non emergency nature do not require an immediate response, but should be dealt with, ideally, in 15 minutes or less. However, situations may arise when that is not possible. Any time a call is holding for longer than 15 minutes a supervisor should be notified. The dispatcher may need to recall an Reporting Party to let them know of an extended arrival time by an officer and the circumstances.

Non Emergency Calls for Service

- o Burglaries / Thefts
- o Malicious Mischief / Vandalism
- o Suspicious circumstances
- o Noise complaints
- o Welfare checks
- o Outside assist
- o Patrol requests
- o Drunken subjects
- o Parties / Loud Music (No fighting or weapons)
- o Civil standby
- o ID Theft
- o Stolen vehicles
- o Traffic Accidents
- o Lost/Found Property

Listed below are some common "cold" incidents. In addition to the primary questions that are always asked (name, address, phone, location, etc) the following information should be obtained if possible. **This information is meant to be a guideline as police calls can be varied and unusual in nature and good judgment and instinct are essential to good call taking!**

Burglaries/Thefts

Even though the incident is cold, ask the caller for any suspect information. Often the victim may have information regarding a possible suspect. Occasionally, suspect information obtained from the caller may provide you with details that affect the type of crime being reported. For example, if the caller informs you the suspect is her estranged husband who took clothing and other items, the incident may be civil rather than criminal. Care should always be taken in determining details that may involve domestic violence. Every instance where DV is involved, an Officer should be dispatched.

- o Any suspect / vehicle information
- o Point of entry
- o Loss

Information regarding point of entry and loss may only be important if the loss is easily visible (i.e. vehicles or bicycles), and information regarding the loss may be broadcast to other units.

Malicious Mischief / Vandalism

- o Time element
- o Type of damage
- o Any suspect / vehicle information
- o Location of R/P

Suspicious Circumstances

- o Nature of the problem (what is suspicious and why?)
- o Any suspect / vehicle description
- o Location of the caller in relation to the incident

Suspicious Circumstances are often hunches on the part of a caller that something does not appear right. They often have difficulty articulating why they feel something is suspicious, so good questioning is essential.

Noise Complaints

- o Nature of complaint (music, noisy neighbors, loud machinery, etc)
- o Number of persons involved, age, etc.

The type of response to a noise complaint will be dictated by answers to the questions above. Officers would respond differently to a barking dog versus a loud party of 200 people. If the complaint is about a party, try to determine the age level, fights or arguments, or if alcohol or drugs may be involved.

Welfare Checks

- o Specific location of problem
- o Victim's name, age, mental or physical condition, etc.
- o Reason for the welfare check
- o Type of vehicle victim drives
- o Relationship of the caller to the victim

Attempt to determine the circumstances. Has the victim been ill or elderly, are there any suspicious circumstances involved. Has the subject not shown up for work, been depressed?

Civil Standbys

- o Circumstances surrounding the request
- o Relationship of caller to the other party
- o Any history of violence, weapons, threats, etc.

Civil standbys are often requested by parties wishing to have the police department intervene in their behalf. Civil standbys are normally performed only if there is a possibility or background of violence. Caller should be questioned carefully to determine the exact reason for the request. If there is any question about response, contact the on-duty Sergeant.

Stolen Vehicles

- o Is the caller the registered / legal owner?
- o Does anyone have permission to use the vehicle or have keys?
- o Was the vehicle left for a period of time on a roadway or freeway (Is there a chance the vehicle was towed?)
- o Obtain a complete description of the vehicle, including the license number. If the caller is unable to provide the license number, obtain the name of the registered owner for a computer inquiry.

Check license plate for tows, repossessions. If unable to obtain license, attempt check of vehicles registered to by name of owner or VIN.

This may be priority call if time element is recent!

Traffic Accidents

A traffic accident can evolve into a complex situation which requires varied responses depending on the information received and the situation found at the scene. Every effort should be made by the dispatcher taking a call of a traffic accident to obtain timely and accurate information from the reporting party to better determine the proper police response.

Determine if there are injuries. If injuries are involved, dispatch fire and ambulance immediately.

Obtain exact location of the accident. Include the direction of travel on divided highways and roadways, if possible, to avoid delays by responding emergency units.

Are the parties involved still at the scene?

Are the vehicles involved creating a traffic hazard?

If the roadway is blocked, responding units should be advised.

INJURY TRAFFIC ACCIDENTS

Police, Fire and Ambulance units are dispatched to all injury, traffic accidents. Motorcycle units, if on duty, are the first police units dispatched to injury traffic accidents. Make an attempt to determine the number of vehicles involved - additional units may be needed to assist with traffic control.

NON-INJURY TRAFFIC ACCIDENTS

Police units are always dispatched to non-injury traffic accidents which occur on public streets. Non-injury accidents occurring on private property are normally handled as civil matters, between the involved parties, unless there is a hit & run or DUI involved.

