

## SAN JOSE POLIC COMMUNICATIONS

### BASIC DISPATCH ACADEMY

#### **Resources and Referrals**

POST Learning Domain #111

2 hours

#### Resources and Referrals:

- CAD/CAD Info Index
- Co- Workers
- Code Books
  - : Penal Code, Vehicle Code, Welfare & institutions Code, Health & Safety Code, Business & professional Code, Government Code, Municipal/County.
- Crime Prevention/ Community Services
- Department Manuals
  - Police and Procedure Manual
- Internet Resources
- Investigative Units
- Local Directories
- Maps
- Media Outlets
- Street Guides

#### CAD Location Verification

- Direct addresses, x-streets and common name places

#### CAD Info Index

- Examples of things found in info index
  - City of San Jose animal care and services
    - Citizen line 408-794-7297 (PAWS) [REDACTED]  
Milpitas, Cupertino, Los Gatos and Saratoga

#### Co-Workers

- More experienced dispatchers are a very good resource to finding tricks of the trade and good working knowledge.

#### CIT

- Call takers, Dispatchers and Officers who have been through additional training to handle an individual who poses a risk to himself or others, or who is in psychological or emotional crisis.
- CIT Policy and Procedures , All communications personnel will request a CIT response at the time of the call and or/when dispatched. (Example: 1056A, 5150's and well check involving a mentally ill person or person in emotional crisis.

## Code Books:

- [Leginfo.legislature.ca.gov](http://Leginfo.legislature.ca.gov)
- Code Books around PAC
  - B & P- Business and Professional Code
  - F & G- Fish and Game
  - H & S- Health and Safety
  - PC- Penal Code
  - VC- Vehicle Code
  - W & I- Welfare and Institution Code
  - MC- Municipal Code
  - S & H- Streets and Highway

## Crime Prevention and Community Services

Crime Prevention Specialists provide safety information, referrals, and training on various safety topics for individuals, community groups and businesses.

- Bullying
- Child Safety
- Drugs
- Gangs
- Neighborhood Watch
- Personal Safety
- Senior Safety
- Workplace Safety

## Neighborhood Watch Program

- Neighborhood Watch is a program that teams residents and the police department to deter, discourage, and prevent crimes. Meetings are held in your neighborhood with your interests in mind.

## School Liaison Unit

- Responsible for developing and maintaining positive communications and relationships between the police department and the city's 19 school districts
- Respond to safety/crisis situations on campus
- Emergency Response Protocol Training
- Advise safety and truancy committees
- Gang and drug presentation

## Department Manuals

- Duty Manual – Officers
- Policy and Procedure – Communications
- RAD Manual – Communications
- MOA – Union MEF Memorandum of Agreement

## Internet Resources

- [Meganslaw.ca.gov](http://Meganslaw.ca.gov)
- [Fonefinders.net](http://Fonefinders.net)
- [Google.com](http://Google.com)
- [Municode.com/resources](http://Municode.com/resources)
- [Usacops.com](http://Usacops.com)
- [Weather.com](http://Weather.com)
- [CHP.CA.Gov](http://CHP.CA.Gov)

## Investigative Units

- |                             |                  |
|-----------------------------|------------------|
| • 5150 holds                | Homicide 5283    |
| • Arson                     | Fire Dept 4020   |
| • Assault                   | Assaults 4161    |
| • Juvenile Suspects         | Juvenile 4781    |
| • Sexual Assaults           | SAIU 4102        |
| • Auto Theft                | Auto Theft 4051  |
| • Bad Checks (over \$5,000) | Fraud 4521       |
| • Battery                   | Assaults 4161    |
| • Bigamy                    | SAIU 4102        |
| • Bombings/Bomb Threat      | Bomb Detail 4122 |
| • Brandishing a Weapon      | Assaults 4161    |
| • Burglary                  | Burglary 4401    |
| • Vehicle Burglary          | Burglary 4401    |

## Local Directories

- Online directory
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- Power 911 phone list.
- Cross Directory

