

Chapter 3

Law Enforcement Database Systems

Quick Resources

The following pages have been compiled from the California Law Enforcement Website (<http://CLEW.DOJ.CA.GOV>) as a handy resource for the Communications Training Officers.

CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (CLETS)

Overview

Pursuant to Government Code Section [15151](#), the California Law Enforcement Telecommunications System (CLETS) is an efficient law enforcement communications network available to all public agencies of law enforcement within the state. The CLETS will provide all law enforcement and criminal justice user agencies with the capability of obtaining information directly from federal and state computerized information files.

Security

Demonstration or display of records

Actual ("live") records are not to be used for training or demonstration purposes. Most of the systems in CJIS offer a Test Message Program. This program allows you to perform all of the functions of a system without jeopardizing "live" records. For information on how to use the Test Message Program, refer to the section on TEST MESSAGES FOR ON-LINE TRAINING where examples of test message formats are shown for each of the different systems.

Confidentiality of Information from the CLETS

Only authorized law enforcement, criminal justice personnel or their lawfully authorized designees may use a CLETS terminal. Any information from the CLETS is confidential and for official use only.

- a. Information from the CLETS is on a "right-to-know" and "need-to-know" basis.
- b. Authorized personnel shall not inquire into their own record or have someone inquire for them.
- c. Accessing and/or releasing information from the CLETS for non-law enforcement purposes is prohibited, unless otherwise mandated, and is subject to administrative action and/or criminal prosecution.
- d. The CLETS terminals and information from the CLETS must remain secure from unauthorized access.
- e. Information from the CLETS may be faxed from one secure location to another secure location. Both the agency faxing the information and the agency receiving the information are responsible for its security.
- f. All information from the CLETS must be stored in a secure and confidential file.

CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (CLETS) (CONT)

Security (CONT)

Confidentiality of Information from the CLETS (CONT)

- g. When an agency determines information from the CLETS is no longer needed, the data and/or systems records shall be securely disposed of to prevent access by unauthorized personnel. Such disposal shall include a method sufficient to preclude recognition or reconstruction of data and verification that the procedures were successfully completed. Disposal methods must meet the requirements stated in PPP (Policies, Practices and Procedures) Section 1.9.11.
- h. Information received from a CLETS terminal must be maintained separately from non-law enforcement information.
- i. Terminals must be away from public view with a log on/log off, password process in place.
- j. A unique password must be assigned to each CLETS user and must meet the requirements stated in PPP section 1.9.8
- k. Secondary dissemination and remote access to information from the CLETS using communications media (including the Internet) is allowed when a minimum set of administrative and technical requirements that include encryption and firewall requirements as specified in PPP sections 1.9.6 and 1.9.9 is met.

Note Access is defined as the ability to hear or view any information provided through the CLETS.

Once information from the CLETS is in the law enforcement or criminal justice agency's network, the agency is directly responsible for maintaining the security and integrity of the data. Any secondary dissemination of the data must be secure and available only to those who are authorized to receive the data. The law enforcement or criminal justice agency must comply with the policies and regulations associated with the release of that data.

CRIMINAL JUSTICE INFORMATION SYSTEMS (CJIS)

Overview

CJIS is a computerized file containing records which are of interest to the criminal justice community. CJIS is maintained by the California Department of Justice (DOJ) and it is available to authorized local, state, and federal criminal justice agencies via the California Law Enforcement Telecommunications System (CLETS) network.

Inquiry

CJIS includes the following eleven (11) systems:

1. Stolen Vehicle System (SVS)
2. Automated Boat System (ABS)
3. Wanted Persons System (WPS)
4. Automated Firearms System (AFS)
5. Automated Property System (APS)
6. Domestic Violence Restraining Order System (DVROS)

CRIMINAL JUSTICE INFORMATION SYSTEMS (CJIS) (CONT)

Inquiry

7. Missing Persons System (MPS)*
8. Unidentified Persons System (UPS)*
9. Sex and Arson Registration File (SAR)
10. Supervised Release File (SRF)
11. Criminal History System (CHS)**

Notes: *Systems 7 (MPS) and 8 (UPS) above are sometimes combined and are also known as "MUPS" for Missing/Unidentified Persons System.

** System 11 above (CHS) is a part of CJIS, but because the manual and automated records contain confidential criminal history record information, access is restricted to only Inquiry Transactions.

CLETS provides inquiry and update access to the CJIS systems 24-hours-a-day, seven days-a-week. CJIS also has a back-up computer to ensure that the systems are operational at all times.

STOLEN VEHICLE SYSTEM (SVS)

Overview

When we inquire to determine if a vehicle, license plate, or vehicle part is wanted by a criminal justice agency we are actually soliciting a dual response. The Department of Justice (DOJ) maintains the Stolen Vehicle System (SVS), and the FBI's National Crime Information Center (NCIC) maintains the Vehicle File.

California Vehicle Code Section [10500](#) and California Penal Code Section [11108](#) require that all serial numbered vehicles, which are reported to peace officers as taken, stolen, lost, or recovered and license plates which are stolen or lost, are to be entered in SVS. In addition, stolen, lost or recovered vehicle parts (with serial numbers), must be entered in SVS or the Automated Property System (APS). Remember, vehicles must be entered as a stolen vehicle record into the system even if the vehicle is recovered before the stolen entry is made. The entry of a stolen vehicle, vehicle license plate or part, is automatically forwarded to NCIC.

Vehicles entered into SVS have an automatic retention period. They are as follows:

Vehicle/License Plate	Maximum APS Retention
Stolen Vehicle	Balance of the year entered plus 4 years
Stolen Vehicle Part	Balance of the year entered plus 4 years
Stolen/Lost License Plate	One year past the year of registration
Felony Vehicle	90 days
Felony License Plate	90 days
Found/Evidence Veh Part	6 months
Missing Person Vehicle	30 days

STOLEN VEHICLES (CONT)

**Overview
(CONT)**

Vehicle/License Plate	Maximum APS Retention
Stored Vehicle	30 days
Impounded Vehicle	60 days
Lost Vehicle	30 days
Located Vehicle	30 days
Cleared Vehicle	30 days, unless another agency record of the same vehicle needs to be entered

NCIC allows fewer record types than SVS and has a different retention period. The types and retention's are as follows:

Vehicle/License Plate	Maximum APS Retention
Stolen Vehicle	Balance of the year entered plus 4 years (records w/o VIN's are purged in 90 days and license plate data purged 1 year past the year of registration)
Stolen Vehicle Part	Balance of the year entered plus 4 years
Stolen/Lost License Plate	One year past the year of registration
Felony Vehicle	90 days
Felony License Plate	90 days

Upon receiving a computer match that a vehicle, vehicle license plate, or part is wanted by another agency, the same confirmation guidelines that are used on a wanted person as set forth in the CJIS Manual 2.3.3 through 2.3.6 must be followed. Caution codes may be used when vehicles are entered into SVS:

- Armed and Dangerous
- Armed and Dangerous/Stake and Notify ORI
- Carjacking
- Detain All Occupants/Notify ORI
- Armed and Dangerous/Hold for Latent Prints
- Hostage and Kidnapping Involved
- Dup Plate Issued This Vehicle
- Stolen Vehicle – Cargo Involved
- Other Plate Still On Vehicle
- Mentally Disturbed
- Stake and Notify ORI Immediately
- Hold for Latent Prints
- Hold for Major

STOLEN VEHICLES (CONT)

**Overview
(CONT)**

- Suicidal Tendencies
- Dealer Plate – See Misc Field
- Possible VIN Switch/Stolen
- Weapons In Vehicle
- Hazardous Materials

When a stolen or felony vehicle entry is accepted by SVS, a “DOJ STOP”, “DOJ RESTRAINT”, or “DOJ STOP REFERRAL” is placed on the vehicle’s record in DMV. This is intended to prevent registration of stolen or felony vehicles, but also serves as an indication to us that the vehicle is on record if the SVS system is non-operational. Explanations of the cautions are as follows:

A. DOJ stop

1. When a vehicle is entered with a VIN and a California license and the license and VIN correctly match the DMV files.

B. DOJ restraint

1. When a vehicle is entered by VIN and an out-of-state license.
2. When a vehicle is entered by VIN only.
3. When a vehicle is entered by VIN and California license, but the VIN is not valid.
4. When a vehicle is entered with a good VIN and a California license, but DMV has a bad VIN.
5. When a new vehicle is entered into SVS and the vehicle has not been registered at DMV

C. DOJ stop referral

1. When a vehicle is entered as a stolen vehicle with caution code of “armed and dangerous”.
2. When a vehicle is entered as a felony vehicle and the license and VIN match DMV files.
3. When a vehicle is entered as a felony vehicle by VIN only.
4. When a vehicle is entered as a felony vehicle by VIN and out-of-state license plates.

A File Control Number (FCN) is issued when any person or piece of property is entered into the system. The FCN is a thirteen digit number constructed in such a way as to indicate the identifying number of the entering agency, Julian date of the entry, and sequential number of the entry (sequential number of entries made by the entering agency).

STOLEN VEHICLES (CONT)

Overview (CONT)

For example: FCN/XXX1017801043

XXX	=	River City Police Agency Identifier
10	=	Year of the entry
178	=	Julian date for June 26 - 178th day of the year
01234	=	Sequential number of entries made by River City Police Agency for the year

When a stolen vehicle from another agency is located, a “LOCATE” is sent to the original agency to notify them of the recovery. This is not used when the stolen vehicle that is stolen and recovered in this jurisdiction. California Vehicle Code Section [10500](#) states that the locating agency must immediately notify the original reporting police agency of the location and condition of the recovered vehicle. California Vehicle Code Section [22852](#) states that, if the vehicle is stored, they must notify the registered and legal owner of the vehicle’s location and condition within 48 hours, excluding week-ends and holidays.

Always confirm with the original agency that the vehicle, part, or license plate of record is still outstanding.

Inquiry

Inquiries into the SVS system can be made on California vehicle license numbers, Vehicle Identification Numbers (VIN) or by the File Control Number (FCN) assigned when the vehicle was entered into the SVS.

Test Records

LIC: 123ABC
 VIN: 1G1AD69PXEJ100001
 FCN: 186982220142

AUTOMATED BOAT SYSTEM (ABS)

Overview

The California Vehicle Code Section [10551](#) requires every peace officer to immediately report to the Department of Justice, Automated Boat System any reliable report the peace officer receives regarding stolen or recovered vessels.

CVC Section 10551 - Every peace officer upon receiving a report based on reliable information that any undocumented vessel numbered under this code has been stolen shall immediately after receiving such information report the theft to the Department of Justice, Automated Boat System, and such peace officer upon receiving information of the recovery of any such vessel which he has previously reported as stolen, shall immediately report the fact of the recovery to the Department of Justice, Automated Boat System.

Entry of a stolen boat record into ABS is required even if the vessel is recovered before the entry is made. In such a case, enter the stolen boat record and immediately clear (recover) it.

ABS also offers other record types for stored and repossessed vessels. These types of records should be entered to avoid the later entry of erroneous stolen vessel records.

AUTOMATED BOAT SYSTEM (ABS) (CONT)**Overview
(CONT)**

Embezzled vessels may be entered as stolen, only if an arrest warrant has been issued for the suspected embezzler (CVC [10553](#)).

There are six types of boat records entered in ABS. Different types of records have different retention periods. When trying to enter a record with a Date of Theft (DOT) which is older than the purge date of the ABS record type, the entry will be rejected.

Boat Disposition	Maximum APS Retention
Stolen Boat	Balance of the year entered plus 4 years
Stolen Boat Part	Balance of the year entered plus 4 years
Lost Boat	30 days
Pawn Boat	6 months Repossessed
Boat	30 days
Stored/Impounded Boat	30 days
Located Boat	30 days
Cleared Boat	30 days

Note **Cleared (Recovered) and Located boat records are not Entry Transactions**

DMV-DOJ Stops and Restraints

When a stolen boat entry is accepted by ABS, a stop is placed on the corresponding vessel record in DMV. This DOJ Stop or Restraint is intended to prevent registration of stolen vessels.

DOJ Stop

A DOJ STOP is placed when a stolen vessel is entered with a BHN, California registration number and BHN that match the DMV files.

DOJ Restraint

1. When a vessel is entered by BHN and an out-of-state license plate.
2. When a vessel is entered by BHN only.
3. When a vessel is entered by BHN and California registration number, but the BHN is not valid.
4. When a vessel is entered with a good BHN and California registration number, but DMV has a bad BHN.
5. When a new vessel is entered that has not been registered at DMV.
6. When a vessel part is entered on a BHN.

AUTOMATED BOAT SYSTEM (ABS) (CONT)

DOJ Restraint (CONT)

When you encounter a DOJ STOP or DOJ RESTRAINT in the response to a DMV inquiry, check ABS to determine if the vessel is still an outstanding stolen. ABS may have more timely information concerning the vehicle's status than DMV. If you encounter a DOJ STOP or DOJ RESTRAINT on a vessel which you know to be recovered, or a "no-hit" response is received from ABS, contact the Stolen Vehicle Unit at (916) 227-3686.

Inquiry

All inquiries must include a key data field as a search criterion. The key data fields are:

REG	Registration Number
BHN	Boat Hull Number
OAN	Owner Applied Number
SER	Serial Number
FCN	File Control Number

WANTED PERSONS SYSTEM (WPS)

Overview

There are two sources of wanted persons available through CLETS. The Department of Justice (DOJ) maintains the Wanted Persons System (WPS) and the FBI maintains the National Crime Information Center (NCIC), Automated Warrants System (AWS). The Wanted Persons System (WPS) is a statewide pointer system that contains the records of persons with outstanding warrants for felonies or serious misdemeanors from local, state and federal agencies. Wanted Persons may also contain warrants entered into NCIC by other states.

If the subject of a WPS record is apprehended anywhere in California, the entering agency must transport the subject to their jurisdiction. An agency cannot place any limitations on the distance the agency is willing to transport from within the state. **Limitations** stated in the Miscellaneous (MIS) field (e.g., TRANSPORT BAY AREA ONLY) are **not allowed**. If it is found that an agency has refused to transport a wanted person, the pertinent WPS record will be cancelled by DOJ. If transportation restrictions are found in a record's MIS field, the WPS record will be cancelled.

The only exception to this transportation rule will occur when a felony warrant is entered into WPS as an Entry Level 3 (ENT/3) record, or a misdemeanor warrant is entered as an Entry Level 4 (ENT/4) record. This "Verify Transportation Prior to Arrest" entry will indicate that a subject, located on a felony or misdemeanor warrant, may be arrested for transportation back to the jurisdiction of the wanting agency after confirmation of transportation is obtained. Before the subject is arrested, the agency locating the subject is required to confirm with the entering agency the felony or misdemeanor warrant is still active and determine if the entering agency is willing to transport the subject.

WANTED PERSONS (CONT)**Overview
(CONT)**

Each record contributed to WPS must be based on a master case record maintained by the entering agency, whether it be electronic or hard copy (paper). The master case record must be available at all times in order for hits on the WPS record to be confirmed. If any changes are made to the master case record, you must change the WPS record to agree with it.

When entering a wanted person record into WPS, you may enter the record into the NCIC Wanted Person File at the same time. For NCIC entry, place a "2" in the Entry Level Code field (e.g., ENT/2). In order to qualify for NCIC entry, the entering agency must attempt to determine if extradition will be authorized when the individual is located in another state. Use the appropriate EXL date field code to explain extradition limitations or no limitations. Additional details regarding intrastate limitations may also be placed in the MIS Field.

Records are retained as follows:

Temporary Want	48-72 hours
Misdemeanor Warrant	3 years (can be renewed)
Felony Warrant	5 years (can be renewed)

A temporary want is utilized in cases in which a warrant is in process, however there is an immediate need to enter the person in the system (i.e., an escapee). It will automatically be removed from the system within 48-72 hours if it has not been modified to a permanent want. Public safety dispatchers are primarily concerned with the inquiry, confirmation, and locate features of this system. It is not uncommon to see the same warrant in multiple systems.

When an inquiry results in a positive match (hit), and it appears that the person is the same as the person listed in the warrant, contact must be made to the originating agency to obtain confirmation of the validity of the warrant. A computer hit, by itself, is not cause for arrest. This information must be confirmed, because some records listed in WPS are ambiguous or may have been served and not deleted from the file.

If an agency requests a hit confirmation (YQ) and does not receive a substantive response within the designated time (Priority U=Urgent, 10 minutes; Priority R=Routine, one hour), send a second request and add terminal mnemonic "DOJ" as a destination mnemonic (i.e., MNE3) in addition to the record owner mnemonic (MNE1) and the inquiring agency's own terminal mnemonic (MNE2) as shown in the YQ format. If the second request fails to receive a substantive response within the designated time, then send a third YQ request and again add terminal mnemonic "DOJ" as a destination mnemonic (i.e., MNE3) in addition to the record owner mnemonic (MNE1) and the inquiring agency's own terminal mnemonic (MNE2) as shown in the YQ format. DOJ, as the state control terminal agency for California, will institute appropriate action to ensure proper response and compliance with system standards and procedures.

WANTED PERSONS (CONT)

- Code Transaction**
1. California
 2. California and NCIC
 3. California felony
 4. California misdemeanor

Inquiry All inquiries must include key data fields. Key data fields for a WPS inquiry include file control number (FCN), name (NAM) and sex (SEX), Criminal Identification Index number (CII), Federal Bureau of Investigations number (FBI), Social Security number (SOC), operator license number (OLN), originating agency case number (OCA), and warrant number (WNO). A NCIC inquiry may be made by NAM and one or more (or all) of the following: DOB, FBI, MNU, SOC, OLN, LIC, LIS and/or VIN and VMA. In addition, a NCIC inquiry can be made by NAM and OCA only or by NIC only.

Test Records

WPS	NCIC	SAR/CARPOS / MPS/SRF
Test, Record 050555	Test, Order 050555	Record, California 050555
X-ray, Test 011954	Test, Record 050555	Record, California 091256
Record, California 050555	Record, California 050555	Record, California 041050

AUTOMATED FIREARMS SYSTEM (AFS)

Overview

California Penal Code Section [11108](#) requires that all property reported as stolen, lost, found, recovered, or under observation be entered into the appropriate automated database. Also, in order to assist in the investigation of crime, the arrest and prosecution of criminals, and the recovery of lost, stolen, or found property, the Attorney General is directed by [CPC 11106](#) to keep and properly file a complete record of the copies of applications for licenses to carry concealed weapons and dealers' record of sales (DROS) of revolvers or pistols, and reports of stolen, lost, found, pledged, or pawned property in any city or county of California. By virtue of the entry code, guns entered into the Automated Firearms System (AFS) can be directed to the NCIC's Gun File by direction of the entry code. An entry code of 1 (ENT/1) will place the record in AFS only, while an entry code of 2 (ENT/2) will place the records in both AFS and the NCIC Gun File.

The AFS is a pointer file and a positive hit is not necessarily a positive identification of a firearm. The inquiring agency must contact the entering agency to ensure that the firearm is the same and that the record is correct before taking any action. If it is determined the firearm is the same, you must follow the hit confirmation guidelines as set forth in the CJIS manual 2.3.4 through 2.3.6.

Retention of records into this system is varied. The following records are kept on line for 3 years:

AUTOMATED FIREARMS SYSTEM (AFS) (CONT)

Overview (CONT)

- Buy or Trade
- Consignment
- CCW License
- Evidence
- Pawn
- Sold at Auction
- Under Observation

The following records are kept on line indefinitely or until canceled by the entering agency:

- Dealer Record of Sale (DROS)
- Destroyed
- Found
- Institutional Registration
- Lost
- Retained for Official Use
- Serial Number Assigned
- Serial Number Restored
- Stolen
- Voluntary Registration

NCIC's Gun File has a different retention period. Recovered (found) guns are retained for the remainder of the year of entry plus two years. All other records are retained indefinitely or until canceled by the entering agency.

The caliber and serial number are the only two fields that are mandatory for entry. You can specify inquiry into one of 4 categories. Each will query a particular series of gun entries. They are:

Law Enforcement	Will query guns that are stolen, evidence, found, institutional registration, lost, under observation, retained for official use, or destroyed.
Historical	Will query guns that are listed as bought, on consignment, DROS, serial number assigned, serial number restored, licensed for CCW, pawned, voluntary registration, or sold at auction.
Both	Will query both law enforcement and historical.
Mail Response	Used to generate a mail response when you have received a "more than 12 records response" to a previous inquiry or when a mail response is wanted. This will check both the law enforcement and historical segments of the system.

AUTOMATED FIREARMS SYSTEM (AFS) (CONT)

Overview (CONT) NCIC's Gun File has a different retention period. Recovered (found) guns are retained for the remainder of the year of entry plus two years. All other records are retained indefinitely or until canceled by the entering agency.

The caliber and serial number are the only two fields that are mandatory for entry. You can specify inquiry into one of 4 categories. Each will query a particular series of gun entries. They are:

- Law Enforcement** Will query guns that are stolen, evidence, found, institutional registration, lost, under observation, retained for official use, or destroyed.
- Historical** Will query guns that are listed as bought, on consignment, DROS, serial number assigned, serial number restored, licensed for CCW, pawned, voluntary registration, or sold at auction.
- Both** Will query both law enforcement and historical.
- Mail Response** Used to generate a mail response when you have received a "more than 12 records response" to a previous inquiry or when a mail response is wanted. This will check both the law enforcement and historical segments of the system.

Inquiry AFS inquiries can be made using the Serial Number (SER), File Control Number (FCN), Name (NAM), or Originating Agency Case Number (OCA).

Test Records Record, California 050555
Serial No: TEST123456

AUTOMATED PROPERTY SYSTEM (APS)

Overview There are two sources of stolen property information available. The Department of Justice (DOJ) maintains the Automated Property System (APS) and the National Crime Information Center (NCIC) maintains the Stolen Article File. Both contain records of serialized property reported lost, found, under observation, pawned, bought or held as evidence (a requirement of CPC 11108). When inquiring into the property system, the category must be specified. These category codes are listed in the CJIS manual. Property category codes are as follows:

- A Non-Serialized Jewelry (APS, for Pawn and Buy entries only)
- B Bicycles
- C Camera and Photography
- D Data Processing Equipment
- E Equipment not otherwise categorized (includes measuring devices and tools)

AUTOMATED PROPERTY SYSTEM (APS) (CONT)

**Overview
(CONT)**

- F Furniture and Furnishings
- G Games and Gambling Apparatus
- H Household equipment/Appliances and Housewares
- I Identification items
- J Special documents, food stamps, etc
- K Keepsakes and Collectibles
- L Livestock
- M Musical Instruments
- N Non-serialized property (APS, for pawn and buy entries only, other than jewelry and must have valid article code)
- O Office Equipment
- P Personal Accessories
- R Radio, Television and Sound entertainment devices
- S Sports, Exercise, and Recreational equipment
- T Toxic Chemicals
- V Viewing Equipment
- W Well Drilling Equipment
- Y OTHER (DOJ use only if an article cannot be categorized in any of the above codes contact DOJ – Automated Property System)
- Z Credit cards or checks/gift certificates (Stolen entries only)

By itself, a positive response is not enough for confiscation. APS is a pointer system, and the hit must be confirmed. Likewise a negative response on property does not mean it is not stolen, only that it is not in the system.