HIT & RUN ACCIDENTS

Determine injuries, and dispatch Fire and Ambulance units if necessary. The hit and run accident is handled as any other accident, but detailed descriptions of the suspect vehicle and occupants are obtained. Even if the caller is not involved, make an effort to get a name, telephone number and address for later contact. If the crime just occurred, obtain description and DOF and advise the field units.

CALIFORNIA HIGHWAY PATROL

The California Highway Patrol is responsible for the handling of all traffic accidents which occur on the freeways, on-ramps and off-ramps, and occupied school bus accidents regardless of location.

PARKING PROBLEMS

Parking problems are one of the many complaints a dispatcher must handle. This section deals with the correct procedure for the most common complaints.

Abandoned Vehicle Complaints

Vehicles may not be parked on a public street for more than 72 hours. When a complaint is received obtain a description, a license plate, and how long the vehicle has been parked there. Make sure the caller understands that the process for removal of the vehicle can take a few weeks depending on the circumstances. Dispatch the call and have it marked as abandoned. The officer will bring a abandoned auto (905) card into dispatch and it should be filed in the drawer appropriately. The car will be checked again in 72 hours to see if it is now eligible for tow.

Residential parking complaints

Several areas in town are designated as residential parking only during certain hours and a vehicle must display a permit to park in those spaces. (Check the Residential Parking Binder for details) If a complaint is received dispatch an officer or parking officer if on duty to issue a citation. Keep in mind that parking spaces on public streets that are not designated special parking are not able to be reserved.

Other Parking Issues Get info as to violation and dispatch officer or parking officer to determine if citation should be issued or vehicle should be towed.

Vehicle Tows

Tow Request for Citizens- A citizen may request the police department to call them a tow. If they request a certain tow company like AAA, we can call them and advise them that it is a private party tow. Given them location, vehicle description, and reason for tow. AAA will also need a name of the card holder.

If they don't have a preference, we will call the rotational tow company for that month and let them know that it is a citizen request.

If the tow is a police request, we will use the rotational tow company, unless they are unavailable. In that case, we will move on to the next company.

SVS Entry of Towed Vehicles

When a vehicle is towed by the Police Department, the officer will bring a CHP 180 form into dispatch and the vehicle will need to be entered into SVS. Examples are, Abandoned vehicles, Impounded or stored vehicles, Repossessions, or vehicles towed in accidents or arrests. A legal notice of towed vehicle must also be sent out via mail to the registered and legal owners.

Repossessions

A Repossession Company must notify, in writing, the law enforcement agency where repossession occurred within 24 hours. A verbal notification will be made immediately by the most expeditious means available, in accordance with Section 28 of the California Vehicle Code. When vehicle repossession is received by the dispatcher, the dispatcher will complete a detail in CAD and enter the vehicle into SVS.

Critical Calls For Service

A critical (priority 1) call for service is any call involving immediate injury or the possibility of injury to persons, damage or theft of property that is in progress or has just occurred, or the possibility of suspects in the immediate area.

General

Determine nature of incident.

- o Determine whether the crime is still in progress or whether the suspects have already fled time element, weapons involved.
- o Determine injuries and whether an ambulance is needed.
- o Precise location.
- o Notify the responding units of the information you have received at this point.
- o If suspects have fled, obtain the following information:
 - A. Vehicle description, if involved.
 - B. Direction of flight.
 - C. Descriptions of suspects.
 - D. Type of weapon, if any.
- o Obtain name and telephone number of caller early in the conversation it may be necessary to re-establish contact.

- If possible, keep the reporting party on the telephone until officers are on scene, especially if the caller is in a position to view the premises. If other emergency calls are coming in, ask the caller to hold a moment. Do not terminate the call.

When a critical incident (crime) occurs, several actions take place before the officer actually arrives at the scene: All of these actions take time. Therefore, it is imperative that the unit's response begin as quickly as possible, even before all of the details and descriptions are obtained. Thus, the first rule of critical calls for service is: Whenever possible, keep the caller on the line until the units have arrived. Continue to solicit information which can be passed on to the responding units.

Sequence of information obtained

1. What occurred?
2. When did it occur?
3. Where did it occur?
4. Injuries/Medical needed?
5. Weapons involved?
6. Reporting Party –Name, address, phone
7. Suspect Info including vehicle and description, direction of travel
8. Suspect Description-
 - A. Sex
 - B. Race
 - C. Age
 - D. Height
 - E. Weight
 - F. Hair color
 - G. Eye color
 - H. Clothing description (head to foot)

I. Other:

- (1) Tattoos
- (2) Facial hair
- (3) Braces
- (4) Glasses
- (5) Casts
- (6) Limp

Vehicle Description-

- A. Color (be specific - light blue, dark blue, etc.)
- B. Year (at least newer model or older model)
- C. Make (Chevrolet, Ford, etc.)
- D. Body type (station wagon, convertible, sedan)
- E. License number (or partial plate)

Listed below are some common "critical" incidents. In addition to the primary questions that are always asked (what, where, when, who, weapons, etc) the following information should be obtained if possible:

Suspicious Circumstances - What is suspicious? Be specific. The responding units need to know.

