

COMMUNICATIONS DIVISION POLICY AND PROCEDURE MANUAL



**SAN JOSE POLICE DEPARTMENT
2024 EDITION**



Bureau of Administration

Communications Division

Policy and Procedure Manual

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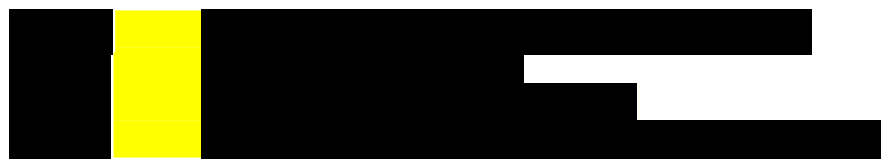
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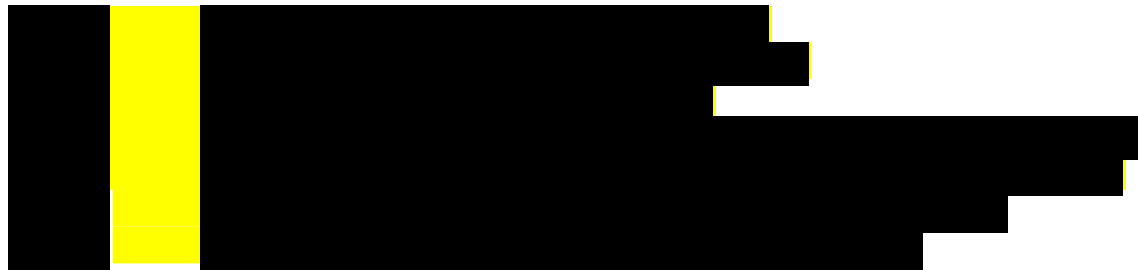
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Bureau of Administration

Communications Division

Policy and Procedure Manual

A 1100 MISSION STATEMENT, GOALS, AND VALUES

MISSION STATEMENT:

San José Police Communications Division is comprised of people dedicated to preserving the value of life and property for all citizens and visitors in our diverse community. We answer and dispatch emergency and non-emergency calls in a timely, precise, and skilled manner. We are committed to excellence in the delivery of these services while treating people with dignity, respect, and empathy. We are the vital link between public safety and people who need assistance. We strive to continuously improve through training, public feedback, and teamwork. By utilizing technology and experience, we will continue to grow to fulfill the needs of our expanding community and all who pass through it.

GOALS:

- Answer emergency and non-emergency telephone calls as quickly as possible.
- Dispatch events as quickly as possible.
- Support officers in the field.

VALUES:

- Integrity
- Courage
- Excellence
- Service
- Diversity
- Innovation
- Respect

PROCEDURE

A 1101 MAINTENANCE OF MISSION

Revised 5/25/22

This Communications Policy and Procedure Manual is a composite of policies and procedures established by Police Communications Management, as well as directives and procedures from the Chief of Police via official memorandum and the SJPD Duty Manual. Additionally, this manual includes directives and policies from the City of San José Management: 1) the City Policy Manual, 2) the Memorandum of Agreement (MOA) between the City of San José and

the San Jose Police Dispatchers' Association (SJPDA), and 3) matters agreed to through the meet and confer process. Its purpose is to maintain and ensure the achievement of the Division's mission. This manual establishes the governing principle of management and reflects the objectives, philosophy, and direction of the Communications Division.

Operations requiring more comprehensive guidelines can be found in the Rules and Directives Manual. This manual designates a specific course to be followed or avoided, and governs conduct, action, usage, and regulation (e.g., grooming standards, uniform guidelines, training bulletins, deviations with normal procedure, etc.).

A 1102 AUTHORITY TO AMEND/REVOKE POLICIES

Revised 5/25/22

Communications Management has the authority to amend or revoke any material contained within this manual at any time except matters and notice as they pertain to the current Memorandum of Agreement with SJPDA, and policies derived from the SJPDA Duty Manual or the City Policy Manual.

A 1103 MANAGEMENT RESPONSIBILITIES

The Administrative Supervisor or designee is obligated to track any updates and changes in the Communications Policy and Procedure Manual and the Rules and Directives Manual and include any revisions to the BOA Communications Document Library on the Department's intranet website. Additionally, a hard copy of these manuals (with all revisions) shall be printed no less than annually and made available in the Control Room. This Supervisor shall also maintain the archive files, master file and keep a permanent record of all revisions made.

A 1104 EMPLOYEE RESPONSIBILITIES

Communications personnel are responsible for the knowledge of all sections contained within these manuals and any updated information, as it becomes available. All Communications employees shall review and strictly adhere to all sections. Communications personnel shall also review their CAD messages, AIS e-mail, the Communications briefing binder, and their individual folders each workday. Those who are returning from an extended leave have the added responsibility of reviewing procedure updates and briefing binder archival files.



Bureau of Administration

Communications Division

Policy and Procedure Manual

A 1200

ORGANIZATION: STRUCTURE

The San José Police Department's Communications Division is part of the Bureau of Administration (BOA). In order to complete its mission as efficiently as possible, as well as achieve the goals of the department as a whole, it maintains separate functional units and personnel classifications.

PROCEDURE

A 1201 ORGANIZATIONAL COMPONENTS

The San José Police Communications Division is comprised of four separate units: Operations Unit, Administrative Services Unit, Support Services Unit and the Training Unit. Communications Management consists of a Communications Manager and an Assistant Communications Manager who report directly to the BOA Deputy Chief. The following describes the general responsibilities of personnel within these units.

Reorganization of the units including personnel assignments and responsibilities may be changed at the direction of management. In order to provide career enhancement and development, assignments in the Administrative Services Unit, Support Services Unit, Training Unit, and Quality Assurance Unit were designed to be rotational, however, can be made permanent by management at anytime.

A 1202 POLICE COMMUNICATIONS MANAGER (Division Manager Classification)

The Police Communications Manager is the civilian manager of the division. Through subordinate staff, the Communications Manager oversees and manages all four units within the division. He or she is the division's representative or liaison with outside vendors (e.g., CAD, telephones, and radios) and represents the division in all Police Department and City Management meetings.

The Communications Manager develops the productivity standards and priorities within the division, and ensures departmental policies and procedures of the department are followed, as well as ultimately approving all policy and procedure changes within the division. The Communications Manager also manages budget issues by obtaining and allocating the fiscal resources necessary to meet the goals and objectives of the division. This includes funding

from City sources, as well as the California 9-1-1 Emergency Communications Office, and others.

A 1203 POLICE COMMUNICATIONS ASSISTANT MANAGER

The Assistant Communications Manager directly assists the Police Communications Manager. He or she may be assigned to directly supervise line operations via the Supervising Police Dispatchers and/or be directly responsible for managing the Communications Training Unit and Communications Training Officer (CTO) Program. The assistant is additionally responsible for division personnel transactions, labor relations issues, discipline, and the evaluation and development of all line personnel. The Assistant Communications Manager represents the Communications Manager in his or her absence.

A 1204 OPERATIONS UNIT

The Operations Unit consists of Police Communication Specialists (PCSs), Police Radio Dispatchers (PRDs), Senior Police Dispatchers (Senior PDs), and Supervising Police Dispatchers (Supervising PDs). These dispatchers staff a 24-hour, seven day a week operation in the “Control Room” where they receive emergency and non-emergency requests for services and either dispatch the appropriate aid or take reports by telephone. The majority of the personnel in the Communications Department are classified as full-time, permanent employees. For information on part-time employees, refer to A 1819 – PART-TIME EMPLOYEES. The specific tasks of each classification are as follows:

- ❖ **Supervising Police Dispatchers** assigned to Operations are the highest level of command in the Control Room and have the ultimate responsibility of Communications operations. They are responsible for the level of service that their shift provides as gauged by average answering times for 9-1-1 and 10-digit telephone lines. Supervising PDs are responsible for performance evaluations of Senior PDs, addressing public/officer complaints, and personnel issues that cannot be resolved at the Senior PD level.

In addition to managing shift operations, the Supervising PDs are assigned collateral duties such as conducting personnel investigations, overseeing the Communications Training Officer (CTO) program, serving as the Emergency Contingency Coordinator, Developing/Mentoring, leading the Policy and Procedure Committee, supervising the Dispatch Response Team (DRT) and the Major Incident Team (MIT), coordinating the Dispatcher of the Year (DOY) program, coordinating attendance to community meetings, and overseeing the Critical Incident Stress Management (CISM) team. These duties are rotated every two years for development purposes, however the types of collateral duties and their assignments may be amended based on the needs of the organization.

- ❖ **Senior Police Dispatchers** supervise and direct the work of all Control Room dispatchers. They are responsible for coordination of resources, completing performance evaluations of PCS and PRD personnel, conducting CTO bi-weekly reports, handling critical incident call-outs/notifications, screening complaints, and addressing personnel issues/concerns. As first line supervisors, they develop and

mentor all line personnel. Additionally, they are responsible for ensuring staffing levels are met, consistent with departmental guidelines, as well as making and ensuring last minute adjustments to the daily deployment are accurate.

- ❖ **Police Radio Dispatchers** dispatch police personnel and equipment on routine and emergency calls using the CAD system, radio consoles and related equipment, such as the Mobile Data Computers (MDC). Dispatchers assigned to the radio positions are responsible for prompt and effective radio transmissions or dispatches, as well as coordination and inter-communications for field officers. The radio dispatcher's job requires considerable exercise of initiative and independent judgment in determining priorities and coordinating a variety of simultaneous activities of a criminal nature, keeping officer and public safety foremost in mind. PRDs are trained as calltakers as well and may perform any of the PCS duties as needed.
- ❖ **Police Radio Dispatcher Trainees** are entry-level dispatchers trained to perform the same full range of public safety dispatching functions as a PRD. Trainees must complete the academy and calltaking functions of the training program with the intention of being appointed to the position of Police Radio Dispatcher in order to retain employment.
- ❖ **Police Communication Specialists** are also known as calltakers. All entry-level dispatchers begin at this position. They answer and process incoming emergency and non-emergency requests for police and other public safety equipment. The calltaker then enters the information in prescribed format into the CAD system where it is routed to the appropriate radio dispatcher based on call type, priority, and geographic location. The calltaker serves as the link between the caller and the officer, as they often keep callers on the lines while updating the radio dispatchers and thus the officers. Certain types of police reports are classified as non-dispatchable. PCSs function as report takers and process these specific police reports over the telephone.

A 1205 ADMINISTRATIVE SERVICES UNIT

The Administrative Services Unit consists of supervisory personnel who directly assist the Communications Manager. Together they provide support to Control Room operations by developing six-month staffing plans. This includes overtime projection and awards; recording and adjusting staffing based on short-term and long-term leaves of absences; vacations, other time off bids, and resignations. This unit also acts as the liaison between the division and Human Resources. It is responsible for logging and tracking personnel changes for staffing as well as maintaining the department's seniority list, lost time and exceptional absence reports. This unit must keep accurate records and develop reports pertaining to fiscal needs. The supervisors in the unit act as the division's timekeepers and handle any other special projects as assigned.

A 1206 SUPPORT SERVICES UNIT

The Support Services Unit also consists of a combination of supervisory personnel. Their job is twofold: telecommunications and media custodial duties. The telecommunications section of the unit is responsible for the acquisition, design, installation and trouble shooting of all

emergency communications equipment. The unit maintains the “Master Street Address Guide”, geographic data base files and all telephone records. The supervisor in the unit is the liaison between the Division and outside vendors such as the telephone company. He or she represents the department at State Telecommunications Advisory Committee meetings, PUC meetings, and National Emergency Number Association (NENA) meetings.

The media custodian is responsible for processing requests for recordings, court appearances for responses to subpoena duces tecum for Communication’s recordings and CAD records. This person is also responsible for the inventory and tracking of supplies and equipment.

A 1207 TRAINING UNIT

The Training Unit consists of a combination of line and supervisory personnel. They have the primary responsibilities for the recruitment of entry-level dispatchers, lateral and promotional testing, 9-1-1 education and facility tours.

The Training Unit provides curriculum development, implementation and presentation of instruction for all dispatch personnel. Communications specific and related training is also prepared and presented for other departments within the City.

The Training Unit coordinates scheduling, conducts the requisite testing and maintains training records in compliance with Peace Officer Standardized Training (POST) and legislative mandates for the Basic Dispatch Academy; Radio Academy; Communications Training Officer Academy; Supervisory Training Course; Annual CPT Update; and specific skills and knowledge instruction.

Training Unit personnel maintain the audio, video and reference libraries for Communications as well as resource materials for the operations area.

Quality Assurance

The Quality Assurance (QA) Program consists of one Senior PD who reports to the Training Unit Supervising PD. QA has the primary responsibilities for evaluating overall organizational performance.

The QA program is a formal system of checks and balances to ensure objectives are being met both organizationally and by individual employees. Additionally, incorporating quality control can lead to improvement in the performance of the organization, the individual and assist with setting policy and procedures. Objectives of the program include:

- To provide continuous feedback on performance levels, both individually and organizationally.
- Measure performance against Communications policies.
- To identify division and individual performance trends and training requirements.
- Assess the need for supervisory involvement and policy review.

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Bureau of Administration

Communications Division

Policy and Procedure Manual

A 1300

ETHICAL RESPONSIBILITIES

The mark of every profession is a Code of Ethical Conduct; the communications field is no exception. The success and reputation of the San José Police Communications Center is highly dependent upon the individual character, commitment to excellence, and customer service philosophy of each Communications employee. Accordingly, all Communications personnel are responsible for adhering to the Code of Ethical Conduct.

PROCEDURE

A 1301 CODE OF ETHICAL CONDUCT

As a public safety communications employee for the San José Police Department —

I am committed to ensuring the safety of the residents of San José, as well as all persons in need of assistance, acknowledging respect for human life above all else and holding it as my top priority.

I will always represent the San José Police Department in a professional and honest manner and provide assistance to my co-workers, officers, and the public in a compassionate, empathetic, and responsible manner, accepting responsibility for my actions and mistakes, observant of the laws of this city, state, and country.

I will conduct myself in a manner characterized by professionalism and politeness, while at no time exhibiting behavior that is rude or demeaning.

I will uphold the veracity of the San José Police Department, always keeping in mind that my actions, responses, and pause could greatly affect the safety and lives of others.

I will cooperate and coordinate my efforts in a manner that will establish and maintain the highest possible standard of efficiency and teamwork, assisting other Department members as practicable.

I will utilize my training and experience in performing my duties and providing appropriate service in a timely, efficient, and effective manner, exhibiting honesty and integrity through ethical behavior, both on and off duty.

I will answer each and every request for service with the appropriate response and urgency required, exercising patience and discretion.

I will take every reasonable opportunity to improve my standard of professional performance and enhance my level of knowledge and competence. I will constantly strive to achieve these objectives and ideals, dedicating myself to my chosen profession.

A 1302 CUSTOMER SERVICE PHILOSOPHY

In representing the Police Department, Public Safety Communications personnel are the first point of contact with the public and other agencies. As such, we have a major impact upon the perception held by the community we serve. All contacts with either the public or other agencies shall be courteous, diplomatic and professional. Even with stressful or emergency situations, the dispatcher shall remain calm, assertive, and control the conversation.

Our intent is to earn and maintain the respect of the community, officers and those working for outside agencies, to promote trust in the Communications Division, and to establish collaborative working relationships.

A 1303 PROVIDING IDENTIFICATION

Revised 7/15/22

If requested by a caller, Communications personnel shall provide their first or last name, job classification, and badge number. (Refer to Duty Manual C 1409 – SUPPLYING IDENTIFICATION [2018].)

A 1304 RELEASE OF PERSONAL DATA

All department members' address, telephone numbers and personal information are considered strictly confidential and will not be released except to authorized recipients. (Refer to Duty Manual C 2301 – PERSONAL DATA OF DEPARTMENT MEMBERS [2018].)

A 1305 SERVICE COMPLAINTS/INQUIRIES

Service complaints and inquiries shall be handled as follows:

Occasionally callers ask to speak directly to a supervisor. Before transferring the call, calltakers shall attempt to ascertain the nature of the request and if possible, help the caller resolve their issue. If it is still necessary for the caller to speak with a supervisor, the calltaker shall brief the supervisor prior to transferring the call.

Confidentiality of Complaints

When Communications personnel receive a complaint of sufficient gravity, as defined in C 1509 – DISPATCHABLE CALLS INVOLVING LAW ENFORCEMENT, the calltaker receiving the complaint shall maintain the confidentiality of the incident as well as the individual(s) involved. Any discussion of the complaint or use of the computer or telephones to notify others of the complaint (other than their supervisor) is prohibited.

Complaints on Communications Personnel

Any concern, complaint, or questions relating to any Communications service provided by Police Communications personnel shall be investigated promptly and in accordance with established investigative procedures. Personnel receiving an inquiry or complaint about Communications Operations or conduct shall forward it to the on-duty supervisor.

Complaints on Officers

If the complaint is regarding an officer and it appears that it will not result in a formal complaint, (e.g., citations or how a call was handled), and the department member is on duty, advise the RP that you will have the sergeant contact him/her. If the department member is not on duty, transfer the complainant to the supervisor/senior, who will notify the on-duty BFO Watch Commander or Area Commander.

Inter-Departmental Complaints

Complaints received from other department members about on or off-duty Communications personnel shall be reported via the chain of command and investigated by the appropriate supervisor. The employee's direct supervisor should also be informed of the complaint and any action taken. If the complaint is of a serious nature, the Supervising PD shall forward all investigative information to the Bureau Commander via the chain of command. Supervising PDs and Senior PDs shall not accept complaints about those of their same rank but rather refer the employee to the next highest-ranking member.

A 1306 ACCOUNTABILITY

While actively performing their job duties, all Communications personnel shall avoid simultaneously engaging in activities that may cause a distraction or prevent providing the highest quality service.

A 1307 USE OF SOCIAL NETWORKING SITES

Revised 8/28/23

Communications personnel are prohibited from accessing social networking Internet websites from Department computers, cell phones or other city owned equipment for non-work-related purposes. Personnel are also prohibited from accessing sites for personal use while on-duty. (Refer to Duty Manual C 1404 – CONDUCT UNBECOMING AN OFFICER [2018], Duty Manual C 1432 – PERSONAL ACTIVITIES ON-DUTY [2018], and City Policy Manual 1.6.2 – PERSONAL USE OF CITY EQUIPMENT [2005].)

Additionally, personnel shall not knowingly post on the Internet photographs, video images, audio files, or text documents that relate to official Departmental activities (e.g., crime scenes, photos depicting potential evidence, photos of personnel performing official duties, investigation reports, etc.) without the express written permission of the Chief of Police. Department members are also cautioned that the use of images, files or texts depicting Departmental property, equipment or personnel, if posted on the Internet, in any manner that tends to reflect adversely against the reputation of the San José Police Department or the City of San José, could be subject to appropriate discipline.



Bureau of Administration

Communications Division

Policy and Procedure Manual

A 1400

STANDARDS OF CONDUCT: GENERAL

Standards of conduct for police personnel are higher than the standards applied to the general public and other City employees. Communications department members are expected to conduct themselves in a manner that does not bring discredit upon themselves or the department, on or off duty.

PROCEDURE

A 1401 GENERAL RESPONSIBILITIES

Communications members shall abide by all federal, state and local laws as well as the provisions set forth in the Communications Procedure Manual, the Rules and Directives Manual, and the Duty Manual (refer to Duty Manual C 1402 – GENERAL RESPONSIBILITIES [2018].)

A 1402 CHAIN OF COMMAND

The chain of command shall be observed to enhance the organizational flow of information and respect the structure of the organization. Dispatchers have a dual chain of command if they participate in the CTO program.

The chain of command of the Communications Division is as follows:

- Chief of Police
- Assistant Chief of Police
- Deputy Chief of Police for the Bureau of Administration
- Communications Manager
- Assistant Communications Manager
- Supervising Police Dispatcher/CTO Coordinator
- Senior Police Dispatcher/CTS
- Police Radio Dispatcher/Police Communication Specialist/CTO

A 1403 ORDERS

Communications employees shall obey all lawful orders given to them from supervisory personnel. In no case shall the orders be publicly ridiculed (refer to Duty Manual C 1421 – DUTY TO OBEY LAWFUL ORDERS, C 1422 – CONFLICTING ORDERS, C 1423 – CRITICISM OF ORDERS, and C 1424 – IMPROPER OR QUESTIONABLE ORDERS [2018].)

A 1404 SMOKING

Revised 10/21/13

Smoking is not permitted at any employee work places. This includes any work area, meeting rooms, waiting rooms, public counters, employee lounges, conference rooms, employee cafeterias, private offices, stairwells, restrooms, elevators and all City vehicles.

Employees wishing to smoke may do so in any open area, not within enclosed portions of the buildings. Smoking is permitted on the open roof area of PAC, on the open patio area located on the second floor of PAB west of R&D, and on the grass area at the southern end of PAB. Smoking is prohibited within 25 feet of doorways leading into either PAC (including on the roof) or PAB.