Inquiry

Inquiries must contain a Serial Number (SER) or Owner Applied Number (OAN) plus the Type (TYP) and or Brand (BRA) in any combination. For the inquiry to search NCIC, the inquiry must include a SER or OAN, and the TYP data fields.

Test Records

SER/TEST123456
 FCN/1869324401151
 SER/TEST123456
 FCN/1869324401136

CALIFORNIA AUTOMATED RESTRAINING AND PROTECTIVE ORDER SYSTEM (CARPOS)

Overview

There are two sources of restraining/protective order information available through the CLETS terminal. The California Department of Justice (DOJ) maintains the California Restraining and Protective Order System (CARPOS) and the FBI's National Crime Information Center (NCIC) maintains the Protection Order File (POF).

California Family Code Section 6380 requires the entry of certain types of restraining/protective orders into the CARPOS by law enforcement personnel, or court personnel, or another appropriate agency capable of maintaining and preserving the integrity of both the CLETS and CARPOS. Restraining/protective orders can be entered into CARPOS whether served or un-served. CARPOS is a POINTER system which contains restraining/protective orders entered into the state's automated system on individuals who are the subject of a restraining/protective order. The information in CARPOS is accessible to all law enforcement agencies in California through CLETS and may be used to assist in learning the terms and conditions of an order and/or serving an order. Information entered into CARPOS is also used by the DOJ Dealer Record of Sale (DROS) Unit for firearm clearance purposes.

Inquiry

When entering a restraining/protective order record into CARPOS, the record will automatically be entered into the NCIC Protection Order File (POF) with the following exceptions:

1. The restraining/protective order type (TYP) field is OCP (Other Criminal Protective/Restraining Order), ODV (Other Domestic Violence Restraining/Protective Order), OPO (Other Protective Order/Injunction), OOS (Out-of-State Domestic Violence Restraining/Protective Order), JUV (Juvenile Order), TEF (Temporary Elder or Dependent Adult Abuse Order-Financial only), or EAF (Elder or Dependent Adult Abuse Order After Hearing-Financial Only).
2. The restraining/protective order is un-served.
3. The restrained person's sex is entered as X (unknown).
4. The restrained person's exact date of birth is unknown and entered into CARPOS with the approximate year (example: DOB/19710000).

When an entry is sent to the NCIC POF from CARPOS, NCIC will return a unique number for the record called a NIC number. The NIC number will become a part of the corresponding CARPOS record. NCIC POF records are available to law enforcement agencies throughout the country to assist in learning the terms and conditions of a restraining/protective order and to use the information for firearm clearance purposes. Information in the NCIC POF cannot be updated directly. Changes made in CARPOS will automatically be forwarded to NCIC.

CALIFORNIA AUTOMATED RESTRAINING AND PROTECTIVE ORDER SYSTEM (CARPOS) (CONT)

Test Records	WPS	NCIC	SAR/CARPOS / MPS/SRF
	Test, Record 050555	Test, Order 050555	Record, California 050555
	X-ray, Test 011954	Test, Record 050555	Record, California 091256
	Record, California 050555	Record, California 050555	Record, California 041050

Sample Responses

ISSUE DATE/20080104 EXPIRATION DATE/20110104
 CONTACT PROTECTED PERSON/NO - THE RESTRAINED PERSON MUST NOT CONTACT, MOLEST, ATTACK, STRIKE, THREATEN, SEXUALLY ASSAULT, BATTER, TELEPHONE, SEND ANY MESSAGES TO, FOLLOW, OR DISTURB THE PEACE OF THE PROTECTED PERSON(S)
 FIREARM PROVISIONS/CANNOT PURCHASE OR RECEIVE AND MUST SURRENDER ALL FIREARMS
 STAY AWAY FROM/RESIDENCE, PROTECTED PERSON, WORK PLACE, CHILDS SCHOOL-DAY CARE, PROTECTED PERSONS VEHICLE
 STAY AWAY/0100 YARDS
 CUSTODY/PROTECTED PERSON
 VISITATION/NO
 OTHER ORDERS/MUST STAY 100 YARDS AWAY FROM CHURCH

 LOCATED AT 1234 MAIN ST, SACRAMENTO
 IMMEDIATELY CONFIRM WITH CA0349458 DOJ WANTED PERSONS UNIT
 DOJ
 TELEPHONE 916 227-3689
 ***** VIOLATION MESSAGE *****
 NUMBER OF PRIOR VIOLATION MSG/000

 ***** END OF CARPOS MESSAGE *****

 4ABCX000201.IB 8AYX.CA0349458
 RE: QRR.CA0349458.NAM/RESTRAINED,PERSON.SEX/M
 MATCH MADE ON
 NAM/RESTRAINED, PERSON
 NAME FIELD SEARCH REVEALS
 CARPOS HIT # 001
 HIT MADE ON
 NAM/RESTRAINED,PERSON
 FCN/1860800500050
 ORI/CA0349458
 OCA/DOJ-1234
 ***** *
 * THIS DOMESTIC VIOLENCE ORDER HAS NOT BEEN SERVED**
 ***** *
 CAUTION: VIOLENT TENDENCIES *
 DO NOT ARREST OR DETAIN BASED SOLELY ON THIS RESPONSE*
 THIS RESTRAINING ORDER RESPONSE MAY BE THE SAME AS:
 * * * * * RESTRAINED PERSON INFORMATION * * * * *
 NAM/RESTRAINED,PERSON DOB/19550505
 SEX/M RAC/W HGT/601 WGT/195 EYE/GRN HAI/BLN
 AKA/SMITH,JIMMIE DEAN

CALIFORNIA AUTOMATED RESTRAINING AND PROTECTIVE ORDER SYSTEM (CARPOS) (CONT)

**Sample Responses
(CONT)**

SCRS/MKS/TT/TAT UL ARM
 POB/TN SKIN/FAIR
 OLN/N0112233.CA.2007 SOC/111223333
 ADR/4949 BROADWAY
 CTY/SACRAMENTO STT/CA ZIP/95820
 MIS/HAS BEEN VIOLENT TOWARDS LAW ENFORCEMENT OFFICERS
 ***** PROTECTED PERSON INFORMATION ***** PROTECTED PERSON
 NAME/PROTECTED,PERSON
 PROTECTED PERSON SEX/F PROTECTED PERSON RACE/V
 PROTECTED PERSON DOB/19650202
 ADDTL PROTECTED PERSON 1/PROTECTED,VICTIM.M..19990315
 ADDTL PROTECTED PERSON 2/PROTECTED,VICTIM.X.J
 ***** COURT INFORMATION *****
 RESTRAINED PERSON PRESENT IN COURT/NO
 COURT NAME/SACRAMENTO COUNTY SUPERIOR
 COURT PHONE NUMBER/(916) 874-5476
 COURT CASE NUMBER/DV-5678

MISSING PERSONS SYSTEM (MPS) AND UNIDENTIFIED PERSONS SYSTEM (UPS)

Overview

The Department of Justice (DOJ) maintains computerized records of missing and unidentified persons in two separate database within their Criminal Justice Information System (CJIS). These databases are the Missing Persons System (MPS) and the Unidentified Persons System (UPS). Both were mandated by Senate Bill 2282 (Chapter 1456 – California Penal Code Section [14201](#)) and are a product of the updated missing persons-related legislation implemented in 1988.

The statutory mandates include:

1. Definitions of a variety of specific terms, including “at risk”, “child”, and “dependent adult”, etc.;
2. Procedures for law enforcement acceptance of missing person reports and the transmission of those reports to DOJ, NCIC, and other law enforcement jurisdictions;
3. Specific procedures for handling reports of missing juveniles, and;
4. Information regarding DOJ services offered to law enforcement agencies

California Penal Code Sections [14205](#) and [14206](#) state that “law enforcement agencies shall accept any report and California Highway Patrol may accept reports, (including telephonic) of a missing person (including runaways) without delay”. Simply stated, a law enforcement agency (other than CHP) cannot refuse to accept a missing person report.

MPS and UPS will automatically forward copies of all missing and unidentified persons reports to NCIC.

**Overview
(CONT)**

Copies of selected reports of “at risk” missing persons (as defined in CPC Section [14213\(b\)](#)) and all unidentified persons will also automatically be forwarded to the DOJ Violent Crime Information Network (VCIN). These reports will be compared against homicide cases and records of registered sex offenders in an effort to generate investigative information which may assist local law enforcement agencies in solving violent crimes.

Inquiry

The eight formats that can be used with the QM message key are:

1. Name Inquiry,
2. Physical Descriptor Inquiry,
3. File Control Number (FCN) Inquiry,
4. Originating Agency Case Number (OCA) Inquiry,
5. Operator License Number (OLN) Inquiry,
6. Vehicle License Number Inquiry,
7. Vehicle Description Inquiry and
8. Dental Inquiry.

When a Name Inquiry is initiated, possible matches of both missing person and suspects will be returned. The mandatory data fields for Name Inquiry are NAM and SEX. NAM and SEX will be entered positionally without their data field codes. DOB or AGE, RAC, HGT, WGT, EYE, HAI and DLC are optional data fields and can be used to narrow the search results. Up to 12 possible matches may be returned on a Name Inquiry.

The MPS system provides a Soundex search for the last name and a diminutive search for the first name. NCIC is automatically searched if NAM, SEX, and DOB are provided and MPS possible matches are less than 12 hits. Inquiry search selection criteria for the other searchable data fields in MPS are as follows:

- SEX Exact or unknown
- AGE + 3 Years
- DOB + 1 Year
- HGT + 3 Inches
- WGT + 25 Pounds
- EYE Exact
- HAI Exact
- RAC Exact
- DLC Minus 90 days

MISSING PERSONS SYSTEM (MPS) AND UNIDENTIFIED PERSONS SYSTEM (UPS) (CONT)

Test Records	WPS	NCIC	SAR/CARPOS / MPS/SRF
	Test, Record 050555	Test, Order 050555	Record, California 050555
	X-ray, Test 011954	Test, Record 050555	Record, California 091256
	Record, California 050555	Record, California 050555	Record, California 041050

Sample Response

012197 1510
 CLKH 1441
 IM CLKH
 MPS INQUIRY
 MISSING PERSON
 DATE:01-21-1997 TIME:15:09:33
 RE:TQM.CA0349454.FCN/1869702100248
 *****THIS IS THE TEST RECORD*****
 MISSING PERSON INFORMATION
 TYP/A-MISSING-ADULT
 CAT/R-AT-RISK NAM/RECORD,CALIFORNIA TEST SEX/F RAC/W HGT/605
 WGT/140
 HAI/BRO EYE/BRO DOB/04101950
 DLC/12251990
 DXR/N
 AKA/RECORD, TEST.RECORD,SEE TEST
 S01/TAT UR ARM - HEART WITH ARROW
 S02/SC L KNEE - 5" SCAR
 GLA/G VRX/OD-25DOW-D25X90 OS2DOOE-D25X95 SKN/LBR POB/CA
 HRL/02-SHORT TO COLLAR LENGTH
 04-TRENDY
 FHR/99-UNKNOWN
 TTH/03-BROKEN OR CHIPPED
 04-CROOKED
 06-NOTICEABLE GAPS
 CLO/LEVI JEANS, LONG-SLEEVED BLUE SHIRT, WHITE NIKE TE
 NNIS SHOE
 JWT/MC.RI.WA
 ADR/123 STOCKTON BLVD - SACRAMENTO -CA
 LKL/01-VICTIM'S RESIDENCE
 DST/BARSTOW
 KNA/BAD BOY
 LFS/10-NORMAL/AVERAGE
 WEA/01-NONE
 FGA/N FPA/N BXR/P BLT/APOS
 SOC/111111111.22222222
 OL1/X0022222 -CA-96
 MIS/THIS IS A PERMANENT TEST RECORD FOR AGENCY TESTING ONLY,
 DO NOT RE

MISSING PERSONS SYSTEM (MPS) AND UNIDENTIFIED PERSONS SYSTEM (UPS) (CONT)

Sample Response (CONT)

MOVE, IF YOU HAVE ANY QUESTION, CONTACT THE MISSING PERSON UNIT AT
 916 227-3290
 ADMINISTRATION INFORMATION
 ORI/CA0349454 OCA/DOJTEST ORA/CADJSACRAMENTO
 INM/INV ONE HAWKEYE APN/ (916) 111-2345
 FCN/1869702100248
 IMMEDIATELY CONFIRM WITH CA0349454 MISSING PERSON UNIT
 MNE/MPSTELEPHONE 916 227-3290
 SUSPECT INFORMATION
 SUSPECT #1 OF 1
 NAM/BADBOY, VERY SEX/M RAC/A HGT/701-702
 WGT/135-150 HAI/BLK EYE/BLU
 AGE/055-056
 AKA/BADBOY, JUST
 S01/TAT LF ARM -"MOM"
 S02/TAT CHEST -EAGLE
 HRL/03-SHOULDER LENGTH OR LONGER
 FHR/03-FULL BEARD
 TTH/01-NONE
 WEA/01-NONE
 CII/11111111 BUI/01-SMALL (THIN)
 SOC/121111111STA/02 IDENTIFIED - NOT IN CUSTODY REL/FRIEND
 VEHICLE INFORMATION
 VEHICLE #1 OF 1
 VBT/03-STOLEN VMA/TOYT VMO/TK VCO/MAR VST/PK VYR/84
 DENTAL INFORMATION
 MPA/N
 DRE/2 OCCLUSAL RESTORATIONS ON TTH 15 & 18
 DNP/DR WILLIAMS
 DENTAL CHARACTERISTICS
 TOOTH STAT RSTRTNS/CARIES APPL OTHER CHAR

SEX AND ARSON REGISTRATION (SAR) CALIFORNIA SEX AND ARSON REGISTRY (CSAR)

Overview

The California Sex and Arson Registry (CSAR) is a relational database which stores registration information on California's sex and arson registrants. Law enforcement agencies (LEAs) are able to enter and update sex and arson registration information directly into CSAR immediately after registration. Registration is a lifetime requirement for convicted sex and arson offenders and each have their own Penal Code (PC) section relative to the requirements of registration. All records contributed into CSAR must be based on a master case record maintained by the registering LEA. The master case record must be available at all times so that matches or questions concerning the record can be addressed. The registering LEA may be called upon to produce the official registration document for court purposes and to testify as to its content. Records that are entered into CSAR are retained indefinitely, unless an individual registrant is deceased or has been found that he/she is no longer required to register per court documentation.

SEX AND ARSON REGISTRATION (SAR) CALIFORNIA SEX AND ARSON REGISTRY (CSAR) (CONT)

Overview (CONT) Since sex and arson registration is a lifetime requirement and CSAR is a relational database, all LEAs with CLETS capability may contribute information to a registrant’s record. The common goal is to have one record in CSAR on a registrant and that the information is entered/updated in a timely and accurate manner.

Contact Messages LEA can enter a contact message into the system to indicate a contact was made with the registered subject.

The person designated as the agency Contact Person (CNM, CPN, MNE) for the registrant will receive CLETS contact message from LEA’s contact message entries when the registrant is actually arrested, interviewed, or even observed in connection with law enforcement activities. In addition to helping supervising agencies to locate persons who are avoiding supervision or registration and to document violations, the contact message improves the agent’s understanding of the subject’s activities and provides details that he/she would be unlikely to disclose.

Inquiry The eight formats that can be used with the QSA message key are:

1. Name Inquiry,
2. Criminal Identification and Information (CII) Number,
3. File Control Number (FCN) Inquiry,
4. Department of Corrections (CDC) Number,
5. Operator License Number (OLN) Inquiry,
6. Vehicle License Number Inquiry,
7. California Youth Authority (CYA) number,
8. Social Security (SOC) number.

Test Records

	WPS	NCIC	SAR/CARPOS / MPS/SRF
	Test, Record 050555	Test, Order 050555	Record, California 050555
	X-ray, Test 011954	Test, Record 050555	Record, California 091256
	Record, California 050555	Record, California 050555	Record, California 041050

Sample Response Full response returned by inquiry using the FCN or CII Number.

Example of a Full Response

Inquiry Format

IX QSA.CA0290000.FCN/1234567891011

SEX AND ARSON REGISTRATION (SAR) CALIFORNIA SEX AND ARSON REGISTRY (CSAR) (CONT)**Full Response**

IX DFGX CA0290000 RE:QSA.CA0290000.FCN/1234567891011
 MATCH MADE ON FCN/1234567891011
 FCN FIELD SEARCH REVEALS:
 *** SEX REGISTRANT ***
 ** DOJ FP CARD NOT REQUIRED **
 ** DO NOT ARREST OR DETAIN BASED SOLELY ON THIS RESPONSE **
 ORI/CA0010400 EMERYVILLE PD
 NAM/RECORD,CALIFORNIA TEST
 SEX/M RAC/W HAI/BRO EYE/BLU HGT/601 WGT/210 DOB/19410817
 AKA/RECORD,NEVADA AKA/RECORD,IDAHO
 AKA/RECORD,UTAH
 MON/FLY FACE
 ** REGISTERED ADDRESS **
 STREET/2245 CUMBERLAND
 CITY/EMERYVILLE COUNTY/ALAMEDA STATE/CA ZIP/94612
 CONTACT NAM/JONES,JOHN AGENCY/EMERYVILLE PD
 PHONE/5104532321 MNE/EEG OCA/66789
 REG DATE/20050601 ADDRESS TYPE/REGISTERED ADDRESS
 SOURCE/REGISTRATION
 CII/12122323 CDC/H32143 SOC/565549332 FBI/123456L9
 SMT/TAT L ARM.BIRDS.FLYING EAGLE.BORN TO LOSE
 SMT/SC L ARM.GUNSHOT
 OFFENSE/288 ANNUAL REG DATE 20050815
 PRISON RELEASE DATE/19950125
 PHOTO AVAIL/N
 OLN/H0195033 OLS/CA OLY/1997
 VEHICLE LICENSE/BHG123 STATE/CA TYPE/PC YR/1996
 VEHICLE VIN/1FABP10BA112007
 VEHICLE MAKE/CHEV MODEL/MOC COLOR/BRO/MAR STYLE/2D YR/1990
 OCCUPATION/TRUCK DRIVER
 ** ADDITIONAL ADDRESSES **
 STREET/344 RENZ DR
 CITY/SACRAMENTO COUNTY/SACRAMENTO STATE/CA ZIP/95821
 DATE ENTERED/19950215 AGENCY/SACRAMENTO PD
 ADDRESS TYPE/NEXT OF KIN SOURCE/FIELD INTERVIEW
 MAP PAGE/1234 MAP GRID/B13 *
 STREET/2521 TIPTOE CT 1001
 CITY/SACRAMENTO COUNTY/SACRAMENTO STATE/CA ZIP/95820
 DATE ENTERED/19940602 AGENCY/SACRAMENTO SO
 ADDRESS TYPE/REGISTERED ADDRESS SOURCE/REGISTRATION
 MISC/KNOWN TO CARRY A KNIFE
 FCN/1234567891055
 ***** END OF SAR MESSAGE *****

SEX AND ARSON REGISTRATION (SAR) CALIFORNIA SEX AND ARSON REGISTRY (CSAR) (CONT)

Summary Response

Returned by any inquiry other than File Control Number (FCN) or CII Number (CII).

Example of a Summary Response

Inquiry Format

IX QSA.CA0194200.RECORD,CALIFORNIA TEST.M.RAC/W.HAI/BRN.EYE/BLU.
HGT/600.WGT/200.AGE/54

CA0194200 RE:QSA.CA0194200.RECORD,CALIFORNIA TEST.M.
RAC/W.HAI/BRN.EYE/BLU.HGT/600.WGT/200.AGE/54 MATCH MADE ON
NAM/RECORD,CALIFORNIA TEST NAME FIELD SEARCH REVEALS: HIT #1
OF 1 *** SEX REGISTRANT *** ** DOJ FP CARD NOT REQUIRED** **

DO NOT ARREST OR DETAIN BASED SOLELY ON THIS RESPONSE **
ORI/CA0010400 EMERYVILLE PD NAM/RECORD,CALIFORNIA TEST SEX/M
RAC/W HAI/GRY EYE/BLU HGT/601 WGT/210 DOB/19410817
AKA/RECORD,NEVADA AKA/RECORD,IDAHO AKA/RECORD, UTAH **
REGISTERED ADDRESS ** STREET/2245 CUMBERLAND CITY/EMERYVILLE
COUNTY/ALAMEDA STATE/CA ZIP/94612 CONTACT
NAM/JONES,JOHN AGENCY/EMERYVILLE PD PHONE/5104532321
MNE/EEG0 OCA/66789 REG DATE/20050201 TYPE/REGISTERED
ADDRESS SOURCE/REG CII/12122323 CDC/H32143 SOC/565549332
FBI/123456L9 ANNUAL REG DATE/20050815 PHOTO AVAIL/NOLN/H0195033
VEHICLE LICENSE/BHG123 STATE/CA TYPE/PC YR/1995 VEHICLE
VIN/1FABP10BA112007 VEHICLE MAKE/CHEV
MODEL/MOC COLOR/BRO/MAR STYLE/2D YR/1995 MISC/KNOWN TO CARRY
A KNIFE FCN/1234567891055 *** END OF SAR MESSAGE *****

SUPERVISED RELEASE FILE (SRF)

Overview

The Department of Justice developed the Supervised Release File (SRF) in 1994 to improve the supervision of convicted persons, enhance officer safety, and assist in investigations. Access to the SRF is via the California Law Enforcement Telecommunications System (CLETS). The SRF is a Criminal Justice Information System (CJIS) data base, with some of its records being created in the Violent Crime Information Network (VCIN) and electronically transferred to the SRF. The SRF is designed as a tactical response, a brief but informative index to the supervising agency's full record. The SRF provides for a two-way communication link which allows law enforcement officers to send information about an encounter with a subject to the agency that entered the record. This link is called the Contact Message.

The SRF contains records of individuals in the following eight record types:

1. Arson Registrants
2. Violent Offender
3. Federal parolees and probationers
4. Career criminals, as defined in Penal Code Section 13853
5. Sex Registrants

SUPERVISED RELEASE FILE (SRF) (CONT)

**Overview
(CONT)**

6. Subjects on probation
7. California Youth Authority (CYA) parolees
8. California Department of Corrections and Rehabilitation (CDCR) parolees

A typical response from a CDCR parole record may show an individual on parole; their physical description; primary offense; registrant status; parole agent's name, phone number and unit; as well as any advisory information the agent wishes to communicate.

In addition to providing law enforcement personnel with pertinent information on subjects, the system is designed for feedback from the officer making subsequent suspect contact. The contact message format designed by DOJ allows the field officer to send information about their encounter with the subject to the agency that entered the record. This exchange of information greatly improves the ability to effectively supervise these subjects and protect public safety.

The contact message identifies the agency, date and time of contact; officer's name and phone number; enforcement action taken; and any other relevant information regarding the contact. The contact message is transmitted through CLETS, connects to the matching SRF record, and is forwarded to the entering agency or agent. For the SRF to be an effective tool, it is imperative that officers utilize the contact message feature to inform the entering agency of the contact. Not probationers are entered into the system; only those that a supervising agent feels may pose a safety threat or are of particular interest to a law enforcement entity. The SRF is a pointer system, designed to impart information that may aid the field officer. An arrest cannot be legally initiated based solely on the information contained in the system. Rather, SRF directs the field officer, or public safety dispatcher, to the appropriate agency to verify the information.