Prowler - Has the prowler actually been seen, or just heard? Specific location seen or heard (which side of the building). A report of a prowler is handled much the same as a burglary in progress. Although entry has not been made, the intent of the prowler may be to commit a burglary or other crime. How should responding units access the location where the suspect may be, i.e. rear yard, side of building, etc.? Are there any dogs or other animals in the yard? Is there a pool in the yard? Is the caller armed? If so, tell the caller to "put the weapon away"

Domestic Disturbance- These calls are potentially explosive in nature and should be handled with the utmost care. More officers are killed or injured

handling these types of calls than any other. The following step should be followed when handling these calls:

- A. How many subjects are involved? Obtain descriptions.
- B. Have any of the subjects been drinking, or are they under the influence of any drug?
What type?
- C. Do any of the subjects have weapons, or are there any within access?
- D. Disturbing party's name.
- E. If any guns in the residence, what kind, where are they, and are they loaded?
- F. Threats of violence, or history of past violence?

In extreme situations involving weapons or violence, the dispatcher should attempt to keep the parties on the phone and as calm as possible. It is often helpful to get the aggressor on the phone to distract them until officers arrive. Keep the conversation simple and ask to hear their side of the story. Never argue with the caller or involved party as it can further aggravate the situation.

Refer Piedmont Policy Manual

Homicide – Actual "homicide" calls are seldom received. Instead, the homicide is typically received as a shooting victim, a stabbing victim, a man down, etc. Specific points which should be made about this type of call are: (1) method of homicide, (2) dispatch medical assistance immediately, (3) have all witnesses remain at the scene, (4) obtain suspect information, if available.

Assault - Armed, or unarmed assault? Weapon used, if any, number of assailants, type of injuries? If the victim is hospitalized (or emergency room is reporting), confirm the jurisdiction of occurrence.

Kidnap - Is there a chance that the abduction is the result of a custody dispute? While this would not necessarily preclude the dispatching of a unit, it would at least reduce the possibility of foul play. Is the victim still missing - or returned? Method of abduction and weapons involved, if any. If the victim is still missing - complete description of the victim, including clothing worn. Obtain the caller's name, address, and telephone number - they may be the only available witness.

Robbery - Armed, or unarmed, robbery? Commercial, residential, or private person robbery? Injuries? Is the suspect still there or still in the area? Obtain suspect description, any distinguishing features. Type of loss, if it is large

enough to be visible it is important for the officers to know. Also determine what it was placed in i.e. a box, bag with the store name, pocket, etc. Direction of flight. Keep caller on the telephone until the officer arrives. Have officer confirm details to provide information for a 211 broadcast ASAP. Get the description and DOF out immediately.

Burglary - Commercial or residential? In progress or just occurred? Obtain the location of the caller; if the caller is in the place being burglarized. Where in the building is the caller? Are they close to the front or the rear? Lights on or off? Any other people in the building? Does the caller have any weapons in the building or access to weapons? Is the caller armed? Advise all callers that all weapons should be put away for the callers and officers safety. Is the caller at another location observing the crime? Can they see anything or did they just hear noises? Obtain a description of the building or the house, nearest cross street, distinguishing information, i.e. apartment, rear building etc. If the suspect was seen obtain a description. If the suspect leaves obtain a DOF and describe means of escape, foot, vehicle, bicycle, etc. If a vehicle is involved obtain a description. Confirm that, in the case of vehicle burglary, that there was an actual forced entry and not a theft from an unsecured vehicle.

Alarms - Commercial or residential? Silent or audible? Burglary, robbery or fire alarm? Where did the alarm originate, doors, exterior, etc. If a commercial burglary or robbery alarm, obtain the telephone number of the business. In the case of a burglary alarm, have the alarm company contact the responsible party, and call back with their estimated time of arrival.

Bank Alarms- After units have been dispatched establish communications with the financial institution via telephone. For the safety of financial institution employees, their customers and responding officers, immediately identify yourself as the police and ask the person that answers the phone if everything is okay. This information will then be relayed to responding units. After officers are on scene the person shall be asked to exit a specific door and make contact with officer on the scene and confirm the false alarm. Get clothing description of subject that is exiting bank and confirm the door they will be exiting from. If robbery is confirmed, broadcast immediately, number of suspects, still in bank, weapons, description, vehicle, direction of flight.