A 1405 ILLEGAL/PRESCRIPTION DRUG USE

Communications personnel shall not use any illegal drug or narcotic. No prescription medication shall be consumed if the substance is known to impair their abilities to perform their job duties. Personnel using prescription medication may be required to obtain a City medical release prior to reporting for duty (refer to Duty Manual C 1413 – USE OF DRUGS [2018] and City Policy Manual 1.4.2 – SUBSTANCE ABUSE PROGRAM & POLICY [2011].)

A 1406 ALCOHOL CONSUMPTION

No Communications personnel shall consume any alcoholic beverage or have the smell of an alcoholic beverage on their breath while on-duty. Communications employees, in uniform, whether on or off duty, shall not consume any alcoholic beverage in a public place, nor shall they consume any non-alcoholic drinks if in any public bar or lounge (refer to Duty Manual C 1412 – CONSUMPTION OF ALCOHOL [2018].)

A 1407 SECONDARY EMPLOYMENT

Communications employees shall not engage in any outside employment until the employee has completed their initial probation and/or has received authorization from the department. For further clarification on secondary employment including authorized hour amount and stipulations, refer to Duty Manual C 1500 – SECONDARY EMPLOYMENT [2018]. All authorizations for secondary work expire on the following dates:

Department Members with Last Names that start with	Outside Work Permits Expiration Dates
A – G	October 1
H – M	December 1
N – Z	February 1

Secondary Employment While on Disability or Modified Duty Leave

All authorizations for secondary employment are immediately suspended upon the employee being placed on disability leave or modified duty. Refer to Duty Manual C 1535 – SECONDARY EMPLOYMENT WHILE ON DISABILITY OR MODIFIED DUTY LEAVE [2018] for appeal procedures.

Secondary Employment While on Administrative Leave

All authorizations for secondary employment are immediately suspended upon the employee being placed on administrative leave. Refer to Duty Manual C 1536 – SECONDARY EMPLOYMENT WHILE ADMINISTRATIVE LEAVE [2018] for appeal procedures. When the employee who was placed on administrative leave returns to full duty, all secondary employment authorizations are automatically reinstated.

A 1408 POSTING OF MATERIALS

Revised 5/25/22

Department members wishing to post item(s) on Department bulletin boards shall obtain prior approval from the Office of the Chief, Public Information Office. The Public Information Office must approve all items prior to posting. For posting items on the 4th floor, Communications Division, the Bureau Chief also has the approval authority. The practice of attaching notices to walls, doors and windows is prohibited. Refer to the SJPDA MOA for the posting of material on the bulletin boards set aside for Union use.

No papers, cards, cartoons, photos, or unauthorized materials shall be posted at the dispatcher workstations. If there are items of importance to channel operations or intelligence information, the material may be temporarily kept at the dispatcher workstation or uploaded to the Information File. Critical officer safety information may be temporarily posted at the workstation.

The posting of materials on the outside of assigned lockers shall be in good taste.

A 1409 CHANGE OF NAME/ADDRESS/PHONE NUMBER

Communications personnel shall notify the Division secretary within 24 hours of any change of address or telephone number. This can be done in person, by e-mail, or optionally by routing a completed form through the Deputy Chief's office. Once the corrections are made to the Division's records the Division secretary shall notify the Police Personnel Unit (refer Duty Manual L 1104 – CHANGE OF ADDRESS OR TELEPHONE NUMBER [2018].)

In addition to address and phone number changes, name changes and updates to benefits, payroll deductions, etc. shall be submitted electronically through the City's e-Way website. If proof (new Social Security card) of a name change is not presented to the Human Resources Department within 30 days of the electronic submission, the name will automatically revert to the prior legal name. The new Social Security card must also be presented to Police Personnel to obtain a new employee identification card.

A 1410 WRITTEN CORRESPONDENCE

The following guidelines shall apply to all written correspondence:

1. All official correspondence directed outside the department shall contain the signature or name of the Chief of Police and the countersignature of the originator.

2. A department member shall not make any request for equipment or services to agencies, commit the department to any type of action, or commit departmental resources without approval from the appropriate authority or the Chief of Police.
3. Official memorandum shall include a transmittal form and be submitted through the chain of command. The transmittal form shall be completed as follows:
 - A. All lines of the heading filled out (date, to and subject field. Generally, the “To” field is the Chief of Police (First Name, Middle Initial, Last name and title).
 - B. Signed by each person in the chain of command, starting with the first box. If there are not enough “Immediate Supervisor” boxes for signatures before the Bureau Commander box, two supervisors or managers should sign in the same box.
4. Internal memorandums directed to “All Communications Personnel” shall be distributed only with prior approval of management. Normally, these memorandums should contain the BOA Deputy Chief’s signature, or the Communications Manager’s signature. If authored and signed by anyone else, the memorandum must contain a signature from one of these managers in the approved box.
5. When initiating a computer-generated document, employees shall use the following style and format requirements:

Font:	Arial or Times New Roman
Font Style:	Regular
Font Size:	12 point
Case Format:	Standard type using upper and lower case
Type Color:	Black ink only

A 1411 TIMESHEET RECORD KEEPING

The Administrative Unit supervisors have the responsibility to record each employee’s use of time as recorded on the Daily Deployments into a permanent time recording system (such as “In Time”). The information in this system is used to check the accuracy of each timesheet prior to their approval. It is therefore imperative that the time on the Daily Deployments be recorded accurately, including any flex hours or adjusted hours worked outside the normal schedule. Any last-minute changes to the daily deployment (e.g., did not use time off given, came back early from doctor’s appointment, someone else worked scheduled overtime, etc.) shall immediately be relayed by the employee to the shift supervisor so that the time can be updated.

A 1412 TIMESHEET ERRORS/ADJUSTMENTS

If there are any discrepancies between the timesheet submitted by the employee and the time recorded by the Admin Unit, the Admin Unit shall make the needed adjustments to the timesheet and a copy of the changes given to the employee’s supervisor. The supervisor will review the changes with the employee. If the employee does not agree with the changes made, this shall be brought to the attention of the Administrative Unit in a timely manner.

Supervisors shall keep track of employees’ timesheets and document and/or rate them appropriately in their annual performance appraisal. Errors may lead to an administrative/criminal investigation.

If there are any more changes that need to be made after the timesheet has been submitted, it is the responsibility of the employee to fill out a timesheet adjustment form that is located electronically on the SJPDA intranet.

A 1413 TIMESHEET RESPONSIBILITIES

Revised 5/25/22

Timesheet completion is the sole responsibility of each employee who shall adhere to the following:

1. Electronic timesheets shall be completed before the end of the pay period, or before the deadline set by the division timekeeper (as in the case with holidays). For employees going on any planned leave, timesheets shall be completed ahead of time.
2. Timesheets shall be accurate and properly completed per the department's guidelines and the Memorandum of Agreement with SJPDA (e.g., shift differential, overtime pay, call back, standby pay, training pay, higher class pay, etc.).
3. All jury duty forms/payments and funeral leave certificates shall be turned in within two weeks of their use.
4. Any changes or adjustments to the employee's regularly scheduled shift, shall be accompanied with the appropriate explanation and hours worked in the comment field (e.g., flex time, release time, adjusted shift hours).

A 1414 TIMECARD ENTRY

Revised 6/29/17

It is recommended that timesheets be filled out and/or updated daily to ensure accuracy and timely completion. In addition to listing regular hours the following applies:

USE OF CODES

Revised 6/29/17

An explanation of the transaction codes may be found by clicking on the "row box" directly under "TRC" that is located on the left part of the timesheet. The available overtime explanation codes can also be found in middle of the timesheet under "Overtime Code." The specific codes that shall be used by Communications personnel are the following:

ADMIN	Administrative clerical work such as timesheets, evaluations, and disciplinary investigations.
COMMP	Community Policing outside regular hours including presentations, community meetings, etc.
COURT	For attending court.
MANOT	Mandatory Overtime (Control Room minimum staffing).
MEET	Meetings for supervisors, vendors, special projects (e.g. CAD, P&P, CTO) and one-on-one appointments with supervisors and/or managers.

MNSTF	Voluntary Overtime (Control Room only).
SPCEV	Special events such as Cinco, DRT, Mardis Gras, etc.
TRNG	Training such as CPT or CTO. This includes outside courses; used for both the instructors and participants.

RECORDING OTHER TIME

Revised 6/29/17

Besides recording regular time (REG) and time off (PER, COM, VAC), rules governing the use of callback pay (CCJ), funeral leave (FNL), higher class pay (HCL), jury duty (JUR), shift differential (SH2 and SHG), standby pay (SPJ), training pay (THD), can be found in the Municipal Employees’ Federation MOA. The rules regarding the use of other codes are as follows:

FAMILY AND MEDICAL LEAVE ACT

The mandatory use of your time balances (vacation vs. sick leave vs. comp time, etc.) is explained in the RAD 1.30 – MEDICAL LEAVES. Once you have submitted your request to use FMLA you may use the following FMLA codes:

- FCO FMLA Comp-Time
- FLT FMLA Lost Time
- FPE FMLA Personal Leave
- FSI FMLA Sick leave
- FVA FMLA Vacation Leave

If your request is subsequently denied, the time will be adjusted.

LOST TIME (LST)

If you do not have enough sick leave hours, you must indicate lost time unless you have received prior approval by the shift supervisor or by management to use available vacation or compensatory time off. Lost time must also be indicated for any time off not approved by management. The accrual of 10 hours or more of unexcused lost time will affect your department seniority and may lead to discipline so it is imperative that you record your time correctly.

OVERTIME

Revised 6/29/17, 6/12/18

All overtime must be approved by a supervisor or management, before the overtime is worked. Only actual overtime hours worked shall be recorded on the timesheet. They shall not be projected or recorded in advance. If timesheets are due before the end of the pay period, any overtime worked after they were due shall be recorded on a time adjustment form and turned in during the subsequent time period.

The overtime codes for pay or comp at the 1.5 rate (OVT and CMJ) and at the 2.0 rate (OVT2 and CM2) may only be used when working over 40 regular hours of work in a



defined workweek (Sunday through Saturday). Overtime compensation shall be calculated at 2.0 times the hourly rate for all hours worked past twelve (12) hours in a single shift. Time off, including vacation, comp time, and personal leave, does count towards the 40 hours. With the exception of overtime worked at the 2.0 rate, sick leave used does not count towards the 40 hours. Notwithstanding overtime at the 2.0 rate overtime codes at the 1.0 rate for pay or comp time (RG2 and CMP) shall be used until the 40 hours (regular pay added to 1.0 overtime) are reached.

Any overtime worked requires a comment that lists the actual time worked, the approving authority (i.e., “Admin” for prescheduled overtime, or the name of the Senior/Supervisor making the assignment for non-prescheduled overtime), and a reason code as listed under the USE of CODES section. If the reason code is not specific such as MNSTF and MANOT, the reason for the overtime shall also be included in the comment field.



Bureau of Administration

Communications Division

Policy and Procedure Manual

A 1500 GROOMING/UNIFORM STANDARDS AND GUIDELINES

Revised 3/7/23

All Department members of the San José Police Communications Division are required to maintain a like-new serviceable duty uniform regardless of assignment. Personnel assigned to Operations shall wear a full uniform on duty unless specifically exempted from doing so by the BOA Deputy Chief or their designee. Only approved uniforms and equipment shall be worn or used, unless otherwise authorized by the BOA Deputy Chief or their designee.

Department members shall maintain, in clean and serviceable condition, such articles of uniform, other clothing, and/or equipment as is prescribed and authorized for the duty to which they are assigned. All articles of clothing shall fit properly and be in like-new condition.

Department members shall maintain a level of personal hygiene consistent with professionally acceptable standards. Strong body odor, perfumes, lotions, colognes, and other fragrances are not permitted.

PROCEDURE

A 1501 GROOMING STANDARDS – HAIR/MAKEUP/JEWELRY

Revised 3/7/23

Head Hair: Department members are permitted to grow hair naturally, but the hair shall be groomed, clean and neatly arranged so as to not present a ragged, bushy, or unkempt appearance. No style shall impair vision, and no hair shall prevent the wearing of a headset or other required equipment. Hair may be dyed or highlighted to any natural hair color (e.g. black, brown, blonde, auburn, grey, etc.), without any obvious blocks, patterns, or spots of color. Unacceptable hair styles include, but are not limited to, designs or images sculpted into the hair, mohawks, or tufts of hair on a shaved head. Hair color and style shall conform to contemporary law enforcement standards.

Hair Control Devices: Hair control devices, such as rubber bands, elastic bands, barrettes, clips, and headbands may be used to secure head hair. Items used to hold or secure hair will be similar in color to the individual's hair color and/or the duty uniform. Hair control devices shall not be so conspicuous as to detract from the Department member's uniform appearance.

Facial Hair: Department members are allowed to have a full beard or goatee, provided it is neatly trimmed and well groomed, not scruffy in appearance. Mustaches are also permitted if groomed close to the skin and neatly trimmed. They must not extend beyond the corners of the mouth. Sideburns may have a natural flair, but will not be extreme in width or extend below the earlobe. Facial hair may not be dyed any unnatural colors. Appropriate facial hair for department members shall be determined by supervisors.

Fingernails: Department members' nails shall be neat, clean, and shall not display decals or ornamentation. Fingernails shall not extend more than one-half inch beyond the tip of the finger. Fingernails shall not be sharpened to a point. They shall not interfere with the performance of duties.

Makeup: Facial makeup shall be conservative and professional in appearance.

Jewelry: Department members may wear the following jewelry:

- Earrings: While on duty, small earrings, not to exceed more than ½" from the bottom of the earlobe. Color must be gold, silver or similar in color to the individual's uniform color; gemstones are permitted. Multiple earrings are acceptable; however, no more than three earrings shall be allowed per ear and no more than one hoop-style earring per ear. Visible facial and body jewelry are not permitted.
- Wrist bracelet and necklace: While on duty and in uniform, a wrist bracelet and a necklace are permitted as follows: one single strand, gold, silver, black, or dark blue in color chain type that does not exceed ½" in width, with no dangling adornments greater than an inch. Necklaces shall be worn inside the collar. Any unauthorized jewelry such as medallions, pendants, or bracelets that do not confirm to these guidelines must be concealed under clothing.

A 1502 BODY ART, TATTOOS, BRANDS, INTENTIONAL SCARRING, MUTILATION, OR DENTAL ORNAMENTATION

Revised 1/23/21, 3/7/23

Department members are prohibited from displaying any body art, such as brand(s), intentional scarring, mutilation, dental ornamentation, or visible body piercings while on duty or representing the Department in any official capacity. Department members are prohibited from displaying tattoos while in Class A uniform or while in uniform in a public setting representing the Department in any official capacity.

Any current department members with existing body art, brand(s), intentional scarring, mutilation, or dental ornamentation that is visible, or a tattoo visible while in Class A uniform or while in uniform in a public setting representing the Department in any official capacity, shall have the following options:

1. On duty department members shall cover existing body art, tattoo(s), brand(s), intentional scarring, or mutilation by wearing a long-sleeve uniform shirt and/or uniform trousers, or

2. Cover the existing body art, tattoo(s), brand(s) intentional scarring, or mutilation with a skin tone patch or make-up, or
3. Have the tattoo(s) or brand(s) removed at the employee's expense.

Body art, tattoo(s), brand(s), intentional scarring, mutilation, or dental ornamentation that is not able to be covered or concealed is prohibited. This includes, but is not limited to, foreign objects inserted under the skin; pierced, split or forked tongue; and/or stretched out holes in the ears.

Department members shall not have any dental ornamentation. The use of gold, platinum, silver, or other veneer caps for the purpose of ornamentation are prohibited. Teeth, whether natural, capped or veneered, shall not be ornamented with designs, jewels, initials, etc.

Any tattoo permitted to be visible by this policy shall not contain content that is sexually explicit (including nudity), obscene, overtly violent, profane, or gang/hate group affiliated. Management and/or designee shall have discretion determining any tattoo fitting the stated criteria.

A 1503 WEARING OF THE UNIFORM

Revised 3/7/23

The Police Communications Division uniform shall be worn only while on duty or while attending an authorized Department function. When traveling to and from work, personnel may wear uniforms but the badge and patches shall be concealed under a garment to cover them from public view. All employees are required to have at least one Class A uniform in serviceable condition. Optionally, they may wear Class B or Class C as their daily uniform. Uniforms may not be worn together or partially with CPT, Academy or Court attire.

A 1504 DRESS CODE DEFINITIONS

Revised 6/2/13, 9/10/21, 7/27/22, 3/7/23

The following are authorized Police Communications uniform and attire descriptions:

Class A Uniform

The Class A uniform consists of the following:

- A long sleeve uniform shirt with patches (tucked in)
- Tie with tie tack or tie tack bar
- Shield
- Nametag
- Division-approved pins (if applicable)
- Uniform belt
- Uniform pants
- Skirt (optional) must be worn with plain hosiery, neutral to the wearer's skin tone
- Jumper (maternity only) must be worn with a white long button down shirt and plain hosiery, neutral to the wearer's skin tone
- Black shineable shoes or boots
- Black socks or plain hosiery, neutral to the wearer's skin tone

- Ike jacket (optional)
- Blazer (optional)
- Military Dress Sweater (optional)
- Sweater or Blauer #4660 cover jacket (optional)
- Solid black purse (optional)

Class B Uniform

The Class B uniform consists of the following:

- A short or long sleeve uniform shirt with patches (tucked in). Only the collar button may be unfastened
- Shield
- Name tag
- Division approved pins (if applicable)
- Uniform belt
- Uniform pants
- Skirt (optional) must be worn with plain hosiery, neutral to the wearer's skin tone
- Jumper (maternity only) must be worn with plain hosiery, neutral to the wearer's skin tone
- Sweater or Blauer #4660 cover jacket (optional)
- Black shineable shoes or boots
- Black socks or plain hosiery, neutral to the wearer's skin tone

Class C Uniform

The Class C uniform consists of the following:

- A long or short sleeve dark blue polo shirt (may be worn untucked, provided that the bottom of the shirt is uniformly hemmed to no shorter than six inches below the waistband and no longer than the bottom on the pants' zipper. It shall not be worn with the sleeves rolled up)
- Class A/B uniform pants or navy-blue tactical pants
- Uniform belt (if worn tucked-in). Tactical belt approved for wear with tactical pants
- Jumper (maternity only) must be worn with plain hosiery, neutral to the wearer's skin tone
- Black leather shoes or boots — no tennis shoes
- Black socks or plain hosiery, neutral to the wearer's skin tone
- Sweater or Blauer #4660 cover jacket (optional)
- Approved cover-up attire is permitted to be worn with Class C uniform, such as Badger pullover, zip up sweatshirt, or jacket
- Black leather shoes or boots must be worn with tactical pants

CPT Attire

CPT attire consists of the following:

- While attending Continuous Professional Training (CPT) or on other days, as approved by management, department members may wear plain, conservative, casual dress clothing in good repair
- Jeans or other denim pants are acceptable when in good repair. Distressing and holes are not permitted (no rips/tears)
- Leggings are acceptable when worn as tights, under a long sweater dress, or mid-thigh tunic style top. Bicycle or athletic type leggings are not allowed
- Hats, shorts, t-shirts, off the shoulder tops, halter tops, tube tops, bare midriffs, backless tops, tank tops, off the shoulder tops, sweatpants, and thong-type sandals are not permitted.
- Exceptions are t-shirts in good repair with an appropriate emergency services theme (gold line flag, police department logos, etc.)
- Black Badger and zip up sweatshirt are permitted to wear with CPT attire

Academy Attire

Academy attire consists of the following:

- All Basic Academy students will have a conservative appearance and wear conservative business attire while in the academy unless directed otherwise. All Radio Academy students will wear Class C, B, or A uniform. When not directed to wear a uniform, academy attire is as follows:
 - All Basic Academy students will wear sport shirt, conservative blouse or top, dress shirt, skirt, polo-style shirt, Dockers-style pants, suit or slacks or sports coat in a style that is professional and appropriate for office wear. Appropriate shoes, hosiery and socks must be worn. Athletic-type shoes are not acceptable.
 - All Basic Academy students' facial makeup and hairstyles will be conservative and in keeping with professional business standards. Hair color and style shall conform to contemporary law enforcement standards and will be neatly groomed and neatly trimmed. No unnatural hair colors are approved. No hairstyle shall prevent the wearing of a headset or other related equipment. Facial hair may be permitted to grow naturally but will be groomed close to the skin, neatly trimmed, and not dyed unnatural color. Mustaches are allowed if groomed close to the skin, neatly trimmed, and must not extend beyond the corners of the mouth. No head or facial hair shall appear ragged, bushy, or unkempt in appearance.
 - All Basic Academy students' body art, tattoo(s), brand(s), intentional scarring, or mutilation shall not contain content that is sexually explicit (including nudity), obscene, overtly violent, profane, or gang/hate group affiliated and must be covered at all times.
 - All Basic Academy students' dental ornamentation that is not able to be covered or concealed is prohibited. Visible facial and body piercing jewelry are not permitted. Small earrings, not to exceed more than ½ inch from the bottom of the earlobe are approved. Color must be gold, silver or similar in color; gemstones are permitted. Multiple earrings are acceptable, however no

more than three earrings shall be allowed per ear and no more than one hoop-style earring per ear.