Inquiry

The Supervised Release File has been designed similar to the Wanted Persons System, using many of the same coding procedures, such as Soundex searches and diminutive name matches. For further information see [Wanted Persons System](#).

Test Records

	WPS	NCIC	SAR/CARPOS / MPS/SRF
Test, Record 050555	Test, Record 050555	Test, Order 050555	Record, California 050555
X-ray, Test 011954	Test, Record 050555	Test, Record 050555	Record, California 091256
Record, California 050555	Record, California 050555	Record, California 050555	Record, California 041050

SUPERVISED RELEASE FILE (SRF) (CONT)

Sample Responses

Sample Sex Registration Record Full Record

SAMPLE SEX REGISTRANT RECORD - FULL RESPONSE (MESSAGE KEY: QVC)

NOT A WARRANT SEX REGISTRANT RECORD **NOT A WARRANT** 1

DO NOT ARREST OR DETAIN BASED SOLELY ON THIS RESPONSE

KNOWN TO DOJ VIOLENT CRIME INFORMATION NETWORK 2

** HIGH RISK SEX OFFENDER - INFO SUBJECT TO PUBLIC DISCLOSURE **

3

ENT/1

NAM/RECORD,CALIFORNIA TEST SEX/M DOB/05051955 RAC/W HGT/602

WGT/225 EYE/BRO HAI/BRO OLN/A0025500.CA.1996 SOC/526-32-4963

CII/A99000015 FBI/12345J990 VCIN FCN/1869409400004

RESIDENCE: COUNTY/SACRAMENTO CITY/GALT

***** SEX REGISTRATION INFORMATION *****

** MAY BE REQUIRED TO REGISTER ** 4

** MAY NOT BE IN COMPLIANCE WITH ANNUAL REGISTRATION UPDATE ** 5

PRIMARY OFFENSE/261PC SEXUAL HABITUAL OFFENDER

DATE OF LAST REG EVENT/05051997 6

AKA/RECORD,OREGON TEST RECORD,WASHINGTON TEST

SCRS/MKS/TT/ART R ARM POB/CALIFORNIA SKIN/LIGHT BROWN

VEHICLE LIC/1DUMCON STATE/CA EXP/1997 PLATE TYPE/PC

VIN/1G1AD69PXEJ100001

VEHICLE MAKE/HONDA MODEL/ACC COLOR/BLU STYLE/4D YEAR/1989

AGENCY/SACRAMENTO POLICE DEPT ORI/CA0340100

CONTACT/TRUAX,GREG UNIT/REGISTRATION PHONE/916 227-3262

*****CONTACT MESSAGE*****NUMBER OF PRIOR CONTACT

MSGS/ 2

SEND CONTACT MESSAGE IDENTIFYING CLETS MNE/SUPV

RECORD TYPE/SRG AND IDN/1869409400004 , OR ONLY

FCN/1869409400004

***** END OF SUPERVISED RELEASE FILE MESSAGE *****090897 10-26

- Notes**
1. The individual record type will be stated in this line.
 2. Individuals convicted of specific offenses considered violent by DOJ will have their SRF record noted with this comment. All of the data from this record will then be copied into the Violent Crime Information Center. If the subject's SRF record is no longer active, DOJ will programmatically create a Violent Offender Record so that law enforcement still receives a response from the SRF (See example following).
 3. Sex Registrant records will carry one of the following comments:
 ** HIGH RISK SEX OFFENDER - INFO SUBJECT TO PUBLIC DISCLOSURE** or ** SERIOUS SEX OFFENDER - INFO SUBJECT TO PUBLIC DISCLOSURE** or ** SEX OFFENDER - INFO NOT SUBJECT TO PUBLIC DISCLOSURE **

This information will allow law enforcement to determine the category of sex offenders for purposes of public protection information disclosure, in accordance with "Megan's Law". Please refer to DOJ Information Bulletins 96-19-BCIA, Megan's Law Implementation, dated 9/12/96, and 97-03-BCIA, Supervised Release File/Megan's Law, dated 1/15/97, for further information.

SUPERVISED RELEASE FILE (SRF) (CONT)

Sample Responses (CONT)

4. This comment will appear if DOJ received notice that the subject is required to register and his or her fingerprints have not yet been received or verified by DOJ, or the subject has not complied with the requirement to register.
5. This comment will appear if the sex registrant has not complied with PC290(a)(1), which requires an annual update of the registration within five working days of his or her birth date.
6. The subject's discharge date normally appears on this line. Because the registrant is required to register for life, there will not be a discharge date displayed in the Sex or Arson Registrant record.

Sample California Department of Corrections Full Response

****NOT A WARRANT** CDC PAROLE RECORD **NOT A WARRANT****

****DO NOT ARREST OR DETAIN BASED SOLELY ON THIS RESPONSE****

ENT/1

NAM/RECORD, CALIFORNIA TEST SEX/M DOB/05051955 RAC/W HGT/602

WGT/225 EYE/BRO HAI/BRO OLN/A0025500.CA.1996 SOC/526-32-4963

CII/A99000015 CDC/E11111 FBI/12345J990

RESIDENCE: COUNTY/SACRAMENTO CITY/GALT

*****CDC PAROLE INFORMATION*****

PRIMARY OFFENSE/261PC REGISTERED SEX OFFENDER

BEGIN PAROLE/12311996 DISCHARGE DATE/12312000 1

AKA/RECORD, OREGON TEST RECORD, WASHINGTON TEST

SCRS/MKS/TT/ART R ARM POB/CALIFORNIA SKIN/LIGHT BROWN

VEHICLE LIC/1DUMCON STATE/CA EXP/1997 PLATE TYPE/PC

*****CONTACT MESSAGE*****

NUMBER OF PRIOR CONTACT MSGS/ 0

SEND CONTACT MESSAGE IDENTIFYING CLETS MNE/BBL0

RECORD TYPE/KTV AND IDN/1869409400004 , OR ONLY FCN/1869715000099

- Notes**
1. Because the violent offender record may be the result of the combination of other inactive SRF records, no single primary offense is displayed.
 2. Because the Violent Offender record is maintained by DOJ indefinitely, there will not be a discharge date displayed in this record

CRIMINAL HISTORY SYSTEM (CHS)

Overview

The Criminal History System contains the records of criminal offenders (CORI). This information is provided to agencies on a right-to-know **and** need-to-know basis. California Penal Code Section [11105](#) defines who may have access to this information. Criminal History is not to be used for licensing, employment, or certification purposes. You can inquire into the system via name, social security number (SOC), FBI number (FBI), California operator license or identification number (OLN), or California Agency of Corrections or Youth Authority Institution number (INN). When making an inquiry it is possible to specify an abbreviated criminal history, complete history via mail, or personal descriptions only.

CRIMINAL HISTORY SYSTEM (CHS) (CONT)

<p>Overview (CONT)</p>	<p>There are five types of number groupings used in the CHS. They are as follows:</p> <p>“A” Automated Criminal Information Index (CII) records also known as “rap sheets.”</p> <p>“M” Numbers less than 90000000 indicate a manual record. A criminal history record can be obtained via mail. Only the personal descriptors can be obtained via the “CR-HST” mask.</p> <p>“M” Numbers from 90 million to 98999999 indicate applicant records. These will have the abbreviation “APP” in the type field of the return.</p> <p>“H” A hybrid criminal record is created when new criminal history information is received on a subject with a manual record.</p> <p>“DISP” Non-fingerprint supported records.</p>
<p>Disposition Record Information</p>	<p>Provides non-fingerprint based conviction information obtained from disposition documents</p>
<p>Felony Conviction Strike Information</p>	<p>Provides a method for flagging the record with the number and specific conviction entries that qualify under the felony strike law.</p>
<p>Record Consolidation</p>	<p>Fingerprints received by DOJ and identified with two or more CII number records will result in a consolidation of records.</p>
<p>Live Scan Flag</p>	<p>Identifies records that contain fingerprint images for all ten rolled and flat for all fingers have been received and meet the minimum standards for all fingerprint records.</p> <p>If a subject shows an Interstate Identification Index number (“III”) on their rap, it indicates an arrest record in another state or in the FBI’s automated file. The “III” system is maintained by NCIC. A request may be made to the specified state for the automated record. All states except for Maine and Vermont participate in “III”.</p> <p>DOJ has interpreted California Penal Code 11105 that deals with the dissemination of criminal history, to mean that the requestor of criminal history information must have a compelling need to know before being furnished with the information. As public safety dispatchers, this means that we do not give CHS information over the radio or MDC unless the officer has met all of the following criteria:</p> <ol style="list-style-type: none"> 1. There is a reasonable cause to believe the safety of the officer and/or public is at significant risk, 2. There is an immediate need for summary criminal history information, 3. And information from other databases, such as wanted persons or stolen vehicles, would not be adequate.

CRIMINAL HISTORY SYSTEM (CHS) (CONT)

Live Scan Flag (CONT)

It is the officer's responsibility to determine that the criteria have been met. When running any CHS inquiries, it is imperative to place the officer's name and case number in the inquiry for audit purposes. If a case number is not available a Computer Aided Dispatch number or other trackable number should be placed in the route field for the audit. If there is an occasion when CHS information must be relayed via the radio, it should be abbreviated. Complete dates, offenses, etc. should not be broadcast.

CPC Section [11142](#) states that "any person authorized by law to receive a record or information obtained from a record who knowingly furnishes the record or information to a person who is not authorized by law to receive the record or information is guilty of a misdemeanor". Along with the penal code violation, anyone found in violation will be subject to agency sanctions, up to and including termination.

Inquiry

Inquiries must contain one of the following groups of search fields:

- NAM, SEX, RAC, and DOB
- NAM, SEX, RAC, DOB, and SOC (Social Security Number)
- NAM, SEX, RAC, DOB, and MNU (Miscellaneous Number)
- NAM and SOC
- NAM and MNU
- SID (State Identification Number), or NAM and SID
- FBI (Federal Bureau of Investigation Number), or NAM and FBI

Test Records

	CHS	CIII	SOC	CDL	CDC
Record, User 011954		A99000002-18	987-65-4322	P0626473	X099999
X-ray, Test 011954		--	123-45-6789	--	Y093333
	--	--	011-22-3333	--	--

Sample Response

RE: QHY.CA0349415.99008370.BOBBIE DATE: 19990101
 TIME:14:19:42
 RESTRICTED-DO NOT USE FOR EMPLOYMENT, LICENSING OR
 CERTIFICATION PURPOSES
 CII/A99008370
 DOB/19500101 SEX/X RAC/UNKNOWN
 HGT/602 WGT/220 EYE/BRO HAI/BRO POB/CA
 NAM/01 FELONY,CONVICTION COUNTS
 INN/CRC-X998370
 * * * * *
 ARR/DET/CITE: NAM:01
 19900301 CAPD SACRAMENTO
 CNT:01 #C1234 484(A) PC-THEFT
 CNT:02 11550 HS-USE/UNDER INFLUENCE CONTROL SUBST
 CNT:03 4150 B&P-OBTAIN HYPO NEEDLE/SYRINGE BY FRAUD

CRIMINAL HISTORY SYSTEM (CHS) (CONT)

**Sample Response
(CONT)**

COURT NAM:01 19900401 CASC SACRAMENTO
 CNT:01 #D1234 484(A) PC-THEFT DISPO:DISMISSED/FOJ/PLEA TO OTHER
 CHARGE CNT:02 4150 B&P-OBTAIN HYPO NEEDLE/SYRINGE BY FRAUD
 *DISPO:CONVICED CNT:03 11550 HS-USE/UNDER INFLUENCE CONTROL
 SUBST *DISPO:CONVICED CONV STATUS:FELONY
 SEN:3 YEARS PRISON SS
 "POTENTIAL FELONY STRIKE ENTRY" * * * *
 CUSTODY:CRC NAM:01
 19900410 CASD CORRECTIONS
 CNT:01 #X998370 3051 WI-NARC ADDICT COMMITMENT:SUPR CRT CONV
 CONV OF: 4150 B&P-OBTAIN HYPO NEEDLE/SYRINGE BY FRAUD
 CONV OF: 11550 HS-USE/UNDER INFLUENCE CONTROL SUBST
 SEN FROM:SACRAMENTO CO CRT #D1234
 SEN:3 YEARS
 * * * * "
 NOTE: (2) POTENTIAL ENTRIES WITH FELONY CONVICTION DATA WERE
 FOUND FOR THIS SUBJECT. SEE ENTRIES IN THE RECORD ANNOTATED
 WITH 'POTENTIAL FELONY STRIKE ENTRY' FOR DETAIL. THIS RECORD
 MAY ALSO CONTAIN ADDITIONAL DATA RELATED TO 'STRIKE'
 CONDITIONS.* * * * END OF MESSAGE * *

ARMED AND PROHIBITED PERSONS SYSTEM (APPS)

Overview

The Armed and Prohibited Persons System (APPS) is intended to be a preemptive crime-fighting tool for criminal justice agencies statewide. This system connects the SRF, CARPOS and the AFS systems. It allows DOJ to match up people who are prohibited from possessing weapons with people who have purchased or registered guns. People who are prohibited includes: convicted felons, some misdemeanor convictions, being the restrained person in a restraining order or people who are committed to a mental health facility. The [5150 Welfare and Institutions Code](#) restriction is for 3 years after they are committed (even for a 72 hour hold).

Inquiry

Name, DOB, Sex
 Gun Serial Number
 CDL Number

Sample Responses

4DEGM00B552.IY
 RE: QYN.CA0440040.IDN/X1234567.NAM/RECORD,TEST.PHN/8314711180
 RESPONSE TO QYN INQUIRY
 DATA IN APPS.
 STATUS-PROHIBITED

 NAM/ RECORD, TEST CHARLIE
 SEX/ M
 DOB/ 19430101
 CDL/ CDL X1234567

**Sample Responses
(CONT)**

RACE/
HGT/ 6' 0"
WGT/ 180 LBS

SERIAL/ 1212
MAKE/ AUB A. J. AUBREY
MODEL/
CALIBER/ 9
TYPE/ REVOLVER
STATUS/

SERIAL/ A045108
MAKE/ HEC HECKLER & KOCH
MODEL/
CALIBER/ 762
TYPE/ RIFLE
STATUS/

SERIAL/ F02084
Information Systems
Updated 11/10/10 Page 34 of 34
MAKE/ ENI ENFIELD AMERICA
MODEL/
CALIBER/ 45
TYPE/ PISTOL
STATUS/

----- PROHIBITION REASON -----

Misdemeanor
Felony Conviction

-----DISCLAIMER-----

DO NOT ARREST BASED SOLELY ON THIS RESPONSE
THIS RESPONSE IDENTIFIES ONLY HANDGUNS AND ASSAULT WEAPONS
PURCHASED
OR REGISTERED BY TO THE SUBJECT, AND DOES NOT INCLUDE LONG
GUNS OR
OTHER FIREARMS POSSIBLY POSSESSED BY SUBJECT
FOR FIREARM OWNERSHIP/REGISTRATION INFORMATION REGARDING
NONPROHIBITED
SUBJECTS, INQUIRE TO THE AUTOMATED FIREARM SYSTEM
FOR ADDITIONAL INFORMATION CONTACT THE DEPARTMENT OF JUSTICE
END APPS RESPONSE.

MENTAL HEALTH FIREARMS PROHIBITION SYSTEM (MHFPS)

Overview

The California Department of Justice maintains a database, per the California Welfare and Institutions Code, [8100](#) and [8108](#), which describes the circumstances under which mental health clients may lose their right to purchase and possess firearms.

1. Persons Receiving Voluntary In-patient Mental Health Treatment Who Are a Danger to Self or Others:

If a subject is receiving in-patient mental health treatment on a voluntary basis and their treating mental health professional determines that they are a danger to themselves or others, they may not possess, purchase, or attempt to purchase any firearms while they are in the facility or on a temporary pass or leave from the facility. Once a subject is discharged from the facility, this prohibition no longer applies.

2. Persons Receiving Involuntary In-patient Mental Health Treatment on 72-Hour Holds as a Danger to Self or Others:

If a subject is placed on a 72-hour involuntary hold under the provisions of Welfare and Institutions Code Section [5150](#) (commonly referred to as a "5150") as a danger to self or others, and they are admitted to a facility for treatment, they are prohibited from purchasing or possessing firearms while they are in the facility and for five years from the date of admission to the facility.

When a subject is committed to a facility as a danger to self/others, the facility is required to notify the California Department of Justice (DOJ). DOJ then adds the name to the state Mental Health Firearms Prohibition System database. Before discharge, the facility staff must notify the subject that they cannot possess or purchase firearms for a period of five years.

Inquiry

MHFPS Format:

By Name:

IQ

FQA.CA0120300.NAME.DOB/xxxxxx.RTE/officer name case # initials

By Number:

IQ

FQP.CA0120300.REC/123456789.RTE/officer name case # initials

VIOLENT CRIME INFORMATION NETWORK (VCIN)

Overview

The Violent Crime Information Network has been replaced by the California Sex and Arson Registry (CSAR), effective August 2010.

NATIONAL LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (NLETS)

Overview NLETS the International Justice and Public Safety Network is made up of representatives of law enforcement agencies from each of the 50 states, the District of Columbia, Puerto Rico, U.S. Virgin Islands, many Federal law enforcement agencies and the National Insurance Crime Bureau (NICB). There is also a connection to the Canadian Police Information Centre (CPIC). NLETS is incorporated under the laws of the State of Delaware and is a non-profit organization whose purpose is to provide interstate communications to law enforcement, criminal justice and other agencies involved in enforcement of laws. Organizationally, NLETS is comprised of eight regions. Each region represents six or seven states and several federal agencies that are grouped together to represent a regional community of interest.

NATIONAL CRIME INFORMATION CENTER 2000 (NCIC)

Overview NCIC 2000 is a nationwide, computerized information system established as a service to all criminal justice agencies—local, state, and federal. The goal of NCIC 2000 is to help the criminal justice community perform its duties by providing and maintaining a computerized filing system of accurate and timely documented criminal justice information. For NCIC 2000 purposes, criminal justice information is defined as "information collected by criminal justice agencies needed for the performance of their legally authorized, required function. This includes wanted person information; missing person information; unidentified person information; stolen property information; criminal history information; information compiled in the course of investigation of crimes that are known or believed on reasonable grounds to have occurred, including information on identifiable individuals; and information on identifiable individuals compiled in an effort to anticipate, prevent, or monitor possible criminal activity." Criminal justice information can be electronic (paperless) or hard copy (paper). The NCIC 2000 data bank can best be described as a computerized index of documented criminal justice information concerning crimes and criminals of nationwide interest and a locator file for missing and unidentified persons.

An NCIC 2000 hit alone is not probable cause to arrest, but indicates that a stolen property report, missing person report, or warrant, etc. may have been filed. A hit is only one element comprising sufficient legal grounds for probable cause to arrest.

NCIC 2000 procedure requires the agency which placed the record in file be contacted by the inquiring agency to confirm that the data are accurate and up-to-date. In some circumstances, the hit confirmed with the originating agency may be the major or only element necessary to detain or make an arrest. For instance, a confirmation of an outstanding warrant on an individual or a hit confirmed on a stolen vehicle or stolen property in a timeframe very close to the time of an actual theft would likely support an arrest decision.

DEPARTMENT OF MOTOR VEHICLES (DMV)

Overview

The California Department of Motor Vehicles maintains fully automated vehicle registration and driver license files. It is interfaced with the Department of Justice's statewide California Law Enforcement Telecommunications System (CLETS). The information contained within this system is one of the largest persons and property files in the country. Information contained in this system is intended strictly for the purpose of enforcing the law and may not be given out to unauthorized second parties.

Persons

An individual record is established in the Driver License file on all applicants for a driver license (permits), those with a driver license, those with an identification card, and those subjects issued an index number. (An index number is a file number beginning with the letter "X", followed by a maximum of seven numbers. It is assigned to an unlicensed driver that has given the DMV need to document a traffic violation or restriction.) Information is placed in these files from the initial application, accident reports, court abstracts of convictions for traffic violations, and any restrictions placed on the persons driving privileges by the Department of Motor Vehicles.

Inquiries into the system can be made via names or numbers. Names are run through the Automated Name Index (ANI). The system is designed to cross reference a driver name to his driver's license number and contains over 20 million driver's license, ID card holders, and index number holders. The ANI records are stored in Soundex code. (Soundexing is a method of coding names so that sound alike names are grouped together).

The drivers' license records in the ANI file are designed to hit on a possible match in the following order:

1. Last Name
2. First Name (exact spelling)
3. Middle Initial
4. Suffix (i.e., Jr)
5. Birth date
6. Age
7. City
8. Address (first three numeric)
9. Birth date
10. Driver's license number

If no hit is made on the initial search, the ANI will automatically search the entire Soundex group for the subjects. Searches for a driver's license numbers and information are based upon the criteria you input. For an age, the system will query 5 years in either direction. For a specific date of birth, it will query 3 years (3 years keeping the month and day constant).

Inquiry can be made on a person by means of their unique driver's license number. This will return information associated with a specific assigned number.

DEPARTMENT OF MOTOR VEHICLES (DMV) (CONT)**Persons
(CONT)**

There are two basic types of driver's license histories. They are as follows:

- L1** Basic record, identifying information, license and ID issue data, license status, agency actions, abstracts of convictions, FTA's and accidents.
- F2** Basic record, identifying information, license and ID issue data, license status, FTA's, and FTP's.

The response on an ANI inquiry has a unique set of abbreviations to delineate the various fields. They are as follows:

ADDR	Last Registered Address
AUTH	Authority Section
B/D	Date of Birth
COURT	Court Code or State
DL/NO	California Driver's License Number
FTA	Failure To Appear
FTP	Failure To Pay
LEGAL HISTORY	History of Suspensions, etc.
LICENSE STATUS	Current Status of License
PROOF REQ:B/	Proof Required Code or Proof Filed Code (Conviction Codes, i.e. First Conviction, Second Conviction)
SEC/VIOL	Penal, Vehicle Code, etc. Violation Number
SER/ORD	Service Order Information (i.e. A = Mailed, not returned unclaimed)
T/A:	
PROB/SUSP	Probations/Suspended
TERM	Duration of Suspension

An ANI response will contain information regarding any condition that may affect a person's driving privilege. If that is the case, one of the messages listed below will be printed. Otherwise, "VALID", "EXPIRED", or "NONE ISSUED" will be printed in the appropriate section.

SUSPENDED OR REVOKED	A mandatory or discretionary suspension or revocation action is on file.
SUSPENDED BY COURT WITHHELD FTA	A court suspension or revocation is on file. A notice of a failure to appear is on file. This will only be listed if the license issuance is withheld by DMV.

DEPARTMENT OF MOTOR VEHICLES (DMV) (CONT)

Persons (CONT)	WITHHELD FTP	A notice of a failure to pay a fine is on file. This will only be listed if the license issuance is withheld by DMV.
	SUSPENDED OR SUSPENDED IN COURSE OF EMPLOYMENT	A financial responsibility mandatory suspension is on file with the DMV.
	REISSUE FEE REQUIRED	A fee is required before a license can be issued or returned to the subject.
Reinstatement	UNDER CONSIDERATION	Subject's record is being reviewed and reinstatement of his driving privilege may be in process.
	CANCELED	Driver's license was canceled. A license may be issued at a later date.
	REFUSED	Subject was refused a license. A license may be issued at a later date.