Child Abuse/Molest - Type of abuse (sexual or battery)? When did it occur? Is the child removed from the immediate environment of the abuse? Is emergency medical assistance needed? Is suspect still on scene? Most persons reporting child abuse hesitate to become involved, but make a concerted effort to obtain the informant's identification. They may be the only witness. When requested by Sergeant, notify the Juvenile Detective.

Refer Piedmont Policy Manual

Man with a Gun - Does the caller have visual contact with the armed subject? Does the suspect know that the police have been called?

- A. Determine, specifically, what type of gun - pistol, assault rifle, etc., and also what the suspect is doing with the gun. Is it in his waistband? Is he holding others at gunpoint? Have any shots been fired?
- B. Obtain complete description and current status and location of the suspect. Supply the responding units with any changes in location or actions.
- C. Determine any potential victims in area.
- D. Keep caller on line until officer arrives to avoid losing location of suspect.
- E. The Sergeant is notified immediately.

Shots Fired- How many? Heard or seen? What type of weapon if known? Was there a specific target? The "shots fired" call can be distinguished from the "shots heard" call by the providing of a specific location and/or suspect information.

Bomb Threat- Usually a bomb threat is made anonymously over the telephone to a particular business, or to the police department threatening a particular business. If a business reports that they have received a bomb threat:

- A. Ask when the bomb is supposed to detonate, if known.
- B. Determine if the building is being evacuated.
- C. Determine any other noted suspicious activity prior to or after the call was received. Any Suspicious packages seen or mentioned by caller/location?
- D. Who took the call? Obtain information on caller, i.e. male, female, accent, etc.

Refer: Response to Bomb Calls-Piedmont Policy Manual

Suicide/ Attempt Suicide -If caller is not the victim:

- o Location of the victim
- o Name of the victim
- o How is, or how did the subject commit or attempt suicide?

NOTE: The method used is important information for police or other emergency personnel responding to the scene. If the subject is in possession of a gun, responding units as well as bystanders could be in danger. Suicidal persons have been known to shoot other people prior to

taking their own life. If pills have been used, find out if possible what type so that proper emergency treatment can be administered without delay.

- o Physical or mental condition of victim. Has the subject already committed the act, or only threatening to.
- o Is the subject hostile or irrational, depressed, docile, talkative, etc.
- o Location of the caller. Does the caller know the subject? Does the caller have the subject in sight? Have they heard a shot, etc?
- o Condition of the victim, dispatch medical assistance unless the call is for a threat of suicide only.

If the caller is the victim:

The same basic information as above is needed, but the method of obtaining it will be different. If the caller is attempting to commit suicide, their emotional state is going to be abnormal. You may encounter an extremely depressed or hostile caller. Remember, the suicidal caller may be your only source of information.

The caller may be resistant, but do not pressure him/her. If the subject has told you they have taken pills, listen for signs of ill effects such as slurred speech, slow speech, confusion, sleepiness, etc.

It is important to keep the caller on line until help arrives so you are aware of the caller's condition and to provide updates to responding units. If the caller states they are armed, attempt to obtain information regarding the type of weapon and the callers location in the building or house. Attempt to convince the caller to lay the weapon down, but be cautious, the caller may lie about the disposition of the weapon. Suicidal callers alone in a building armed with a weapon should be handled as a potential barricaded subject.

Mental Disorders - The law (5150 Welfare and Institutions Code) provides for temporary custody of an individual who appears to be in need of emergency observation because of some emotional or mental breakdown, and danger to themselves or others. Reports usually come to our attention through some erratic behavior or act of violence that the subject's friends or relatives cannot handle without assistance. Adequate information must be obtained to advise the responding units:

- A. Is the subject violent? History of violent behavior?
- B. If violent, is the subject on drugs or intoxicated?

- C. If possible determine what kind of drugs.
- D. Exactly what is the subject doing, and determine exact location.
- E. Any weapons involved.
- F. Description of subject and vehicle, if any.
- G. Calling party's relationship to subject.

Rape Victims - Treat the call from the rape victim with extra diplomacy and concern. Immediately determine if the victim is in need of emergency medical assistance. Determine if the suspect is still in the immediate area and if the victim is in danger. Determine time element. Calm and reassure the victim. Advise the victim not to shower or change clothes, pending a medical exam.

Missing Persons- How old is subject/are they at risk? How long have they been missing? Have they walked away before? Where did they go last time? Any mental or physical disabilities/ alcohol/ drugs?

Refer Piedmont Policy Manual

Fire Dispatch

The Fire Dispatcher is initial contact within the series of events that leads to a successful and timely Fire Response. Timely response is a critical component of a Fire/Medical incident and effective communications is key to achieving this goal.

Unit Identification

2800 Fire Chief, 2891 Reserve Ambulance, 2890 Primary Ambulance, 2843 Primary Engine, 2872 Main Truck, 2841 Reserve Engine, 2880 Utility Vehicle

The Fire Department operates with three shifts, (A, B and C). Each shift is commanded by a Fire Captain, secondly a Fire Lieutenant, and further contains an Engineer and 4 Fire fighters/paramedics.