- No heavy body odor, perfumes, colognes, or other fragrances are permitted.

Academy Staff Uniform

The Academy Staff uniform consists of the following:

- A long or short sleeve black Academy polo shirt (may be worn untucked, provided that the bottom of the shirt is uniformly hemmed to no shorter than six inches below the waistband and no longer than the bottom on the pants' zipper. It shall not be worn with the sleeves rolled up).
- Black tactical pants.
- Uniform belt (if worn tucked-in) black tactical belt approved.
- Black/grey Badger ¼ zip cover or black full zip fleece jacket.
- Solid black athletic-type shoes or boots.
- Black socks.

DRT Uniform

The DRT uniform consists of the following:

- A long or short sleeve black DRT polo shirt (may be worn untucked, provided that the bottom of the shirt is uniformly hemmed to no shorter than six inches below the waistband and no longer than the bottom on the pants' zipper. It shall not be worn with the sleeves rolled up).
- Black tactical pants.
- Uniform weave belt (if worn tucked in) or black tactical belt approved.
- Black Badger ¼ zip cover.
- Solid black boots.
- Black socks.
- Black dri-fit thermal can be worn under long or short sleeve DRT polo shirt.
- Black beanie or black baseball hat.
- Black 5.11 tactical jacket (3-N-1 Parka 2.0).
- Black gloves.
- DRT uniform is prohibited in Control Room and with CPT attire unless approved.

Maternity Attire

Maternity attire consists of the following:

- Pregnant department members have the option of wearing the maternity uniform. Management may approve any exceptions to these standards.
- Maternity attire shall be a jumper, skirt, or pants, which are identical in color and similar in material to the standard uniform specifications for those items.
- A collared long sleeve or short sleeve shirt in good repair and identical in style and color to Class A, B, or C uniform.

Ride-Along Attire

Ride-Along attire consists of the following:

- On duty department members who ride-along with officers in the field shall wear Class C uniform or a t-shirt and sweatshirt in good repair with an appropriate Department logo. During cold weather, personnel are allowed to wear sweaters, coats, or windbreakers without Department patches.
- Off duty department members shall adhere to CPT attire guidelines and bring departmental ID.
- All department members shall wear plain conservative pants or jeans/denim pants in good repair. Distressing and holes are not permitted (no rips/tears).
- All attire must maintain a professional appearance.
- Management may approve any exceptions to these standards.
- Shoes must be reasonable for working outdoors.

Courtroom Attire

Courtroom attire consists of the following:

- Department members who are representing the Department in court shall abide by the following dress code:
 - Appropriate businesslike attire including business suit, tie sports coat, slacks and tie, or SJPD Class A or B regulation uniform.

A 1505 WEARING OF ADDITIONAL ARTICLES OF CLOTHING

Revised 3/7/23

- Only Department authorized sweaters, jackets and vests shall be worn while on duty.
- Undergarments shall be worn underneath the uniform shirt, and shall be white, or neutral to the wearer's skin tone.
 - Wearing a white, black, or navy-blue t-shirt is optional when wearing a Class C shirt.
- Department members attending Department functions in Class A uniform may carry a plain, medium-sized purse that matches their shoe color.
- Cell phones, pagers, or other electronic devices that are worn with the uniform shall be black in color or concealed in a black carrying case.
- A solid navy-blue blanket may be used in the Control Room.

A 1506 WEARING OF IDENTIFICATION

Revised 3/7/23

Current Department identification must be worn at all times when not wearing an approved uniform in any police or city facility, including City Hall. If off duty, this requirement applies to police facilities only.



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A 1600

CODE OF CONDUCT: CONTROL ROOM

In order to maintain a professional appearance and atmosphere in the dispatching area and to preserve the life and functionality of the equipment in a 24-hour facility, personnel shall abide by rules specific to the Control Room.

PROCEDURE

A 1601 NOISE

The dispatch area is a sound controlled environment. No loud noises or disruptive background noise is permitted. All cellular phones and other personal electronic devices shall be placed in vibrate or silent mode when at workstations, classroom training areas or briefings.

A 1602 NON-WORK RELATED MATERIALS

Non-work related materials such as books, magazines, crafts, games, and laptops are permitted while on duty as long as they do not interfere with normal work operations. Supervisors have the right at any time to limit or eliminate their use.

The use of any non-department earphones/earbuds is prohibited while working in the Control Room.

A 1603 PERSONAL TELEPHONE CALLS

All telephone lines in the dispatching area are recorded, monitored and subject to subpoena, as those conversations may be “evidence” or subject to supervisory review. Communications personnel shall make outgoing personal calls during their break periods. All incoming personal calls are discouraged and shall be as brief as possible.

In no case shall personal calls be accepted for dispatchers on the 9-1-1 or emergency lines and under no circumstances, shall personnel make personal toll calls or personal long distance calls that are billed to the City of San José telephones.

A 1604 CELL PHONE USE

Private cell phone use in the Control Room, while not recorded, causes an undue distraction for the employee as well as other co-workers. Cell phone use shall also be kept to a minimum and done during breaks periods. Cell phones shall be either turned off or placed in vibrate or silent mode.

A 1605 WORKSTATION APPEARANCE/SUPPLIES

The Control Room workstations shall be kept orderly and clean at all times, including any food residue. Communications personnel are responsible for leaving a clean workstation at the end of the shift. Personal items (e.g., purses, notebooks, unauthorized jackets or sweaters) shall be stored out of sight at the workstations or lockers. Each dispatcher may store one small bag nearby. Personnel are responsible for ensuring their workstation contains necessary supplies.

A 1606 FOOD/DRINKS

Revised 6/4/24

Food that does not have a permeating aroma may be consumed in the Control Room. To maintain a clean and hygienic work environment, all food waste shall be disposed of outside the Control Room at the earliest convenience. Workstations, the coffee maker, or microwave (if used) shall be wiped down, leaving each area free of grease or mess for the next employee. Floor areas shall be kept free from debris and crumbs, and any spills cleaned up immediately.

Shared food items or potlucks shall be cleaned up by participating shifts unless an agreement is made with the following shift. Any leftovers shall be moved to the kitchen and stored properly.

A 1607 PROFANITY

The use of profanity in the operations area is not permitted (refer to Duty Manual C 1308 – COURTESY [2018].)

A 1608 REPORTING FOR DUTY

Communications personnel shall report to daily briefing or to their early-in assignment at their scheduled shift start time. They shall arrive prepared with the appropriate equipment. Personnel reporting late for duty, with or without advance notice to the supervisor, shall check-in with the on duty supervisor immediately upon arrival. Repeated failures to report for duty promptly may be deemed neglect of duty and made the subject of Department discipline. Documentation will be at supervisor discretion.

A 1609 RELIEFS

Police Communication Specialists and Police Radio Dispatchers: Specialists and Dispatchers (when assigned to calltaking) shall not leave their workstation for breaks without logging off both the telephone and the CAD systems. To correctly log off the telephone, Specialists/Dispatchers must either sign off the IWS system or they must unplug the headset tail.

For Police Radio Dispatchers: Dispatchers shall not unplug or leave their workstations without assigned relief or without the shift supervisor's permission. Prior to being relieved, a CAD message shall be sent/received acknowledging the relief. When the dispatcher returns to resume channel operation another CAD message will be sent/received acknowledging the return. For a face-to-face relief, dispatchers shall use the "CHOP" or "CHNGOP" command so that the new dispatcher may log on. Dispatchers who are going on break, may be left logged into CAD if no one will be using that same terminal. It is the responsibility of the dispatcher being relieved to brief the reliever of any intelligence or event information. Failure to brief the relieving dispatcher can cause problems with field units and can potentially create serious officer safety concerns.

Any Specialist or Dispatcher leaving or returning late for breaks or lunch shall notify the shift supervisor of the delay.

A 1610 ACCESS TO THE BRIDGE

Due to the confidentiality and nature of work performed by seniors and supervisors, dispatchers must receive permission prior to accessing the bridge.

A 1611 AVAILABILITY

Operations personnel work a 10-hour shift and are subject to availability at all times, including lunch and break periods. They shall be able to report back to the Control Room within a five-minute period and shall carry their own cell phone or bridge cell phone for contact purposes.

Personnel are also subject to call back, in cases of emergency, during off duty times. All contact information (e.g., telephone numbers, cell phones, etc.) must be kept current. (Refer to A 1409 – CHANGE OF NAME/ADDRESS/PHONE NUMBER.)

A 1612 ANIMALS

Revised 4/6/23

With the exception of canines employed as part of the Communications Prevention, Awareness, and Wellness Support (PAWS) Therapy Canine Program, there shall be no animals allowed in the Control Room. Pets and outside animals which have not been groomed and properly trained as is required for therapy animals may present safety, hygiene, or other liability concerns inside the Control Room. Under no circumstances shall Division personnel be allowed to bring animals for short or long-term care. (Refer to A 1208 – THERAPY CANINE PROGRAM.)



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A 1700

EQUIPMENT & FACILITY USE

Communications personnel must exercise care and take all safety precautions when using any City owned equipment or facility.

PROCEDURE

A 1701 PERSONAL USE AND CARE OF EQUIPMENT

Employees are prohibited from using City issued equipment, or equipment owned by the City, for personal use. Employees are responsible for keeping Department issued equipment in good condition; those who intentionally misuse or damage equipment shall be subject to discipline. Personnel shall keep their Department issued headset in their assigned locker when not in use; employees shall not remove their headsets from the building. Wireless headsets shall not be taken out of the Control Room unless authorized by a supervisor.

In addition, employees shall not use their own personal data storage device in any CAD, radio, or IWS computers; personal data storage device are permitted with AIS computers.

A 1702 REPORTING LOST/STOLEN EQUIPMENT

Lost or misplaced property will be reported to the Department on a memorandum directed through the chain of command. If the item has a serial number or any other identifying number, a "Crime Report" will also be completed with the law enforcement agency having jurisdiction where the loss or theft occurred. Stolen equipment will be reported on a "Crime Report."

A copy of the memorandum, signed by the department member's commanding officer, is returned to the department member. The department member is issued a replacement after presenting Central Supply with a copy of the signed memorandum.

Refer to Duty Manual R 1908 – REPORTING LOST OR STOLEN CITY EQUIPMENT [2018].

A 1703 RETURN OF EQUIPMENT

Upon separation from duty, Communications personnel shall return all Department issued equipment to their supervisor. This shall include, but it is not limited to, the following:

- Headset
- Department Shield
- Building/room key(s) (PAC, Control Room Access Card/Key/Fob)
- Identification card
- Any city or department issued parking permit(s).

A 1704 KITCHEN USE/CLEANING

Each employee is responsible for doing their own dishes and cleaning up after themselves. In addition, kitchen patrol shall be done each shift that includes wiping off counter tops, sinks, microwave; and, cleaning the table and chairs. The following also applies:

- The counter tops shall not be used for storage.
- All food stored in the refrigerators/freezers in the kitchen shall be in closed containers displaying the date the container was placed in the refrigerators/freezer and the badge number or name of its owner.
- The shift hosting any potluck or special occasion meals shall be responsible for clean up.
- Paper plates and utensils shall be supplied for everyone's use (budgetary constraints may temporarily limit or stop the purchase of these items). Any personal dishes or utensils left in the kitchen after the shift shall be removed.

In an effort to maintain sanitary storage conditions for the refrigerators and freezer the cleaning duties shall be divided equally among shifts. The refrigerator and freezer shall be cleaned on a weekly basis as follows:

- Each Wednesday an individual shift shall be responsible for cleaning the refrigerators and freezer. The shifts will be pre-determined on a yearly calendar and posted in the dining area in plain view.
- Food in the refrigerator more than four (4) days old shall be removed.
- Food in the freezer more than seven (7) days old shall be removed.
- It shall be the responsibility of the shift supervisor/senior to ensure that the cleaning is completed during the assigned shift.
- Condiments shall be removed upon the expiration date marked by the manufacturer.



A 1706 PRINTER/FAX RESPONSIBILITIES

Personnel who find documents on a printer or fax machine shall handle them appropriately. TRAC reports left on a printer or fax machine shall be taken to the responsible report taker or supervisor.



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A 1800

GENERAL SCHEDULING

A 10-hour workday and four-day work plan is an important employee benefit in maintaining high morale and promoting a team concept with the Bureau of Field Operations. Shift hours and staffing needs are based on call volumes and departmental needs in terms of fulfilling departmental goals. In extreme emergencies, such as a major earthquake or other disaster, employees may be assigned to adjusted shifts. In all cases, departmental needs and public safety are the dominant factors in determining shift hours and assignments.

PROCEDURE

A 1801 SHIFT BIDDING – GENERAL

Revised 5/25/22

Control Room shifts shall be bid and awarded twice each year to qualified personnel based on Departmental Seniority (refer to A 1806 – SENIORITY; see also SJPDA MOA). The distribution of shifts in each classification shall be based upon the existing number of dispatchers able to bid within each classification, and upon division needs. Communications personnel are qualified to bid for a shift if they meet the following conditions:

1. Must be a full duty worker by shift change. For those classified as a modified worker (personnel with any type of work restriction including overtime restrictions), still in training, or on any type of leave of absence, the Administrative Unit must receive notice and/or medical clearance, if applicable, three business days before the shift packets are distributed. Once the packets are distributed, the Administrative Unit must be notified immediately of any changes to an employee's full duty work status that occurs before the time of the actual bid.
2. Personnel who do not intend to take a leave of eight or more consecutive weeks off during the six months of shift change.
3. Personnel still on a leave of absence at shift change, (that is not medically related), who have a scheduled return date of two months or less.
4. Modified workers may be required to bid for specific shifts that have been pre-determined outside of the normal bidding process. In these cases only, those that have worker's compensation restrictions shall have shift preference over those that do not.

A 1802 SHIFT BIDDING – PROTOCOL

The Administrative Unit shall post shifts along with updated seniority list and call-in times no later than two weeks before the actual shift bid. Unusual circumstances may prevent this from occurring. In these cases, the information shall be distributed as soon as is practical. Personnel shall be assigned a five-minute call-in period for shift choice and vacation bid. If an employee does not call-in during the specified period, they shall receive the last shift available or make their selection based on available shifts when they do call-in. The Administrative supervisors shall not attempt to call dispatchers who have not called in at their specified time. Absentee written bids shall be accepted in lieu of a call-in; however, the administrative supervisors shall not be responsible for lost or misrouted written bid requests.

A 1803 BID BUMP SHIFT BIDDING

Shifts that become available outside the normal bidding process may be administratively assigned or put up for bid at Management’s discretion as follows:

1. Shifts that are put up for bid shall be posted for at least seven days and awarded by seniority of qualified personnel. (Those currently on an administratively assigned shift are not usually allowed to bid on an open shift.) A reasonable attempt shall be made by the Administrative Supervisor to contact qualified individuals off during this period.
2. The shift that is vacated by this award shall also be put up for bid by seniority for a minimum 30-minute time frame.
3. Any qualified dispatcher, who was not awarded a shift by the bidding process, shall be assigned to the remaining shift(s). In the case of multiple shift vacancies, the dispatcher with the most seniority may choose first.
4. Employees, who change shifts, after shift change, may take any vacation or time off awards to the new shift. It is their responsibility to coordinate any pre-approved vacation, shift trades, or overtime adjustments with the Administrative Unit personnel as soon as possible after the shift award.

A 1804 ADMINISTRATIVE ASSIGNMENTS

Revised 5/25/22

Management personnel shall initiate administrative shift assignments (voluntary or involuntary), as necessary, in order to effectively manage Communications personnel. The dispatcher who has been involuntarily transferred shall retain all vacation and time off awards. (Refer to the SJPDA MOA for the denial of a shift bid.)

In the event an employee has bid for a shift and then is unable to work the shift due to an unscheduled leave or modified work conditions for two months or more, the employee may be administratively assigned for the remainder of the shift.

A 1805 SHIFT BIDDING – SENIORS

Qualified Senior PDs assigned to the Control Room shall bid for shifts twice each year based on Departmental Seniority (refer to A 1806 – SENIORITY). Seniors are qualified to bid for a shift if they meet the following conditions:

1. Any Senior who has a planned shift absence of eight weeks or more after the shift change (including planned retirements) will not be allowed to bid for a shift.
 - a. For each Senior not bidding, a shift shall be removed and staffing adjusted as appropriate.
 - b. Upon the return of a Senior, the removed shift will be reinstated and a one-time bid will occur.
2. For any Senior unplanned absence that occurs after shift change:
 - a. Seniors and Supervisors will adjust their shift(s) to cover the absence.
 - b. Upon the return of a Senior, they shall be reinstated to the shift originally bid.
3. Staffing assignments occurring after the shift bid, but prior to shift change:
 - a. The shifts shall be rebid.
4. Staffing assignments occurring after shift change:
 - a. If due to a vacancy, it will be covered with shift adjustments and/or overtime until any promotion occurs.
 - b. If due to a reassignment, a one-time bid will occur.
5. Newly promoted Seniors will be administratively assigned for one full shift bid rotation.

A 1806 SENIORITY

Revised 5/25/22

Establishing Department seniority for purposes of shift bidding is separate from citywide seniority, which is defined in the MOA between the City of San José and the San Jose Police Dispatchers' Association (SJPDA) Union. For shift bidding seniority and other Department seniority issues the following guidelines shall be adhered to:

1. Seniority shall be defined as time in class, within the Department. Part-time employment is NOT a separate classification and will not have a separate seniority established.
2. Department members, who move between levels within one series, shall maintain seniority within that series when returning to a lower level within three years of their promotion. If the same employee were to promote again, their prior seniority accrued at the promoted level shall not count towards shift-bidding seniority for the latest promotion.
3. An employee shall not maintain bidding seniority if he/she moves to a different classification or a different department.
4. Those resigning as a non-probationary employee shall have one year to return to retain the seniority they accrued before they resigned.
5. No loss of seniority for unpaid leaves up to four months in duration for medical leave (with verification) or for reasons that qualify under FMLA. This applies to each

- episode. With the previously stated exception, one day of seniority shall be lost for each ten hours of unpaid absences (lost time, suspension, and reduced workweek).
6. Existing permanent employees, transferring from another department/division, shall be given the highest seniority in their academy class. In case there are two City employees hired at the same time, the one with the most City seniority shall be granted the highest seniority of the class.
 7. Seniority amongst an academy group shall be determined by the final academic standings.
 8. Dispatchers promoting together at the same time shall retain the seniority placement of their former class.
 9. Permanent part-time benefited employees accrue seniority at half the rate of full-time employees.
 10. Part-time employees without benefits (per diem) do not accrue seniority by hours worked. The seniority of those transferring back to a benefited position will be determined by the original hire date minus the time in the per diem classification.

A 1807 BREAKS/LUNCHES

Revised 6/2/13

Employees assigned to radio dispatch or calltaking operations shall be provided two (2) 20-minute rest periods and one (1) 30-minute meal period per 10-hour shift. Those who work less than a ten hour shift and/or those working overtime and/or more than a 10-hour shift shall be entitled to the following additional breaks:

Working up to 4 hours	10 minutes
Working more than 4 hours, but less than 5 hours	20 minutes
Working 5-6 hours, inclusively	30 minute lunch or two 15 minute breaks
Working more than 6 hours, but less than 7 hours	30 minute lunch and one 10 minute break
Working 7 hours or more	Normal break schedule applies

At no time shall a dispatcher combine their breaks and lunches so that they can leave early at the end of the shift. Rest periods shall be scheduled in the middle of each half of the shift whenever possible. It is understood and agreed that the inability to permit an employee to take a rest period shall not be a basis for any claim of overtime compensation. The scheduling of breaks and lunches shall be at the discretion of the shift supervisors, on a non-seniority basis. In the event of an emergency or disaster, supervisors have the discretion to cancel breaks and lunches for the good of the City. Supervisors will only use this right when there are no other options to meet the increased traffic loads associated with these events, and usually with the approval of Communications management.

A 1808 REST PERIOD BETWEEN SHIFTS/ASSIGNMENTS

Employees shall be provided a minimum rest period of ten (10) hours before the commencement of their next shift/assignment unless an exigent circumstance dictates. This will be a very rare circumstance and must be authorized by the BOA Deputy Chief or designee. Supervisors may adjust an employee’s shift to provide adequate rest period before their next shift/assignment. However, employees may waive this right to a ten (10) hour rest period for assignments/trades.



A 1809 SHIFT TRADES

Shifts that were awarded based on seniority may be traded on a long-term basis. Two parties must be in the same classification and anyone whose seniority falls between the trading partners must also approve of the shift trade. All requests shall be made on a memorandum and approved by the Communications Manager or designee. For short-term trades refer to A1810 – SHIFT SUBSTITUTIONS.