On a suspended or revoked license the officer will need the following suspension data:

1. Effective date of suspension
2. Ending date of suspension (if noted)
3. Authority code
4. Reason for suspension (not all officers request this)
5. Service code

The service code is essential to the officer in determining if the subject is to be cited for a violation of California Vehicle Codes [14601](#) or [12500a](#). If the suspension has not been served, the subject will be cited for CVC 12500a and given official notice of the suspension.

Service codes are as follows:

- A Mailed, not returned unclaimed
- B Served, signed document on file
- D Personal service document on file
- H Acknowledged, no signature
- I Returned unclaimed
- J Written notice served by officer
- K Refused
- L Deceased
- M Verbal notice document on file

VEHICLE AND VESSEL REGISTRATION

Overview

Records containing vehicle and vessel registration information are stored in the DMV files. The registration record is established by the information contained on the registration application forms. This includes a description of the vehicle or vessel, the names and addresses of the registered owner and legal owner. The response to most vehicle inquiries will consist of information for a single vehicle.

An inquiry may be made on a vehicle via the license plate number, vehicle identification number (VIN), or the registered owner's name. Requests on a vessel may be made by the vessel number, the hull identification number (HIN), or the registered owners name. Names are Soundexed the same as for a Driver's license inquiry. The system is set to "hit" on a Soundex following these criteria:

1. Last known address
2. Last known city
3. File Code (i.e. A = passenger vehicle)
4. Name of registered owner
5. Make of vehicle
6. Driver's license number of owner
7. Year of vehicle

Each vehicle has a specific vehicle type code assigned to it. License plate codes are as follows:

- A Auto, legislative officials, historical vehicles (you must enter "HV" prior to the license plate of an historical vehicle)
- B Vessels (when using the vessel number, delete the "CF" from the vessel number. The input must be six positions; i.e. "CF1234AA" is input as "1234AA")
- C Commercial
- E Exempts
- F Off road vehicles
- H Ham radio operators
- I Apportioned plates
- L Environmental plates
- M Motorcycle
- P Prorated ID commercial and trailers
- S Special vehicles (mopeds w/o motorcycle plates, disabled placards, etc.)
- T Trailers, horseless carriage, press photographer
- V Vehicle identification numbers, motorcycle engine number, or hull identification number

VEHICLE AND VESSEL REGISTRATION (CONT)

**Vehicle and Vessel
Registration**

A response may indicate a pending master file record, release of liability, or lease vehicle information. The abbreviation PNO may be listed above the expiration date of the registration. This will mean that the vehicle has been registered through DMV to be non-operational. The owner will not have to pay registration for the time of non-operation and will not be penalized any late fees when they register the vehicle for use on the streets. However, if they are driving the vehicle on the streets with expired registration during this time, they can be cited for violating California Vehicle Code Section [4000\(a\)](#).

Explanation of vehicle registration terms:

ADS	Address
BODY	Body type code (e.g. "S" = station wagon)
BTM	Body Type Model
C.C.	County Code
DOJ-STOP	Restraint against the vehicle record from the Agency of Justice (felony or stolen vehicle)
EXP	Expiration date
GOLDENROD	No proof of ownership (vehicle purchased out-of-state)
LIC	License number
LOCD	Legal Owner Code
MAKE	Make of vehicle
OCID	Latest ownership certificate issuance
PENDING MASTER FILE RECORD RDF	Master file format of suspense Returned to the customer for additional information or fees.
HOLDOUT	Held in a field office of the DMV.
ERROR/ TRANSACTION	Contains an error condition.
POWER	Motive power code (i.e. "G" = gasoline powered)
RCID	Registration Certificate Issuance
R/O	Registered Owner
SALVAGE	Report of sale of vehicle as salvage as a result of a total loss insurance settlement

VEHICLE AND VESSEL REGISTRATION (CONT)

Vehicle and Vessel Registration (CONT)	SOLD	Year vehicle was made / sold
	SUBP	Sub-plated - license number of a new license that has been substituted for the original
	TYPE	Type of license code
	VEH	Type of vehicle
	VIN	Vehicle identification number
	VLT STOP	Restraint against the vehicle record from one of the vehicle licensing and title units at DMV
	YRMD	Year of vehicle

VEHICLE AND VESSEL REGISTRATION (CONT)

Inquiry	Names	DOBS	CDL
	Driver, Ida	011267	A0025507
	Driver, Annie	070645	X2345678
		011267	A0534306
		010568	X3456789
		051570	A2298961
		072267	A0025506
	Driver, Anne	010365	

Names	LIC	REG	VIN
Driver, Ida	SAM123	Xault, Tiffany	VEHICLE IDNUMBER
Driver, Annie	HUG999		
	22222B		
	ALE000		
	BBB123		
	031061		
Driver, Anne			

OREGON LAW ENFORCEMENT DATA SYSTEM (LEDS)

Overview Law Enforcement Data System (LEDS) is the State of Oregon’s telecommunications system. The LEDS maintains a direct interface with California law enforcement agencies, thereby enabling the CLETS users to query Oregon’s databases, and vice versa.

Inquiry Inquiry can be made into LEDS for the following data:

- Vehicle Registration
- Drivers Licenses
- Stolen Vehicle
- Wanted Persons
- Property
- Firearms

IMMIGRATION VIOLATOR FILE (IVF)

Overview The Deported Felon File was created in 1996 in response to a request from Homeland Security Investigations (HSI). The name was subsequently changed to the Immigration Violator File.

This file provides immediate on-line information regarding criminal aliens who have been deported for drug trafficking, firearms trafficking, or serious violent crimes and who re-enter the United States without permission. They would be in violation of Title 8, U.S.C., Section [1326](#).

HSI is the only agency authorized to enter and maintain records in the Immigration Violator File. If they believe the subject may be operating a particular vehicle or a vehicle bearing a particular license plate, the vehicles and/or license number may be included in the database record. An Immigration Violator record will stay on file until such time as HSI takes action to remove it.

The Immigration Violator File is searched when inquiring into the NCIC Wanted Persons system. This is a pointer system and an arrest cannot be made without confirmation of any outstanding charges. A positive hit will provide exact directions on the actions to be taken by the inquiring agency. This is considered criminal offender record information and is subject to dissemination restrictions.

Inquiry Negative Response:
Sample Responses IL01HEADER
 MD1012400
 NO NCIC WANT DOB/19510101 NAM/SMITH, JOHN SEX/M RAC/W
 Positive Response Deported Felon Category:
 1L01HEADER
 MD1012400

IMMIGRATION VIOLATOR FILE (IVF) (CONT)**Inquiry**
Sample Responses

WARNING REGARDING FOLLOWING RECORD - SUBJECT OF NIC/N307770847 IS A PREVIOUSLY DEPORTED FELON. CONTACT LESC AT (877) 999-5372 FOR IMMEDIATE HIT CONFIRMATION AND AVAILABILITY OF BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT DETAINER. MKE/IMMIGRATION VIOLATION - DEPORTED FELON

ORI/VTINS1000 NAM/SMITH, JOHN SEX/M RAC/W POB/FN DOB/19510101
HGT/510 WGT/180 EYE/BRO HAI/BRO SKN/DRK
SMT/SC LF ARM
SOC/777010000

OFF/SUBJECT IS A DEPORTED CRIMINAL/AGGRAVATED FELON

OCA/ASD1234-T MIS/KNOWN AS JOHNNY BOY

ORI IS BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT, LAW ENFORCEMENT SUPPORT CENTER (877) 999-5372

NIC/N307770847 DTE/19980605 0000 EDT

*****THIS RECORD MAY BE USED ONLY BY CRIMINAL JUSTICE AGENCIES FOR CRIMINAL JUSTICE PURPOSES.

*****END OF IMMIGRATION VIOLATOR FILE RESPONSE*****

Positive Response Absconder Category:

1L01HEADER
MD1012400

WARNING REGARDING FOLLOWING RECORD - SUBJECT OF NIC/N307770847 HAS AN OUTSTANDING ADMINISTRATIVE WARRANT OF REMOVAL FROM THE UNITED STATES. CONTACT LESC AT (877) 999-5372 FOR IMMEDIATE HIT CONFIRMATION AND AVAILABILITY OF BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT DETAINER.

MKE/IMMIGRATION VIOLATION - FAILURE TO APPEAR FOR REMOVAL
ORI/VTINS1000 NAM/SMITH, JOHN SEX/M RAC/W POB/FN DOB/19510101
HGT/510 WGT/180 EYE/BRO HAI/BRO SKN/DRK
SMT/SC LF ARM
SOC/777010000

OFF/ALIEN UNLAWFULLY PRESENT DUE TO ORDER OF REMOVAL OR EXCLUSION FROM THE USA

OCA/ASD1234-T MIS/KNOWN AS JOHNNY BOY

ORI IS BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT, LAW ENFORCEMENT SUPPORT CENTER (877) 999-5372

NIC/N307770847 DTE/19980605 0000 EDT

*****THIS RECORD MAY BE USED ONLY BY CRIMINAL JUSTICE AGENCIES FOR CRIMINAL JUSTICE PURPOSES.

*****END OF IMMIGRATION VIOLATOR FILE RESPONSE*****

Positive Response NSEERS Category:

1L01HEADER
MD1012400

IMMIGRATION VIOLATOR FILE (IVF) (CONT)

Inquiry
Sample Responses
(CONT)

WARNING REGARDING FOLLOWING RECORD - SUBJECT OF
NIC/N307770847 HAS AN OUTSTANDING ADMINISTRATIVE WARRANT OF
ARREST FOR IMMIGRATION VIOLATIONS FOR FAILURE TO
COMPLY WITH NATIONAL SECURITY REGISTRATION. CONTACT LESC AT
(877) 999-5372 FOR IMMEDIATE HIT CONFIRMATION AND AVAILABILITY OF
BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT DETAINER.

MKE/IMMIGRATION VIOLATION - NATIONAL SECURITY REGISTRATION
ORI/VTINS1000 NAM/SMITH, JOHN SEX/M RAC/W POB/FN DOB/19510101
HGT/510 WGT/180 EYE/BRO HAI/BRO SKN/DRK
SMT/SC LF ARM
SOC/777010000
OFF/SOUGHT FOR VIOLATION OF NATIONAL SECURITY REGISTRATION
OCA/ASD1234-T MIS/KNOWN AS JOHNNY BOY
ORI IS BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT, LAW
ENFORCEMENT SUPPORT CENTER (877) 999-5372
NIC/N307770847 DTE/19980605 0000 EDT
*****THIS RECORD MAY BE USED ONLY BY CRIMINAL JUSTICE AGENCIES
FOR CRIMINAL JUSTICE PURPOSES.
*****END OF IMMIGRATION VIOLATOR FILE RESPONSE*****

VIOLENT FELON FILE (VFF)

Overview

The Bureau of Alcohol, Tobacco, Firearms and Explosives (ATFE) Violent Felon File (VFF) became operational in NCIC on March 1, 1992. This file provides documented criminal history information on persons who have three previous convictions for violent felonies or serious drug offenses and, therefore, are barred by federal law from possessing a firearm or ammunition.

Access into the file is via CLETS or by running an out-of-state VIN or license number. The information will be returned on the NCIC response. The response will indicate that this is a pointer system and a subject may not be arrested, detained, or searched solely on the basis of the teletype response.

ATFE is the only agency authorized to enter records in the Violent Felon File. Vehicle and/or license data can be entered as part of the VFF records when ATFE has reasonable grounds to believe that the subject may be operating the vehicle. For entry into the system, the violent felon record must meet all four of the following criteria:

1. Have a minimum of three prior violent felony or serious drug offense convictions as defined in the statute.
2. Have a felony conviction for a violent crime in which a firearm or other weapon was used.
3. Have a conviction for a crime in which the subject has injured or killed the victim.
4. Be either on probation or parole or have been released from supervision (prison, probation, or parole) within the last five years.

VIOLENT FELON FILE (VFF) (CONT)

Overview

If a person falls into this category, and is in possession of a firearm, they are in violation of Title 18 U.S.C Chapter 44 Section [924\(e\)\(1\)](#). If this is the case, the officer must do the following:

1. Verify that the person is the subject of the violent felon record by comparing his physical description and numeric descriptor with that in the teletype response.
2. Call ATFE to confirm the identity of the person and advise that the subject has been found to be in possession of a firearm.
3. If appropriate, charge the subject with a federal firearms violation and hold the person for federal officers. Title 18 U.S.C Chapter 44 Section 924(e)(1) mandates the individual be fined not more than \$25,000 and imprisoned for not less than 15 years with no possibility of suspension, parole, or probation.

The violent felon information will remain on file until it is removed by ATFE. You can contact ATFE on a 24 hour basis by calling (800) 659-6242. They are obligated to respond within 10 minutes. ATFE may then file a federal criminal case against the subject, if appropriate.

VIOLENT GANG AND TERRORIST ORGANIZATION FILE (VGTOF)

Overview

The VGTOF provides law enforcement with identifying information about violent criminal gangs and terrorist organizations and the members of such groups. This information may warn law enforcement officers about the potential danger posed by violent individuals, and allow for the exchange of information about these groups and members to aid criminal investigations. The information listed in this file is investigative/intelligence information that has not been subjected to an independent judicial review. Under no circumstances should information from this file be disseminated to non-law enforcement/criminal justice personnel.

CALIFORNIA LAW ENFORCEMENT WEBSITE (CLEW)

Overview

The California Law Enforcement Website (CLEW) is provided by Department of Justice to provide authorized agency personnel access to a variety of resource documents such as the CJIS Manual, CLETS Policy, Practices and Procedures etc.

Most manuals and resources are no longer mailed to the agency. Instead the agency is expected to access CLEW to download whichever resource is needed.

Request Access

<http://clew.doj.ca.gov/request.asp>

ADMINISTRATIVE MESSAGES

Overview

The CLETS network is used to transmit and receive point-to-point administrative messages. Terminal operators can send a message to one to six terminal mnemonics or All Points Bulletin codes simultaneously. Messages transmitted through CLETS have no size limit. However, all messages should be as brief as possible while still conveying the required information.

All Points Bulletins (APB's) are administrative messages that are distributed to all law enforcement agencies in California, including some criminal justice agencies. Any CLETS terminal with administrative message capabilities may send or receive All Points Bulletins. The receiving of these messages is automatic for all law enforcement agencies, and upon request for criminal justice agencies. All Points Bulletins (APB's) may also be distributed outside of California utilizing NLETS.

Because all law enforcement agencies receive All Points Bulletins, the sender must use discretion by directing a message to the APB code(s) associated with the message being sent. CLETS offers highway, geographic, crime specific, sheriffs, police departments, and all counties codes. Each APB code ending with a "00" sends to all law enforcement agencies throughout California, except the geographic codes which send to all terminals throughout the specific geographic region. Most APB codes offer sub-group codes ending with "01," "02," or "03," which translates to all law enforcement in Northern California (01), Central California (02) and Southern California (03).

An APB (broadcast) can also be sent to a specific county or counties with the "3200," All Counties, designation using the 58 county codes, i.e., 3201 through 3258. If a message is sent to 3200, it will be delivered to ALL law enforcement agencies in ALL counties.

All Points Bulletins are sent using the CLETS administrative message format and can be routed from one to six APB codes at a time. All Points Bulletin codes and terminal mnemonics may be used as a destination simultaneously when deemed appropriate by the CLETS terminal operator and depending on county message switching computer requirements and restrictions.

OTHER DATABASE SYSTEMS

Overview

There are many other database systems that agencies access on a regular basis. These systems can include local systems, county systems, city systems, and department systems. Provide information on those systems here or provide references to resources to further explain and describe these systems.

Resources

Publications available through California Law Enforcement Website
<http://CLEW.DDJ.Ca.Gov>

- Article Brand and Category User Guide
- Criminal Justice Information System Manual
- CLETS Operating Manual
- CLETS Policies, Practices and Procedures
- Criminal History Users Guide

OTHER DATABASE SYSTEMS (CONT)

Resources (CONT)

- Criminal History Inquiry Manual
 - DMV Information Search for Law Enforcement
 - DMV Law Enforcement Resource Guide
 - DMV Manual for CLETS
 - NCIC 2000 Code Manual
 - NCIC 2000 Data Dictionary
 - NCIC 2000 Interstate Identification Index
 - NCIC 2000 Operating Manual
- NLETS User and Technical Guide

Chapter 4

Criteria for Completing the CTO Competency Checklist

The Communications Training Competency Signoff Manual lists specific tasks which the trainee must effectively demonstrate to successfully complete the training program. The Communications Training Officer shall document the trainee's accomplishment with their signature and date.

The following pages expand on the list of skills, knowledge, or abilities the trainee must demonstrate

□ ADMINISTRATIVE ORIENTATION P1

1. Facility Tour	Complete a tour of all facilities to which the trainee will have access. If possible, complete this during a time when the most employees are present so the trainee can meet other personnel.
2. Employee Orientation	Provide the employee with an overall orientation of the Communications Center, agency and government agency employment. This may include information regarding benefits, unions and work rules.
3. Organization's Chain of Command	Explain the organizational chain of command. Describe the responsibilities of the positions within the trainee's immediate chain of command.
4. Agency Policies, General Orders	Show the trainee the location of agency policy manuals and general orders. Explain how to access the manuals and provide information on the most relevant policies that pertain to the Communications Center.
5. Training Manual	Provide the trainee with their copy of the training manual. Explain the content and how the manual will be used in their training program. Provide the trainee time to review their manual so they can become familiar with it. A suggested activity would be to have the trainee create tabs for sections of the manual or a worksheet can be developed for the trainee to do a "scavenger hunt" to locate different information in the manual.
6. General Work Rules / Code of Conduct	Explain the work rules for the Communications Center. An example may be when and how to call in on sick leave, the expectation that a public safety dispatcher will be seated and ready for work at the time their shift begins, cell phone policy, expected professional conduct, dress policy, etc.
7. Training Program Overview	Explain the entire training program. Describe the phases of training; expectations and relationships of the trainee, CTO, supervisor and management; scheduled meetings and reviews; how to report an issue of concern; requirement of independent study; etc.

☐ ADMINISTRATIVE ORIENTATION (CONT)

<p>8. Ergonomics</p>	<p>Demonstrate how to adjust the work area to minimize injury and explain their requirement to do so each time they change work stations.</p>
<p>9. Work Hazards/ Evacuation Plans</p>	<p>Explain different hazards that should be eliminated in the work place, i.e., stacking items on top of a file cabinet that could fall on someone in an earthquake. Demonstrate how and when to evacuate the Communications Center and building and the designated meeting point. Provide a copy of the plan if available. (See related agency policy)</p>

☐ AGENCY FORMS P3

<p>1. Time Sheet/Card</p>	<p>Provide a copy and direction on completing the necessary time sheet for compensation. Explain how to document leave, overtime and holiday pay on the time sheet. Provide samples of each entry type.</p>
<p>2. Leave Forms (Sick Leave, Time Off, Etc.)</p>	<p>Provide a copy and demonstrate how to complete leave form(s). This would include sick leave, vacation, compensation time off, holiday time off etc.</p>
<p>3. Schedules</p>	<p>Provide a copy and explain the schedule for the Communications Center.</p>
<p>4. Memo/Internal Correspondence</p>	<p>Explain how to complete a memo and other internal correspondence. Provide the trainee with information on any agency formats that must be used.</p>
<p>5. Miscellaneous Agency Forms</p>	<p>Explain any miscellaneous forms that apply to the agency.</p>

☐ ALLIED AGENCIES P5

Explain the relationship and potential interaction with River City Public Safety Communications Agency for each of the following allied agencies:

<p>1. Adult Protective Services (APS)</p>	
<p>2. Airports</p>	
<p>3. Alcohol Beverage Control (ABC)</p>	
<p>4. Animal Control</p>	
<p>5. Bureau of Alcohol, Tobacco and Firearms (ATF)</p>	
<p>6. California Highway Patrol (CHP)</p>	
<p>7. California State Parole</p>	

☐ ALLIED AGENCIES (CONT)

8. Child Welfare Services (CWS)	
9. Coroner	
10. County Probation	
11. Department of Motor Vehicles (DMV)	
12. Department of Justice (DOJ)	
13. District Attorney's Office	
14. Federal Bureau of Investigation (FBI)	
15. Fire Agencies	
16. Homeland Security Investigations (formerly Immigration and Customs Enforcement (ICE)	
17. Hospitals	
18. Housing Authority Police	
19. Mental Health Agencies	
20. Railroad	
21. Rape Crisis Center	
22. Shelters	
23. School District Police	

☐ ANIMAL SERVICES P7

1. Animal Control Procedure	Have the trainee read the Animal Control policy and explain the procedure.
2. Calls for Service	Discuss the Communications Center's responsibility for animal control-type calls for service.

☐ ANIMAL SERVICES (CONT)

<p>3. Event Entry</p>	<p>Demonstrate the procedure for entering animal service calls into the CAD system when animal service personnel are on duty and when they are not on duty. Explain the process by which animal services retrieve their calls for service.</p>
<p>4. After-hours Emergency Calls</p>	<p>Explain how policy states various emergency animal calls should be handled, including the owner's responsibility if on scene, and when emergency call-out for animal services would be initiated. Let the trainee know who can authorize the call-out and what constitutes a real emergency. Show them the hours of service for the Animal Shelter, and Animal Control Officers, listed in the CAD.</p>
<p>5. Animal Services Resources</p>	<p>Show the trainee the location of, and information contained in, the animal services resources policy or manual.</p>

☐ BROADCASTING BOLOS AND APBS P9

<p>1. BOLO</p>	<p>Explain what BOLO means (Be On the Look Out) and how they are processed. Explain and discuss the format for dispatching BOLO's. Explain the importance of a timely broadcast.</p>
<p>2. Receiving BOLO's from Outside Agencies</p>	<p>Explain and discuss the format for dispatching BOLO's. Discuss proper documentation when receiving an outside BOLO. Explain the importance of a timely broadcast.</p>
<p>3. Officer Initiated BOLO's</p>	<p>Explain the various forms an officer may advise the public safety dispatcher of a BOLO (crime broadcast, flagged down, officer copied on scanner, etc.). Discuss proper documentation when receiving an officer-initiated BOLO. Explain the importance of a timely broadcast.</p>
<p>4. Notifying Surrounding Agencies</p>	<p>Explain and discuss if, and when, to notify surrounding agencies of BOLO's initiated within the agency's jurisdiction. While the public safety dispatcher may not be required to initiate contact with another agency unless requested, they can be proactive by notifying surrounding cities of certain crimes that may have occurred (discuss the types of crimes that may be applicable and what agencies might be notified per Agency policy.)</p>

☐ COMPUTER AIDED DISPATCH (CAD) SYSTEM P11

<p>1. CAD System Overview</p>	<p>Provide the trainee with an overview of the CAD system. This should include the purpose and function of the system and how the system was set up for the agency.</p>
<p>2. Sign-on, Sign-off and Password</p>	<p>Explain how to sign on to the CAD system and how to change their password. Demonstrate how to log off of the CAD system. The trainee should be instructed on the importance of keeping the password secret.</p>

□ COMPUTER AIDED DISPATCH (CAD) SYSTEM (CONT)

3. Screens	CAD systems typically have multiple screens. Provide an explanation and description of each screen associated with the CAD system.
4. Printer	Describe where the printer(s) is located and how to print from the CAD system.
5. Interface with MDC/MDT	Explain what the Mobile Data Computer (MDC) user sees on their screen versus what is displayed in the CAD system. Describe when the information is sent to the MDC and any other capabilities MDC users may have. (This may include messaging, CLETS, etc.)
6. Interface with Records	Explain what information from records can be accessed via CAD and how that information is typically used.
7. Interface with CLETS	Explain how CLETS interfaces with information entered into CAD, i.e., automatic query on a traffic stop.
8. Interface with 9-1-1	Typically Automatic Number Identification/ Automatic Location Identification (ANI/ALI) information from 9-1-1 copies over/transfers to the CAD system to assist the public safety dispatcher in emergency call-taking. Explain how and when to use the function.
9. Mapping	Explain the different mapping system windows and how the mapping system displays incident/unit data. Demonstrate mapping research capabilities.
10. Keyboard/Mouse	Explain the purpose and use of the function keys and mouse; shift, alt, ctrl keys; menus; mouse right clicks; and other mouse functions.