Daily Radio Equipment Tests

A radio test shall be performed daily at 0700 hrs to ensure ring down equipment is working properly. The ring down button shall be activated and the following announcement shall be made "Good morning Piedmont Fire this is your morning radio equipment test" break, " end radio equipment test Date 5/10/10 and time 0700 hours".

Fire Dispatch shall always entail clear text words and phrases. No codes shall be used at any time.

Clear Text words and phrases:

Unreadable- used when radio signal received is unclear

Loud and clear- Used when transmission is understood

Copy- used to acknowledge message received

Responding or enroute- used to indicate that unit is responding to incident

In Quarters/Station- used to indicate that unit is in station and available

Out of service- Used to indicate that unit or equipment is mechanically unavailable

Returning- used to indicate that unit is available and returning to station

On Scene-used to indicate that unit has arrived on scene

Available on air- used to indicate that unit is available for next call but not in station

Available on scene- used to indicate that unit is available but still on scene

Report on conditions- Used to request status of situation or incident

Incident Commander- Officer in charge of the incident

Extreme Fire Danger- A combination of factors: fuel, moisture, temperature, wind speed/direction, that affect fire danger. Determined by California Dept. of Forestry on a daily basis and often referred to as Red Flag Warning.

Hospital Diversion- An alert advising that a local hospital is not to be used for certain types of patients including trauma. Advise Piedmont Fire units when enroute to medical calls of any diversions.

MCI- Multi Casualty Incidents- Any incident where the number of injured persons exceeds the day to day operating capabilities, requiring additional resources and or the distribution of patients to multiple hospitals.

MCI Advisory- Used to notify EMS system that a situation may exist that has potential to exceed day to day capabilities, requiring additional resources and or a complex organizational structure.

MCI Alert- Used to notify the EMS system that a situation does exist that will tax the EMS system. MCI Alerts are initiated when there are more than six trauma patients, 15 or more patients, more than six ambulances requested.

Mutual Aid- Request for Fire equipment/personnel to assist with an incident that exceeds the cities capabilities. Mutual Aid can be called to assist Piedmont, and Piedmont can be called to assist another city. Mutual Aid requested outside Alameda County is usually in the form of a Strike Team.

North Zone Coordinator- Oakland Fire Department is the designated North Zone Coordinator(Northern Alameda County). When more resources are needed, the North Zone Coordinator shall be contacted.

R.I.C.- Rapid Intervention Crew- A two person team assigned at the on-set of an incident, who are in a ready state, on the fire ground, for the sole

purpose of immediately reacting and responding to rescue injured and or trapped firefighters or civilians.

Ring Down Phone- Direct Phone line between Dispatch and Piedmont Fire Station

Tone Alert- Alert mechanism(tones) to warn Fire Department of response. Audible only inside the fire station and apparatus room.

White Channel- One of several statewide fire radio channels allowing multi-agency communications on a common channel.

Fire Calls for Service

Many Fire Department calls are critical calls for service involve immediate injury/illness or possibility of injury to persons or damage to property that is in progress or eminent.

Basic Call Taking/Dispatching

1. Determine nature of incident first and precise location. If fire, determine type of structure involved and if it is occupied, determine any endangered structures and have all parties get out of structure and remain outside until fire units arrive.
2. Determine injuries and if ambulance is needed
3. Obtain telephone number of caller
4. Create call in CAD
5. Refer to Responding Units Chart for appropriate units to dispatch.
6. Activate Fire Ring Down and dispatch call over Fire Radio channel.
(Steps 6 & 8 can be combined by using the radio system SimulSelect function to broadcast on both Police & Fire Radios simultaneously).
7. Follow-up up with phone call on Fire phone repeating location and details.
8. Broadcast call type and location over police radio to notify police units
(Steps 6 & 8 can be combined by using the radio system SimulSelect function to broadcast on both Police & Fire Radios simultaneously).
9. Document all fire units status changes/times in CAD including requests for assistance from other agencies such as OFD, BFD, PG&E, Public Works, etc.

Establishing Incident Command

On all fires, alarms and major incidents command will be established when the first unit arrives on the scene. The first unit will transmit the following:

Unit on scene, Report on conditions, Establish/name the command, assignment for other equipment, pass or stay in command.

Example- 2841: "Piedmont Fire, 2841 is on scene of a 2 story family dwelling, we have fire showing from the second floor. I am establishing Blair Command, 2872 will lay in supply line and assume Blair Command."

2872: "Piedmont Fire 2872 is on scene assuming Blair Command. Dispatch 1 mutual aid engine to scene for RIC requirements, dispatch 1 mutual aid engine for station coverage, dispatch 1 PPD unit for traffic control, contact Fire Chief and advise of situation, dispatch Fire Investigator."