A 1810 SHIFT SUBSTITUTIONS

Revised 10/21/13

- A. Shift substitutions may be granted in order to allow temporary changes in work schedules. Shift substitutions are a privilege and may be restricted at any time. Employees must be of the same rank. For long-term, permanent shift trades refer to A 1809 – SHIFT TRADES.
- B. A shift substitution form shall be completed for shift substitutions of any duration and must be approved by a Senior PD or higher rank. Hours-only same day shift substitutions and shift substitutions that are paid back within the seven-day work week (Sunday through Saturday) shall be recorded on the timesheet (days and hours) by the person who actually works it, including any paid time off, shift differential, training pay, etc. Both the day/times worked and the day/times paid back of these “Plan A” substitutions, will be indicated on the single substitution form.
- C. Shift substitutions that do not take place within the workweek shall be recorded on the timesheet as if the person is still working that day and shall include any applicable shift differential, training pay, etc. Those actually working on that day understand they waive those rights and that the hours they work for someone else also do not qualify for overtime compensation. Substitutions that fall under this “Plan B” are recorded on two separate forms and may be turned in at different times.
- D. The employee regularly scheduled to work (for “Plan B” substitutions) is still responsible for the shift. If another employee agrees to work for the regularly scheduled employee but fails to work for any reason, the regularly scheduled employee is still responsible for the time and for ensuring their own time balance is debited accordingly. (The only exception is in the case of disability leave, long term medical leave or administrative leave.)
- E. Employees who are promoted to a different classification have 60 days to pay back the shift hours. Personnel who owe hours to an employee who has been promoted may pay back the trade working in their current classification as long as there is sufficient bridge staffing (in the case of a PRD promoting to a Senior PD), or with supervisory approval, may work for the promoted employee in the higher-class position.
- F. Any disputes surrounding shift substitutions shall be resolved between the employees.
- G. Notwithstanding paragraph E, above, probationary employees are not permitted to execute “Plan B” shift substitutions. Management may consider exceptions to this restriction under extenuating circumstances.

A 1811 OVERTIME DEFINITION

Revised 8/28/23

In an effort to maintain minimum staffing levels and ensure the safety of police officers and the public, both mandatory and voluntary overtime shall be used to fill positions until proper staffing levels are achieved. Supervisors, on a daily basis, have the option of going below staffing levels or increasing the staffing levels depending on the shifts and hours needed. In major emergencies, supervisors may hold over an entire shift, including part time employees, as necessary. (Refer to A 1819 – PART-TIME EMPLOYEES.)

WHITE PAGE OVERTIME

Pre-scheduled overtime posted in the “white pages” covers minimum-staffing levels only. This includes those watches at shift change that were left short initially--without anyone off. It also covers for personnel off due to pre-bid vacation leave, medical leave of absence or FMLA, resignations and promotions. It may be posted to cover for mandatory training such as CPT, CIT, CTO or PRD Radio Academies. Management, with input from supervisory staff, develops these minimum-staffing levels. White page overtime that is not taken may be mandatorily assigned. Additional trainings specified by management for the betterment of Communications may also be added to white page overtime when appropriate.

BLUE PAGE OVERTIME

Voluntary overtime that is posted in the “blue pages” also covers minimum staffing levels but if it is not taken, it is not assigned. Blue page overtime is usually posted to allow employees to take time off requested outside the bidding process or to grant release time to attend non-mandatory training.

A 1812 MANDATORY OVERTIME ASSIGNMENTS

Revised 1/7/14

Communications personnel shall be required to work mandatory overtime at any time when staffing levels are below the minimum established requirements and the overtime hours are not filled by a volunteer. Overtime may also be assigned due to an emergency staffing situation or at the prerogative of the on-duty supervisor.

Pre-scheduled

Revised 9/26/14, 12/4/14

White page overtime posted with a targeted amount of hours that is not taken shall be assigned. Personnel are subject to overtime assignment based on the following criteria:

- work schedule on the day/time the overtime is needed;
- those who have not reached the white page target hours on the initial overtime bid;
- those who have the least amount of awarded white page target hours;
- assigned based on reverse-seniority order.

Seven days (i.e., 168 hours) advance notice shall be provided to the person being assigned overtime hours. Notice may include a message left on a voice recorder or CAD/AIS message. Those who have been awarded the targeted amount of overtime hours are exempt

from this process. Target hours will be pro-rated for those with 40 consecutive hours or more of scheduled leave for the calendar month.

Last minute

Revised 1/20/16

The requests for last minute, same day, overtime are usually due to an unexpected absence such as illness or leave (funeral, jury duty, administrative, etc.). It shall be offered to dispatchers in the following order:

- 1) On-duty Control Room Personnel: A CAD message shall be sent to all on-duty personnel in the Control Room announcing the need for overtime. Personnel shall be given a reasonable amount of time to respond to the request. The overtime shall be awarded based on seniority. Supervisory staff shall take into account personnel on breaks and allow time for their return and response, before proceeding to the next step.
- 2) Overtime Availability List: Supervisors will attempt to contact personnel who have listed their availability on the overtime availability list. (Refer to A 1815 – Overtime Availability List.)
- 3) Text Message Notification – Request for Overtime Coverage: bridge personnel shall send a CAD group text message to those personnel who have previously provided their contact information, announcing the date and time the overtime is needed. The first person to respond with a phone call to the bridge shall be awarded the overtime.
 - Text Message Notification – Overtime Filled: Once the overtime has been filled, bridge personnel shall send a CAD group text message to announce that the overtime has been awarded.

If there are no volunteers, supervisors shall mandatory on-duty personnel based on the person who has worked the least amount of overtime (white or blue) in the last 14 days (barring any other circumstances that supervisors may take into account). Ties shall be resolved on a reverse seniority basis.

A 1813 OVERTIME RESTRICTIONS

Communications personnel shall not work more than 24-hours of overtime in one week (Sunday through Saturday) or more than 14½ consecutive or total work hours in a 24-hour period. All personnel shall use good judgment in scheduling overtime so that they are able to obtain adequate rest. Supervisors may make exceptions to these rules.

A 1814 WHITE PAGE OVERTIME — PROCESS

Revised 4/1/22, 6/4/24

1. Overtime by classification shall be posted for bid by the first of the preceding month for a minimum of seven days. It shall be listed in blocks of time on Watch I, II or III.

2. If needed, dispatchers shall be given a target amount of overtime that if reached, will exempt them from pre-scheduled mandatory overtime. (The total number of hours is divided by dispatchers available to work them.)
3. Communications personnel shall bid for overtime hours in accordance with the overtime restriction rules (refer to A 1813 – OVERTIME RESTRICTIONS). Personnel shall bid for the time blocks posted. No partial bids will be accepted. Personnel shall submit overtime bids in order of preference.
4. The PCS overtime will be awarded on a rotating, seniority basis. After the conclusion of the PCS bid, the PRD overtime will be awarded on a rotating seniority basis. PRD personnel may bid to backfill any remaining PCS overtime. Part time employees will be awarded overtime after all full-time personnel bids have concluded.
5. Any overtime remaining after the initial bid, shall be made available on a first come basis when the book is distributed. The overtime book is made available on a rotating basis for each shift. All who are present when the overtime book is made available may have access to the book regardless of shift assignment.

A 1814.1 BLUE PAGE OVERTIME - PROCESS

Revised 6/4/24

1. When overtime is posted to blue pages that is further than 7 days out it will be protected for up to 7 days for the classification of the employee requesting the time off. When blue page overtime is posted a posting date will be added to assist in identifying the 7 days protection period. The 7 days will include the day the overtime was posted. During the 7 day protection period only employees of the same classification can sign up for the overtime.
2. [REDACTED] may still be split between employees, but the entire 4.5 hour block must be covered at the time an employee signs up.

A 1815 OVERTIME AVAILABILITY

~~Personnel may list their availability for overtime on each day of the week (including a contact phone number) for the month on the Overtime Availability List. After the initial white page overtime is awarded, and time becomes available either through the addition of overtime to the blue pages or white pages, or because someone wants to cancel their award, the overtime will be offered by classification to those on the list who requested full slots first, on a rotating seniority basis. If personnel desire to cancel overtime that has been awarded to them, and there is no one available from the list, they are still responsible for working the overtime or finding a replacement. Personnel who decline (or don't answer their phone) requests to work overtime, three or more times during the month, may be excluded from consideration for future overtime requests from this list, during the month. For last minute overtime assignments refer to A 1812 MANDATORY OVERTIME ASSIGNMENTS.~~

Note: Section A 1815 has been suspended until further notice in accordance with a memo dated May 16, 2020 from [REDACTED]

A 1816 OVERTIME CANCELLATIONS

Revised 12/8/15, 2/25/22

If pre-scheduled overtime is no longer needed and there is more than a 24-hour notice, it shall be cancelled on an inverse seniority, rotating basis, in the following order:

- 1) mandatory overtime
- 2) voluntary cancellations
- 3) first come, first serve blue page overtime
- 4) first come, first serve white pages overtime
- 5) on-call availability list overtime awards – blue pages
- 6) on-call availability list overtime awards – white pages
- 7) awarded white pages overtime
- 8) per diem/retiree re-hire employees

If there is less than a 24-hour notice, those holding over will be cancelled first on an inverse seniority, rotating basis, using the same order.

Those scheduled to work overtime on their day off who do not receive a 24-hour notice are entitled to two hours of compensation. (Refer to SJPDA MOA).

A 1817 POSITION ASSIGNMENTS

Revised 4/1/22, 6/4/24

The shift supervisors are responsible for daily deployment assignments and in any case have sole discretion in deciding assignments. Shift supervisors have the option and/or responsibility to change those assignments based on the shift needs, individual requests and following rules:

1. Training takes preference over all other requests
2. Those assigned to last minute or pre-scheduled mandatory overtime have the right to choose any position assignment (except #1).
3. Pre-scheduled voluntary overtime (white or blue pages) bumps all other requests (except #1 and #2), if the overtime remains the full block of time originally posted. If a dispatcher splits their awarded block of overtime with another dispatcher, both dispatchers are subject to the assignment provided by the admin unit or the shift supervisor.
4. If there is any other type of conflict between two dispatchers working voluntary overtime, the Senior or Supervisor has sole discretion in deciding the position assignments.

A 1818 PROBATION

Probationary periods shall not be less than twelve (12) months of actual service as determined by the Civil Service Commission. Actual service shall mean regular hours worked, paid holidays and up to 80 hours of other cumulative or consecutive paid or unpaid absences. The probationary period is automatically extended for any amount of time off in excess of 80 hours.

For employees who are re-instated (re-hired within 3 years of their resignation date), it is up to the department whether to place them on probation again, or not.

An employee's probation may be extended up to three months. The employee must receive written notification of the extension prior to the end of the probationary period. If the employee does not receive this written notification, the employee may appeal to the Office of Employee Relations within ten (10) working days of being told of the extension.

A 1819 PART-TIME EMPLOYEES

Revised 5/25/22

Part-time dispatcher positions are available on a limited basis at the discretion of management. In order to qualify for a part-time position: (1) the dispatcher must have passed probation, and (2) all key elements in their most recent performance appraisal must, at minimum, meet standard.

Part-time shifts are determined by management and are usually put up for bid during the semi-annual shift bid. Vacancies that occur during the six months of shift change are usually only filled by reinstated employees. Management may choose not to put a vacancy up for bid and convert two vacancies to a full-time position. The following are provisions for part-time dispatchers. Those considering bidding for this position should consider each of these conditions before transferring (for benefits, refer to the SJPDA MOA):

1. Part-time employees earn seniority at half the rate of a normal employee.
2. Dispatchers choosing to work half time shall be required to work two (2) consecutive ten-hour days each week.
3. Part-time employees do not retain bumping rights in layoff situations.
4. Shifts and days off designated for benefited part-time positions shall be determined by workload demands and management considerations.
5. The City's payments for health, dental and life insurance will be calculated on somewhat the same one-half formula based on the amount of hours worked.
6. Employees who have chosen to work a part-time position are not guaranteed the ability to revert to a full-time position. (There must be one vacant full-time position). The ability to transfer back to full-time will only be allowed at management's discretion.
7. Part-time employees may work additional hours up to a maximum of 208 hours per calendar year. It is the employee's responsibility to keep track of the extra hours worked during the year to ensure that they do not, under any circumstance, work over 1248 hours (regular and/or overtime hours). In agreeing to work the extra hours, the employee must understand that if they work 1,248 hours prior to the end of the year for any reason, that they will not be allowed to work any hours (including their normally scheduled hours) for the remainder of the year.
8. Part-time employees who work over the allotted yearly total as specified above, risk losing their part-time status and may not be able to transfer back to full-time status.
9. Requirements for completion of mandatory Continuous Professional Training (CPT) must be met, as for all full-time employees, preferably on a release time basis. If CPT hours are worked as extra hours (not using release time), those hours are included as part of the allotted 208 maximum allowable overtime hours for the year.
10. Vacation time is accrued for each regular hour worked. Vacations bids are awarded by seniority with full-time employees. (Refer to A 1920 – VACATION LEAVE.)
11. Part-time employees are not subject to callback or mandatory overtime except under the following circumstances:
 - a. During a major emergency.
 - b. When their entire shift is required to holdover beyond the end of their normal shift, or when their entire shift is required to report for duty prior to the commencement of their normal shift.

A 1820 PART-TIME UNBENEFITED AND RETIREE RE-HIRE EMPLOYEES PROGRAM

Added 12/8/15, Revised 6/2/22

Former personnel who have worked in the Public Safety Communications job series may be hired into the Unclassified Service for purposes of performing duties of a temporary or intermittent nature. They shall be unbenefited and “at-will” employees. The intent of this program is to help Dispatch Operations meet workload issues and is not to be used to circumvent the Civil Service testing and hiring process for these positions.

Applicants to work a part-time unbenefited (also known as “per diem”) position or a retiree returning to City employment, shall have held a full time or part-time benefited position as a PCS, PRD, Senior PD, or Supervising PD with San José Police Communications within three years of being appointed to this Unclassified Service. These Unclassified Service employees will be held accountable to all City of San José and SJPDA policies and procedures, including attendance. Employees are not required to wear a uniform, however, shall dress consistent with approved CPT attire (refer to A 1505 – DRESS CODE DEFINITIONS).

Former personnel who have worked in the Public Safety Communications job series who meet the minimum applicant qualifications, and who are currently employed by the City of San José in a full or part-time non-SJPDA Communications position, are eligible to work as supplemental personnel (also known as “extra help”) in Dispatch Operations.

Per Diem, Retiree Re-hire, and Supplemental Personnel Employees – Hours

- 1) Per diem and retiree re-hire employees must work a minimum of 58.5 hours per calendar quarter (based on a single common overtime block of 4.5 hours per week for 13 weeks) and no more than 260 hours per calendar quarter. The purpose of the minimum (and maximum) work hours is to ensure continued job proficiency and experience, while maintaining continuity in training throughout the year. The failure to meet the minimum quarterly hours requirement may result in release from the Unclassified Service, at the discretion of management.
- 2) Per diem employees may work no more than an average of 30 hours per workweek *and* no greater than one thousand forty (1040) hours in any payroll calendar year. (Refer to the SJPDA MOA regarding unbenefited employees.)
- 3) Retiree-rehire employees may work no more than one hundred twenty (120) working days or nine hundred sixty (960) hours, whichever is greater, in any payroll calendar year. (Refer to CPM 3.1.5 – REEMPLOYMENT OF RETIREES [2016].) Retiree re-hires may allocate their hours as they choose, based on availability, and as long as they work a minimum of 58.5 hours in each calendar quarter.
- 4) Supplemental (extra help) personnel shall have no minimum hour requirements and no maximum hour restrictions. They shall be responsible for working a sufficient number of hours to maintain an appropriate skill set as a PCS or PRD, and are free to work any amount of time permitted by their regular work unit.

Seniority

Seniority for per diem and retiree re-hire employees shall be based on time in class as a full-time or part-time permanent employee. This time continues to accumulate during time worked as a per diem or retiree re-hire employee. (Refer to A 1806 – SENIORITY.)

Work Hours and Assignments

Revised 2/18/18, 6/20/19

Per diem and retiree re-hire employees shall sign up for their shifts in the following manner:

- 1) Each month, prior to the normal overtime bid process (refer to A 1814 – WHITE PAGE OVERTIME – PROCESS), per diem and retiree re-hire employees shall bid, on a rotating, seniority basis, for desired work hours. These employees are required to work a minimum of 58.5 hours per quarter. Once they have met this requirement, they will no longer participate in the bidding process and may sign up for any overtime remaining after the initial bid on a first-come, first-served basis.
- 2) The normal overtime bid process for full and part-time benefited employees will commence upon conclusion of the per diem/retiree re-hire bid (refer to A 1814 – WHITE PAGE OVERTIME – PROCESS).
- 3) Any overtime remaining after these bid processes (including any last-minute overtime), shall be made available on a first come basis, regardless of assignment or rank, to all personnel, including per diem and retiree re-hire employees (up to their maximum hours allowed), and supplemental personnel.
- 4) A per diem/retiree re-hire employee who bids for work hours normally covered by a PCS is expected to work a calltaking assignment. The employee cannot “bump” a PRD to that calltaking assignment for a radio assignment. Likewise, an employee who bids for work hours requiring a PRD is expected to work a radio assignment and cannot be “bumped” to a calltaking assignment.
- 5) The Administrative Services Unit shall track the number of hours worked by each per diem and retiree re-hire employee, to ensure their hours meet minimum requirements and do not exceed the maximum hours allowable.



Bureau of Administration

Communications Division

Policy and Procedure Manual

A 1900

TYPES OF LEAVE

Any type of leave from work may have a significant impact on the operation of the Communications Division. Public and officer safety is dependent upon maintaining minimum staffing levels. Employees may be entitled to take time off, as with vacation and personal leave, or may be granted other types of time off, such as leaves of absence without pay. Because of the critical nature of the job, time off that is granted may also be rescinded in cases of emergency.

PROCEDURE

A 1901 ABSENT WITHOUT NOTIFICATION

Revised 5/25/22

An employee who is absent without notification to his/her department director or designee for two consecutive work shifts shall be considered to have voluntarily resigned. Notification must be provided prior to commencement of the second consecutive shift. (Refer to SJPDA MOA.)

A 1902 ADMINISTRATIVE LEAVE

An employee may be placed on administrative leave when the appointing authority determines it is in the City's best interest. A department head or designee shall have the authority to remove a City employee from duty without prior approval in extreme cases (refer to Duty Manual S 2707 – NON-DISCIPLINARY EMERGENCY RELIEF FROM DUTIES [2018].)

A 1903 COMPENSATORY LEAVE

Revised 5/25/22

Dispatchers may accrue up to 480 hours of compensatory time off in a 12-month period. Any compensatory time not taken within 26 pay periods shall be paid off. Dispatchers may be directed by their supervisors to take time off in order to avoid aged compensatory time payout. (Refer to SJPDA MOA.) Dispatchers may use their accrued comp time balance according to second round bidding rules or for other time off outside the bidding process.

A 1904 DISABILITY LEAVE

Employees, who are disabled, as a result of an occupational illness or injury, shall use disability leave. Only Risk Management may determine if an employee has an approved claim.

Employees have an obligation to check with their Risk Management caseworker before indicating disability on their timesheet. Employees calling in absent for the day who want to use disability leave shall provide medical verification for that day to Risk Management. All physical therapy appointments shall be scheduled, if possible, on the employee's own time. If the employee is already scheduled for disability leave either due to an appointment or work limitation they may use approved disability leave if they call in sick for the other portion of their scheduled workday.

A 1905 DISABILITY LEAVE PROCEDURE

An employee who believes they have a work incurred injury must first file worker's compensation paperwork. An injured employee must serve a written, signed notice on the employer within 30 days after the occurrence of an injury. Failure to provide this notice may preclude recovery under the Worker's Compensation system. Worker's Compensation claims should not be made on first-aid injuries.

Once requested, or with knowledge of a qualifying injury, Supervisors have 24-hours to provide the employee with the DWC form 1 claim form. Supervisors must also fill out the Employer's Report of Occupational Illness or Injury form (form 5020). Usually, both forms are turned in at the same time. Employers must, however, file the 5020 report with Risk Management within five (5) days of their knowledge. Failure to file this report can result in civil fines (refer to A 1904 – DISABILITY LEAVE).

Supervisors will also ensure any incident resulting in an employee injury is investigated and the appropriate accident/incident forms are filled out. Forms SAFE002 and SAFE003 will be filled out and immediately routed to the City Safety Officer.

A 1906 DISABILITY LEAVE – PAYMENT

Revised 5/25/22

There is an initial three-day waiting period for all workers' compensation claims where the employee must use their sick leave. (Physician must put you out for three days or more). If the employee is hospitalized or off work for 14 consecutive days, the three-day waiting period time is reimbursed or waived.

Disability Leave Supplement (DLS) is paid in addition to Workers Compensation Temporary Disability (WCTD) to equal 85% of your salary. DLS is not paid for any claim older than five years. Refer to the SJPDA MOA for the maximum allowance.

A 1907 DISABILITY LEAVE – RETURN TO WORK

Anyone returning to work from a disability leave or anyone who has disability work restrictions must first obtain clearance and paperwork from Risk Management. A copy shall be made for the Administrative Unit.