□ CAD SYSTEM: COMMANDS **P13**

1. Types of Call Codes	Explain the different types of calls codes, how the codes are used, changed and created.
2. Status Codes	Explain the different status codes, how the codes are used, changed and created.
3. Command Codes	Explain the different commands that are utilized in the CAD system.
4. Command Line	Explain the purpose of the command line(s) and what options can be utilized from the command line, if applicable.
5. Narrative/Comments	Explain that the narrative/comments that are included in the CAD incident are documentation that is a public record and could be used in court or disclosed per the California Public Records Act. The information needs to be clear, accurate, understandable, professional and easy to read.

☐ CAD SYSTEM: COMMANDS (CONT)

6. Locations	Explain the different types of locations the CAD system can use, i.e., address, common name, intersection, etc. Discuss CAD verification of locations and overriding the location when necessary.
7. Priority	Depending on the agency, priority may be assigned by the call taker/public safety dispatcher, watch commander or computer. The priority can be upgraded or downgraded depending on agency policy.
8. Flags	Many CAD systems have flags to notify the public safety dispatchers of hazards, special information, directions, etc., related to the location of the call. Discuss the importance of following agency protocol in regards to these flags.
9. Incident Entry Mask	Explain the purpose of the entry mask and each field in the mask to include caller information, persons/suspect descriptions, names, telephone numbers, etc.
10. Canceling an Incident	Explain when a CAD incident can be cancelled and how that is accomplished.
11. Duplicate Incidents	Explain duplicate CAD incidents and how these incidents are cross-referenced and handled.
12. Call Print Out	Explain how to print a CAD incident and how to decipher the information. This should include the incident times for receipt of call, dispatched, unit on scene, etc.
13. Messages	CAD systems typically have the ability to message between public safety dispatcher consoles and between units with a Mobile Data Computer (MDC). All messages are public documents and can be subpoenaed for court or disclosed through the California Public Records Act . Refer to agency-specific policy.
14. Unit	Review the specific unit commands.
15. Event	Review with the trainee the event/incident related numbers, i.e., case numbers, incident numbers, or various numbering protocols related to CAD.
16. Info	Review with the trainee the information-related commands, keys or functions.
17. View	Review with the trainee the viewing commands relating to the map, pending events, and unit/event status windows.
18. Help	Demonstrate to the trainee how to access the help utility. Explain that it will provide additional information on all CAD commands.

☐ CAD SYSTEM: COMMAND LINE ENTRY P15

1. Access	Demonstrate command line access.
2. Format	Explain and demonstrate command line formats.
3. Functions	Explain and demonstrate the functions of the CAD command line.
4. Interfaces Multiple Command Line Windows	Explain and demonstrate the interface between the command line and CAD inquires such as CLETS.

☐ CAD SYSTEM: FILES P17

1. Information and Referral Files	Review the information and referral files with the trainee and make sure they understand the amount of information available to them.
2. Intranet	Review the information available on the Intranet, along with the links to other government sites. Emphasize that use of the Intranet is for business purposes only.
3. On-call (Call-out) Lists	Review and have the trainee demonstrate their knowledge of where to locate the on-call lists.

☐ CAD SYSTEM: INCIDENT ENTRY P19

1. Locations/Verification	Explain to the trainee that locations can be entered by street address, intersections, or commonplace name. CAD will verify if the location falls within the geo-file parameters.
2. Database Searches	Show the trainee the various ways to search the databases.
3. Call Types	Review with the trainee the call or event type list.
4. Reporting Party Information	Explain to the trainee that names should always be entered according to agency procedures, i.e., last name, first name.
5. Remarks/Comments	Explain to the trainee that they can type information into the remarks/comments field. The remarks/comments will be added to the incident and sent to the primary public safety dispatcher. Explain how to add descriptions of subjects and/or vehicles in the standard format, which improves clarity. If using abbreviations, only standardized abbreviations accepted by the agency should be used.
6. Agency Override	Show the trainee how to override the information to allow a location to verify.

☐ CAD SYSTEM: INCIDENT ENTRY (CONT)

7. Event/Incident Times	Show the trainee where the event times can be located.
8. Stacked Events	Explain to the trainee that an event that is stacked is kept in a holding area to be completed or reviewed at a later time (if applicable).
9. Accepting the Event	Explain to the trainee the various ways that the system will accept an event.
10. Event/Incident Display	Explain to the trainee various ways an event can be displayed.

☐ CAD SYSTEM: INQUIRES P21

1. Incident/Event Search	Demonstrate how to search for and retrieve an incident record.
2. Display Incident/Event	Show the trainee how to use the Display Event command. Explain this command can be used to view either an open or closed event, and also allows the addition of information to any event.
3. Premise Hazard/Special Information	Demonstrate how to look up Premise Hazard/Special Information.
4. Skill Inquiry	Demonstrate how to look up personnel with special skills. Examples of skills are foreign language, SWAT, etc.
5. Unit Status	Show the trainee how to use the Unit Status command.
6. Equipment Inquiry	Demonstrate how to look up personnel with special equipment. Some examples of the Equipment Inquiry feature in CAD include K-9, rifle, etc.
7. Unit History	Demonstrate how to display Unit History.
8. CAD Reports	Demonstrate how to query and print various CAD reports that the agency may use.
9. On Duty/Logged-on Resources	Show the trainee how to use this command to review and/or print a list of personnel currently signed on to CAD workstations or a Mobile Data Computer (MDC).

☐ CAD SYSTEM: MANUAL MODE (SYSTEM DOWN / CRASH) P23

1. Tracking Method	Explain to the trainee that manual mode is when CAD is inoperable. This can be a planned or unplanned event. Each agency will have a specific method for tracking calls and units when they are in "Manual Mode."
2. Calls for Service	Explain how calls for service will be documented.

☐ CAD SYSTEM: MANUAL MODE (SYSTEM DOWN / CRASH) (CONT)

3. Officer Initiated	Explain how officer initiated calls will be documented..
4. Date/Time Method	Explain how the date and time will be captured.
5. Incident/Case Numbers	Explain how incident/case numbers will be issued.
6. Back-entering Information/Catch-up Mode	Explain how to back-enter information into CAD. Be sure to explain the order and what information needs to be captured.
7. Map Books/Beat Maps	Show the trainee how to utilize the map books and beat maps for manual mode. Make sure they understand it is their responsibility to supply map pages and beats on the dispatch cards. Make sure they are aware of the location of the books and extra cards.
8. CLETS Access	Explain how CLETS will be accessed when CAD is down.
9. Call Takers Responsibility	Explain to the trainee what a CAD crash is, and the responsibility of the call-taker. Explain the differences between a scheduled and un-scheduled crash and the implications of each.
10. CAD Crash Drawer	Show the trainee where the CAD crash supplies are located. Make sure the trainee is familiar with these items.
11. Card System	Teach the trainee the card system as it pertains to the call-taking position. Have them enter calls for service using the cards for a period of time to become somewhat comfortable. This will also allow the trainee to ask clarifying questions using real calls.

☐ CAD SYSTEM: MESSAGES P25

1. Send Message	Show the trainee the various ways to send messages from one workstation to another workstation or mobile data computer. Explain to the trainee that anyone can retrieve these messages. Messages are not private but a public record that can be subpoenaed for court or disclosed under the California Public Records Act .
2. Update Message	Explain to the trainee some messages can be scheduled for a specific date and time.
3. Receive Message	Show the trainee how to acknowledge and receive a message when the prompted.

☐ CAD SYSTEM: MESSAGES (CONT)

4. Retrieve Message	Show the trainee how to retrieve a message.
5. Officer Safety	Explain officer safety concerns associated with using an Mobile Data Computer (MDC) to perform dispatch functions.

☐ CAD SYSTEM: UNIT LOG ON/LOG OFF P27

1. Log-on Units	Show the trainee how to log on field units
2. Log-off Units	Show the trainee how to log off field units.
3. Unit Lineups	Explain to the trainee that group lineups may be made before actually logging the units onto the screen depending on the CAD capabilities.
4. Change Unit Information	Show the trainee how to change unit information (vehicle/personnel) and explain why accuracy is important.

☐ CALL-OUT PROCEDURES P29

1. Call-out Documentation and Notification	Explain the call-out procedure. Make sure the trainee reads and understands the policy relating to on-call investigators and other government personnel. Review their function and how to call them out. Make sure the trainee knows how to obtain the call out list. The discussion should include the importance of accurate documentation, proper approval prior to call-outs, notifications related to each call-out team, and notification of results to the requestor.
2. Call-out of Specialized Teams	Explain the call-out procedure for specialized teams, such as SWAT, negotiators, K-9, bomb, homicide, etc. The explanation should include the type of information to relay to the teams and accurate documentation. Provide a copy of the policy.
3. Call-out Lists	Show the trainee where the call-out lists are stored for ready reference.
4. Call-out for Utility Companies	Explain what information is needed when requesting a utility company to respond to a scene. Provide the trainee with the location of utility company telephone numbers.
5. Call-out for Public Works	Explain the process for requesting response from Public Works. Describe the types of problems that require Public Works employees to respond to a scene.
6. Call-out for a Tow Company	Discuss the process and information needed to request a tow response. Provide instruction on documenting the tow request from the unit and the information provided by the tow company.

☐ CODES AND ABBREVIATIONS P31

1. Radio Codes	Explain the purpose of the radio codes and importance of understanding their meaning and being fluent in their use. The trainee should understand that radio codes are not universal. When communicating with allied agencies it is more appropriate to use plain language.
2. Type Codes	Explain the importance of knowing the basic CAD type codes.
3. Phonetic Alphabet	Explain the importance of being fluent in the phonetic alphabet. The explanation should include the when and how the phonetic alphabet is used.
4. State Codes and Abbreviations	Explain the use of the state code (abbreviations) when documenting information or updating databases. Show the trainee that state code lists are contained in the Stolen Vehicle System (SVS) manual.
5. Color Codes/ Abbreviations	Explain the need to use the color codes when documenting information. The complete list is included in the SVS manual.
6. Directional Abbreviations	Explain the accepted directional abbreviations and how to utilize them when documenting information.
7. Days of the Week Abbreviations	Explain that it is acceptable to abbreviate the day when referring to the days of the week in writing.
8. Additional Abbreviations and Acronyms	Explain that using the accepted abbreviations and acronyms allows for faster documentation, proper interpretation and understanding of the document

☐ COMMUNITY RELATIONS P33

1. Community Oriented Policing (COP)	Explain to the trainee the philosophy of COP. Explain this will often mean an increase in phone calls from citizens who have been encouraged to become more involved. Make sure the trainee understands the public safety dispatcher has a key role in COP.
2. Problem Oriented Policing (POP)	Explain Problem Oriented Policing to the trainee and how that relates to customer service.
3. Placing Callers on Hold	Make sure the trainee knows how to properly place a caller on hold and how to retrieve the call. It is essential that calls be handled as quickly as possible, but sometimes priorities dictate a caller be placed on hold. Tell the caller they are being placed on hold. Thank them for holding when returning to the call.

☐ COMMUNITY RELATIONS (CONT)

<p>4. Providing Direction</p>	<p>Part of quality customer service is to provide direction to callers. Ensure that the trainee understands the need to provide this information in a helpful and understandable manner.</p>
<p>5. Controlling Conversations</p>	<p>Explain to the trainee how callers will often ramble or get off the subject. The trainee must learn how to politely control the conversation.</p>
<p>6. Difficult Callers (see section on Difficult Callers)</p>	<p>Make sure the trainee understands some callers will be difficult to handle. This is the time when they must use some tact and diplomacy. While we may need to be assertive, there is never an excuse to be rude or aggressive.</p>
<p>7. Tone of Voice</p>	<p>Explain how tone of voice displays the attitude of the trainee. This reflects not only on the employee, but the entire agency.</p>
<p>8. Empathy/Patience</p>	<p>Explain to the trainee that some callers really only want to vent, or are dealing with a situation that is uncomfortable for them. This is the time to display empathy and patience with them. Treat the caller the way they would want someone to treat them or their family.</p>
<p>9. Denial of Public Safety Services</p>	<p>Explain how to handle calls for service when the request is not a service provided by River City Public Safety Communications Agency. The explanation should include the possibility of referrals to other organizations or explaining policy in a diplomatic, understanding manner.</p>

☐ DATABASE SYSTEMS P35

<p>1. Security of Information, Responsibility and Liability</p>	<p>Explain the responsibility and liability of using the various teletype systems. Make sure the trainee is aware of the civil and criminal liability. Have the trainee read California Penal Code Sections 11105, 11142, 11149.3, and 13300, and California Vehicle Code Sections 1808.46 and 1808.47. Explain the security of the system and any information obtained from it. This would be an appropriate time to have the trainee complete the Confidentiality form.</p>
<p>2. California Law Enforcement Telecommunications System (CLETS)</p>	<p>Explain the type of information contained in CLETS and how it interfaces with other systems. Provide a diagram to better describe CLETS to the trainee.</p>
<p>3. Criminal Justice Information System (CJIS)</p>	<p>Explain the type of information contained in CJIS. The explanation should include the reference resources and their location. Explain to the trainee there are specific codes to use when entering data into the various systems. Make sure they understand there may be some variances in the codes from one system to another. Explain they can find the correct codes in each specific manual.</p>

□ DATABASE SYSTEMS (CONT)

<p>4 California Automated Restraining and Protective Order System (CARPOS)</p>	<p>Explain the type of information contained in CARPOS. Demonstrate query, response, and entry (if applicable).</p>
<p>5. Armed and Prohibited Persons System (APPS)</p>	<p>Explain the type of information contained in APPS. Demonstrate the query and responses.</p>
<p>6. Supervised Release File (SRF)</p>	<p>Explain the type of information contained in SRF. Demonstrate the query and contact messages. Explain importance of contact messages.</p> <p>Demonstrate to the trainee that an inquiry into the SRF is automatically generated when running a name inquiry. Stress that this information is not grounds for arrest, but is vital for officer safety.</p> <p>Explain to the trainee how to decipher the information contained in the response. Make sure they understand all sections of the response.</p> <p>Explain to the trainee the need for the officers to send a “contact message” whenever a subject is contacted that is listed in the SRF. Make sure they understand it is the only way the supervising agency can keep track of the subject’s activities. This information is crucial and can be cause for revocation of parole.</p> <p>Let the trainee know that every time a contact message is sent, it generates an automatic notification to the supervising agency. This occurs if the subject is arrested or just contacted in the field.</p>
<p>7. Stolen Vehicle System (SVS)</p>	<p>Explain the type of information contained in SVS. Demonstrate the query, the various potential responses, and entries (if applicable). Explain the importance of confirmation prior to an officer making an arrest or storing a vehicle.</p>
<p>8. Automated Boat System (ABS)</p>	<p>Explain the type of information contained in ABS. Demonstrate the query, various potential responses, and entries (if applicable). Explain the importance of confirmation prior to an officer making an arrest or storing a boat.</p>
<p>9. Automated Property System (APS)</p>	<p>Explain the type of information contained in APS. Demonstrate the query, various potential responses, and entry (if applicable). Explain the category codes and property types. Explain the importance of confirmation prior to an officer making an arrest or confiscating property.</p>
<p>10. Automated Firearms System (AFS)</p>	<p>Explain the type of information contained in AFS. Demonstrate the query, various responses, and entries (if applicable). Explain the difference between the Historical and Law Enforcement sections of the system. Explain the importance of confirmation prior to an officer making an arrest or confiscating the firearm.</p>

□ DATABASE SYSTEMS (CONT)

<p>11. Wanted Persons System (WPS)</p>	<p>Explain the type of information contained in WPS. Demonstrate the query, various potential responses, and entries (if applicable). Explain entry levels. Explain the importance of confirmation prior to an officer making an arrest.</p>
<p>12. Mental Health Firearms Prohibition (MHFP)</p>	<p>Explain the type of information contained in the Mental Health Firearms Prohibition System. Demonstrate the query and potential responses of the system. Explain the right to know, need to know rules.</p>
<p>13. Missing Persons System (MPS)</p>	<p>Explain the type of information contained in the Missing Persons System. Demonstrate the query, potential responses, and entry into the Missing Person System (if applicable). Explain the importance of confirmation prior to an officer taking any action. Explain how the Unidentified Persons System and Missing Person System automatically cross-reference every 24 hours.</p>
<p>14. Unidentified Persons System (UPS)</p>	<p>Explain the type of information contained in the Unidentified Persons System. Explain the importance of confirmation prior to an officer taking any action. Explain how the Unidentified Persons System and Missing Person System automatically cross-reference every 24 hours.</p>
<p>15. Violent Crime Information Network (VCIN)</p>	<p>Explain the type of information contained in VCIN. Demonstrate the query and potential responses.</p>
<p>16. National Crime Information Center (NCIC)</p>	<p>Explain the type of information contained in NCIC. Explain that most NCIC databases are the national level of corresponding CJIS databases. Explain the importance of confirmation prior to an officer making arrest or confiscating property. Show the trainee the location of the NCIC manuals.</p>
<p>17. National Law Enforcement Telecommunications System (NLETS)</p>	<p>Explain the type of information contained in NLETS. Demonstrate query into the various NLETS databases. Explain the importance of confirmation prior to an officer making arrest or confiscating property.</p>
<p>18. Department of Motor Vehicles (DMV)</p>	<p>Explain the type of information contained in DMV. Demonstrate the queries into the Driver License and Vehicle Files and the responses. Explain “DOJ Stop”, “DOJ Restraint”, and “DOJ Referral”. Explain that the exact spelling of a subject’s first names is required in order to obtain a query match in the DMV files. Provide an explanation for “Delayed Hit Notification”, “RIP”, “TIP”, “SIP”, and “Agency Designator Code”.</p>
<p>19. Criminal History Systems</p>	<p>Explain the various criminal history files, including California Criminal History, Triple I and out of state criminal history. Provide the various query formats. Discuss the limitation of each database file. Explain the confidentiality and restrictions for all criminal history systems. Explain “Right to Know, Need to Know” applies to all criminal history files.</p>

□ DATABASE SYSTEMS (CONT)

<p>20. Oregon Law Enforcement Data System (LEDS)</p>	<p>Explain the type of information contained in LEDS and the relationship to California and other state and national files. Demonstrate query into the various LEDS databases. Explain the importance of confirmation prior to an officer making arrest or confiscating property.</p>
<p>21. Immigration Violator File (IVF)</p>	<p>Explain the type of information contained in IVF. Demonstrate the query and potential responses.</p>
<p>22. Known or Appropriately Suspected Terrorist (KST) File</p>	<p>Explain the type of information contained in KST. Demonstrate the query and potential responses.</p>
<p>23. California Law Enforcement Website (CLEW)</p>	<p>Explain the type of information contained in CLEW. Provide the trainee with access information. http://clew.doj.ca.gov/</p>
<p>24. Administrative Messages</p>	<p>Explain the purpose of Administrative Messages and the guidelines for sending messages.</p>
<p>25. Local Systems</p>	<p>Provide explanations of the local county and city database systems that are accessible to Communications staff. The explanation should minimally include the types of information contained in each system, how to access the information and sample of the potential responses. The security requirements should also be explained.</p>
<p>26. Confirmation of Information</p>	<p>Explain the requirement to confirm database information prior to arrest or confiscation of property. Demonstrate the protocol for the confirmation, which should include providing the officer with all identifying information from the database.</p>
<p>27. Database Manuals</p>	<p>Reinforce where and how to use the various reference books introduced to the trainee. Make sure the trainee knows how to use the manuals. Let them know it is their responsibility to search through the books to find the answers to their questions before relying on their co-workers for the answers, if time and situation allows. It is imperative that the trainee knows how to use these references.</p>

□ DATABASE SYSTEMS: INQUIRY P39

Person Files

<p>1. Driver License (DL)</p>	<p>Explain how to access Driver License (DL) information and the criteria for making inquiries into this system, such as the first name must be an exact match in order to get a hit.</p>
<p>2. Wanted Persons System (WPS)</p>	<p>Briefly explain that the Wanted Persons System is a state system. Explain the Soundex system used and how to check through any possible responses. Let them know this is an unconfirmed response and is not probable cause for arrest by itself (pointer system). Refer to Section 2.3.3 in the introduction of the CJIS manual for the hit confirmation guidelines. Run the following record “Record, California Test, DOB: 19560912 MW”</p>
<p>3. Sex Arson Registration (SAR)</p>	<p>Explain the Sex and Arson Registration (SAR) file and that inclusion in the system does not mean there is a warrant for the individual.</p>
<p>4. Automated Warrant System (AWS)</p>	<p>Briefly explain your local Automated Warrant System (AWS) and the types of warrant and bail amounts that might be included in this system.</p>
<p>5. California Restraining Order and Protective System (CARPOS)</p>	<p>Demonstrate to the trainee how to access the California Restraining Order and Protective System (CARPOS) and discuss the type of information contained in this database.</p>
<p>6. Supervised Release File (SRF)</p>	<p>Explain the Supervised Release File (SRF) and what types of individuals are entered into the system. Let the trainee know how this information can help in deployment of follow up unit(s) for the primary officer.</p>
<p>7. Missing Persons System (MPS) and Unidentified Persons System (UPS)</p>	<p>Explain the Missing Persons System (MPS) and Unidentified Persons System (UPS). Make sure the trainee is aware a missing persons report has priority over a cold property call. Per Senate Bill 2282 and California Penal Code 14201 (a), law enforcement agencies are mandated to take all reports of missing persons. Explain how to query MPS and UPS. Refer to CPC 14213.</p>
<p>8. National Crime Information Center (NCIC)</p>	<p>Briefly explain the NCIC system. Again, let the trainee know this is an unconfirmed response and not probable cause for arrest by itself (pointer system). Refer to 3.5 in the introduction of the NCIC manual for the hit confirmation guidelines.</p>

□ DATABASE SYSTEMS: INQUIRY (CONT)

Person Files (cont)

<p>9. NCIC Sub Files</p>	<p>Advise the trainee of the following sub-files contained in NCIC and the fact that there will not be a return unless there is a hit on the specific file.</p> <ol style="list-style-type: none"> 1. Wanted Persons File 2. Immigration Violators File 3. Securities File 4. Identity Theft 5. Missing Persons 6. Unidentified Persons File 7. Protection Order File 8. Known or Appropriately Suspected Terrorist File 9. Foreign Fugitive File 10. Supervised Release File 11. Gun File 12. National Sex Offender Registry 13. United States Secret Service Protective File 14. Gang File 15. Article File 16. Boat File 17. Interstate Identification Index (III) 18. License Plate File 19. ORI 20. Vehicle File 21. Vehicle/Boat Part File
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State/National Wanted Persons Systems P41