Once command is established all communication should be to the IC only.

I.D.N. – Incident Duration Notification- On all working structural fires, until the fire is under control, the Incident Commander shall be notified of the duration of the incident every ten minutes.

Example: Dispatch- "Blair Command your incident duration is now 20 minutes." IC- "Blair Command copies incident duration 20 minutes."

Hazardous Materials Calls

Obtain as much information as possible from person reporting a Hazardous Materials incident. The information should, if possible, include material name and / or type, amount and size of container(s), problem (leak, spill, fire etc.) and dangerous properties of the materials. The dispatcher should stay on the phone with the caller to gain additional information while the call is being dispatched, also to determine if the caller is in a safe area, wind direction and away from the incident. Any additional information shall be relayed to responding units after dispatch.

If the call comes from a person with particular knowledge of the Hazardous situation, obtain person's name, if possible, and have that person meet and direct the arriving units.

The dispatcher should attempt to anticipate the needs of any particular situation and be prepared to dispatch additional resources and personnel as needed. The closest Hazardous Materials Response Unit is located at OAKLAND FIRE DEPT. Other assistance may be needed by the Piedmont Police and Public Works Dept.

When any sizable amount of Hazardous material is released, (officer discretion) It should be reported to California Office of Emergency Services. OES. 1-800-852-7550 This office will then contact all the appropriate agencies for us. (EPA, Dept. of Fish and Game, County Dept. of Public Health) They will then assign a control number to the incident.

The City of Piedmont is not equipped or certified to pick-up, transport, or dispose of any type of hazardous waste. The company or person responsible for the spill or leak is responsible for clean up, disposal and costs for this process. In the Pacific Bell Yellow pages under Waste Disposal-Hazardous is a list of contractors that can respond.

Questioning for specific calls

Fire Calls:

What is burning? Does caller see Flames or smoke or both, color of smoke?

1. Structure Fire- what type of structure, what is on fire, is the building occupied, any endangered structures?

2. Vehicle Fire- is vehicle smoking or engulfed in flame, is vehicle occupied, is a structure endangered, any known combustibles in vehicle?

3. Dumpster/garbage can Fire- where is it located exactly, structure endangered, what is inside container if known?

4. Vegetation or grass fire- what is burning, smoke or flame seen, how large is fire, any endangered structures?

Fire Alarms

1.If being reported by alarm company, obtain address, alarm company name and call back number, Does alarm indicate type of alarm or specific location in building?

2.If alarm is being reported by someone on premise, can they see/smell smoke or flame. Can they see alarm panel indicating location on premise?

3.Is this a smoke detector and if so is it ringing or chirping.

Smoke Investigations

1.Can they see or smell smoke, if they can see it, what color is it, is it inside or outside?

Gas Leak

1.Natural Gas- Is the leak confirmed or is it an odor, do they hear a hissing sound, is it inside or outside?

2.Gasoline-location, still leaking from source or spill, what is it coming from, any flame involved?

Hazardous Materials Spill

1.What has been spilled? Any identifiers on source it Is leaking from? Is it inside or outside of a structure? Does it involve any water way?

Wires Down

1.What kind of wires, do they appear to be live, are they blocking roadway, are they sparking or smoking?

Ill or injured subject

1.Nature of injury or illness, is subject conscious and breathing, age, medical history, is door unlocked, can someone let us in, or key location if necessary?

Traffic Accident

1.Location, any injuries, anyone trapped inside, both parties still on scene?

2.Type of accident- Auto vs Auto, Auto vs Pedestrian, Auto vs bicycle, Vehicle rollover, Motorcycle down.

Bomb Threat

Police call but Fire may be asked to standby in area. Establish telephone communications with unit on scene as radio traffic may detonate bomb?

Dead Body

Fire and Ambulance immediately dispatched to confirm death. Handled as police call after pronounced dead.

Lock Out

1. Vehicle-vehicle description, anyone inside vehicle including animals, is engine running?
2. Residential-Is anyone inside, any hazardous conditions such as food on stove?

Fire Hydrant Problems

1. Is it leaking or has it been damaged in accident?

Water Problems

1. What is problem, where is it (inside or outside), is property being damaged, is it sewer related?

Dispatching Fire Calls

Fire Example

"UNITS 2843 AND 2872, PIEDMONT FIRE: RESPOND FOR A REPORTED *STRUCTURE FIRE* AT 1234 *BLANK ST* CROSS STREET OF *CIRCLE CT*"

(Additional information) *Caller states: smoke coming from bottom floor windows and occupants are still inside*

Medical example

"UNITS 2843 AND 2890, PIEDMONT FIRE: RESPOND FOR A *MEDICAL EMERGENCY* AT 8675 *BLANK ST* CROSS STREET OF *CIRCLE CT*."