A 1908 FEDERAL FAMILY LEAVE

Qualifications and use of Federal and State leaves such as the Family and Medical Leave Act (FMLA), Pregnancy Disability Leave (PDL) and California Family Rights Act (CFRA) are explained in detail in the RAD and City Policy Manual (CPM). The City requires an employee

to provide medical certification for any leave of absence (either paid through use of sick, vacation, personal leave or unpaid) whenever an employee may qualify for FMLA/CFRA leave due to his or her serious health condition or that of an immediate family member. The City also has the right to retroactively count qualifying time already used toward the leave allowance. The employee must provide medical certification within fifteen (15) days of the City's request or the leave may result in denial of the leave and or loss of pay.

Employees must provide not less than (30) thirty days' notice if the FMLA/CFRA leave is foreseeable. If (30) thirty days is not practicable, notice must be given as soon as possible.

A 1909 FLEX TIME

Flex time allows an employee to work less than the scheduled hours one day and more on another day(s) in order to complete a forty (40) hour work week (Sunday through Saturday). It may benefit either the supervisor or employee but should be by mutual agreement and cannot result in any overtime. The actual hours worked each day shall be recorded on the timesheet as regular hours. Due to staffing concerns and overtime, this is generally not available for Control Room personnel.

A 1910 FUNERAL LEAVE

Revised 5/25/22

All full-time employees shall be granted forty hours (part-time employees shall be granted twenty hours) of funeral leave in the event of a death of any of the following relatives of the employee, spouse or registered domestic partner: spouse, domestic partner, parent, step-parent, grandparent, step-grandparent, great-grandparent, step-great-grandparents, child, grandchild, brother, sister, step-brother, step-sister, half-brother, half-sister, step-child, son/daughter-in-law, brother/sister-in-law. This leave must be taken within 14 calendar days following the death of an eligible person. The 14-day requirement may be waived by the Director of Employee Relations. (Refer to the SJPDA MOA.)

The employee shall notify their immediate supervisor of the need for funeral leave. Upon their return, the employee shall fill out a Bereavement leave certificate and file with the administrative unit timekeeper.

A 1911 LEAVE OF ABSENCE

Revised 5/25/22

Any unpaid leave of absence that extends beyond one pay period must be requested on a Leave of Absence form. The appointed authority may grant leave of absence without pay for good and sufficient reasons.

Requests for leaves of absence shall be evaluated for approval or denial by the Chief of Police, based on the benefits to the department or to the individual, without detriment to the department and consistent with Civil Service Rules, not to exceed 12 months. Such leaves may be extended an additional six months with approval. (Refer to SJPDA MOA.)

The member requesting leave shall complete a "Request for Leave of Absence" (Form 100-21) no later than 60 calendar days prior to the beginning date of the leave. The leave request

shall be submitted via the chain of command to the Chief of Police. (refer to Duty Manual S 2703 – LEAVES OF ABSENCE [2018].)

A 1912 LOST TIME

The use of lost time is not a right. Lost time used as additional leave time because all other leave balances have been exhausted is not approved time off. Absences resulting in lost time may be considered job abandonment. (Refer to A 1806 – SENIORITY).

Accrual of 10 hours of unapproved lost time causes an automatic loss of departmental seniority. Employees who continually use lost time shall receive counseling by their supervisor and may receive discipline up to and including termination.

A 1913 MATERNITY/PATERNITY LEAVE

Besides the leave an employee is entitled to through the various federal and state laws surrounding the birth or adoption or foster care placement of a child (Refer to RAD 1.30 – MEDICAL LEAVES) employees may request additional leave time. Requests are considered on a case-by-case basis.

If intermittent FMLA/CFRA is taken for this reason, the minimum duration of the leave is two weeks. It may be less than two weeks on two different occasions and must be used within one year. The employee may be administratively assigned a shift during this time frame to better accommodate staffing needs.

A 1914 MEDICAL LEAVE

Revised 5/25/22

Employees who do not qualify for, or have exhausted, leave that falls under any State or Federal Leave law may request a medical leave of absence. Refer to A 1911 – LEAVE OF ABSENCE. Leaves without pay affect step increases, i.e., time used without pay will not count toward a step increase. Therefore, upon return from leave without pay, the anniversary date for a step increase shall be changed. Employees also do not accrue City seniority, sick leave, vacation leave, or retirement credit while on any unpaid leave. Department seniority will only be reduced after four months of unpaid medical leave (refer to A 1806 – SENIORITY).

Those on extended medical leaves that last three months or more shall obtain a medical release from Employee Health Services before returning to work. Any full-time employee who is unable to return to work after being absent on paid/unpaid sick leave for a maximum of 18 consecutive months or for 18 cumulative months in any period of 24 consecutive months shall be separated from City service. (Refer to SJPDA MOA.)

A 1915 MILITARY LEAVE

Revised 5/25/22

Communications personnel are entitled to benefits for military service in accordance with applicable laws of the State of California and the Federal Government. General information about military leave may be found in the SJPDA MOA. Instead of using vacation or compensatory time for weekend drills, and on approval of management, personnel may be allowed to adjust their days off for the week. All requests for adjustments or military leave

must be submitted as soon as the member learns of the commitment. Timely notification of the employer is a requirement under federal and state laws and can be grounds for refusal to grant the adjustment or leave.

A 1916 REDUCED WORK WEEK

Revised 5/25/22

Reduced work week agreements are made for a maximum of six months and may be extended with management's approval. They may also be cancelled at any time by the employee or management. Because of mandatory staffing levels, these have generally only been approved for those wishing to come back early from maternity leave. (Refer to the SJPDA MOA.)

A 1917 RELEASE TIME

All requests for release time must have prior supervisor approval. Employees who use release time shall indicate regular hours on their timesheet and the reason indicated in the comment field. (Refer to A 1413 – TIMESHEET RESPONSIBILITIES.)

Cancer Screening

Release time for cancer screening examinations, up to three (3) hours, during normal work hours, may also be granted with prior supervisor approval under the following circumstances:

- Women 40 years of age and over;
- Men 50 years of age and over; and,
- Employees of any age if a screening is recommended by their doctor.

A cancer screening release time form must be completed and presented before the timekeeper may approve the time. The timecard entry code "CSR – Cancer Screening Release Time" shall be used when this release time is approved.

A 1918 SICK LEAVE

Revised 5/25/22, 02/27/2024, 05/13/2024

Sick leave is not a benefit that an employee may use at their discretion; therefore, sick leave shall be authorized only in cases where the request for sick leave is reported promptly and used for an authorized reason. Authorized reasons for sick leave include personal illness or injury; medical or dental appointments; or for the care related to the illness or injury of the employee's family as defined by the SJPDA MOA. Sick leave is not authorized for absences resulting from the consumption of alcohol or non-prescriptive drugs. Employees may be required to furnish medical verification or other substantiation for any such absences. Any such requirement shall be made on a case-by-case basis. (Refer to the SJPDA MOA.) The department head or designee is authorized to investigate the validity of sick leave requests.

Notification

In cases of illness or authorized reasons for sick leave, the dispatcher shall notify the on-duty supervisor at least two hours prior to the start of their scheduled shift so that staffing adjustments may be made.

In cases where the employee does report to work but requests to go home ill, the employee shall notify the supervisor as soon as possible so that minimum staffing levels may be maintained. In extreme staffing situations, sick leave may not be approved.

Usage

When an employee does not have sufficient sick leave or personal leave to cover a sick leave absence, they are responsible for seeking approval from their chain of command supervisor to use an alternate leave balance. If prior approval is not received by the administrative unit before timecards are processed, the administrative unit will use alternate leave balances in the following order: personal leave until exhausted, vacation leave until exhausted, and, lastly, compensatory time. The administrative unit will notify the employee's chain of command senior and supervisor about the usage of alternate leave balances if approval is not sought or granted. Failure to seek supervisory approval will be recorded as a reliability issue, and repeated incidents may be documented in a special appraisal or the employee's annual performance appraisal. Employees are cautioned that using vacation leave in lieu of sick leave may result in canceled time off if their balances are insufficient to cover a planned vacation. Furthermore, repeated use of alternate balances may result in the need for management approval for overtime bidding.

Rules governing the use of sick leave while an employee is absent on an approved state or federal leave (e.g., FMLA, PDL, CFRA, etc.) may be found in the RAD 1.30 – Medical Leaves.

A 1919 TEMPORARY LEAVE/MODIFIED DUTY

The Communications Manager shall make all temporary or modified duty assignments, with coordination from Risk Management. For any restrictions, including those other than Risk Management, the employee must submit a completed medical restriction form, which lists the limitations or restrictions for determining the modified duty assignment. A doctor's note that indicates which positions or shift an employee must work is unacceptable. The physician does not have the authority to assign modified duty.

The modified duty assignment may require a change in work hours or shift. Modified duty workers including those with overtime restrictions may, at the Manager's discretion, be assigned shifts (refer to A 1801 – SHIFT BIDDING – GENERAL #3). Any employee on any type of medical restrictions may work overtime only with the express permission of management.

A 1920 VACATION LEAVE

Revised 5/25/22

First Round

First round vacation bidding shall occur semi-annually during the shift bidding process. PRDs and PCSs shall be allowed to bid for scheduled vacation based on seniority, classification and awarded shift. They may bid for consecutive blocks of time (40 hours or more) based on their accumulated vacation hours or hours they will have accrued by the time of their vacation.

(Refer to SJPDA MOA.) Bids are awarded based on one person off a day with a one-day overlap except during the holidays where no overlap is allowed. In this case only, partial vacation time of 30 hours is accepted as long as it is contiguous to the holiday.

PRDs and PCSs shall indicate the use of vacation time (not compensatory or personal leave time) for any time off granted as part of the first round vacation bidding process. It is the employee's responsibility to ensure they maintain a vacation balance that equals their bid. Those in violation risk having their vacation time cancelled. Management must approve any exceptions. Additionally, personnel may not cancel first round bids except under unusual circumstances and on approval by a supervisor.

Second Round

Second round bidding takes place after the first round bid for single days off and is granted by classification on a rotating seniority basis. Single or consecutive days are listed in preferential order on a bid sheet. Personnel may use any current balance of vacation/personal/compensatory time or vacation/personal leave time that they will have by the specified date. Bids are awarded for days not taken by the first round bid with no overlap. Holidays that are not taken by the first round bid are also excluded from this process due to the separate holiday bid. Second round bids also may not be cancelled except under unusual circumstances and on approval by the supervisor.

Random Days

After second round bids have been awarded, random days during this six-month period will be accepted at any time and are awarded by classification on a first come, first served basis. If no one has already been granted time off (vacation, compensatory time off, or personal leave) for the day, and it is outside of 45 days, it will automatically be approved; if it is inside 45 days it will be approved as long as overtime is taken, if needed. For Watch I and for Watch IV/II a second person may be granted the day off as long as it is within 45 days, a second person is not off for any other type of leave (disability, training, jury duty, etc.), and staffing allows (if needed to meet minimum staffing levels, blue page overtime is filled). The number of personnel allowed time off (two people per classification) is subject to change contingent on staffing levels at shift bid. Random days may be cancelled provided at least 24 hours notice is given to cancel any posted overtime (if overtime is not posted, then 24 hours notice is not required). Supervising PDs may grant an exception to these rules.

Special Requests

Management or their designee shall approve special vacation requests outside of the bidding process. A special circumstance is defined as a rare, unusual or infrequent event that must absolutely occur on a specific date or dates.

A 1921 HOLIDAY BID PROCESS

Revised 5/25/22

Communications personnel receive holiday-in-lieu pay throughout the year instead of being paid for working the actual holiday (refer to SJPDA MOA). The holiday bid procedure, which will take place during the month of October, has been established as an equitable way to provide more employees with the opportunity to take one of the major holidays off. Supervisors

on each of the shifts shall determine how many slots, if any, can be put up for bid on each of the following holidays: New Year's Day, Thanksgiving, Christmas Eve, Christmas, and New Year's Eve. In order to give employees sufficient time to make plans, the whole process will take place on or before October 1st and completed on or before October 15th.

Individuals shall be allowed to sign-up with their first, second and third choices for holiday time-off bids. Individuals that already have one or more of the holidays off, because of their regular days off or first round vacation bidding, shall have that holiday considered as their first choice, second choice, etc. In seniority order, those who have no vacation days off are granted their 1st choice, etc.



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Bureau of Administration

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A 2004 COMMUNICATIONS TOURS

Tours of the Communications Center shall be arranged through the Training Unit with approval of the Communications Manager. Informal tours conducted by other police personnel are



welcome, with notification of supervisor. Visits by officials and dignitaries may require notification of the Chief of Police through the chain of command. Personnel are encouraged to share their work environment with family members as long as they also notify the supervisor.

Visitors are permitted to use camera and/or video equipment with the approval of the shift supervisor, provided that photos or videos are not made of screen faces, which would reveal information that is considered confidential by state law.



A 2006 CAD GENERATED MESSAGES

CAD generated messages are viewed as official records, which may be subject to scrutiny by the courts during criminal and civil proceedings. All computer-generated events, messages, and other electronic data are subject to departmental or supervisory review. Personnel have no expectation of privacy when using the CAD system. At no time shall anyone send a CAD message or enter remarks into an event that can be construed as derogatory in nature or embarrassing toward the department or fellow employees. Any CAD generated messages containing sexual, racial or otherwise offensive materials, including those messages in violation of any section of this Policy and Procedure Manual, the Rules and Directives Manual, the SJPD Duty Manual, or City Policy are prohibited and shall be subject to discipline. Under no circumstances shall employees retrieve CAD messages, other than their own, without permission from supervisory personnel. Supervisors shall periodically review CAD messages to ensure these standards are upheld. CTOs may also review CAD messages of the individual they are training to ensure compliance with standardized guidelines.

A 2007 ELECTRONIC MESSAGES SECURITY

Personnel have the obligation to ensure they are logged onto the CAD/AIS system before they send any electronic messages. Sending messages or mail under another person's identification without their consent is strictly prohibited. Personnel must also log off both CAD and the telephone system when leaving their position for the day (refer to A 1609 – RELIEFS.)

A 2008 INTERNET/E-MAIL USE

The transmission of defamatory, obscene, offensive or harassing messages, or messages which disclose personal information without authorization, is prohibited. Electronic mail and information systems of the City are not to be used in anyway that may be disruptive, offensive



to others, or harmful to morale. Employees shall not send mass electronic mail messages under a citywide basis to all employees without prior written authorization of the Department Director or designee (refer to City Policy Manual 1.7.1 – USE OF E-MAIL, INTERNET SERVICES, AND OTHER ELECTRONIC MEDIA [2010]).

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A [REDACTED]

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A 2100

EMPLOYEE RECOGNITION

The Communications Division expects a high level of professional conduct from all employees. On certain occasions, employees exceed those expectations. Dispatchers are recognized for their outstanding daily performance and special achievements in a variety of ways. They may receive verbal praise, a written note or more formal recognition for their accomplishments.

PROCEDURE

A 2101 DISPATCHER-OF-THE-YEAR-QUARTER FINALIST

Revised 3/21/24

The Dispatcher-of-the-Year quarter finalist award was established in order to recognize line personnel who consistently have performed their duties in a manner exceeding the highest standards of the department during the three-month quarter. Nominations for this award can be made by any department member (or submitted anonymously) at any time during the quarter. Nominations should be made by written or electronic memo to the Assistant Communications Manager, or verbally to any Senior or Supervising PD. Nominations are shared electronically prior to the Senior/Supervisor meeting, and any additional nominations are presented during the meeting. During the Senior/Supervisor monthly meetings in April, July, October, and January, nominations are discussed and voted on by those present. Employees are only eligible to receive one quarterly award.

A 2102 DISPATCHER-OF-THE-YEAR-PROCESS

The Dispatcher-of-the-Year award for PRD and PCS was established to recognize the employee who best exemplifies, for the past year, the overall qualities of an outstanding dispatcher or calltaker. The top three quarter finalists in each classification are selected by popular vote of all Communications personnel. Each finalist is then rated by management staff using a point system that awards 0-5 points (5 being the highest) in each of the following categories:

Service Beyond the Call of Duty

For example, committees, volunteer assignments such as training unit scenarios, cross-fit, academy instruction, CISM, MIT, DRT, specialized skills such as CALGANG[®], CADMINE, taking classes related to job enhancement, etc.

Skills/Knowledge

For example, advanced/intermediate POST certification, Performance Appraisal ratings, uses initiative to do more than the minimum required, commendations, etc.

Team Concept

For example, helps out coworkers without being asked, volunteers for overtime to prevent mandatory assignment, sit-a-longs, tours, volunteer work that directly impacts City of San José, adds to morale by contests, bakeoffs, potlucks, coffee run, dispatcher week involvement, etc.

Professionalism

For example, high work ethic, strong interpersonal skills, positive attitude, accepts responsibility for actions, reliability, etc.

The nominees with the overall highest scores are selected.

A 2103 PSCMA AWARDS

Each year the Public Safety Communications Managers' Association (PSCMA) honors everyone in the Public Safety Communications field. An annual banquet and awards ceremony is held in which the Dispatchers-of-the-Year from each agency in the County of Santa Clara are honored.

PSCMA also may annually give awards to the dispatcher(s) of the county who have performed in an outstanding capacity on a specific incident, a project, training efforts, or continuous outstanding daily work.

A 2104 EMPLOYEE RECOGNITION AWARDS

Revised 10/15/18

An Awards and Commendation Board, comprised of members representing all Bureaus and the Office of the Chief of Police, meet regularly to review commendation reports that have been forwarded for consideration for Employee Recognition Awards. All department members are eligible for awards, which may take the form of a letter, certificate, or any other special commendation, as determined by the Awards Board. The Chief of Police presents the awards during Employee Recognition Ceremonies. These special awards are generally for specific work or day-to-day excellence.

A 2105 MEMORANDUM OF OUTSTANDING PERFORMANCE

A memorandum of Outstanding Performance may be issued by any supervisory or command level officer for performance which is well above average in quality but not sufficiently outstanding to justify one of the employee recognition awards. When the memorandum has been approved by the Chief, a copy shall be routed to the subject member(s), and placed in

their personnel file. (Refer to Duty Manual C 1600 – AWARDS AND COMMENDATIONS, et seq. [2018])

A 2106 PEER RECOGNITION

Communications personnel are encouraged to fill out the short commendation forms for anyone that they feel deserves special recognition. Forms shall be turned in to the Communication Manager who will post the commendation in the front entry hallway showcase and put a copy in the supervisor's file.

A 2107 HIRING INCENTIVE PROGRAM

The Recruiting Incentive Program is intended to help recruit qualified candidates to the department. Sworn or non-sworn personnel who recruit a dispatcher candidate can earn up to 40 compensatory hours; 10 hours when the candidate was hired; 10 hours if the candidate passes the Basic Dispatch Academy, 10 hours when the candidate passes the CTO program, and 10 hours when the employee passes probation.

If the candidate is a lateral candidate, the employee can earn up to 60 compensatory hours; 20 hours when hired, 20 hours when the candidate completes the CTO program and 20 hours when the employee passes probation.

Personnel must submit a memo with an authorized signature from management to the Administrative Unit before listing it on their timesheet.



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A 2200

DISCIPLINE/EMPLOYEE RIGHTS

It is the policy of the San José Police Department to administer discipline with the goal of correcting inappropriate conduct and/or substandard performance. The appropriate use of discipline is essential to high employee morale and productivity and furthers the Department's goal of providing excellent services to the community. The Department's policy is to exercise progressive disciplinary action in a timely, fair, and consistent manner. Communications personnel are entitled to some the same rights afforded to sworn personnel as applicable.

PROCEDURE

A 2201 DISCIPLINE

Discipline refers to management actions designed to correct the conduct or performance of employees who fail to meet established standards, or to dismiss from City employment a habitual problem employee, or one who is engaged in grossly unacceptable behavior. Causes for discipline and types of discipline are listed in the San José Municipal Code (§ 3.04.1370 – DISCIPLINARY ACTION AND DISMISSAL) and in the City Policy Manual 2.1.3 – DISCIPLINE [2016].

Personnel are subject to progressive disciplinary action if they have not responded to previous actions. Certain conduct and circumstances may be serious enough to warrant severe disciplinary action without prior lower level discipline. One or more of the following actions may be taken by the Chief of Police, subject to Civil Service Rules (SJMC §3.04) and, when necessary, the approval of the City Manager:

- Training/Counseling
- Documented Oral Counseling (DOC)
- Letter of Reprimand (LOR)
- Salary Step Reduction
- Suspension
- Demotion
- Dismissal
- Other disciplinary action that the Chief of Police deems appropriate.

For specific discipline related definitions and/or processes, refer to the City Policy Manual 2.1.3 – DISCIPLINE POLICY [2016].

A 2202 DOCUMENTED ORAL COUNSELING (DOC)

For Non-Sworn Personnel - the DOC will be routed to the Bureau of Administration Deputy Chief by the IA Unit. After one year, if the problem does not reoccur, the memo should be removed from the BOA Deputy Chief's file and destroyed.

A 2203 SKELLY HEARING

Non-sworn Police employees are entitled to a *Skelly* hearing (also known as a “*Skelly* conference”) for recommended discipline involving a Letter of Reprimand or higher.