<p>1. Wanted Persons System (WPS)</p>	<p>Explain the information that is contained in the WPS. Have the trainee refer to sections 1.4.5 and 3.1 of the CJIS manual for further explanation of the Wanted Persons System.</p>
<p>2. WPS - Inquiry</p>	<p>Explain to the trainee that a Wanted Persons response is automatic when running a name inquiry.</p>

□ DATABASE SYSTEMS: INQUIRY (CONT)

State/National Wanted Persons Systems (CONT)

<p>3. WPS - Confirmation</p>	<p>Make sure the trainee is aware that the WPS is a pointer system. Responses are not automatically confirmed. This system “points” them in the direction of the necessary information or agency with the warrant. To confirm a warrant, the public safety dispatcher must telephone the listed agency and determine if the warrant is still valid and/or if the agency will extradite. (Pointer system) Refer to CJIS Manual, Introduction, section 2.3.3 and Wanted Persons System, section 3.2.</p>
<p>4. WPS - Extradition</p>	<p>Have the trainee read and discuss the restrictions WPS has put on extradition of subjects. Extradition restrictions will normally be noted in the “miscellaneous” section of the return. Refer to CJIS Manual, sections 3.2.2 and 3.2.4.</p>
<p>5. WPS – Warrant Confirmation</p>	<p>Explain to the trainee that after the confirmation call, the officer must be notified of the results.</p>
<p>6. National Crime Information Center (NCIC)</p>	<p>Explain to the trainee what information is contained in this system. Make sure they understand that the Wanted Persons System (WPS) in CJIS is for California, and the Wanted Person File in NCIC is for the United States. Refer to the NCIC Operations Manual for more information.</p>
<p>7. NCIC - Inquiry</p>	<p>Explain to the trainee a response from NCIC is automatic in a name inquiry.</p>
<p>8. NCIC - Confirmation</p>	<p>Make sure the trainee knows that the NCIC is a pointer system. A call must be made to confirm the validity of the warrant. The agency being contacted may also request a teletype as a follow-up to the telephone request for confirmation. Refer to the NCIC Operations Manual for more information.</p>
<p>9. NCIC - Locate</p>	<p>Make sure the trainee is advised that a locate must be sent by records when a subject is arrested on an NCIC warrant. Refer to the NCIC Operations Manual for more information.</p>
<p>10. NCIC - Extradition</p>	<p>Once again, make sure the trainee is aware that NCIC places guidelines on the extradition of subjects. If a warrant is only to be served in a specific area, it must be stated in the teletype response. Extradition restrictions are normally noted in the “miscellaneous” section of the return. Refer to the NCIC Operations Manual for more information.</p>
<p>11. NCIC – Warrant Confirmation</p>	<p>Make sure the trainee understands that when confirming an NCIC warrant it will be handled the same as a WPS warrant.</p>

□ DATABASE SYSTEMS: INQUIRY (CONT)

State/National Criminal History Systems P43

1. Criminal History System (CHS) Definition	Explain the definition of the Criminal History System.
2. CHS - Liability	Explain the liability and restrictions of the Criminal History System and CORI. (Refer to California Penal Code 11106) Refer to the CJIS manual introduction for a detailed explanation of the restrictions.
3. CHS – Relaying Criminal History via Radio or MDC	<p>Explain CHS information cannot be relayed via radio or MDC unless the requesting officer has met the following criteria:</p> <ul style="list-style-type: none"> • There is reasonable cause to believe the safety of the officer and/or public is at significant risk. • There is an immediate need for summary criminal history information. • Information from other databases, such as persons systems or stolen vehicles systems, would not be adequate. <p>Make sure the trainee understands it is the officer's responsibility to meet the criteria.</p>
4. NCIC Name	Explain to the trainee the difference between running a name under the "Master Name Index" and "NCIC Name" in criminal history.
5. Automated CHS	Show the trainee how to fill in the information fields to obtain the full CHS. Explain the need for the officer's name and report number to be in the "Audit Info" section of the mask.
6. CHS Response Types	Show the trainee the various response types that can be obtained through the CHS. Make sure you explain a hybrid, non-fingerprint supported record and possible duplicate records.
7. Juvenile Contacts	Explain to the trainee this system is the juvenile version of the CHS and show them how to access the system.
8. Juvenile Liabilities and Restrictions	Explain the liabilities and restrictions involved. Juvenile information is tightly restricted.
9. CJI Name Inquiry	Explain the proper format for a name inquiry.
10. CJI Number Inquiry	Explain the proper format for inquiry using an Agency Case Number to locate a Juvenile.
11. Release of Information via Radio or MDC	Provide the guidelines for the release of juvenile criminal history information via the radio or MDC.

□ DATABASE SYSTEMS: INQUIRY (CONT)

Property Systems P45

<p>1. Automated Property System (APS)</p>	<p>Explain to the trainee the need for all stolen, lost, found, recovered or under observation serialized property to be entered into the APS. Make sure they understand their responsibility will be the inquiry and confirmation process only. All other teletype responsibilities belong to Records. Refer to the Automated Property System chapter of the CJIS Manual, sections 5.0 and 5.2.</p>
<p>2. APS – Inquiry</p>	<p>Show the trainee how to inquire on property. Make sure the trainee knows how to utilize the category codes and the various places to access this list. (Refer to the Article Brand and Category Users Guide, and the CJIS Manual.)</p>
<p>3. APS – Confirmation</p>	<p>Make sure the trainee knows this is a “pointer system”. Upon receiving information that a piece of property may be stolen, a telephone call must be made to verify the information. Refer to the CJIS Manual section 5.3.3.</p>
<p>4. Automated Firearms Systems (AFS)</p>	<p>Explain to the trainee the need for all stolen, lost, found, recovered and under observation serialized guns to be entered into this system. Make sure they understand that registrations are also entered into the system. Explain Dealer Record of Sale (DROS). Refer to CJIS Manual sections 4.0, 4.2, and 4.3.1.</p>
<p>5. AFS – Inquiry</p>	<p>Demonstrate how to query the system. Refer to CJIS Manual section 4.10.</p>
<p>6. AFS – Confirmation</p>	<p>Make sure the trainee is aware this is also a “pointer system”, and a telephone call must be made to verify the information. Refer to CJIS Manual section 4.3.3.</p>
<p>7. AFS – Historical/Law Enforcement</p>	<p>Demonstrate how to read and interpret a response for registration vs a possible stolen gun. Refer to CJIS Manual sections 4.11.4 and 4.11.5.3.</p>
<p>8. Automated Boat System (ABS)</p>	<p>Review the procedure for inquiring and entering a stolen boat in the Automated Boat System. Refer to CJIS Manual section 2.0.</p>
<p>9. Automated Boat System – Parts</p>	<p>Explain that some boats and/or parts can also be entered in the Automated Property System. Refer to the CJIS manual for specifics.</p>

□ DATABASE SYSTEMS: INQUIRY (CONT)

Driver License P47

<p>1. California Driver License (CDL) Inquiry - Number</p>	<p>Provide the format to query by California Driver License (CDL) number. Explain the response and level of information returned. Discuss that the format of driver license, index, or identification card numbers consist of one letter and a maximum of 7 numbers. Explain the difference between a valid license, index card, and identification card. Refer to the DMV Manual for examples.</p>
<p>2. CDL Inquiry – Name</p>	<p>Provide the format to query driver license information by the subject's name. Explain the last name may be a Soundex similar to the actual name, but the first name must be an exact match. Review the information received via each of the listed inquiry systems.</p>
<p>3. Out-of-State Driver License Inquiry</p>	<p>Provide the format to obtain out-of-state driver license information via NLETS. Review the computer response. Provide the format to access the out-of-state "help files" which provides information to help decipher the computer driver license records for each state.</p>
<p>4. CDL – Suspension Response</p>	<p>Show the location of the suspension information is located on an "L1" response. Highlight the information the officer will need: the effective date of the suspension, ending date (if noted), authority code, and service code. Demonstrate how this information should be relayed over the radio and explain the importance of talking slowly and clearly.</p>
<p>5. CDL – Provisional Licenses</p>	<p>Explain that drivers between the ages of 16-18 years are issued "provisional licenses."</p>
<p>6. CDL – Class of License</p>	<p>Explain the different classes of licenses and how to locate the information on the computer response.</p>
<p>7. CDL – Restrictions and Court Probation</p>	<p>Provide an explanation for the various restrictions that may be placed on a driver's license, e.g., corrective lenses, restricted driving only while in the course of employment in the employer's vehicle, or court probation for a specific period of time. Discuss the location of restrictions on computer responses. Refer to the DMV manual for examples.</p>
<p>8. Soundex Similar</p>	<p>Explain the terms "Soundex" and "Soundex similar" computer responses. The California driver license file will return Soundex similar to the last name, but the first name must be an exact match, which is unique to DMV files.</p>
<p>9. CDL Photos</p>	<p>Demonstrate to the trainee how to obtain a California driver license photo.</p>

□ DATABASE SYSTEMS: INQUIRY (CONT)

Vehicles P49

<p>1. Vehicle Status Inquiry</p>	<p>Demonstrate the procedure to run a license plate or VIN for wants. Explain the responses received when inquiring on applicable systems. Discuss the types of responses that may be returned. Explain how to interpret the information contained on the computer response.</p>
<p>2. Vehicle Registration Inquiry</p>	<p>Demonstrate the procedure to obtain vehicle registration information by name, license and VIN. Explain how a list of possible vehicle registrations may return and the need for the trainee to decipher what information is pertinent to the specific inquiry.</p> <p>Discuss that “DOJ STOP” or “DOJ RESTRAINT” on the vehicle registration indicates the vehicle may be stolen. A “DOJ REFERRAL” on the vehicle registration indicates the vehicle was entered as a Felony Vehicle or a stolen vehicle with an “Armed and Dangerous” caution code.</p> <p>Discuss the security and confidentiality of the data contained in the DMV files. Explain how to interpret the information contained on registration responses.</p>
<p>3. Dealer Plate Inquiry</p>	<p>Demonstrate the procedure to run registration information on dealer plates. Registration information will provide information on the dealer but not on the vehicle. Explain how to read the information contained on the computer response.</p>
<p>4. Vehicle Identification Number (VIN) Inquiry</p>	<p>Demonstrate how to run a VIN inquiry for wants. Explain the types of information that may be returned. Explain how to interpret the information contained on the responses.</p>
<p>5. License Plate Type Codes</p>	<p>Review the license plate type codes and have the trainee show you the various places to access this information. Refer to the SVS chapter of the CJIS Manual, Chapter 1.15.5.</p>
<p>6. New Owner Information</p>	<p>Demonstrate how to check for new owner information, release of liability, pending master file records, and any transactions or fees paid on vehicles. Explain the importance of entering the most current information into the call history.</p>
<p>7. Providing Vehicle Information via the Radio</p>	<p>Demonstrate the proper format and terms used when reading and relaying vehicle information over the radio.</p>
<p>8. Routine Returns</p>	<p>Explain the procedure to provide the information contained in the computer responses. The explanation should include the importance monitoring the radio, understanding the officer’s activity, and using discretion when providing information.</p>

□ DATABASE SYSTEMS: INQUIRY (CONT)

Vehicles (CONT)

<p>9. Stolen Vehicles and Officer Safety</p>	<p>Explain the urgency to alert the officer in the field of a stolen and/or felony vehicle. Discuss the procedure for securing cover (assistance). Advise the trainee that if the SVS system is down, a header of “DOJ STOP” or “DOJ RESTRAINT” on the vehicle registration is an indication the vehicle may be stolen. A “DOJ REFERRAL” on the vehicle registration indicates that the vehicle was entered as a stolen with an “Armed and Dangerous” caution code or as a Felony Vehicle.</p>
<p>10. Out-of-State Stolen Vehicles – SVS and NCIC</p>	<p>Explain that, by entering the State code, the inquiry is automatically forwarded to the NCIC Stolen Vehicle File for a status check. Demonstrate the difference between the SVS and NCIC responses. Discuss the information contained on each return. Refer to CJIS Manual section 1.0.</p>
<p>11. Confirmation</p>	<p>Explain the process to confirm stolen vehicle information from both SVS and NCIC. Refer to CJIS Manual Introduction section 2.3.3.</p>
<p>12. Automated Warrant System Inquiry</p>	<p>Demonstrate how to obtain information from the local system to determine if there is a vehicle associated with a person that has (or has had) a warrant. Show the trainee how to run a name and/or number check computer match to determine the current status/changes of a warrant.</p> <p>Explain the potential responses to the vehicle license plate inquiry which can help develop further information on the subject associated with the vehicle. Discuss how suspect information can be developed from a full or partial license plate.</p>
<p>13. Parking Citations</p>	<p>Explain DMV will return a list of up to 75 parking citations issued to a particular vehicle. Vehicles with a specific amount of unpaid parking citations can be towed from a public roadway. Refer to California Vehicle Code 22651(3).</p>

□ DATABASE SYSTEMS: ENTRY VEHICLE

Private Property Impound or Vehicle Repossession P51

<p>1. Private Property Impound (PPI)</p>	<p>Explain a “private property impound” and who may authorize a vehicle to be towed. Have the trainee read California Vehicle Code 22653(a) that explains the authority to tow a vehicle from private property.</p>
<p>2. PPI - Liability</p>	<p>Explain negligence and potential liability issues related to impounded vehicles not entered into SVS after the vehicle was removed from the property. Have the trainee read CVC 22658 (a).</p>
<p>3. PPI – CAD Call Type</p>	<p>Demonstrate the procedure for documenting a call for service for a private property tow.</p>

□ DATABASE SYSTEMS: ENTRY VEHICLE (CONT)

<p>4. PPI – SVS Entry</p>	<p>Demonstrate the proper method and required information necessary to enter the PPI into SVS.</p>
<p>5. Repossession – Liability</p>	<p>Discuss the requirements for a lawful repossession, including the required notification to the local law enforcement agency. Explain the appropriateness of asking a caller if they are delinquent in car payments when reporting their vehicle as stolen.</p>
<p>6. Repossession – SVS Entry</p>	<p>Discuss the requirement for law enforcement agencies to enter the vehicle into the SVS as a repossessed vehicle. Demonstrate the proper method and required information necessary to enter a repossessed vehicle into SVS.</p>
<p>7. Repossession – CAD Call Type</p>	<p>Discuss the call type and information that would be contained in a CAD incident documenting the repossession (if applicable).</p>

Recovered Vehicles P53

<p>1. Liability Related to Recovered, Located, Cleared Vehicles</p>	<p>Discuss the ramifications of stolen vehicles that have been impounded or returned to the owner without the proper SVS update. The discussion should include officer and citizen safety when the vehicle is not removed from SVS before it is returned to the owner or his agent.</p> <p>SVS regulations require that all SVS entries must be reviewed for accuracy by a second party, generally a co-worker.</p> <p>Discuss Section 10500 of the California Vehicle Code, which specifies that a peace officer must notify DOJ immediately upon locating a reported stolen vehicle and this is completed by the SVS entry.</p>
<p>2. Recovered Stolen Vehicle in the Reporting Agency’s Jurisdiction (CLEAR Procedure)</p>	<p>Discuss and demonstrate the appropriate procedures when a 10851 is recovered in the same jurisdiction as it was reported stolen. Provide a sample of the SVS format for updating the status of a vehicle and any CAD documentation.</p>
<p>3. Recovered Stolen Vehicle Outside of the Reporting Agency’s Jurisdiction (LOCATE Procedure)</p>	<p>Discuss and demonstrate the appropriate procedures to do a “locate” on a 10851 from an outside jurisdiction. Provide a sample of the SVS format for updating the status of a vehicle and any CAD documentation.</p>
<p>4. Dissemination of Paperwork on Recovered Stolen Vehicles</p>	<p>Explain the dissemination of paperwork for stolen vehicles and license plates.</p>
<p>5. Notification to Owners of Recovered Stolen Vehicles</p>	<p>Explain the importance of notifying the owner of the vehicle and the need to document this information into the call history (to aid investigations, to avoid city payment of storage fees, etc.).</p>

□ DIFFICULT CALLERS P55

<p>1. Effective Call-taking</p>	<p>Discuss that effective call processing requires asking direct (not leading) questions and actively listening to the caller's response. Advise the trainee of the following:</p> <ul style="list-style-type: none"> • Do not make assumptions but always seek clarification. • Assure the caller that you are there to help. • Guard against complacency. • Deliver the service you that you expect to receive in your community.
<p>2. Rude or Angry Callers</p>	<p>Provide techniques to de-escalate and defuse difficult callers so effective, thorough interviews can be conducted. Discuss the need to refrain from taking rude or angry comments personally. A quick way to defuse an angry caller is to acknowledge the anger or situation and offer to help.</p>
<p>3. Callers with Mental or Physical Health Issues</p>	<p>Discuss the legal restrictions and agency policy when documenting and dealing with calls involving persons with illnesses including mental illness, i.e., HIPPA.</p>
<p>4. Hysterical Callers</p>	<p>Explain techniques which may help calm hysterical callers, such as confirming the caller is safe and offering to help. For instance, advise the trainee to ask for the caller's help so they can provide help quickly to them.</p>
<p>5. Limited/non-English Speaking Callers</p>	<p>Explain that calls will be received from a diverse community and to respect the diversity of the callers. The caller shall determine the language in which they will communicate.</p> <p>Explain the procedure for interpreters and that they are generally not trained in law enforcement interviewing.</p>
<p>6. Child Callers</p>	<p>Explain the challenges and techniques to use when dealing with young callers. The challenge may include very literal descriptions. The trainee should use words and phrases that the caller will understand and avoid complex questions. The trainee must be patient.</p>
<p>7. Elderly Callers</p>	<p>Explain the challenges when dealing with elderly callers. Elderly callers might have a hearing impairment. The trainee should speak clearly, slowly, and enunciate. Elderly callers may thoroughly answer questions. The trainee should pose thoughtful questions to expedite the interview process.</p>
<p>8. Callers Who May be Under the Influence</p>	<p>Explain to the trainee the liability of denying or lowering the priority of a call because of an assumption that caller is under the influence of alcohol or drugs. Discuss other causes which might cause the caller to sound like they had been drinking, such as diabetes, missing dentures, hypoglycemia, not fully awake, mentally challenged, etc. If the caller is under the influence, the situation may escalate quickly and pose a higher level of danger for responding units due to decreased inhibitions.</p>

□ DIFFICULT CALLERS (CONT)

<p>9. Suicidal Callers</p>	<p>Explain the agency's policy for dealing with suicidal callers and the call-taker's role in taking the call for service. Some suicidal callers call for reasons other than being talked out of their decision. Remember the outcome is ultimately up to the caller. These calls also pose a higher risk to responding officers or result in the caller using the officers as the means to commit suicide. Advise the trainee to have patience, and stay on the phone until the officers arrive and assume control of the scene.</p>
<p>10. Speech/Hearing Impaired Callers</p>	<p>Explain the challenges involved in dealing with speech/hearing impaired callers and provide techniques to obtain information from these callers. The trainee must be respectful, while speaking slower and enunciating. Explain to the trainee that over modulating (yelling) does not make the communication any clearer.</p>
<p>11. When Callers May be in Danger</p>	<p>Explain the importance of conducting an interview while considering field/public safety and evidence/information gathering. Explain to the trainee that, rather than demanding that the caller stay on the telephone, the trainee should ask the caller to stay on the phone as long as they feel safe. It may be appropriate to have the caller lay the phone down if they chose to flee.</p>
<p>12. Callers with Weapons</p>	<p>Explain the importance of asking about weapons when dealing with all calls for service, i.e., a prowler call with an armed reporting party. Anyone armed with a weapon, or an item that can be used as a weapon, poses a greater safety risk to responding officers. Weapons can cause incidents to escalate quickly.</p> <p>Advise the trainee that, if a caller is armed, it is appropriate to ask the caller to stay on the phone, with the admonishment that the weapon has to be out of their reach when the officers arrive. The officers must advise Communications when they are close or on scene so the caller can be told to put the weapon out of their reach before the officers approach the scene.</p>
<p>13. Evasive Callers</p>	<p>Explain how to extract information from an evasive caller.</p>
<p>14. Complaints Against Personnel</p>	<p>Explain the agency policy on how to handle complaints against officers/public safety dispatchers. Discuss the need for confidentiality to protect the employee's rights, which means what you learn on the job stays on the job. Discussing it with peers or the subject of the complaint is not appropriate.</p>
<p>15. Confidentiality and the Public</p>	<p>Explain the public relations and confidentiality concerns when dealing with any caller, including high profile callers.</p>
<p>16. Media</p>	<p>Explain the media policy to the trainee and how releasing unauthorized information could hamper a criminal investigation.</p>

□ DIFFICULT CALLERS (CONT)

17. Confidentiality and the Agency	<p>Explain the sensitivity and confidentiality of information received through the course of employment, including incidents involving agency employees. Explain the agency notifications when a call for service involves agency personnel.</p>
18. Interviewing Suspects	<p>Discuss the potential for interviewing a suspect caller. Explain to the trainee that the caller does not have to be read their Miranda rights because the caller may hang up at any time.</p> <p>Advise them that they should be careful not to influence or lead a caller. They must suspend judgment of the caller and attempt to establish a rapport with them. It may also be appropriate to allow the caller to explain without interruption or to ask direct questions as to their motive and method.</p>

□ EQUIPMENT OR SYSTEM FAILURES **P57**

1. Power Failure	<p>Explain the procedure to follow if the Communications Center suffers a power outage. Point out which equipment what should be powered by the back-up generator.</p>
2. CLETS System Failure	<p>Refer to agency policy.</p>
3. 9-1-1 Equipment Failure	<p>Refer to agency policy.</p>
4. 9-1-1 System Transfer to/from Alternate PSAP	<p>Refer to agency policy.</p>
5. ANI/ALI Failure or Errors	<p>Refer to agency policy.</p>
6. Headset Maintenance and Failure	<p>Refer to agency policy.</p>
7. CAD Failure	<p>Refer to agency policy.</p>
8. Equipment Malfunction Reporting Procedures	<p>Refer to agency policy.</p>
9. Radio Failure	<p>Refer to agency policy.</p>

☐ EVACUATION OF COMMUNICATION STAFF P59

<p>1. Evacuation Routes</p>	<p>Walk the trainee through the various evacuation routes. It is imperative that they are familiar with these routes prior to any emergencies.</p>
<p>2. Notifications</p>	<p>Explain to the trainee the importance of the various notifications. Make sure they understand the need to notify the patrol officers, fire agency, the watch commander, and the neighboring law enforcement agencies of the need to evacuate communications.</p>
<p>3. Evacuation Kit</p>	<p>Show the trainee the location of the evacuation kit and evacuation directions.</p>
<p>4. 9-1-1 Switch Over to the Alternate PSAP</p>	<p>Explain the purpose and location of the alternate PSAP. Provide the trainee with a copy of the procedures.</p>
<p>5. Power Shut-off Switches</p>	<p>Show the trainee where the emergency power shut off switches are located. Discuss the purpose of the power switches and the Communications Center's responsibility to know how and when to activate them.</p>
<p>6. Power Failure</p>	<p>Describe the sequence of events when there is a power failure and the emergency electrical power supply fails.</p>

☐ GEOGRAPHY P61

<p>1. Map Books</p>	<p>Provide direction on the location and utilization of map books. Explain and demonstrate map reading.</p>
<p>2. Mapping System</p>	<p>Explain and demonstrate mapping system(s).</p>
<p>3. Geographical Boundaries/Beats</p>	<p>Explain boundaries, response areas and beats. Provide the trainee with a blank map of the agency's area and have the trainee draw the boundaries, response areas and beats using colored markers.</p>
<p>4. Landmarks</p>	<p>Explain the importance of knowing the names and locations of various landmarks since citizens will report incidents using location names and may not know the address or intersection. It is not expected that the trainee will memorize all locations however certain areas should be readily recognized. These areas may include open air drug markets or gang hang outs.</p>
<p>5. Directions</p>	<p>Explain how to give directions to citizens and responding units. Citizens will generally use left and right however, for the responding units, it is important to use directions such as east, west, north, and south for clarity.</p>

□ GEOGRAPHY (CONT)

<p>6. Common Place Names</p>	<p>Explain places that are common to your agency's jurisdiction. It is important for the trainee to realize that citizens will call in using a common place as their location when they do not know the exact address and are depending on the police agency to know where they are. Make sure the trainee understands they are not expected to memorize the address of each location, but they do need to know how to use the resources available to find a specific address.</p>
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Note: It is imperative that new dispatch trainees become familiar with the geography of the city during the course of their training. Citizens will often refer to a major shopping center or village when relaying the location of a crime or a needed police response. It is extremely beneficial for the trainee to be able to visualize these locations.