(Additional information) *Caller states: victim has fallen down stairs and is unresponsive.*

All emergency and non-emergency calls shall be dispatched in the above manner.

Unit Recommendations

CAD has an extensive unit recommendation table for fire calls. The unit recommendations should be used when dispatching fire calls. The on-duty command officer is available for consultation, if needed.

SPECIAL SITUATIONS

All Fire Departments units committed to an incident, and additional emergency calls are received

Contact Incident Commander at incident and advise of nature and location. Incident Commander will determine if PFD units are available to respond from scene or if mutual aid engine and or ambulance is needed.

Emergency Medical Calls

1. Berkeley Fire Ambulance is called for mutual aid, if unavailable contact;
2. Alameda County Fire Dispatch/Paramedics Plus, if unavailable contact;
3. Albany Fire Department

Fire mutual aid or backfill station

1. Oakland Fire Department 510-238-4039
2. Strike team deployments

Trainee Name Choose	CTO Name	Date
Training Phase #	Week #	Day #

RATING INSTRUCTIONS: Rate observed behavior with reference to scale below. Comment on the most and least satisfactory performance of the day. Comment on any behavior that you wish, but a specific comment is required on all *Not Acceptable* ratings, and ratings of "6" and above. Check "N.O." box if that category was "Not Observed." If the trainee is not responding to training, check the box "N.R.T." and comment. Note amount of time spent on remedial training in the "R.T." column.

RATING SCALE

Assignment or Reason for No Evaluation:

Not Acceptable by CTO Program Standards			Acceptable Level	Superior by CTO Program Standards			N.O.	N.R.T.	Cat. #	Rated Performance	R.T.
1	2	3	< 4 >	5	6	7					
APPEARANCE											
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	1	General Appearance	:
ATTITUDE											
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	2	Acceptance of Feedback	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	3	Attitude Towards Dispatch Work	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	4	Dependability	:
KNOWLEDGE											
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	5	Of Dept. Policies/Procedures	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	6	Of Equipment & Operation thereof	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	7	Of Telephones	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	8	Of Alarm Procedures	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	9	Of DMV/DOJ/NCIC Systems	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	10	Of Geography/Locations	:
PERFORMANCE											
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	11	Computer Skill – New World Systems	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	12	Computer Skill – Windows, etc.	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	13	Routine Forms: Accurate/Complete	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	14	Non-Stress Situations	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	15	Stressful Situations	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	16	Control of Conflict: Voice Command	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	17	Radio: Use of Proper Procedures	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	18	Radio: Listens and Comprehends	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	19	Radio: Articulation of Transmission	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	20	Ability to Remember Information	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	21	Use of Common Sense/Good Jdgmnt.	:
RELATIONSHIPS											
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	22	With Citizens in General	:
1	2	3	4	5	6	7	<input type="checkbox"/>	<input type="checkbox"/>	23	With Other Department Members	:

CTO Signature	Date	Trainee Signature	Date
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Trainee Name_____
CTO Name_____
DateChoose_____
Training Phase #_____
Week #_____
Day #**The most satisfactory area of performance today was rating category number:****Specific incident(s) that demonstrate today's performance in this area is/are:** _____**The area needing most attention given today's performance was category number:****Specific incident(s) that demonstrate today's performance in this area is/are:** _____**Additional Documentation of Performance****Category # Comments**_____
CTO Signature_____
Date_____
Trainee Signature_____
Date_____
Shift Supervisor Signature_____
Date_____
Training Program Sergeant Signature_____
Date

Trainee Name

CTO Name

Date

Choose Phase #

Training Phase #

Week #

Provide a summary of the Trainee's progress this week. Include strengths, weaknesses, remediation efforts, and use specific examples to reflect development or lack of improvement.

Provide a plan for future training of the Trainee, especially for the upcoming week.

Based upon the Trainee's progress for this week, the following training program action is recommended:

☐ **Continue**☐ **Expedite**☐ **Extend**

CTO Signature

Date

Trainee Signature

Date

Shift Supervisor Signature

Date

Training Program Sergeant Signature

Date

Trainee Name CTO Name Date

Choose Phase #

Training Phase #

Provide a summary of the Trainee's progress during this training phase. Include strengths, weaknesses, remediation efforts, and use specific examples to reflect development or lack of improvement.

Provide a plan for future training of the Trainee.

Based upon the Trainee's progress for this training phase, the following training program action is recommended:

☐ **Continue to next phase** ☐ **Extend in current phase** ☐ **Other: _____**

CTO Signature Date

Trainee Signature Date

Shift Supervisor Signature Date

Training Program Sergeant Signature Date

PIEDMONT POLICE DEPARTMENT

COMMUNICATIONS TRAINING PROGRAM CRITIQUE FORM

The following questionnaire is meant to provide the Communications Training Program with an objective evaluation of the Communications Training. The information obtained from this questionnaire will help us to improve the program. Your honest and thoughtful replies *will* make a difference!