A 2204 GRIEVANCE PROCEDURE

Revised 5/25/22

An employee may file a grievance anytime there is a dispute between the City and the employee regarding the interpretation or application of the written Memorandum of Agreement or the Employer-Employee Resolution #39367. Consult your Union steward or refer to the SJPDA MOA.

A 2205 WEINGARTEN RIGHTS

Revised 5/25/22

When an employee is being interviewed and the employee reasonably believes that the investigative interview is likely to result in disciplinary action, the employee has the right to request to have a union representative present during the investigative interview. (Refer to the U.S. Supreme Court decision in *NLBR v. Weingarten, Inc.* (420 U.S. 251) and the SJPDA MOA.)

A 2206 EMPLOYEE RIGHTS

The SJPDA affords all non-sworn employees the same rights as sworn employees. Those rights are listed in the Peace Officers Bill of Rights (POBOR). The Department has 365 calendar days from the date of a complaint to complete its investigation. (Refer to Duty Manual A 3009 – COMPLAINT PROCESS [2018] and the MEYERS-MILIAS-BROWN ACT [Government Code §3508.1].)



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A 2300

ASSESSING EMPLOYEE PERFORMANCE

Properly documenting employee performance is a means of formally recording each department member's talent, skills and abilities, and to objectively measure an employee's work product. Additionally, it alerts employees of their strengths and weaknesses in order to improve performance and potential of the employee. To ensure that such evaluations are systematic, consistent and meaningful, the Department and City Administration maintain procedures for conducting employee evaluations as the need and circumstances require.

PROCEDURE

A 2301 PROBATIONARY EMPLOYEE PERFORMANCE APPRAISALS

Revised 5/25/22

During the probationary period (refer to A 1818 – PROBATION, and to the SJPDA MOA), several reporting methods are used to document an employee's performance. While these employees are in the CTO program, Daily Observation Reports (DORs) are written by the CTO and Bi-Weekly Evaluation Reports are compiled by the Communications Training Senior (CTS). Since this is a formal training program, these reports are completed in lieu of the first two probationary period performance appraisals required by the City. In addition to the DORs and Bi-Weekly Evaluation Reports, probationary employees who successfully complete the training program may also receive monthly reviews by their supervisor, up through the completion of their probation.

Supervisors shall complete a final probationary appraisal for employees at least 15 calendar days prior to the probation end date. This appraisal should include complete information covering key elements, targets, and other aspects of performance during the entire probation period (refer to City Policy Manual 3.3.3 – NON-MANAGEMENT PERFORMANCE PROGRAM [2011] and Duty Manual S 2302 – RATING SCHEDULE [2018]). If an employee's performance is found to be below standard in any category, supervisors may recommend the extension of a probationary period (refer to City Policy Manual 3.3.1 – PROBATIONARY PERIODS [2018]); documentation must be submitted at least one month prior to the probation end date. Once having completed the probationary period, employees shall receive performance appraisals annually.

A 2302 EMPLOYEE PERFORMANCE APPRAISALS AND APPEALS

Revised 5/25/22

Annual Appraisals

Permanent employees shall be rated no less than annually. Generally, the supervisor who has been assigned to the employee for three months and one day, or longer, during the appraisal rating period, shall be responsible for writing the appraisals. Such appraisals shall be completed on or within thirty (30) days of the anniversary date of the employee being rated. Appraisal dates will be affected and adjusted accordingly with promotions, merit/step increases, or leaves of absences. (Refer to Duty Manual S 2302 – RATING SCHEDULE [2018].)

Employees on Extended Leave

When employees are on a lengthy leave of absence for any reason (e.g., sickness, military leave, disability, administrative leave, etc.) and are not available during the last one to five months of appraisal time, Police Personnel shall be notified. The appraisal should be completed in order to cover the period before the individual went on leave. Supervisors should contact the employee either by phone, e-mail, fax, postal mail or in person to review the appraisal. If the employee is unavailable to sign the appraisal, the supervisor may sign “unavailable for signature” and process the appraisal. The employee’s copy should be mailed to the individual after it is signed off and processed by Police Personnel. The yearly date will remain the same.

If the employee is not available during the last six to 12 months of appraisal time, Police Personnel shall be notified. The appraisal will be removed and a new date will be made six months after the employee returns from leave. The yearly date will then continue from that date.

Employees Who Promote or Demote

A “closing appraisal” shall be completed by the employee’s supervisor for an individual who has more than six months in their current job classification. If the employee has less than six months in the classification, no appraisal is required and new dates will be determined based on the date of promotion or demotion.

Special Appraisals

A performance appraisal report may be completed at any time to appraise an employee’s performance. These non-scheduled special reports may be used to recognize outstanding or substandard performance, or for other special circumstances.

Substandard Performance

Permanent employees who do not consistently receive overall “meets standard” shall initially be given a Special Appraisal that delineates their below standard performance. A Performance Improvement Plan shall also be included in the evaluation that explains the steps they need to take to consistently raise their level of performance to a “meets standard level.” Employees will generally be re-evaluated on a second Special Appraisal at the end of three months. However if their performance does not improve, or declines, they may be re-evaluated at any time. Employees who receive a negative Special Appraisal shall initially be provided with any additional training and be monitored full time by one of their

peers for a minimum of 80 hours. At the end of this training and monitoring period, they shall be re-evaluated to determine if they can return to solo status or need further training/monitoring.

An individual assigned to monitor the employee does not have to be the same person each day, and can be done by a non-CTO. The monitor shall document in a written summary any sub-standard (or above standard) performance of the employee (DORs shall not be used). These notes shall then be communicated to the Senior PD who shall document the performance in a Special Appraisal. In no case shall the monitor take over the employee's position, unless not doing so may cause a risk to officer or public safety.

Personnel who do not meet standard may additionally be the subject of an administrative investigation. Employees who do not show improvement after a specified period of time or who have regressed further, may receive an overall unsatisfactory rating in the subsequent Special Appraisal which, may be accompanied by a recommendation for a demotion or discharge (refer to Duty Manual S 2305 – RATING PERFORMANCE [2018] and RAD 1.10 – PERFORMANCE APPRAISALS – KEY ELEMENTS AND RATING CRITERIA.)

Special Appraisals, as well as the annual appraisals, may be appealed by the employee (refer to the SJPDA MOA).

Performance Appraisal Rebuttals

Employees who receive an overall performance rating that is at or above “meets standard” on either an annual or special performance evaluation, and is not satisfied with the appraisal, may write a rebuttal within thirty (30) calendar days from the date the employee receives the final performance appraisal. The rebuttal, along with the performance appraisal, will be included in the employee's personnel file.

Performance Appraisal Appeals – Key Element Review

Employees who receive an overall performance rating of “meets standard” on either an annual or special performance evaluation, but receive a below “meets standard” in an individual key element rating, may request a review of that individual key element. Such requests must be submitted in writing to the Chief of Police, within thirty (30) calendar days from the date the employee received the final performance appraisal. The Chief or his designee shall provide a written response to the employee within thirty (30) calendar days and the response shall be final and binding. (Refer to the SJPDA MOA.)

Performance Appraisal Appeals – Overall Rating

If an employee receives an overall performance rating that is below “meets standard” on either an annual or special performance evaluation, the employee may appeal the rating to the Chief of Police within thirty (30) calendar days from the date the employee receives the final performance appraisal. The Chief/designee shall provide a written response to the employee within thirty (30) calendar days.

If the employee is dissatisfied with the decision of the Chief/designee, the employee may, within thirty (30) calendar days from the decision, request a hearing with the City Manager. (Refer to the SJPDA MOA.)

Performance Appraisal – Copy

Employees shall receive a copy of their appraisal if requested.

A 2303 PERFORMANCE APPRAISALS—CONTENT

All performance appraisals, regardless of type, must be discussed with and reviewed by the affected employee. Supervisors shall arrange a pre-appraisal meeting with employees to discuss performance rating criteria, and to determine and agree upon future performance targets. Appraisals shall be based on the employee’s performance during the entire review period. Prior to completing the appraisal, supervisors shall review the employee’s Police Personnel file and supervisor file.

Overall Rating

Performance appraisals include an overall rating based on the rating of the individual key elements, adherence to significant performance standards, and accomplishment of essential functions. This rating provides an overall impression of job performance that is supported by the key element factors, not necessarily an average of those ratings. Thus, each factor need not be of equal weight but comments should justify significant differences impacting on the overall rating. An overall rating cannot be “Exceptional” if any of the key elements is rated below a “Meets Standard.”

Specific Content

Examples of specific content for appraisals include, but are not limited to:

- Awards/Commendations – Official awards/commendations in the employee’s Police Personnel file and/or informal notes in their supervisor file should be included.
- Sick Leave – Sick leave use shall not be referred to in appraisals (including approved leave of absences, such as FMLA, CFRA, PDL, disability leave, etc.) unless doing so is favorable to the employee, or if there is an abuse or pattern of sick leave use.
- Discipline – Employee behavior resulting in discipline may be cited in an appraisal; however, the actual discipline administered may only be included if it involves a Letter of Reprimand or more severe discipline.

A 2304 UNDERSTANDING OF KEY POLICIES

When employees are given their performance appraisal, supervisors shall ensure that they have read the Key City Policies and signed the “Acknowledgment of Receipt and Understanding of Key Policies” form. In addition to this form employees will also be required to read and sign: 1) the Confidentiality of Criminal Justice Information (CCJI) form to acknowledge they understand all of the information contained within the document, and 2) “Acknowledgement of Communications Code of Ethics” form.



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A 2400

SUPERVISORY NOTIFICATIONS

One of the more important responsibilities of Control Room supervisors is making timely and accurate notifications. This includes those in the chain of command, intra-departmental, inter-departmental, and if necessary to the public. Supervisors must exercise good judgment when prioritizing notifications together with their other responsibilities, especially when managing simultaneous critical incidents.

PROCEDURE

A 2401 GENERAL NOTIFICATIONS

Supervisory personnel are responsible for being familiar with current notification protocols contained in the Critical Incident Call-Out book. If no on-call list is provided, the lieutenant of the unit shall be contacted. Additional notifications made by supervisors include:

- Area Commanders
 - Priority 2 waiting calls when sergeants are unavailable
 - Major incidents (refer to R 1205 – SUPERVISOR NOTIFICATIONS)
 - Hate Crimes/Incidents
- Night Detectives
- Joint Response (DFCS)
- School Liaison Unit
- FBI (e.g., confirmed bank robberies)
- Severe Child Injury or Death Team (SCID)
- Crime Scene Cleaners
- Cal-OSHA (refer to Duty Manual L 9017 – REPORTING INDUSTRIAL CAUSED DEATH OR INJURY [2018])

A 2402 INTERNAL NOTIFICATIONS

Supervisors shall make the following notifications of management personnel. Notifications will start with the Assistant Communications Manager. If deemed appropriate or necessary, the Assistant Communications Manager will notify others in the chain of command. If for any reason, the Assistant Communications Manager or designee cannot be reached, then the Bureau of Administration Communications Manager, Deputy Chief, or designee, shall be notified directly.

After hours, immediate notification (contact must be made):

- Personnel injury on/off duty that requires hospitalization.
- Anytime paramedics are called for an on-duty dispatcher.
- Off-duty dispatcher incident that may involve criminal activity (as with the case of an arrest or call for service).
- Major, prolonged equipment problems (e.g., telephone system, CAD, radio, PG&E outage).
- Officer involved shooting.
- Any event or complaints that may attract major media attention.
- Death of any dispatcher's spouse/children.



Non-immediate notifications (may be made by e-mail, voicemail, or memo):

- DRT call-out.
- Short-term equipment problems.
- Uses of any other bereavement leave by an employee.
- Dispatchers who have asked to see management with an issue.
- After hours OSHA inspections.

A 2403 RELEASE OF INFORMATION TO THE MEDIA

All personnel shall refer inquiries from the media directly to the on-call Public Information Officer at 408-409-5339. A PIO should answer that line or return the call within a reasonable amount of time.

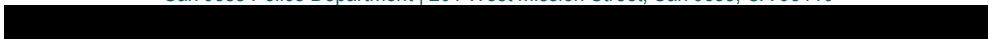
A 2403.5 PUBLIC INFORMATION OFFICER NOTIFICATIONS

Added 10/21/13; Revised 11/15/22

Supervisors shall ensure that Public Information Officers (PIOs) are immediately notified of the incidents listed below. This is not an all-inclusive list; supervisors must exercise good judgment when determining when to notify PIOs.

Notifications shall be made for:

- Homicides
- Shootings/Stabbings with life threatening injuries



- Officer-involved shootings
- In-custody deaths
- Fatal traffic collisions
- Traffic collisions with life threatening injuries, for which TIU is being notified
- At-risk missing persons
- School lockdowns
- Bomb Unit deployment
- Unusual incidents or any event of sufficient magnitude wherein notification to the PIOs would seem appropriate because members of the media are on scene or likely to respond.

A 2404 O.R. DESK REQUESTS

In the event the Office of Pretrial Services (otherwise known as the O.R. Desk at the Main Jail) needs additional information concerning an arrest, they will contact a Communications supervisor and provide the following information:

- Name of arresting officer
- Name of the arrested subject
- Associated case number
- In a basic format, the additional information being requested

The supervisor will notify the arresting officer to contact the O.R. Desk. If the supervisor is unable to reach the officer, a message may be left to call the bridge for the information. If the officer has not called the bridge within a reasonable amount of time, the supervisor will notify the on duty Watch Commander.

A 2405 CAPTAIN'S PAGE

Revised 6/2/13

The Captain's page is intended to give staff a brief overview of the event so they can be prepared to take necessary action on a timely basis; it is not designed to provide all necessary information.

Notifications of command personnel shall be made in the following circumstances (made by Captain's page/text message):

- An officer involved shooting (regardless of injuries).
- An officer involved injury requiring admission to a hospital.
- All homicides.
- Mutual Aid requests.
- Significant use of force requiring the suspect to be admitted to a hospital.
- In-custody deaths.
- Unusual incidents or any event of sufficient magnitude where notification of the Chief of Police would seem appropriate (examples include: hostage negotiation situations, kidnappings, significant events involving a political figure, media sensitive events, etc.)

The Captain's page will be initiated as follows:

- Communications shall ensure the Watch Commander is aware of the event.
- The Watch Commander will supply any additional or clarifying information to Communications and authorize the Captain's page be sent.
- In all cases, the Watch Commander will contact Communications to ensure the Captain's page will be sent out within one hour of the origination of the call for service.

Refer to RAD 2.20 – CAPTAIN'S PAGE.



A 2407 AMBER, SILVER, BLUE, AND YELLOW ALERTS

Revised 3/21/13, 6/2/13

AMBER Alerts

The America's Missing: Broadcast Emergency Response plan, generally known as an AMBER Alert, allows law enforcement agencies to immediately distribute information about recent child abductions to the public. The goal of an AMBER Alert is to instantly galvanize the entire community to assist in the search for and safe recovery of the child. This program is a voluntary partnership among law enforcement agencies, broadcasters, and transportation agencies to activate an urgent bulletin in the most serious child abduction cases.

AMBER Alerts may only be initiated by the field lieutenant (or designee), or Missing Persons Unit detective. Criteria for issuing an AMBER Alert includes:

- Confirmed abduction of a child 17 years or younger (has a proven mental or physical disability).
- It is believed that the victim is in imminent danger of serious bodily injury or death.
- There is information, if disseminated to the public, would assist in the recovery of the victim.

Silver Alerts

Revised 3/16/15

The purpose of the Silver Alert program is to establish a quick response system designed to issue and coordinate alerts following the unexplained or suspicious disappearance of an elderly person. The goal of a Silver Alert is to provide immediate information to the public about the missing person, including images or descriptions and the time and location last seen to speed the process to locate the person and return them to safety.

Silver Alerts may only be initiated by the field lieutenant (or designee), or Missing Persons Unit detective. Criteria for issuing a Silver Alert includes:

- The missing person is 65 years of age or older.
- The missing person is developmentally disabled.
- The missing person is cognitively impaired.
- The missing person has gone missing under unexplained or suspicious circumstances.
- The missing person is in danger because of age, health, mental or physical disability, environment or weather conditions, etc.
- There is information, if disseminated to the public, would assist in the recovery of the missing person.

Blue Alerts

The purpose of the Blue Alert program is to establish a quick response system designed to issue and coordinate alerts following a violent attack upon a law enforcement officer. The goal of a Blue Alert is to provide immediate information to the public about violent suspects via media broadcasts, and other notification resources to solicit help from the public in the safe and swift apprehension of the suspect.

Blue Alerts may only be initiated by the field lieutenant or higher ranking officer (or designee). Criteria for issuing a Blue Alert includes:

- A law enforcement officer has been killed, suffers serious bodily injury, or is assaulted with a deadly weapon, and the suspect has fled the scene of the offense.
- The suspect poses an imminent threat to the public or other law enforcement personnel.
- A detailed description of the suspect's vehicle or license plate is available for broadcast.
- Public dissemination of available information may help avert further harm or accelerate apprehension of the suspect.

Yellow Alerts

Added 4/25/16

The purpose of the Yellow Alert program is to establish a quick response system designed to issue and coordinate alerts if a person has been killed or has suffered serious bodily injury due to a hit-and-run incident. The goal of a Yellow Alert is to provide immediate information to the public about felony hit and run suspects that could either help avert further harm or accelerate apprehension of the suspect based on any factor, including, but not limited to, the

severity of the injury, the time elapsed between a hit-and-run incident and the request, or the likelihood that activation would reasonably lead to the apprehension of a suspect.

Yellow Alerts may only be initiated by the field lieutenant or higher-ranking officer (or designee). Criteria for issuing a Yellow Alert includes:

- A person has been killed or suffers serious bodily injury due to a hit-and-run incident.
 - “Serious bodily injury” means an injury that involves, either at the time of the actual injury or at a later time, a substantial risk of serious and permanent disfigurement, a substantial risk of protracted loss or impairment of the function of any part of the body, or a break, fracture, or burn of the second or third degree.
- There is an indication that the suspect has fled the scene utilizing the state highway system or is likely to be observed by the public on the state highway system.
- There is additional information concerning the suspect or the suspect’s vehicle, including, but not limited to, any of the following:
 - The complete license plate number of the suspect’s vehicle.
 - A partial license plate number and additional unique identifying characteristics, such as the make, model, and color of the suspect’s vehicle, which could reasonably lead to the apprehension of the suspect.
 - The identity of the suspect.

Supervisors are responsible for:

Revised 8/13/15

- [REDACTED] the Tip Line phone number (866-333-SJPD) that will be used for public dissemination.
- Instructing the investigating officer to contact a Communications supervisor when activation of the Alert has been confirmed by ENTAC.
- Taking the following actions once the investigating officer has verified that ENTAC has confirmed the Alert request meets statutory criteria, and the officer has notified a Communications supervisor:
 - Notify the Communications Chain of Command.
 - Notify the PIO.
 - Ensure an AMBER, SILVER, BLUE, or YELLOW APB is added in the CAD Broadcast system.
 - If needed, divert the Tip Line to an alternate location.

AMBER Alerts, Silver Alerts, Blue Alerts and YELLOW Alerts shall ONLY be entered in the CAD Broadcast system. CHP is responsible for sending any Administrative CLETS BOLs or APBs for these Alerts. (Refer to R 1322 – APBs/BOLs and S 1204 – BROADCAST CRITERIA.)

A 2408 SANTA CLARA COUNTY ALERT SYSTEM (AlertSCC)

The Santa Clara County Alert System (AlertSCC) provides the City with a method of making notifications to the public in the event of a disaster or other emergency. Use of the system is governed by the “Santa Clara County Regional Mass Notification System Policy and Procedure Manual.” All supervisors shall access both the test and emergency systems monthly and quarterly at the direction of the Communications Manager. The AlertSCC system can be used for the following reasons:

- Disasters such as airplane crashes, earthquakes, floods, etc.
- Urgent or emergency notifications such as hazmat spills, bomb threats, hostage situations, fires, and other events that require immediate evacuation or shelter in place orders.
- Priority notifications such as AMBER alerts, Silver Alerts, gas/water main breaks, etc.

Notification Protocol

To initiate a notification, the following protocols must be followed:

1. Only Department Command Staff of Lieutenant rank or higher are authorized to initiate notifications
2. Bridge personnel will be contacted to initiate the notification.
3. Use the AlertSCC Checklist to ensure that all required information is gathered for the notification.
4. Compose the message with the requesting Command Staff Officer and the on-call Press Information Officer.
5. Once the message has been approved and is ready for release, determine the extent of the notification (i.e., a geographic area, a specific zip code, or the entire city).
6. Log into the Connect-CTY website and begin the initiation process.
7. Record the message.
8. Confirm authorization to release the message with the requesting Command Officer.
9. Status of message delivery is available from Communications when needed and indicates if the telephone was answered at each address, as well as which text messages were delivered.



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A 2500

TRAINING

Public safety dispatchers are full time or part-time, non-sworn employees who, along with other tasks, receive emergency calls for law enforcement service and/or dispatch law enforcement personnel. The role of the California Commission on Peace Officer Standards and Training (POST) is to establish minimum selection standards for public safety dispatchers employed by agencies participating in the POST public safety dispatcher program. This includes the Communications Division of the San José Police Department. POST regulations begin with the hiring process, include academy instruction, and continue throughout each year with Continuous Professional Training (CPT) requirements. In addition to the mandatory POST requirements, personnel also have an opportunity to receive additional training in various law enforcement computer data base systems as well as career enhancement specialty training.