The **Competency Sign-off Manual** has a series of ride-along checklists. These lists must be completed by the time the trainee has finished the training process. It is the trainer's responsibility to make sure that the ride-along(s) and corresponding checklists are completed.

□ GEO-POLICING P63

<p>1. Geo-policing</p>	<p>Explain the agency's philosophy on geographic-based policing.</p>
<p>2. Beat Structure</p>	<p>Explain to the trainee what the beat boundaries are within your jurisdiction. Encourage the trainee to draw the beats on a map. This will provide the trainee with an opportunity to become more familiar with the layout of the jurisdiction, such as street grouping.</p>
<p>3. Radio Call Signs</p>	<p>Explain the purpose of call signs. The discussion should include an explanation of how call signs are constructed.</p>
<p>4. Patrol Shifts</p>	<p>Explain the different patrol shift schedules and where they are located.</p>
<p>5. Unit Types and Responsibilities</p>	<p>Explain the difference between patrol units and those assigned to special units, e.g., investigations, traffic, crime scene investigators, etc.</p>

□ INCIDENT TYPES **P65**

A

Abandoned vehicles

Administrative details

Court, vehicle service, transport, follow-up

Agency assist

Aircraft incidents

Low flying, on-board, disturbance

Alarms

Vehicle, bank, burglary, medical, panic, robbery, fire

Alcohol violations

Consumption, sales, possession, liquor law violations

AMBER alert

Animal incidents

Abuse, barking, dead, injured, livestock, vicious, dangerous, bites, wildlife, stray

Arson

Assault

Assault with a deadly weapon

Attempt to locate

BOLO

AWOL

Fugitive

B

Barricaded suspect

Battery

Boat accident/Distress

Bomb

Threat, incendiary device

Brandishing

Bribery

Burglary

Commercial, residential, vehicle

C

Child abuse

Neglect

Child custody

Child molestation

Civil or criminal

Citizen complaint

About public safety personnel, and/or service

Citizen contact

Hail, call for service

Citizen detention

Citizen holding subject

Civil demonstration

Crowd, mob

Civil rights violation

Civil standby

Keep the peace

Computer crimes

Concealed weapon

Conspiracy

Contributing to the delinquency of a minor

Coroner case

Counterfeit money

Criminal threats

D

Defrauding an innkeeper

Dispute

Business, labor/management, landlord/tenant

Disturbing the peace

Fight, verbal, juvenile, neighbor, noise, party

Domestic violence

Driving under the influence

Drowning

E

Elder abuse

Embezzlement

Environmental crimes

Air, water pollution, burning violation, dumping violation, littering, off road vehicles

Escape

In the field, jail, prison, holding facility

Evacuations

Explosives

Found, suspected, unlawful possession or use

Extortion

Extra patrol

Vacation check, patrol check, house check

F

Fight

Physical, verbal

Fire incidents

Fireworks violation

Fish and Game violations

Forgery

Found/lost property

Fraud

Scams, confidence games, credit card misuse, deceptive business practice

G

Gambling

Gang activity

H

Harassment

In person, via the internet, text, phone, etc.

Hate crimes

Hazardous materials

Inquiry, incident, disposal

Hazards

Public, traffic, downed wires, ruptured water line, ruptured gas line, safety

Hijacking

Bus, car, plane

Homicide/attempted homicide

Hostage

I

Identity theft

Insufficient funds

Illegal alien

Internet crimes

Industrial accident

Indecent exposure

Lewd and lascivious

Impersonating an officer/official

Incomplete 9-1-1J

J

Jail incidents

Juvenile crimes

Contributing, curfew, disturbance, incorrigible, truancy

K

Kidnapping

Includes parental abduction

L

Lockout

Vehicle, residence

Loitering

M

Mass casualty incidents

Aircraft, railway, etc.

Medical incidents

Law Enforcement needed and not needed

Megan's Law requests

Mentally ill

Military

Desertion, AWOL

Misconduct by public official

Missing persons/lost/found persons

Adults, juveniles, elderly and runaways

Misuse of 9-1-1

False reporting

Municipal code violations

Business license, etc

Murder/Homicide

Mutual aid

Outside agency assist

N

Narcotics violation

(use, sales or possession)

Natural disasters

Earthquake, landslides, floods, tornado, tsunami, wildfires, etc.

Non-English speaking caller

Notifications

(messages, death, tracking and On-Star)

O

Officer safety

Missing officer, officer needs help, officer requests assistance

Overdose

P

Panhandling

Parking violations

Vehicle blocking

Personal location/tracking devices

GPS

Poisoning

Food/drug tampering

Pollution

Pornography

Prostitution

Prowler

Heard or seen

Public assist

Citizen, elderly, report request

Public intoxication

Public nuisance crimes

Pursuit

Vehicle, foot

R

Rape

Recovered property

Vehicle, aircraft, boat

Repossession

Resisting arrest

Riot

Robbery

Bank, residence, person, commercial

S

Search and rescue incidents

Sexual crimes/sexual assault

Shooting into occupied dwelling

Vehicle and aircraft

Shots fired

Sniper

Shots heard

Stalking

Stolen property

Possessing, receiving

Stolen vehicles

Boat, aircraft, parts, lost/stolen plates

Stranded motorist

Suicide

Including attempted and threatening suicide

Supervised release violation

Parole, probation, sex, arson, narcotic registration

Surveillance

Suspicious circumstances

Suspicious person

Suspicious vehicle

T

Terrorism

Theft

Petty, grand, bicycle, credit card, mail, from person, shoplifting

Threats

Traffic collision

Fatality, injury, non-injury, unknown injury, hit and run

Traffic hazard

Roadway obstruction, signal malfunction

Traffic violations

Speeding, reckless, throwing items to/from vehicle, registration

Train incident

Accident, derailment, crossing arm malfunction

Transient

Homeless

Trespassing

U

Unknown trouble

V

Vandalism

Vehicle stops

Routine, high risk

Vehicle tampering

(equipment tampering)

W

Warrants

Weapons violations

Welfare check

☐ MUTUAL AID P77

1. Local (Allied Agencies)	Discuss protocols when an allied agency requests or is needed for mutual aid.
2. County Office of Emergency Services (OES)	Discuss protocols to request or respond to County OES mutual aid incidents.
3. California Emergency Management Agency (Cal EMA)	Discuss protocols to request or respond to State CAL EMA mutual aid incidents.

☐ NON-DISPATCH INCIDENTS ALTERNATE CALL ROUTING P79

1. Referrals	It may not be appropriate for law enforcement to respond to certain types of calls or non-law enforcement issues. Referrals may be the most effective or appropriate response. Explain to the trainee that they must refer callers when appropriate.
2. Documentation Only Requests	Provide a list and explanation of the types of calls that would warrant documentation only and no law enforcement response.
3. Abandoned Vehicles	Explain the legal requirement and process to remove abandoned vehicles on the public roadway. Explain any delays that might occur.
4. Mail, Telephone Reports, and On-line Reporting	If providing the caller with an alternate reporting process, the trainee should be able to explain what they can expect.

☐ PUBLIC RELATIONS P81

1. Confidentiality	Explain what information is considered confidential and what would be considered public information, which may be released under the California Public Records Act or subpoena. Explain what information can be released to the media, other agencies and citizens that will not jeopardize officer safety, citizen safety, or an ongoing investigation. Explain that, when in doubt whether to release information or not, the trainee should always contact a supervisor.
2. No Specific ETA	Explain that providing a specific ETA to a citizen can give them an expectation that may not be met due to the uncertain nature of call loads and emergencies and could establish a “special relationship” under case law.
3. Advice Versus Referrals	Explain the difference between personal and professional advice. While each public safety dispatcher may have a personal belief on certain topics, they must only provide the advice and instruction that they have been professionally trained to provide. Referrals to other agencies or organizations may be appropriate advice depending on the situation.

☐ PUBLIC RELATIONS (CONT)

<p>4. Not a Counselor</p>	<p>Explain that public safety dispatchers frequently deal with people with a variety of problems. Rather than counseling the subjects on their issue, the public safety dispatcher's role is to gather information for an appropriate response or referral to an appropriate agency.</p>
<p>5. Citizen Request for Contact or No Contact From Responding Units</p>	<p>Explain that each caller should be asked if they would like contact by one of the responding units, if their call requires a law enforcement response. Some callers would prefer not to have personal contact for a variety of reasons, including fear of retaliation. This information should be included in the information provided to the responding unit(s). Do not assume that the caller does or does not want contact.</p>
<p>6. Providing Excellent Customer Service</p>	<p>Discuss the concept of law enforcement customer service and the expectations of the community, agency and communications center. It is not always possible to do what the caller requests, but it is possible to explain why it is not possible, and possibly provide an alternative the caller may pursue. Demonstrate professional service. Explain the importance of quality service in building a partnership with the community.</p>
<p>7. Avoid Making Commitments to Callers</p>	<p>Explain to the trainee that they must not make any commitments that they cannot fulfill and have absolute control over. Unfulfilled commitments could result in a personal liability.</p>
<p>8. Directing the Interview</p>	<p>Explain to the trainee how callers will often ramble or get off the subject. The trainee must learn how to politely direct the interview by asking appropriate questions and redirecting the caller.</p>
<p>9. Special Relationships</p>	<p>Discuss the legal term "special relationship" and its application in law enforcement, specifically in making specific assurances or commitments to a citizen regarding law enforcement response and protection.</p>
<p>10. Ending Conversation Positively</p>	<p>Advise the trainee that they should generally recap the service or action the caller may expect or the options available for the caller. If the caller is a witness, they should be thanked for calling. If at all possible, the trainee should avoid an abrupt termination of the call. Any goodwill established in the call can be destroyed by abruptly terminating the telephone call.</p>
<p>11. Emergency Alert System (EAS)</p>	<p>Provide a basic understanding and purpose of the Emergency Alert System (EAS) or other systems used to notify citizens of urgent situations.</p>
<p>12. Emergency Notifications System</p>	<p>Provide a basic understanding and purpose of the emergency notifications system that applies.</p>

☐ PUBLIC RELATIONS (CONT)

13. Community Oriented Policing (COP) and Problem Oriented Policing (POP)	Discuss the philosophy of Community Oriented Policing. Explain the dispatcher's role in COP. Explain Problem Oriented Policing and how it relates to crime suppression.
14. Tone of Voice	Explain how tone of voice displays the attitude of the trainee. A poor or impatient attitude reflects poorly, not only on the employee, but on the entire agency.
15. Empathy	Explain to the trainee that some callers really need to vent, or are dealing with a situation that is difficult for them. This is the time to display empathy and patience with them. Advise the trainee to treat the caller the way they would want someone to treat them or their family.

☐ RADIO: INTRODUCTION TO RADIO SYSTEMS AND EQUIPMENT P83

1. Radio System	Explain and demonstrate the various components of the agency's radio system(s). Briefly describe the functionality of the system. For example, if the system is a conventional system, explain the choice of repeaters, if there is more than one, and why the radio user must "key, hesitate, talk." If the system is a trunked system, describe the talk groups. Explain the agency's call sign for dispatch, e.g., "Control", "Radio", "Communications", etc.
2. Federal Communications Commission (FCC) Regulations	Explain that all radio frequencies fall under the jurisdiction of the Federal Communications Commission (FCC). The radio is not a telephone, but a communications method between a base station and mobile stations or mobile to mobile. FCC regulations require the use of correct, impersonal language. FCC regulations require that all public radio systems identify the FCC assigned agency call sign by voice or code every 30 minutes. Many systems do this automatically. Explain to the trainee how the agency meets those criteria.
3. Overview of Radio Equipment	Show the trainee the equipment unique to the dispatch portion of the radio equipment, explain the functionality and general rules of use.
4. Instant Recall Recorder (IRR)	Show the trainee the Instant Recall Recorder (IRR) for radio transmissions. Demonstrate the functionality. Explain the policy on appropriate use of the IRR. Emphasize the officer safety problems that can occur if a dispatcher depends upon the IRR.

☐ RADIO: 800 MHZ EMERGENCIES P85

1. Radio Identifiers	Let the trainee know that the unique identifier assigned to each mobile radio accompanies each radio transmission. This identifier is crucial in the event of emergency button activation. Show the trainee where the unit identifier displays, and how to page back to display a prior identifier.
2. Emergency Activations	Explain the emergency activation procedure.
3. Emergency Button	Explain to the trainee that the mobile data computers (MDC's), and radios are all equipped with an emergency button to notify communications when an emergency exists. Show them how the notifications display on the radio work area and Computer Aided Dispatch (CAD) terminals.
4. Emergency Reset	Show the trainee the emergency reset button. Demonstrate the reset procedure.
5. Site Trunking Failure	Explain to the trainee that a site trunking failure occurs when one or more repeater sites in a cell lose the ability to communicate with the controller.
6. Fail-soft	Explain that fail-soft means the system has failed and cannot perform trunking.
7. Radio System Failure	Explain that a radio system failure means the system has failed. Explain the procedure to follow when radio failure occurs.

☐ RADIO: CONSOLE P87

1. Foot Pedal	Explain how the foot pedal is used versus the manual transmit button. Make sure the trainee is aware of the delay between when the foot pedal or transmit button is keyed and when the actual radio transmission occurs.
2. Headset/Handset	Explain the differences between the handset versus the headset and how to maintain each.
3. Cell Sites/Repeaters	Briefly explain that a cell site/repeater is a set of transmitters/receivers that will receive a radio transmission and re-transmit the communication simultaneously over a specific geographic area.
4. Select/Unselect Frequencies	Explain to the trainee how a frequency is selected and that it alone will emit from the select speaker. Explain the un-select feature, and that all un-selected frequencies will emit from a single, different speaker.
5. Channels/Talk Groups	Explain the various channels and talk groups available to dispatchers and field units and the requirement and responsibilities associated with each. Show the trainee how to select the channels and talk groups.

□ RADIO: CONSOLE (CONT)

6. Outside Agency Channels/Talk Groups	Explain the outside agency channels and talk groups accessible to dispatch and the requirement and responsibilities associated with each.
7. Mutual Aid Channels	Explain the various mutual aid channels available and the associated requirements and responsibilities.
8. Radio Patch	Explain the purpose of a “patch” is to link two different talk groups or channels, in order to allow communication between them. Explain where the “patch” function is located on the console.

□ RADIO: DEMEANOR **P89**

1. Hearing Versus Listening	Explain to the trainee the difference between “hearing” and “listening”. Emphasize the importance of listening to the radio at all times. Make sure the trainee understands that it is their responsibility as the primary public safety dispatcher to listen and comprehend the radio traffic.
2. Acknowledgement of the Radio Transmission	Discuss the importance of acknowledging radio transmissions when the transmission is clearly understood, and what action must be taken when transmissions are unclear. Acknowledgment and clarifications must be done in a timely fashion so officers will not be delayed in their next actions, such as contacting a driver, which could hamper their safety
3. Transmitting	Discuss the need to key the mic and pause slightly to avoid “rushing the mic” or cutting off the first part of the transmission. Without a slight delay at the end of the communication prior to un-keying the mike will result in cutting off the end of the transmission.
4. Radio Voice	Explain that it is preferable for a radio dispatcher to speak in a normal tone of voice, avoiding extreme voice inflection and enunciating clearly. The dispatcher’s voice should never sound bored, emotional, or reflect personal opinions. The radio dispatcher should also refrain from speaking rapidly.
5. Proper and Professional Terminology	Discuss the FCC regulations regarding proper language on the radio.
6. Terminology and Jargon	Discuss proper radio terminology and jargon and the need to clarify any terms or jargon that is not understood.
7. Radio Codes and Clear Text	Discuss the proper use of the radio codes and when it is appropriate to use clear text.

☐ RADIO: DEMEANOR (CONT)

<p>8. ABC's of Dispatching (Accuracy, Brevity, Clarity)</p>	<p>Discuss why accuracy should never be compromised. Discuss why brevity is important for officer safety. Discuss the importance of clarity, which includes:</p> <ul style="list-style-type: none"> • Using phonetics to clarify letters of the alphabet. For example, use the phonetic word “Boy” for the letter “B”, so “B” is not confused with “D” over the radio. • Reformatting numbers in order to avoid confusion, such as when providing addresses. For example, the address 1516 E. 14 Street would first be broadcast as “Fifteen sixteen East one four Street”. The address should then be repeated as “one five, one six East Fourteen Street”. This same process should be followed when broadcasting other numbers such as vehicle license plates and driver licenses. • Repeating key information.
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☐ RADIO: DISPATCHING CALLS FOR SERVICE P91

<p>1. How to Broadcast a Call for Service</p>	<p>Discuss the need to read and evaluate calls for clarity before broadcast. It may be appropriate to summarize the details while providing all key information.</p>
<p>2. Event Priorities</p>	<p>Explain the call priorities and how they impact the job of the public safety dispatcher. Explain the agency’s procedures regarding breaking an officer from a non-priority call to handle a priority call.</p>
<p>3. Response Times</p>	<p>Make sure the trainee is aware that calls need to be dispatched within a specific time frame whenever possible. Tell them how to document that the appropriate supervisor has been advised of a priority call holding if no units are available (if applicable).</p>
<p>4. Area Integrity</p>	<p>Explain the need for, and reasoning behind, area integrity. Make sure the trainee knows that, while every attempt should be made to maintain area integrity, sometimes it is not always possible to do so and that discretion must be used.</p>
<p>5. Premise Information</p>	<p>Explain what premise information is and how the information is entered into the system. Show the trainee how premise information will display on a call for service. Stress the importance of reading the information and, if it is applicable to the call, relaying the information to the responding units.</p>
<p>6. Selection of Units</p>	<p>Make sure the trainee understands that there are many factors involved in each dispatch decision. Explain that CAD may have the capability of selecting an officer for a call. However it is only a suggestion and the final decision is up to the public safety dispatcher. Explain the need for the public safety dispatcher to determine the number of units to assign to a call depending on the circumstances. Explain when a civilian unit (Community Service Officer, etc.) is to be utilized and the routing of the call to the beat officer.</p>

☐ RADIO: DISPATCHING CALLS FOR SERVICE (CONT)

7. Mobil Data Computer (MDC) Policy	Explain the MDC policy for the agency.
8. CAD Color Coding	Explain the color coding for CAD, if applicable. Explain any associated symbols affiliated with the status monitor.
9. Relaying Accurate Information	Emphasize the need to relay accurate information. Make sure the trainee knows that they are never to guess an answer.
10. Tracker – Unit Locations	Demonstrate to the trainee how the tracker can aid in the dispatch of the closest unit, especially for a priority call (if applicable). Emphasize the need to update the tracker with current unit information.
11. CAD Dispatch Commands	Show the trainee how to enter the CAD dispatch commands. (Individual agencies may choose to insert each command individually in the Competency Signoff Manual.) Refer to CAD Manual (if applicable).
12. Disposition Codes	Explain what a disposition code is and how it is utilized. Refer to the Disposition Code List and explain how each code is used (if applicable). Have the trainee learn and memorize the codes at this time.
13. In-service Versus Clear	Explain the difference between the “in-service” command and the “clear” command, if applicable. Make sure the trainee can do both and understands when each is utilized. Refer to the CAD Manual.
14. Request to Cancel	Show the trainee how to request a cancellation on an event after it has been assigned to an officer. Refer to the CAD Manual.
15. Issue/Cancel a Case Number	Show the trainee how to issue a case number. Show the trainee how to cancel a case number when it has been issued and how it will display. Discuss the reasons a case number might be cancelled. Refer to the CAD Manual.
16. Duplicate Command	Show the trainee how to combine two like calls into one event via the appropriate CAD command. Refer to the CAD Manual.
17. Change Disposition Code	Demonstrate how to change the disposition code on an event. Refer to the CAD Manual.

