

Standardized Training Guide

The goal of this guide is to standardize the training of specific tasks and procedures. Several tasks or procedures have been identified as being taught differently and have been listed below. All Dispatch Training Officers (DTO) should follow the procedures listed below in order to provide consistency in the training program.

It is important to note that this is a living document which will regularly be updated and amended when appropriate.

Seating while training

- The workstation by the white board (WS04) is reserved for the person training on Frequency 2.
- The workstation by the “law side” fish tank (WS02) is reserved for the person training on Frequency 1.
- Call taking training should be done at WS05/WS06/WS07. If there are no other trainees working during the shift, the trainee can sit at any work station.
- WS04 and WS02 should be left available for DTO’s who will be arriving on duty during the shift. For instance, if someone is assigned to call taking from 1400-1830 hours and a trainee is scheduled to arrive on duty at 1800, WS04 and/or WS02 should be left available unless there are no other workstations available.

Call Entry

- TOW- use when entering private property tows and repossessions
 - For a private property tow, enter where the vehicle was towed from in the MISC field. Example: PPT from 6791 Abrego Rd.
 - Case number for private property tows: “PPT#####” (##### = body number)
 - Case number for repossessions: “REPO#####” (##### = body number)
- 911FU- use for all 911 follow ups including from cell phones
 - For 911 calls from cell phones with no signs of distress and no response will occur, enter the call type/call description in after the attempt to call the number back has been made. Enter relevant information into comments. Make sure to enter “DNAP” in the “white box” so the Frequency 1 dispatcher does not assign unit(s) to the call.
 - When calling back a cell phone, the dispatcher does not need to leave a message if the call is not answered.
- PERIN should be used for HOLD UP/SILENT/PANIC Alarms with the description that is provided by the alarm company entered in the “white box”. (Example: Call Type: PERIN White Box: SILENT HOLD UP)
 - The call taker is responsible for calling the premise for this type of alarm (unless there is a Watch Officer on duty in the area of the alarm; in that case, provide the WO with the phone number to call.)
- If an extra help person takes a call that involves CLETS operations (entering a tow or abstracting a warrant), the call should be given to a call taker to handle. DO NOT transfer the call to Frequency 2 or to a trainee unless the DTO has specifically requested to handle tow entries or abstracts.

- Use the most appropriate call type. For example, if someone needs to file a report but wants to handle it by 10-21, the call type is “RPT” and “10-21” goes in the white box.
- The phone number of the caller should go in the “Phone” field rather than the “called from” field (or it can go into both) and written in a 10 digit format (i.e. 805-681-4100). Exceptions would include alarms (phone field should contain the premise number; called from field should be the alarm company phone number), multiple RP for things like fires or vehicle accidents, or hospital employees for transports/11-44 (called from field is the main number to the facility; called from field should be for the reporting party).

Giving Returns

- General
 - Enter what is provided by the deputy; if a middle name or initial is provided, include it; if not, don’t worry about it.
 - If the return is 11-29, no match, advise “11-29, no match as given”...there is no reason to repeat back to the unit what was run.
 - Attach relevant returns (i.e. DL, probation, warrant info) to the incident after ran for deputy so s/he can reference it later/see it in their call
- Driver’s License (27)
 - When multiple suspensions or revoked
 - Simply advise “Suspended or revoked” rather than “Suspended times 4” (providing service is good on all of the suspensions)
 - If service is needed, advise “Suspended or revoked with service needed”.
 - If service is good on at least one but needed on another, advise “Suspended or revoked X# with service needed on #” (i.e. Suspended or revoked times 4 with service needed on 2)
 - When there are restrictions or court probation on a license, simply provide the restrictions rather than any or all details (i.e. Court Probation for 23152; Provisional Licensee, etc.)
 - When there are several endorsements or restrictions on commercial licenses (Class A/B), simply provide the basic information such as “Class A with endorsements” (the deputy can inquire if needed).
 - When there are AKA’s
 - The AKA must be checked if the first or last name are different than what was provided or listed on the DL.
 - Provide the return without adding the AKA’s (Example: “11-29 Valid C with 2 AKA’s, same return” rather than “11-29 Valid C with AKA Last of Hernandez and Last of Smith, same return”)
 - If the name provided by the deputy is the AKA with a different name as the legal name on the license, advise the deputy.
(Example: Deputy runs last name of Hernandez-Soto, first name of Juan DOB: 10-15-1990 but the CDL returns as last name of Hernandez, first name of Juan, middle name of Soto, the deputy