PROCEDURE

A 2501 POST PROFESSIONAL CERTIFICATES

Revised 6/12/18

Dispatcher Certificates are professional certificates awarded in recognition of meeting specified training and service requirements. Possession of these certificates is voluntary, and is not required to perform dispatcher duties.

The Basic Public Safety Dispatcher Certificate is awarded to current full-time Communications employees who have satisfactorily completed the Public Safety Dispatcher's Basic Course and have successfully completed one year of service as a Public Safety Dispatcher employee. Professional certificates at the intermediate and advanced levels are also available. Standards for these certificates are regulated by POST; they are awarded based on a combination of work experience and education. Details can be found on the POST website at www.post.ca.gov. Personnel who have been awarded an intermediate or advanced certificate are entitled to a City-issued POST uniform pin acknowledging this achievement.

A 2502 CONTINUOUS PROFESSIONAL TRAINING (CPT) REQUIREMENTS

The purpose of CPT is to maintain, update, expand, and enhance an individual's knowledge and professional skills. CPT is training that exceeds the training required to meet or re-qualify in entry-level minimum standards. These training standards, as well as qualifying and non-qualifying courses, are described on the POST website at www.post.ca.gov.

A 2503 COMMUNICATIONS TRAINING OFFICER (CTO) PROGRAM

After probationary employees graduate from the in-house academy, they enter into the Communications Training Officer (CTO) Program. This program is managed by a Supervising PD (as a collateral assignment), Control Room Senior PDs, and POST qualified instructors in the PCS and PRD classifications. Trainees are rotated through several shifts and are evaluated by their Communications Training Officer (CTO) based upon the performance criteria set forth in the Standard Evaluation Guidelines. The trainee's performance and progress are evaluated on a daily basis utilizing these guidelines and a Daily Observation Report (DOR). In addition, each time a trainee rotates to a different CTO, a progress report ("side evaluation") is also completed that contains an up-to-date record of the trainee's strengths and weaknesses. Upon the successful completion of the CTO program, trainees function at a solo level and are rated monthly by the shift Senior PD until they pass probation.



[REDACTED]

[REDACTED]

A 2510 CRITICAL INCIDENT STRESS MANAGEMENT (CISM) TEAM

Revised 8/22/24

The Critical Incident Stress Management (CISM) Team is a group of both non-sworn and sworn personnel trained to support co-workers who have been involved in critical incidents. The team is designed to provide one-on-one peer support and assist them in mitigating the long-term effects of stress.

A 2510.1 WELLNESS & EMPLOYEE SUPPORT TEAM (WEST)

Added 8/22/24

The Wellness and Employee Support Team's (WEST) goal is to maintain a healthy work environment by providing support to members of the Department requesting assistance via

[REDACTED]

[REDACTED]

A 2511 CRISIS INTERVENTION TEAM (CIT)

The Crisis Intervention Team (CIT) program was developed by the Police Department to ensure that individuals who suffer from mental illness or impairment, and are having some sort of crisis, receive CIT personnel to assist. It consists of a specially trained group of Communications personnel and officers skilled in encounters with mentally ill.

A 2511.1 MOBILE CRISIS ASSESSMENT TEAM (MCAT)

Added 12/17/24

MCAT is a mobile team that will provide officers dedicated to immediate response to calls for service involving persons experiencing a mental health crisis. In addition, MCAT will assist with follow-up referrals generated by the county and the police department.

[REDACTED]

[REDACTED]

MCAT assists with the following:

- De-escalation of subjects in crisis
 - Facilitation of mental health services
- [REDACTED]
- [REDACTED]

A 2511.2 MOBILE CRISIS RESPONSE TEAM (MCRT)

Added 12/17/24

The Santa Clara County Behavioral Health Services Department has created the Mobile Crisis Response Team (MCRT) to assist department members with handling situations involving individuals in mental health crises.

[REDACTED] to defuse crisis situations. MCRT provides crisis screening, crisis intervention, safety planning, linkage to treatment and resources, and 5150 W&I evaluations.

A 2512 OUTSIDE TRAINING

Revised 6/7/22

Any requests for outside training must first be submitted to the immediate Supervising PD for release time or flex time approval. Once release time or flex time is approved, the training request is forwarded to the Training Unit Supervising PD for review and documentation in the employee's training file. The Training Unit Supervisor will notify the employee and employee's Supervising PD and Senior if the request is approved or sent up the chain of command for approval. Upon completion of the training, employees shall submit a course completion certificate to the Training Unit.

Short duration and free webinars can be taken and scheduled at the Supervisor's discretion.

Employees requesting training must complete all school request forms, which will include a memo requesting the training and an SJPD Training Request Transmittal with course flyer attached.

Courses that will incur a cost and/or travel must be submitted at least thirty (30) days prior to the course in order to be properly processed through the chain of command. Once the employee

received approval, they will need to finalize arrangements to attend the course. Early registration is recommended if there is no cost to cancel.

Courses that will not incur a cost and/or travel should be submitted at least two (2) weeks prior to the course start date.

A 2513 TUITION REIMBURSEMENT

Revised 5/25/22

The City offers tuition reimbursement for such things as: registration, tuition, fees, and textbooks for college accredited courses which are either related to or beneficial for the employee's current position or related to or beneficial for a lateral transfer, promotion or other career opportunity within the City service as approved by the Department Director or designee. Refer to the SJPDA MOA for details.



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C 1100

CALLTAKING RESPONSIBILITIES

One of the primary missions of the San José Police Communications Division is to answer and process calls for service as quickly as possible. Once a telephone call is received, it is the duty of the calltaker to quickly determine the type of complaint, the jurisdiction of the call and handle it accordingly. The call may involve a transfer, a referral, or that an event be created for dispatch. Calltakers shall always use good judgment when determining the need for ambulance/fire or police response in all situations.

PROCEDURE

C 1101 CALLTAKING ASSIGNMENTS

All 9-1-1, non-emergency and police telephone lines are routed through an Automatic Call Distributor (ACD) to police calltakers logged on to the calltaking positions. The lines are further distributed by a priority system based on whether the calltaker is logged on to the Primary, Secondary or TRAC function. These assignments are made and adjusted as needed by the shift supervisors based on traffic volume and staffing issues. It is the responsibility of calltakers to ensure they are logged into the proper calltaking function and are available to answer calls.

C 1102 ANSWERING EMERGENCY CALLS (Primary Calltaking)

Revised 2/13/17

San José Police Communications is the 9-1-1 Public Safety Answering Point (PSAP) for the City of San José. Anyone dialing 9-1-1 within the City limits will be routed to the police “Primary” calltaking position including those dialing 9-1-1 for fire or medical service. If all Primary calltakers are busy, the system will search for any available calltakers logged onto Secondary or TRAC.

Besides the 9-1-1 lines, other emergency telephone lines include but are not limited to the following:

10-digit emergency lines (408-277-8911)



Requests for service that are received and processed on emergency lines generally include in-progress or just occurred incidents involving threats to life, violence, felonies, or any situations that require immediate dispatch.

Calls received on 9-1-1 lines shall be answered with a phrase that includes the word “emergency” such as “9-1-1 Emergency,” “San José Emergency,” “Emergency Services”; or “San José 9-1-1.” Do not specify “police” or “fire.”

C 1103 ANSWERING NON-EMERGENCY CALLS (Secondary Calltaking)

Revised 6/29/18

Non-emergency lines, those lines on which a request for non-emergency services provided by San José Police may be received, include but are not limited to:

- ACD line transfers from primary call-taking
- 10-digit non-emergency (408-277-8900)
- Non-emergency Airport lines (white)



Those working the Secondary calltaking position must always keep in mind that they may receive an emergency call if all Primary calltakers are busy.

Non-emergency telephone lines shall be answered as soon as practical. If an emergency call is waiting while taking a non-emergency routine call, the routine call shall be “parked” so that the emergency call may be handled (refer to RAD 5.10 – PHONE SYSTEM - IWS).

All non-emergency calls for service, including calls that can be handled by Internet, shall be taken at the Secondary position. Requests for service that are received on non-emergency lines generally include incidents involving prior crimes, requests for information, or those that do not involve immediate threat to life or property.

Non-emergency lines shall be answered as follows: “San José Police” or “Police Services.”

C 1104 ANSWERING TRAC

Revised 8/17/23

Calltakers who are assigned to the TRAC position generally process police reports over the telephone. They may also receive overflow calls from either the primary or secondary queue. Calls that are normally transferred to TRAC include, but are not limited to, prior misdemeanor offenses, missing persons who are not “at risk,” and lost or stolen license plates. They may also include prior non-life threatening felony reports (refer to T 1100 –TRAC, for more detailed information).



C 1105 TRANSFERRING CALLS

Revised 6/29/18

Emergency Calls

If the call is an SJPD emergency or combined police and fire emergency as defined in C 1102, it shall be processed by the calltaker who answers the call, regardless of assignment.

Calls that are determined to not be an emergency shall be transferred by the Primary calltaker to the Secondary queue. A Primary calltaker, who has determined a call to be a non-emergency, and in the process has gathered sufficient information to finish the call, shall complete the call and not transfer it to a Secondary calltaker unless an emergency call is waiting.

9-1-1 Calls (Other Jurisdictions)

When a 9-1-1 emergency call is received that is not in San José Police jurisdiction, the calltaker shall either immediately transfer the call to the appropriate agency or take the information from the caller and relay it to the agency. Calltakers who transfer the caller should remain on the phone until the location and phone number have been verified.

It is sometimes necessary for a call received on 9-1-1 to be transferred more than once (e.g., CHP transfers a call to SJPD that needs to be transferred to the Sheriff's Office, etc.). Although there is no limit to the number of transfers that can be made from one PSAP to another PSAP, every effort should be made to minimize the number of 9-1-1 call transfers. Alternatively, calltakers may take the information from the caller and relay it to the appropriate agency.

San José Fire/Paramedics

Notwithstanding callers from another jurisdiction (refer to F 1102 – FIRE TRANSFER PROCEDURES – OTHER CALLS), any 9-1-1 caller who requests fire or medical assistance shall be immediately transferred to Fire Communications; calltakers shall not announce the call. The calltaker shall monitor the call long enough to ensure that police are not needed, as details become available (refer to F 1100 – FIRE DEPARTMENT/PARAMEDIC CALLS). Appropriate identification of that service provider shall be made. For example, if the RP is requesting a response from the Fire Department, the calltaker shall advise the RP he/she is being transferred to a fire dispatcher. If the RP is requesting medical services, the calltaker shall advise the RP that he/she is being transferred to an emergency medical dispatcher.

Any 10-digit caller who requests fire or medical shall be asked for the location of the emergency and the caller's phone number prior to being transferred (refer to F 1102 – FIRE TRANSFER PROCEDURES).

Non-Emergency Calls

Revised 7/21/15

If the Primary calltaker immediately determines the call is a non-emergency SJPD call, it shall be transferred to Secondary. The caller shall be told they are being transferred to "Police Services" or "Police Dispatch." If the emergent nature of the call cannot be immediately determined, the Primary calltaker shall complete the call. If any Primary calltaker determines that the call can be handled as a telephone report, it shall be transferred to TRAC. The caller shall be told they are being transferred to a "report taker."

If a Secondary or TRAC calltaker receives an emergency overflow call that when screened is a non-emergency call for service, the calltaker shall process the call. (Refer to C 1103 – ANSWERING NON-EMERGENCY CALLS.)

C 1106 UNSUCCESSFUL TRANSFERS

Revised 12/19/17

Police Calls

If the transfer of an emergency call or missing person report in an outside agency’s jurisdiction is not successful, calltakers shall take the information and notify the appropriate agency. For the unsuccessful transfer of non-emergency outside agency calls, calltakers shall provide the RP with the appropriate phone number.

Medical Calls (San José)

If not successful in transferring a medical call after one attempt, the calltaker shall create an event using the following criteria: address, telephone number, and nature of the call. Once the call has been entered, the caller’s answers to the “SEND” protocol (chief complaint, age of the patient, conscious, and breathing) shall be updated into the event and a second transfer shall be attempted. If successful, the calltaker shall advise the fire dispatcher of the fire event number and advise the caller to stay on the line for medical instructions. If not successful, the caller shall be advised that the call will be dispatched shortly.

Fire Calls (San José)

Create a call for dispatch using the appropriate fire type code if the Fire Department is unable to answer their telephone lines (refer to F 1111 – FIRE TYPE CODES).

C 1107 OTHER/MIXED JURISDICTION CALLS

The San José Police Department has primary jurisdiction over all properties within the municipal boundaries of the City of San José. Other law enforcement agencies have concurrent jurisdiction or mixed jurisdiction. To ensure the most effective and efficient use of resources for all concerned, it is imperative that dispatchers refer callers to the proper jurisdiction in an expedient manner. When an incident occurs in an area where jurisdiction cannot be determined, create an event for dispatch and notify the other agency that may be involved (refer to C 1500 – SPECIAL HANDLING).

Emergency Calls

In no case will a caller who is reporting an emergency, regardless of jurisdiction, be told to hang up and dial a different number.

Bordering Jurisdictions

If the RP is reporting a high priority call or hazardous roadway condition, that San José Police should be alerted to (e.g., a county pocket or bordering jurisdiction), the calltaker shall remain on the phone while the other agency’s dispatcher obtains descriptions, direction of travel, etc. This information shall then be relayed to the San José Police units as soon as possible as a priority 2 INFO event for BOL purposes only.

When an injury accident is being reported in CHP jurisdiction (and within San José City borders), in addition to transferring the caller to CHP, the calltaker shall create an 1179CHP event (Refer to C 1683 1179CHP – VEHICLE ACCIDENT – INJURIES – CHP JURISDICTION).

Non-Bordering Jurisdictions

If the caller is reporting an incident in another agency’s jurisdiction and it is an emergency, the calltaker shall advise the RP that he/she will be transferred to the appropriate agency.

Optionally, the calltaker shall gather necessary information from the reporting party and relay the information to the appropriate agency. This is also an option if the agency’s line is busy or no one answers after several rings. (Refer to C 1105 – TRANSFERRING CALLS.)

Non-Emergency Calls

If it is a non-emergency call, the RP shall be given the appropriate agency’s telephone number and either transferred or advised to call the agency directly.



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C 1200

GENERAL CALL PROCESSING

Due to the often-urgent nature or volume of calls received by the Police Department, call processing must be expeditious. Often the circumstances of a call will dictate the utilization of services or techniques, which can impact the processing of a call, for example, when an interpreter is needed or calming techniques are used. However, many of the calls received by the calltaker are routine and require a direct line of questioning. It is imperative for the radio dispatcher to receive the required information in a timely manner in order to dispatch the call without delay and not jeopardize public or officer safety.

The following contains general-type rules applicable in handling all calls and dealing with the variety of situations that may occur before or during event creation.

PROCEDURE

C 1201 CALL PROCESSING TIMES

When an emergency call (priority 1 or 2) is received, the calltaker shall take no longer than 90 seconds to obtain the location of the incident, determine the type code, and include basic information supporting the assigned type code to allow for immediate dispatch. Once routed, additional information (e.g., vehicle description, direction of travel, and injuries) shall then be obtained and supplemented as soon as possible.

When a non-emergency/routine call (priority 3 or 4) is received, the calltaker shall process requests for information or create a call for service within three minutes whenever possible. These types of calls may not always fit within this time constraint due to their intricacies and may take longer to process. The calltaker shall be aware of pending emergency calls during non-emergency call processing (refer to C 1103 – ANSWERING NON-EMERGENCY CALLS).

During periods of manual mode, emergency calls shall take no longer than three minutes to process the initial information. Non-emergency calls shall be processed within five minutes whenever possible (refer to RAD 10.0 – MANUAL MODE).

C 1202 CUSTOMER SERVICE

Revised 5/12/15

When processing calls, it is important that the calltaker, at every appropriate opportunity, and without compromising officer safety and the integrity of the call, assure callers that they are there to help them, and if an officer is en route, that help is on the way.

Callers shall not be given an estimated time of arrival (ETA) for the officers. An appropriate response to a caller asking for an ETA would be: "Officers will be there as soon as possible." The calltaker shall explain to the RP the type of response they can anticipate.

If a caller is demanding an officer respond, after being informed that the nature of their call is non-dispatchable, calltakers shall create a call for dispatch and include the term "request/requesting contact" in the text of the event (refer to A 1300 – ETHICAL RESPONSIBILITIES).

C 1203 ACCURACY

Call processing requires the use of active listening skills in order to fully comprehend what the reporting party is saying. Calltakers shall accurately and briefly reflect all pertinent information in events and TRAC reports/documents.

C 1204 LOGICAL ORDER OF QUESTIONING

Processing both emergency and non-emergency calls require a logical order of questioning. This line of questioning is generally as follows: location, details, time element, officer safety, suspect and/or vehicle descriptions, any direction of travel. The calltaker shall attempt to ask the caller the 5 Ws of dispatching: where, what, when, weapons and who, when it is logical to do so.

C 1205 LOCATION

Revised 12/8/15

Location (Where) – The exact location of where police need to respond shall be ascertained. Instances where the exact address can be determined, the calltaker shall generate an event utilizing this information at all times. If the exact address is not known by the caller, time permitting, the calltaker shall look up the exact address or ask the caller for a business name. In situations where only the intersection can be provided, the calltaker shall ask for the direction of travel or a name of a business the reporting party is nearby especially when multiple districts are involved. The calltaker shall utilize their map to determine which district the event shall be routed to and choose accordingly. When describing locations in relation to an exact address or a landmark as the point of reference, the calltaker shall use the perspective of standing in front and facing the reference point.

When creating a copied or an associated event, if the location of the newly created event is different from the location of the original event, the new location shall be verified and used in the location field of the new copied/associated event (refer to RAD 3.140 – EVENT COMMANDS).

Added 4/25/16

Calltakers shall not create a copied or associated event from an event that is already closed. If necessary, a new event, with all pertinent information shall be created, and if appropriate, cross-referenced to any prior calls.

C 1206 DETAILS

Details (What) – In order to type code (refer to C 1600 – POLICE TYPE CODES) the event, the calltaker shall ask the caller what is happening. A logical order of questioning dictates that once a type code is determined the line of questioning shall follow to further support the type code. Upon further questioning, if the calltaker determines the type code has changed the calltaker shall reflect that in the event and change the type code accordingly.

C 1207 TIME ELEMENT

Time Element (When) – The priority of a call (refer to C 1215 – EVENT PRIORITIES) is determined in part by when an incident occurs; this affects the response of field officers. If the call is not in progress, calltakers shall be as specific as possible with determining when the incident occurred.

C 1208 OFFICER SAFETY

Revised 12/8/15

Whenever there is a threat (either real or perceived) to the public or officers, officer safety questions shall be asked. Officer safety questions include: weapons, drugs or alcohol, the location of the suspect and if there are any vehicles involved. If the suspect has fled the scene, the direction of travel shall be determined. The calltaker shall also indicate if the suspect fled on foot or in a vehicle. If a firearm is involved it shall be determined whether it is a handgun (pistol) or a long gun (rifle).

C 1209 DESCRIPTIONS

Descriptions (Who) – The calltaker shall ask who is involved in the incident. This includes anyone that might be a suspect or pose a threat to the public or officer safety. Full descriptions are warranted for incidents involving anyone with a weapon, a suspect of a crime, or someone that poses a threat to officer or public safety. Full descriptions include any vehicles associated with the incident. Partial descriptions are logical when there is no crime being reported or no current threat to officer or public safety.

- Suspect – Full descriptions of all suspects shall be recorded in the following format, last name, first name, race, DOB or age, height/weight, hair/eye color, and clothing description (head to toe/outside to inside). Partial descriptions include any part of a full description.

The following entries shall be used to designate ethnicity (if known):

- A Asian (general term)
- B African American
- C Chinese
- E Eskimo
- F Filipino

- H Hispanic/Latin American (includes Argentina, Puerto Rico, Columbia, San Salvador, Nicaragua, Mexico)
- I Native American Indian
- J Japanese
- K Korean
- O Other/Unclassified
- P Pacific Islander (includes Guam, Hawaii, Samoa, Tonga, etc.)
- S Middle Eastern/East Indian (includes Iran, Iraq, East India, Pakistan, etc.) (Used for Samoan for TRAC calls only).
- V Vietnamese (includes Cambodia, Laos, other Asian)
- W European American (includes English, French, Irish, German)

- Vehicle – Whenever a vehicle is involved, the calltaker shall ascertain a complete description. The description should follow the CYMBALS format: color, year, make, model, body type, license and state.

C 1210 REPORTING PARTY INFORMATION

Calltakers shall obtain the RP’s name, address, telephone number, and contact information. (Refer to C 1300 – EVENT PROCESSING).