☐ RADIO: EMERGENCY DISPATCH PROCEDURES P93

<p>1. Emergency/Alert Button</p>	<p>Make sure the trainee is aware of where the emergency/alert button is located and its function. This button should be used during emergency situations in order to keep radio traffic specific to that incident. Explain the agency's policies and procedures on how and when to use the emergency/alert button.</p>
<p>2. Alert Tone</p>	<p>Make sure the trainee is aware of where the alert tone button is located and its function. This button may be used to get the attention of field units to make them aware of a hot call or get their attention. Explain the agency's policies and procedures on how and when to use the alert tone button.</p>
<p>3. Bomb Threats</p>	<p>Make sure the trainee understands the notification procedures if a bomb squad call out is needed. Explain why an officer on scene of a bomb threat will turn off their radio. Make sure the trainee understands that the officer(s) will advise communications when they are going off the air. Advise the trainee of the policies and procedures on advising supervisors of the response.</p>
<p>4. Code 3 Policy</p>	<p>Explain to the trainee the types of calls that require a Code 3 response per the agency's policies and procedures. Have the trainee explain when they would dispatch a unit Code Three to a call.</p>
<p>5. Air Support</p>	<p>Explain the agency's guidelines on the use of air support, such as a helicopter and its value in specific incidences. Review the procedure to utilize air support, including who can authorize it and how to call for one. Explain the need to document the information in the call history.</p>
<p>6. K-9 Officers</p>	<p>Explain the agency's guidelines on the use of the K-9 officer. The explanation should include who can authorize their response, which calls for service they can respond to, and how to contact them. Discuss the protocol for outside agency assists.</p>
<p>7. Mutual Aid</p>	<p>Explain mutual aid including the difference between emergency mutual aid (Officer Needs Help, etc.) and routine mutual aid (planned and spontaneous assistance of a non-critical nature). Explain how the agency utilizes surrounding agencies, at times, for assistance. Explain how to determine which agencies are generally used for mutual aid.</p>
<p>8. Pursuits</p>	<p>Discuss the agency's pursuit policy and the dispatchers' role. Provide an understanding of the following scenarios:</p> <ul style="list-style-type: none"> • Units traversing geographical or radio areas • Outside agencies continuing a pursuit into the agency's jurisdiction • Agency units continuing a pursuit into an outside jurisdiction <p>Discuss the difference of "advising" that units are in pursuit in a jurisdiction and requesting assistance (backup or cover)</p> <p>Discuss the required notifications.</p>

☐ RADIO: EMERGENCY DISPATCH PROCEDURES (CONT)

<p>9. “Officer Needs Help” Calls</p>	<p>Explain protocol for “Officer Needs Help” calls. Discuss the actions, and the reasons for those actions, that a dispatcher must take when receiving a call for help from the field or is dispatching an “Officer Needs Help” that was called into the communications center. This discussion should be repeated frequently to reinforce the learning.</p>
<p>10. Special Weapons and Tactics Team (SWAT)</p>	<p>Describe the purpose and goal of Special Weapons and Tactics Teams. Discuss how the team is utilized. Explain the procedure for calling out SWAT. Make sure the trainee is aware of the importance of accurate documentation. [If your agency does not have its own SWAT Team, make sure the trainee understands which agency handles SWAT call outs for your agency.]</p>

☐ RADIO: EQUIPMENT P95

<p>1. Overview of Radio Equipment and System</p>	<p>Discuss the radio components and system used in the communications center while showing the various components.</p>
<p>2. Instant Recall Recorder (IRR) at the Radio Position</p>	<p>Show how to use the Instant Recall Recorder (IRR) for missed radio transmission. Demonstrate the procedure to play the recorded transmission in the headset or the speaker. The discussion should include the IRR policy and the consequences of its use. Dispatchers should not be dependent on the IRR and should always be attentive to the radio.</p>
<p>3. FCC Regulations</p>	<p>Explain that public safety radio broadcasts are subject to Federal Communications Commission oversight. The FCC has the ability to sanction any broadcast agency. FCC regulations require a station identification to be broadcast every 30 minutes either by voice or digitally. The FCC also monitors the use of obscene or offensive language as well as other issues.</p>

☐ RADIO: OFFICER SAFETY P97

<p>1. Documentation</p>	<p>Explain that, for officer and citizen safety, it is necessary to enter the most current information in the call history and on the status monitor.</p>
<p>2. Updating Officer Status</p>	<p>Explain the need to always maintain accurate unit location and status and the consequences for failing to do so.</p>
<p>3. Awareness of Officer Safety Issues</p>	<p>Emphasize the public safety dispatcher's role in officer safety. Reinforce that officer safety is of the highest priority and cannot be compromised.</p>
<p>4. Unit Response</p>	<p>Explain the dispatch guidelines and differences between a one unit and a multiple unit response.</p>

☐ RADIO: OFFICER SAFETY (CONT)

<p>5. CAD (Timer) Alerts</p>	<p>Discuss the purpose of checking the well-being of officers who are out of service. CAD may assist the dispatcher with this responsibility with a preset time that triggers a status check alert. CAD alerts are also associated with call stack times. Provide the protocol to address both types of alerts.</p>
<p>6. Assigning Back-up Units</p>	<p>Discuss the policy and procedure for assigning or requesting back-up units. This discussion should include when dispatching calls for service, back-up requests from the field or by callers observing an officer in need.</p>
<p>7. Response Codes</p>	<p>Describe the various response codes (Code 1, Code 2, and Code 3) and the authority, responsibility and consequences assigning each code.</p>
<p>8. High-risk Vehicle Stop</p>	<p>Describe a high-risk vehicle stop and explain the procedures the dispatcher takes when notified that an officer is attempting such a stop.</p>

☐ RADIO: PURSUIT MANAGEMENT P99

<p>1. Pursuits</p>	<p>Explain the protocol to follow when a field unit advises they are in pursuit. This explanation should include instituting a Code 33 (clearing the air), insuring back-up units are en route, and prompting the unit for the want, license, vehicle description, speed and road conditions. If a second dispatcher is available, the primary dispatcher may ask for their assistance to help with managing the incident. The pursuit policy should be reviewed periodically.</p>
<p>2. Pursuit Documentation</p>	<p>Advise the trainee to document all key information during the pursuit. Accurate, timely documentation will benefit the involved officers by enhancing their safety during the pursuit, as well as later when they are writing their report, or if they are required to testify in criminal or civil court.</p>
<p>3. Radio Control</p>	<p>Discuss the need for the field unit to have control of the radio. To maximize officer safety and radio control it may not be appropriate for the dispatcher to parrot the field unit. Discuss issues which dictate when a dispatcher should or should not parrot the field units.</p>
<p>4. Pursuits Exiting the Jurisdiction</p>	<p>Explain the need to notify the jurisdiction into which the units are entering. The notification must include whether the outside agency is being requested for back-up, or if the contact is a courtesy notification only. Discuss the protocol if the units are having radio reception problems.</p>
<p>5. Pursuits Entering the Jurisdiction</p>	<p>Discuss the protocol when an outside agency continues a pursuit into the agency's jurisdiction. The call for service should include the want, the description, the number of outside agency units in pursuit, and whether they want units to join in the pursuit. Explain how the call is processed, who needs to be notified and who can approve units joining the pursuit.</p>

☐ RADIO: SPECIALIZED RESPONSES P101

1. Hazmat Team	Explain the purpose of hazmat teams and the procedure for their response to a hazmat incident. Review the notification protocol.
2. Crime Scene Investigators	Discuss the purpose of sworn and civilian crime scene investigators and the protocol for dispatching them.
3. Traffic Accident Investigators	Review the call out procedures for the traffic accident investigators in the event of a major traffic accident. Have the trainee demonstrate how to obtain the needed information.
4. Parking Enforcement Officers	Explain the function and response of the Parking Enforcement Officers.
5. Motorcycle/Traffic Officers	Explain the function of the motorcycle and/or traffic officers and the dispatch protocol. It is important to send a transport vehicle as soon as possible to a motor officer detaining a suspect in custody.
6. Commercial Enforcement Officers	Explain the function of the Commercial Enforcement Officer.
7. Community Service Officers	Explain the responsibilities of the Community Service Officers.
8. Custody Officer	Explain the function of the Custody Officer.
9. Special Events Dispatcher	Explain the public safety dispatcher's role when assigned to a special event including such tasks as radio management, vehicle entries, notifications, documentation, log entries, etc.
10. Emergency GPS Tracking System	Discuss the commercial use of a GPS tracking devices used in banks, jewelry stores, etc. and how the devices assist in the apprehension of suspects. Provide the incident code and describe how the tracking occurs on the radio. Emphasize the need for confidentiality about the use of these devices.
11. Telematics Equipped Vehicles	Discuss the commercial use of telematics (i.e., LoJack, OnStar, etc) used in vehicles and how the devices assist in the apprehension of suspects or citizen safety. Provide the incident code and describe how the tracking occurs on the radio.
12. Mobile Command Post (MCP)	Explain the purpose and capabilities of a Mobile Command Post and the various types of incidents (e.g., special events, SWAT call-outs, fairs, recruiting, etc.) in which it might be used. Discuss the protocol to call out and set up the CP.

□ RECORDS MANAGEMENT SYSTEM P103

Explain the Records Management System (RMS) and how to access and understand the information. Review the following files:

1. Names	4. Bicycle Registration	7. Arrests
2. Locations	5. Employees	8. Other Modules
3. Vehicles	6. Alarm Permits	

□ REFERENCE MATERIAL P105

1. Computer Manuals	Provide the location and description of all computer manuals. Explain the type of information contained in each manual.
2. Equipment Manuals	Provide the location and description of all equipment manuals. Explain the type of information contained in each manual.
3. CLETS/NCIC Manuals	Provide the location of the CLETS and NCIC Manuals. Describe the general layout of each manual and how and when to use them. Also provide the URL to access the manuals on line through the California Law Enforcement Web-site (CLEW). http://clew.doj.ca.gov/
4. Map Books	Provide the location of the various map books or map resources.
5. Code Book	Provide the location of the various code books, including the Penal Code, Vehicle Code and any agency specific code books.
6. Information Books/Files	Provide the location of the various information resource books and files. Explain the types of information the books and files contain and when they may be utilized.
7. Directories	Provide the location of the various directories, which may include both manual and computerized files such as telephone book, reverse directories, city, and county directories.
8. Internet Resources	Discuss the various authorized internet resources that may be accessed to assist dispatchers or officers.

□ SECURITY SYSTEMS — ALARMS AND EMERGENCY GENERATORS P107

1. Duress Alarms	Explain the purpose and locations of the duress alarms. Provide the policy and discuss the actions to be taken when the duress alarm sounds. List the notifications that must be made for a duress alarm incident.
2. Fire Alarm	Explain the purpose and location of the fire alarm panel.
3. Alarm Panels	Explain and demonstrate which alarm panels, alarm boards, and/or alarm panels are the responsibility of the dispatch staff and the response procedure.
4. Emergency Generators	Discuss the purpose and location of the emergency generators. Explain the procedure to follow during a power outage.

□ STATION INTERCOMS P109

1. Access Intercom	Provide and discuss the policy for building security and access. Demonstrate the procedure for allowing entry into the secure site when someone has requested access via the intercom.
2. Door and Gate	Provide locations of the access entry points.

□ TELEPHONE: CALL-OUTS P111

1. Tow Trucks	Explain the protocol for requesting a tow truck including the need to document the call-out in the call history. Discuss the difference between an agency request and a private or citizen's request for a tow truck.
2. Blood Technician	Discuss the role of a blood technician. Explain the call-out procedure which should include the necessary documentation. Provide the location for the blood technician's phone number.
3. Taxi	Explain the protocol for requesting a taxi and the need to document the request.
4. Utility Company	Provide the contact information for the various utility companies. Discuss the information that must be provided to a utility company when their response is needed. Explain the need to accurately document the call-out.
5. Coroner	Provide the contact information for the coroner. Discuss the information that must be provided to the coroner when requesting their service. Explain the need to accurately document the call-out.

☐ TELEPHONE: CALL OUTS (CONT)

<p>6. Mutual Aid</p>	<p>Explain the mutual aid protocol including the required notifications and documentation. Provide a copy of the procedures for review.</p>
<p>7. Other Calls-outs</p>	<p>Explain any special call-out procedures that are not listed above.</p>

☐ TELEPHONE: EQUIPMENT P113

<p>1. Handset and Headset</p>	<p>Demonstrate the proper use and maintenance of both the handset and headset.</p>
<p>2. Telephone System</p>	<p>Explain the telephone system. The explanation should include the location of the various lines (9-1-1, emergency, non-emergency and business); answering, holding and conferencing procedures; connecting to the TTY and translation services; volume controls; and numbers available.</p>
<p>3. Transferring Callers</p>	<p>Demonstrate the procedure for transferring a caller. Discuss the benefits of providing the caller with the name and telephone number where the caller is being transferred.</p>
<p>4. E-9-1-1</p>	<p>Provide an explanation of the 9-1-1 system. The explanation should include how:</p> <ul style="list-style-type: none"> a. 9-1-1 callers are routed to the proper Public Safety Answering Point (PSAP), b. Information is obtained and provided via the Automatic Location Identification (ALI) and the Automatic Number Identification (ANI), c. To transfer 9-1-1 calls and the related State regulations pertaining to transfers.
<p>5. Instant Replay Recorder (IRR)</p>	<p>Demonstrate how to playback the call-taker IRR. Explain that the audio captured by the IRR is recorded over and not a permanent record.</p>
<p>6. Intercom</p>	<p>Demonstrate the proper way to utilize the in-house intercom or paging system.</p>
<p>7. Master Logging Recorder (MLR)</p>	<p>Explain the purpose of the Master Logging Recorder and its function. Explain all of the telephone lines are recorded and discoverable for criminal and civil trials and to the public or media under the California Public Records Act.</p>

□ TELEPHONE: SKILLS AND TACTICS P115

<p>1. Answering Incoming Calls for Service</p>	<p>Explain the location, answering priority and proper salutation for each type of incoming line, e.g., 9-1-1, emergency, non-emergency, and business telephone lines.</p>
<p>2. Outgoing Telephone Calls</p>	<p>Demonstrate the process for making outgoing telephone calls. Discuss the need to document outgoing telephone calls and the policy regarding use of government property for personal use.</p>
<p>3. Address/Location Confirmation</p>	<p>Explain the necessity to verbally verify the location information (provided by the telephone equipment) by eliciting information from caller and not “feeding” information to caller. Explain the difference between the location of the crime and the location of the witness and how to document both. Obtain any additional location information (i.e. cross streets, landmarks, communities, common place names, apartment number, etc.) if the caller is unable to provide a street address.</p>
<p>4. Effective Interviews</p>	<p>Effective interviews require the dispatcher to actively listen and ask open-ended questions designed to gather key information. The dispatcher should actively listen to the totality of the call, which includes:</p> <ol style="list-style-type: none"> a. The verbiage used by the caller (for leakage or provide an insight to better communicate with the caller). b. Background noises (shouting, sounds of struggle, gunshot, etc.) that the call-taker should question. c. Building a rapport by using the caller's name. d. Acknowledging the caller's emotions. e. Offering to help (Use phrases such as “I can assist you”, “let me help you”, etc.). f. Avoiding condescending comments. g. Avoiding complacency. h. Understanding this should not be personal to the dispatcher but it is to the caller.

☐ TELEPHONE: SKILLS AND TACTICS (CONT)

<p>5. Basic Interview Questions</p>	<p>Explain the importance of obtaining basic information, which generally includes the following questions:</p> <ul style="list-style-type: none"> a. What (happened) b. Where (is help needed; the location of the principals) c. When (did this happen) d. Who (is involved) e. Weapons (involved or on scene) f. Drugs or alcohol (used by any principals)
<p>6. Description Documentation</p>	<p>Explain the format for documenting descriptions, such as “CYMBALS” for vehicles and suspect description - starting with the physical description and working from head to toe. Advise the trainee to refrain from using terms such as “she”, “her”, “he”, “him”, but to use descriptive terms such as the “suspect”, “victim,” or “witness”, for clarity.</p>
<p>7. Incident Documentation</p>	<p>Discuss the importance of documenting all relevant details on the incident and the consequences to officers and citizens for failing to do so. The dispatcher’s personal opinion or editorial comments should never be documented on a call for service. Explain that incident documentation is considered a business record and subject to subpoena or the California Public Records Act.</p>
<p>8. Call Classification</p>	<p>Demonstrate the process of assessing information provided by the caller in order to accurately classify the call.</p>
<p>9. Call Prioritization</p>	<p>Explain call prioritization and provide a copy of the policy.</p>
<p>10. Timely Routing of Information</p>	<p>Explain that calls for service should be handled promptly and routed quickly for the appropriate response.</p>
<p>11. Advising the Caller</p>	<p>Emphasize concepts of caller safety, such as the following:</p> <ul style="list-style-type: none"> a. Do not tell callers to stay on the phone if they feel unsafe. b. Do not direct them into harm’s way. c. Do not make any promises about when the field units will arrive or what actions they will take.
<p>12. Calls Involving Weapons</p>	<p>Discuss varieties of weapons, their description, and the connection between officer safety and accurate weapon information. Also, explain a weapon’s impact upon call priorities and classifications.</p>
<p>13. Transferring Telephone Calls</p>	<p>Demonstrate the procedure for transferring a caller. Discuss the benefits of providing the caller with the name and telephone number where the caller is being transferred.</p>

☐ TELEPHONE: SKILLS AND TACTICS (CONT)

14. Reasonable Alternatives for Callers	Discuss reasonable alternatives (i.e. referrals, offering extra patrol, internet reporting) that can be provided to the caller.
15. Appropriate Termination of Call	Discuss the necessity of ensuring that all information has been obtained, conveying to caller what action is being taken, providing any directions for follow-up if the situation changes, and ensuring that the caller knows that the telephone call is being terminated.
16. Field Unit Safety Issues	Callers should be queried for potential officer safety information (i.e., dog in yard, weapons at location, locked gate, unlit pools at night).
17. Multiple Calls for Service	Explain the procedures for handling multiple calls for service on the same incident and multiple calls on various incidents during high call volume periods.
18. Translation Services	Explain the protocol for utilizing translation services for emergency and non-emergency situations. Explain the translators do not have any law enforcement background.
19. Voice Inflection	Explain to trainee the importance of voice inflection and how it affects the success of the interview. It is important for the caller to feel the dispatcher is interested and focused on their call, which can be accomplished by tone and inflection.

☐ TELEPHONE SYSTEM: 9-1-1 LINES P117

1. Answering 9-1-1 Lines	Explain the agency verbiage for answering 9-1-1 calls and the appropriate terminology to be used during the call.
2. State Requirements	Explain applicable state law and federal guidelines. Specifically discuss the answering speed requirement and transferring limit.
3. 9-1-1 Equipment	Provide an understanding of the 9-1-1 equipment, and how to retrieve past call information via the 9-1-1 printer, computer or other available methods.
4. ANI/ALI	Explain ANI/ALI databases and information to be obtained from both.
5. Manual Automatic Location Indicator (ALI)	Demonstrate the Manual ALI function. Discuss the restrictions for using this function and provide a copy of the policy.
6. 9-1-1 System Transfers	Demonstrate how to transfer a 9-1-1 call both internally and to an outside agency. Discuss the transfer policy for 9-1-1 calls.
7. Speed Dial Numbers	Demonstrate the speed dial numbers and provide the list of numbers on the speed dial list.

☐ TELEPHONE SYSTEM: 9-1-1 LINES (CONT) P117

<p>8. 9-1-1 System Failure and Alarms</p>	<p>Explain procedures in the event of a 9-1-1 system failure (i.e. identification, reporting, and implementation of back-up procedures).</p>
<p>9. Primary and Secondary PSAPs</p>	<p>Explain the difference between a primary and secondary PSAP (Public Safety Answering Point). A primary PSAP is the answering location of an incoming 9-1-1 call. Routing of 9-1-1 calls to the appropriate primary PSAP is based on the caller's location. A secondary PSAP is the agency the 9-1-1 call is transferred to if the primary PSAP does not provide the type of service that the caller needs (i.e. Fire, ambulance).</p>
<p>10. Alternate PSAP</p>	<p>Explain that agencies must have an alternate location that can receive 9-1-1 calls if the primary PSAP is unable to do so. Discuss the location and function of the alternate PSAP. Explain how and when it is used.</p>
<p>11. 9-1-1 Misroutes</p>	<p>Explain the procedures for reporting 9-1-1 misroutes.</p>
<p>12. Wireless 9-1-1 Calls</p>	<p>Explain wireless call routing and processing. Discuss differences between landline and wireless calls and Phase I and Phase II calls.</p>
<p>13. Voice over Internet Protocol (VoIP)</p>	<p>Explain identification of VOIP calls and relevant procedures for processing VoIP calls.</p>
<p>14. Incomplete 9-1-1 Calls</p>	<p>Explain the specific procedures for processing various types of incomplete calls (abandoned, hang-up, silent, open-lines, etc.).</p>
<p>15. Address/Telephone Number</p>	<p>Discuss the proper method of voice verifying the accurate location and telephone information.</p>
<p>16. CAD Interface with 9-1-1</p>	<p>Demonstrate CAD interface with 9-1-1 (i.e. CAD dump or ALI/ANI information transfer to CAD)</p>
<p>17. Instant Recall Recorder (IRR)</p>	<p>Demonstrate functionality and appropriate use of IRR.</p>
<p>18. Mapping</p>	<p>Explain and demonstrate the use of the agency's mapping system or map book.</p>

☐ TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD) AND TELETYPE WRITER (TTY) P119

<p>1. Keyboard</p>	<p>Demonstrate the keyboard as it relates to the TTY/TDD operation, including pre-set messages.</p>
<p>2. Recognizing a TTY/TDD Call</p>	<p>Provide an opportunity to listen to the audible "Twiddle tones" and voice announcements associated with the TTY/TDD. Explain the procedure when a "silent" call, a call without the "twiddle" or announcement, is received from a possible TTY/TDD.</p>

□ TELECOMMUNICATIONS DEVICE FOR THE DEAF (TDD) AND TELETYPE WRITER (TTY) (CONT)

3. Preset Messages	Explain the reason for, and demonstrate using, the pre-set messages in the telephone phone system.
4. Silent Calls	Explain the challenge requirement for silent calls, i.e, activate the TTY on all silent calls.
5. Language/ Terminology	Explain the written communication differences between the hearing and hearing impaired communities. This discussion should include terminology and sentence structure. The trainee should understand that most hearing impaired callers will leave out most adverbs and adjectives. It is important to ask direct and specific questions with the most pertinent information obtained first since only one person can communicate (transmit) at a time.
6. Print-out/Archive of TTD/TTY Communication	Explain the policy regarding retaining printouts or any alternative archive method for TTY/TTD calls. These records are subject to subpoena and the California Public Records Act.
7. Relay Services	Explain the purpose and function of relay services and how the call taker interacts with the service. The primary companies which provide relay services are California Relay Service or Video Relay Service.
8. Hearing Carry Over and Voice Carry Over Calls	Explain the differences between Hearing and Voice Carry Over callers and how to process each type of call.
9. Testing	Explain testing requirements, procedures, and documentation.
10. Legal Requirements	Explain that, under the Americans with Disabilities Act (effective January 26, 1992), all state and government agencies are prohibited from discrimination based on disability. This mandate requires agencies to provide telephone access, including access to 9-1-1, to ensure equal and effective communication with deaf and hearing-impaired individuals. The ADA also requires that all agencies must not only provide access for the hearing disabled, but also a means by which the agency can communicate back to the caller. As of July 1, 1997, all California emergency responders must have a TTY in the communications center and maintain equipment in good working order.
11. Responsibility and Liability	Personnel must maintain TDD/TTY proficiency. Agencies must maintain equipment in good working order.

☐ VEHICLE LOCATOR SYSTEMS P121

1. Overview of the Vehicle Locator System	Explain purpose and function of the various Vehicle Locator Systems. Calls for service involving locator equipped vehicles should be documented on the call.
2. Type Code	Discuss and demonstrate how to process a call for service when a vehicle locator activation is received.
3. LoJack Inquiry	Explain the process to verify and inquire about the various system activations. Demonstrate how to run the specific Lo Jack number in SVS.
4. Stolen Vehicle System (SVS) Entry	Timely entry of stolen vehicles into SVS is necessary for officer safety and quick activation of the locator system.

☐ VIDEO EQUIPMENT P123

1. Video Navigation System	Demonstrate the use of the video navigation system.
2. Display of Camera Views	Discuss and demonstrate the configuration of the cameras on the video wall.
3. Cameras and Monitors	Demonstrate the location and use of the various cameras and intercoms, and their monitoring responsibility. Explain the difference between the monitors and the cameras.

☐ WORKSTATION EQUIPMENT P125

1. Printers	Show the location and format of printers.
2. Logging Recorder	Explain and demonstrate the function of the Logging Recorder.
3. Internet	Explain the Internet policy and usage.
4. Speakers	Demonstrate the volume control for the speakers on the various pieces of workplace equipment.
5. Telephone	Explain and demonstrate the telephone system, including the volume control.
6. Radio	Explain and demonstrate the radio system.
7. Headsets/Headset Jacks	Explain the location of the headsets/handsets and their jacks.