Instructions: Please answer the following questions as sincerely and objectively as possible. Circle one of the responses that are beneath each of the seven statements below. A circling of Poor or Fair **MUST** be explained on the line following. The Average, Good, or Excellent ratings do not have to be explained. Please do not give one of the latter ratings just to avoid writing an explanation.

1. Overall, how would you rate the Communications Training Program as it related to your becoming a Dispatcher?

Poor Fair Average Good Excellent

Explanation: _____

2. How would you rate the trainee workbook and trainee reference manual as it related to your training and learning experience?

Poor Fair Average Good Excellent

Explanation: _____

3. The structure of the program, phases, helped me learn in increments without too much pressure all at once.

Poor Fair Average Good Excellent

Explanation: _____

**PIEDMONT POLICE DEPARTMENT
COMMUNICATIONS TRAINING PROGRAM CRITIQUE FORM**

List the area(s) in which you think the Communications Training Program excels.

List the area(s) in which you think the Communications Training Program needs improvement and provide any suggestions you have to make those improvements.

Additional Comments:

PIEDMONT POLICE DEPARTMENT TRAINING AND EVALUATION CTO CRITIQUE FORM

In an effort to ensure that the Communications Training Officer maintains a high level of skill, performance and interest, this critique form is presented to the trainee dispatcher for completion. It is to the CTO's benefit that the CTO's know the impression they are making on those in training. It is the belief of the department that CTOs who are truly interested in doing their best will welcome this type of objective feedback. With this in mind, the trainee dispatcher is requested to honestly appraise and evaluate the CTO in the areas listed below. CTOs will not receive these critique forms until the completion of the seventeen-week cycle. Please complete both parts for each CTO you are assigned to. You will receive additional forms for each phase at the end of those phases.

PART I- INSTRUCTIONS: Place your CTO's name in the blank space below. If you had more than one CTO during the period being rated, place the name of the CTO with whom you spent MOST of your time. Second, select the time period for which you are evaluating the dispatcher.

Your Communications Training Dispatcher: _____

Week _____ through _____

1. The Communications Training and Evaluation Program is primarily concerned with Training and Evaluation. Assign percentages (to total 100%) to the amount of effort your CTO exerts in each area. (Example: Training 50%, Evaluation 50%)

Training: _____ Evaluation: _____

2. Using percentages again, indicate how you perceive your CTO relates to you.

_____ I am just another trainee dispatcher
_____ I am an individual
_____ I am a professional in training
_____ I am a bother

Comments: _____

PART II- INSTRUCTIONS: Circle one of the responses that are beneath each of the seven statements below. A circling of Poor or Fair **MUST** be explained on the line following. The Average, Good, or Excellent ratings do not have to be explained. Please do not give one of the latter ratings just to avoid writing an explanation.

About your training dispatcher, how would you rate?

3. Their ability as a police dispatcher?

Poor Fair Average Good Excellent

Explanation: _____

4. The example the CTO sets for YOU?

Poor Fair Average Good Excellent

Explanation: _____

5. The CTO's interest in imparting training material and information to you?

Poor Fair Average Good Excellent

Explanation: _____

6. The CTO's knowledge of the training material covered?

Poor Fair Average Good Excellent

Explanation: _____

7. The CTO's skill as an instructor/teacher/trainer?

Poor Fair Average Good Excellent

Explanation: _____

8. The CTO's ability to communicate with you?

Poor Fair Average Good Excellent

Explanation: _____

9. The CTO's application of honesty, fairness and objectivity in rating you.

Poor Fair Average Good Excellent

Explanation: _____

List the area(s) in which you think your CTO puts forth BEST effort.

List the area(s) in which you think your CTO could improve.

Comment, if you wish, on the performance, abilities, etc., of your supervisors (sergeants) during this training phase.

Communications Training Program

Completion Record/Competency Attestation

Dispatch Trainee Name	Badge #	Date of Completion
Name of Communication Training Officer	Phase #	Communication Training Dates (inclusive) FROM TO

I have been instructed in all items recorded in the Communication Training Program Guide.

Signature of Trainee	Date
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I certify that Dispatcher _____ has received the instruction outlined in the Communication Training Program Guide and that Dispatcher _____ has performed competently in all structured learning content areas. I also certify that all tests have been completed in a satisfactory manner. I further certify that s/he is now prepared to work as a solo dispatcher.

Primary Communication Training Officer Signature	Date
Training Program SAC Signature	Date

I attest that the above named trainee has satisfactorily completed the prescribed Communication Training Program and is competent to perform as a solo dispatcher.

Signature of Agency Head	Date
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