- needs to be advised “License returns with last of Hernandez and Soto as the middle)
 - Do not provide the address or city listed on the CDL; just advise the status and class (i.e. Valid Class C)
 - If the license is suspended or revoked, there is no need to provide the class
 - If a subject has a “Class X” which is a permit, say “On a permit”- do not say “Class X”
 - When a DL return only advise an “X” number, (DL return will note “Index number”) it is incorrect to advise “X number”. Simply advise “on an index number only”
- Vehicle Registration (28)
 - Provide the expiration date only when expired.
 - When there is a pending master file/RIP only current owner’s information should be provided which is generally located at the bottom of the return.
 - Provide the full address on the return (unless PO Box in which case advise “PO Box out of [City]”.
- History of Probation
 - History of probation should only be given to the deputy if it is relevant to the current call (i.e. on a 415D and subject has a history of probation for 273.5) or if it relates to officer safety (i.e. Resisting arrest or assaulting an officer).
 - Broadcast as “History only of county probation for [charge]” (no need to ask if radio is clear).
- Restraining Orders
 - No need to advise the name(s) of the protected person(s) on restraining orders unless the protected person(s) is known to be at the same location.
 - The type of RO and if it has been served (i.e. Restrained party in a served Criminal Protective Order) SHOULD be relayed to the deputy.

Radio Traffic

- Transport Units
 - If a deputy provides information, it should be noted in the call (i.e. 3840 ENRT to SB Court from 38 with 20 and 5, enter OVE 3840 SB COURT, FROM 38 20/5.
 - If a deputy provides mileage, record it and respond with the time.
 - If a deputy does not give mileage when transporting a female or juvenile, there is no need to ask for it.
- Code 33’s and parroting information (how much is too much)
 - Generally, examples of information that should be repeated are:
 - Description
 - Direction of travel
 - Movement inside a residence
 - Location of personnel to avoid crossfire
 - Everything broadcasted should be documented in the CAD incident log.
 - If the radio reception is poor, all radio traffic should be parroted.

Miscellaneous Information

- Daily observation notes should be given to the trainee at the end of the shift/beginning of the next shift most of the time.
- The shift supervisor should read the notes and initial the top BEFORE the notes are given to the trainee.

Dispatching on Frequency 1

- After unit(s) initially go “code 4”, the unit should be asked for an updated status
 - In-progress calls, every ten minutes
 - “Cold” calls, every thirty minutes
 - An exception is if you know the unit will be extended, such as waiting for mortuary, towing a vehicle, etc.
- Do not do “open broadcasts” for calls (i.e. 39 unit for a 415D or 35 unit for 11-10 on Hollister)
 - Exception is Isla Vista when it is appropriate to request “Frank unit for a [type of call] at [full address]
- In Contract Cities with Beats (Goleta and Carpinteria)
 - For in-progress calls, send the beat car if available (rather than the unit CAD indicates is the closest); if the beat car is not available, send an available beat partner (i.e. city car to city call; county car to county call)
 - When a city unit is not available for an in-progress call (or county for an in-progress county call), notify the field supervisor the call is holding and all units are tied up; s/he will decide who will respond
 - For reports, hold for the beat car
 - If beat car is going to be extended, supervisor should be notified
- In Santa Maria (Station 32)
 - For in-progress calls, send the closest unit
 - For report calls, rotate/distribute between the patrol deputies and Deputy II (unless the Deputy II is the shift supervisor). For example, if 3211, 3218, 32X2, and 32S2 are working, the report calls would be rotated between 3211, 3218, and 32X2.