## Media Outlets

- Media Relations (PIO)
- News channels
- Weather channels
- Search information

## Maps and Street Guides

- Thomas Brothers
- AAA
- Public works
- CAD On screen mapping
- Street to Beat (G-Drive)
- District/Beat
- Mall Maps

- School maps

#### Notifying other Public Service Resources for calls for service

- Fire
- EMS
- Allied law enforcement agencies
- Call Center
  - Garbage/Recycling issues
  - Illegal dumping
  - Water issues – leaks, floods, sprinklers
  - City building issues, damage, gates
  - Animal services that are not ACS related (IE: Bees, Non-dangerous snakes)
  - Parks/Community center issues
- Department of Transportation
  - Roadway hazards
  - Trees/Limbs down
  - Traffic Signals
  - Illegal dumping – Public streets
  - Street/Sidewalk maintenance
  - Parking issues/Abandoned vehicles
  - Sewer issues

#### Local, State and Federal Referral Services

- Mental health
- Child/Dependent Adult protective services
- Hotline/referrals
- District Attorneys office
- Code Enforcement
- Next door solutions
- Salvation Army

#### State

- OES (Office of Emergency Services)
- CHP (California Highway Patrol)
- DOJ (Department of Justice)
- DOC (Department of Corrections)
- DMV (Department of Motor Vehicles)
- ATF (Alcohol, Tabaco and Firearms)
- DOT (Department of Transportation)
- CALTRANS

#### Federal

- FEMA (Federal Emergency Management Association)
- FBI (Federal Bureau of Investigation)
- FAA (Federal Aviation Administration)

- Secret Service
- TSA (Transportation Security Administration)
- Armed Forces
  - Army
  - Navy
  - Air Force
  - Marines
  - National Guard
  - Coast Guard

## 211 Community Resource Info

211 is a free, non-emergency, confidential, 3 digit phone number and service that provides streamlined access to critical health and human services. 2-1-1 operates 24 hours a day, 7 days a week over 140 different languages.

- (866) 896-3587 or (800)273-6222
- <https://www.211bayarea.org/santaclara/>

## 2-1-1 Resources

- Clothing, Food, Personal Goods and Services.
- Disaster Planning, Response and Recovery.
- Drug and Alcohol Treatment
- Education and Training.
- Employment Services and Financial Assistance.
- Family, Individual, and Community Services.
- Health, Fitness, and Environmental Services.
- Housing, Shelter and Transportation.
- Legal, Immigration and Criminal Services.
- Mental Health and Counseling Services.
- Self Help Groups and Services.
- Senior and Disability Services.

## 3-1-1 Non-Emergency Reporting examples

- Music Complaint
- Parking Violations

## 5-1-1 (Traffic Information)

511 is your one-stop phone and web source for up-to-the-minute transportation information. It's FREE and available whenever you need it – 24/7 – from anywhere in the nine-county Bay Area.

## 6-1-1 (Telephone Repair)

[Dial611.com](http://Dial611.com) - Offers comparison of telecommunications, phone services

## 7-1-1 CA Relay for

The FCC has reserved 7-1-1 for relay service access. Just as you can call 4-1-1 for information, as of October 1, 2001, you can dial 7-1-1 to connect to relay service anywhere in the United States.

7-1-1 makes it easier for travelers to use relay because they will not have to remember relay numbers in every state.

The number 7-1-1 is a relay number for every state in this country. When a TTY caller or a non-TTY user calls the relay number, the operator will dial the number s/he wishes to contact and relay the messages between two parties using voice and TTY

8-1-1 (Call before you dig)

Dial 811 from anywhere in the country a few days prior to digging, and your call will be routed to your local One Call Center. Tell the operator where you're planning to dig, what type of work you will be doing and your affected local utilities companies will be notified about your intent to dig. In a few days, they'll send a locator to mark the approximate location of your underground lines, pipes and cables, so you'll know what's below - and be able to dig safely.