C 1211 REMAINING ON THE PHONE WITH RPs

Revised 2/13/17

The calltaker shall attempt to remain on the telephone with the RP during the calltaking process when the RP agrees to do so; when doing so does not further compromise the caller’s safety; and when any of the following conditions exist:

- The RP can provide updates for in-progress incidents involving weapons, violent situations or threats to personal safety.
- The RP is a young child, hysterical or requests to remain on the telephone.
- The RP can provide additional activity and/or direction of travel for in-progress property crimes (e.g., audio/video activation).

In such case, the calltaker shall only hang up after the following: the officer makes contact with the RP, the officer or channel dispatcher advised the calltaker that it is no longer necessary to remain on the line, or the RP can no longer provide updates or does not want to stay on the line any longer.

RPs following suspect vehicles:

In situations where an RP is following a suspect vehicle, the RP will be advised to follow all appropriate traffic laws. The RP will be advised to stop in the following situations:

- At the sergeant’s discretion.
- At any time the calltaker deems the situation unsafe for the RP or the public.

C 1212 HANDLING ABUSIVE/RUDE CALLERS

Communications personnel may encounter rude or abusive callers. Regardless of the rudeness of the caller, the calltaker shall not respond in any manner that can be interpreted as rude or discourteous. Even in cases where a caller is abusive, the calltaker shall make every reasonable attempt to assist the caller. If the caller wishes to speak to a supervisor, refer to A 1305 – SERVICE COMPLAINTS/INQUIRIES. If the complaint is related to a patrol issue, the caller shall be referred to the appropriate district sergeant (refer to C 1407 – HANDLING PHONE MESSAGES TO OFFICERS). In the event a caller remains abusive and it has been clearly established that no response, assistance or referral is needed, the calltaker may choose to terminate the call. This will be done by advising the caller they will hang up if the abuse continues.

C 1213 INTOXICATED OR MENTALLY IMPAIRED CALLERS

Revised 4/30/14

Determine if the caller is reporting a police, fire, or medical situation. If unable to determine the validity of the call and no other source of confirmation is available, (e.g. a staff member from a board and care home), create an appropriate event for dispatch. The calltaker may note their doubt of credibility in the event (e.g., RP sounds 5150 or 1051).

If possible, determine if the caller has been to EPS or other psychiatric facility and how recently they were there.

Barring any other report, if there is concern as to the caller's present ability to care adequately for him or herself, obtain their location and create a welfare check (WELCK) event for dispatch.

C 1214 PSYCHOLOGICAL CRISIS CALLERS

The Crisis Intervention Team (CIT) provides the most effective response possible to police situations in which an individual is in psychological or suspected psychological emotional crisis and who is in need of intervention due to being a danger to self or others. (Refer to A 2510 - CRITICAL INCIDENT STRESS MANAGEMENT (CISM), A 2511 - CRISIS INTERVENTION TEAM (CIT), and Duty Manual L 9002 – CONTACT WITH MENTALLY ILL PERSONS [2018].)

Calltakers shall evaluate all information provided to establish whether or not a CIT response is required and document the same in the remarks of the event. The phrase "CIT NEEDED" shall be included in the remarks of any event where the subject's mental illness or suspected mental illness requires a police response and the subject poses a risk to themselves or to others. This will ensure the dispatcher is aware of the need for a specific CIT response. (Refer to R 1217 – CRISIS INTERVENTION TEAM (CIT) RESPONSE for radio duties related to CIT response.)

C 1215 EVENT PRIORITIES

The priority of an event is based on factors such as: type code, time element, and degree of violence. These circumstances often change prior to or just after an event has been dispatched. Should there be a need to lower or increase the priority of a previously created event, supervisor approval is required unless the change is for any of the following conditions:

- the calltaker is correcting a mistake
- the calltaker has obtained more clarifying information

- an RP has provided updated information that no longer justifies the current priority

Priorities on pending events shall not be lowered based on the lack of resources, but only when circumstances justify the change. Event priorities are defined using the following criteria, in addition to using the specific type code sections (refer to C 1600 – TYPE CODES):

Priority 1

Revised 4/17/18

- There is a present or imminent danger to life, or
- There is major damage to/loss of property, i.e., large-scale incident or cases where there is an in-progress or just occurred major felony.
- District and/or city-wide response (district wide pertains to units within the district of the call for service only whereas a city-wide response pertains to the response of the closest available units within the city). A notification of all channels is automatic. May include the need for notification of all radio channels and/or adjacent agencies.
- The incident may have an immediate impact on and need for citywide police resources.

Examples: FILL3, C20, C30, C1000, or similar multiple casualty incidents. 211A occurred within 10 minutes, a 1033 hold-up alarm, a 459 in progress, and a 415W (weapon seen).

Priority 2

Revised 4/17/18, 8/28/23

- District wide and/or channel-wide response when a crime is in progress or has just occurred, **and**
 - There are injuries or there is the potential for injury, **or**
 - The suspect is still present in the area, **or**
 - All “at risk” missing person reports, **or**
 - Situations where the suspect is in custody for any violent crime, or for a non-violent crime and is uncooperative.
- A channel-wide response is the use of units from the two districts normally sharing a radio channel. During simulcast periods, “channel-wide” refers to the two districts normally sharing the radio channel during non-simulcast hours.

Examples: 415A, 1053, 1179, and Outside Agency Aid Calls.

Priority 3

- District wide response when a crime has just occurred.
- There is property damage or the potential for it to occur.
- The suspect has most likely left the area.
- Situations where the suspect is in custody for a non-violent crime and is cooperative.
- Situations when a prior crime against the person occurred, **and**
 - There are no injuries to the victim necessitating immediate medical care, **and**
 - The suspect is not present.

Examples: 1125, 1182 when 1125, Civil Standby, 459R, 20002

Priority 4

Revised 4/17/18

- A District wide response to a non-violent crime when there is no present or potential danger to life/property, **and** one or more of the below:
 - The suspect is no longer in the area.
 - Beat or district information.
 - Details in the event are for broadcast purposes only.
 - The response may be handled sometime during the shift.
 - The nature of the call does not require a police response.

Examples: 415M, PATCK, INFO, 1021, CODE5, 484BOL, FNDPRP

Priority 5

Priority 5 is automatically assigned to events that officers “on-view.”

Priority 6

Priority 6 is automatically assigned to administrative dispatches on all car and person stops. If an officer changes the type code on these events, the dispatcher shall ensure the priority 6 is maintained. (Refer to RAD 3.160 – UNIT COMMANDS - DEU, MEU, UEU.)

C 1216 COMBINED EVENTS – GENERAL CALL PROCESSING

The Intergraph Computer Aided Dispatch (CAD) system is used for both the Police and Fire Departments. Additionally, the Fire Department and Santa Clara County Communications communicate with each other using a direct CAD link. This interoperability in CAD greatly reduces critical response times by enabling the simultaneous creation of associated, or combined, events.

Combined Events

When it is necessary to create a combined event (whether or not the RP is initially asking for police, fire or medical), calltakers shall generate an event that includes the following

information (if a Priority 1 event is initially created, the calltaker shall press the F9 or click on “Accept” twice):

- Location of the incident.
- Phone number.
- Police type code.
- A short plain text description of the call.

Calltakers shall then update the event as appropriate following the procedures in C 1204 – LOGICAL ORDER OF QUESTIONING. For medical calls, if it is determined the scene is secure, the RP shall be transferred to Fire Communications for medical instructions (refer to F 1105 – MEDICAL CALLS – SCENE SECURITY and F 1107 – COMBINED EVENTS – MEDICAL INSTRUCTIONS). Automatic combined events are indicated in C 1600 TYPE CODES with “(C)” next to the type code (additionally, the suffix “EMS” may be added to the end of many type codes if it is not already an automatic combined event). Refer to C 1601 – TYPE CODING CALLS – GENERAL PROCEDURES.

Forced Combined Events

A forced combined event may be created when it is necessary to generate events for both police and fire/medical/systems/service that do not automatically generate a combined event based on the police type code (refer to RAD 4.320 – USING THE AGENCY CONTROL BOX for an explanation of how to force a combined event).



C 1218 REOPENING EVENTS

Generally, events shall not be reopened by a Communication Specialist or Radio Dispatcher. However, on occasion it will be necessary to reopen events. This should only be done when an event has been cancelled in error, to change the type code of an event, or with supervisor approval.

If an officer requests an event be reopened to perform follow-up, create a new event and cross-reference the new event with the former event.



Before reopening an event, a message shall be sent to the appropriate channel dispatcher.

If it becomes necessary for a radio dispatcher to change the type code of a closed event, the dispatcher may reopen the event briefly to make this change. It is important that the dispatcher not attach any unit(s) to the reopened event and then promptly cancel the event.



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C 1300

EVENT PROCESSING

The San José Police Department uses a Computer-Aided Dispatch (CAD) System when processing calls for service. Once the calltaker screens a call and has determined the need for a police response, information must be relayed to the channel dispatcher by the creation of a CAD event. Proficiency and knowledge in filling out the event mask directly affects the response time of officers in the field.

PROCEDURE

C 1301 ELEMENTS OF CALL PROCESSING – CAD

Although it is possible to route a computer event with only a valid location and type code, it is mandatory to obtain basic information to process an event for dispatch. The following contains a description of each field on the event mask and describes the information that the calltaker shall obtain when creating an event.

C 1302 MODE INDICATOR BUTTONS

For the use of the Mode Indicator Buttons refer to RAD 4.160 – MODE INDICATOR BUTTONS.

Create Mode

In order to create an event, the calltaker must click [REDACTED]

Update Mode

While in Update Mode on an event the system prevents anyone else from using Update Mode on the same event. [REDACTED]

Changes to RP Information

Changes to original RP information are made by utilizing the Update Mode button. The original RP's name, address, phone number, and contact information may be updated by someone in contact with the RP. At no time shall a second RP's information be updated into an event mask. Any further RP's shall be entered by duplicating into an event or adding the information to the remarks field.

Changes to Event Location

- If the initial location entered in an event is incorrect or unspecific, the correct or more specific location shall be updated by using the Update Mode button as well as entered in the remarks field. If a change is made to the event location, the location info field shall also be updated as needed.
- If the change in location results in a change of district and/or beat, those fields may be modified in the agency control box during the same update.
 - The only exception is in the case of an RP following a suspect and giving continuous updates. In this case, the changes in location will be made via the remarks field and not by changing the event location.

Changes to Type Code and/or Priority

The type code and/or priority of an event shall be updated accordingly as the situation changes.

Select Mode

Choose Select Mode to add additional remarks to the event.

C 1303 ENTERING LOCATION

This is the location of the initial police/fire unit response. The 9-1-1 system provides calltakers with caller location and number information (ALI/ANI). Regardless of whether or not ANI/ALI information is available, the address shall always be verified with the calling party.

[REDACTED]

If necessary, the calltaker shall update the address to reflect the correct location for response. If a second event is created due to the original location being changed, cancel the event with the incorrect location and notify the original channel dispatcher of the cancelled event.

[REDACTED]

Whenever possible, calltakers shall look up the address of the store or place of business instead of using an intersection. Using intersections in the location field can create unnecessary delays when the call is routed to the incorrect district or jurisdiction.

Once a location is entered, it must be verified as a valid location using the “geo-file.” When verifying a commonplace name, select the street address or the commonplace name as either will provide cross street information. However, if the commonplace location is defined in CAD, the system will indicate the actual address as well as the cross streets for the location. When accepting a location that contains an apartment, the apartment number or space number

shall be added after the location suffix in the Location field (e.g., 855 N San Pedro St,4). Do not use building numbers, suite numbers, etc. in this field. If the ANI/ALI function transfers building numbers, suite numbers, etc. to the Location field, remove that information and add it to the “Loc Info” field prefaced by “Bldg,” “Ste,” etc.

C 1304 LOCATION INFORMATION

Any business name, mobile home park, apartment complex name, space number, further explanation of the apartment number (e.g., the complete apartment number won’t fit in the location field), or any other specific location information must be included in this field. When describing locations using an address, landmark, etc., as the reference point, always determine the point from a perspective of standing in front and facing the target location (e.g., standing in the street facing the house, business, etc.). If the event location is listed as an intersection, indicate here the specific street and direction of travel where the incident is occurring (unless it is actually occurring in the middle of both). If the location is at the corner of an intersection, indicate which corner.

C 1305 LOCATION OF INTEREST

The Location of Interest (LOI) search function will locate premise history information associated with a successfully verified address and priority that is entered in the subtype field (refer to C 1307 – SUB TYPE). When calltakers are creating an event at a location that is flagged with location of interest (LOI) information, they shall retrieve the information and take appropriate action. Refer to RAD 3.80 – LOCATION OF INTEREST.

C 1306 SELECTING THE PROPER TYPE CODE

The type code shall be chosen from the valid type code lists from sections C 1600 - C 1700 – TYPE CODES, F 1100 – FIRE DEPARTMENT/MEDICAL CALLS, F 1200 – SYSTEMS CONTROL, C 1800 [REDACTED], and S 1200 – SERVICE TYPE CODES/COMPLETION, and shall reflect the details of the text as closely as possible. If more than one type code is appropriate for the specified details, the higher priority type code shall be used. Since the pull-down list of type codes shown on the Event Information mask includes closing codes, not all these codes should be used when creating events. [REDACTED]

C 1307 SUB TYPE

The sub type is the blank field next to the event type on the Event Information mask. The sub type refers to the priority of the event. Even though the computer will automatically select the default priority based on the type code selected, it is mandatory that the calltakers manually enter the correct priority based on the guidelines (refer to C 1215 – EVENT PRIORITIES). [REDACTED]

C 1308 RP'S NAME (Name:)

This includes first and last name. An "X" placed before or after of the name indicates the caller is female. Calltakers shall be mindful of RPs desiring to remain anonymous; those RPs shall not be required to provide their name.

C 1309 RP'S ADDRESS (Address:)

If the RP is calling from the same location received via the 9-1-1 system, the location where the RP is calling from shall be entered using the F8 key, the ANI/ALI button, or the Locate Call button. The terms "S/A" and "same as above" shall not be used; entries such as "passerby" may be used.

C 1310 TELEPHONE NUMBER

The telephone number the reporting party is calling from is entered by [REDACTED]

The telephone number shall always be verified with the RP except in the following circumstance:

- Do not verify telephone numbers with RPs who are calling from a telephone number with the ANI/ALI display stating it is a quick dial tone (QDT) telephone. These QDT telephones are connected for emergency purposes only through the telephone company.

If a telephone number is displayed on ANI/ALI it will be entered into the event regardless of whether or not the RP [REDACTED] or whether or not the number has been verified.

C 1311 CONTACT

Revised 10/21/13

This is a mandatory field. When contact is obvious (e.g., with a report call), the caller does not need to be asked if they want contact. However, in all other cases the caller will be asked if they are requesting contact from field officers (a) in person (Y); (b) do not wish in person contact by field officers (N); (C) can be contacted if necessary in person by field officers (I); or, (d) are available for contact by telephone only by field officers (L). Notwithstanding a request for no contact by field officers, Communications personnel are not precluded from contacting an RP by telephone.

C 1312 UNVERIFIED LOCATION

As with the forced combined event, the minimum requirement to force the location of an event is the agency, priority, and group. Refer to RAD 4.320 – USING THE AGENCY CONTROL BOX). This option is most often used for new addresses or locations that will not geo-code in CAD.

C 1313 STACKED EVENTS

Selection of an event stacked at a different terminal should be done only when:

- Direct coordination with the stacked event creator has been made; or
- Upon the direction of a supervisor
- No stacked event will be abandoned by anyone other than the creator or with supervisor approval

In either instance, there should be no confusion as to who has direct responsibility for the management of the stacked event. All personnel involved will have a clear understanding as to who is to use the stacked event to create an event or abandon the stacked event. At no time shall personnel select and abandon a stacked event from a different terminal without first coordinating with the stacked event creator.

C 1314 SYSTEM INFORMATION

The System Information buttons contain eight categorized message queues. Refer to RAD 4.580 – SYSTEM INFORMATION TOOL BAR for more information.

C 1315 ABANDONED CALL ADMINISTRATOR (ACA)

The Abandoned Call Administrator is an Intelligent Workstation (IWS) system function that tracks all incoming 9-1-1 calls. Callers who dial 9-1-1 and hang up prior to connection with a calltaker, trigger the Abandoned Call function. This function is designed to display the automated number information (ANI) and automated location information (ALI) for the abandoned 9-1-1 calls. Those who are assigned to the ACA function shall take necessary action to determine the nature of the abandoned call and process the call (refer to C 1650 – 9-1-1 HANG UPS). In the case of a calltaker receiving a 911 hang up and the call is also listed as an abandoned call, the ACA calltaker shall be responsible for handling the call.

- Abandoned calls shall be called back as soon as possible after the receipt of the call.
- Waiting Primary calls take precedence over abandoned calls.
- Abandoned calls shall always take precedence over non-emergency calls
- The ACA calltaker shall also be available to answer Secondary calls.
- The calltaker shall place the RP with a non-emergency on hold in order to make callbacks on abandoned calls as soon as possible.

Calltakers assigned to the ACA position, who are listed second on the daily deployment, shall be responsible for, in addition to their other duties, checking the fax machines and TRAC printers after their meal break, immediately before logging back into CAD and the phone system. Any documents found will be handled in an appropriate manner (e.g., placed in the appropriate tray, passed to the responsible person, or given to a supervisor).

C 1316 TELETYPEWRITER (TTY) FUNCTION

The primary purpose of the TeleTYpewriter – TTY (also known as a text telephone or teletype terminal) is to allow hearing impaired callers to communicate via written text rather than spoken sound. Although most callers using TTY understand they need to originate the “conversation,” not all callers will do this. Therefore, it is important that calltakers initiate the TTY on silent calls to ensure callers receive proper assistance.

All open lines (or “silent calls”) shall be treated as a TTY call after being verbally challenged (refer to C 1501 – SILENT CALLS). Refer to RAD 5.10 – PHONE SYSTEM - IWS and RAD 5.20 – HANDLING NON-IWS TTY CALLS for TTY usage.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

C 1318 CALLS FROM CALL BOXES

Several cellular call boxes are installed within San José parks throughout the city. These call boxes are equipped with a TTY keyboard. Each call box has been assigned a four-digit number. Information printed on the call box instructs the caller to identify their location by referring to the call box number (e.g., 1001). The actual location will also be printed on the box. Refer to RAD 4.590 – LOCATIONS BY NUMBER – CALLBOX and RAD 4.600 – LOCATIONS BY PREFIX – CALLBOX.

[REDACTED]

C 1319 COMBINED EVENTS

Combined events are created when more than one department is required to respond to a single incident. Refer to C 1216 – COMBINED EVENTS – GENERAL CALL PROCESSING.

Cancelling Combined Response

There may be incidents in which an event requires a combined event type code but will not require fire/medical response. To create this event, complete the event mask as usual, but do not accept the event. When the Fire and Ambulance events appear in the Agency Control Box, use the Edit Row (refer to RAD 4.320 – USING THE AGENCY CONTROL BOX) to delete Fire and Ambulance response. Once this step is completed, the event can be accepted.

C 1320 ADVISED EVENTS

The advised button will alert the system an advised event is being created as opposed to a live event. An advised event is not routed to the channel for dispatch. It is created and closed at the same time. The default disposition of “ADV” may be selected unless a different disposition is required. If the disposition needs to be other than ADV, select the appropriate disposition (refer to RAD 3.20 – CLOSING EVENTS). When a field unit requests such an event, the unit’s ID shall be filled in on the advised event dialog.

Creating an advised event is commonly used when an officer needs a case number for a report that has already been handled (e.g. found property). Required information to create the event is location, type code and the pertinent remarks. The advised event is also used when information received by a Communication Specialist or Radio Dispatcher is going to be given to another agency or department. In this case, indicate whom the information was relayed to, i.e., agency, dispatch/badge number of person receiving the information.



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C 1400

PROCESSING SPECIFIC CALLS

Handling certain calls require a precise (and often more detailed) methodology than other routine calls. The following contains a more comprehensive explanation for processing specific calls that may be governed by external rules, state regulations, and various laws.

PROCEDURE

C 1401 HATE CRIMES AND INCIDENTS

Revised 9/26/14, 6/29/17

The investigation of hate crimes and hate-motivated incidents is a Department priority. Reports of hate-motivated incidents are taken because there is a potential for reoccurrence and/or escalation into a criminal act. When receiving a report of a hate crime or hate-motivated incident, personnel will follow the procedures set forth in the SJPD Hate Crime Investigations Policy that is summarized as follows:

Hate Crimes are any criminal acts or attempted criminal acts which cause physical injury, emotional suffering (e.g., intimidation by threat of violence), or property damage where there is cause to believe that the crime was motivated, in whole or in part, by the victim's actual or perceived race, color, religion, ancestry, national origin, disability, gender or sexual orientation. These events shall be created using the appropriate type code for the corresponding offense, with the hate crime details contained in the narrative. Examples include: Vandalism (594), Bomb Threat (CODE10), Battery (242). Hate Crime (422.6) is generally used as a closing code and is considered an enhancement to the primary offense.

Hate Incidents involve non-criminal conduct that is motivated by hatred or bigotry and directed at any individual, residence, house of worship, institution, or business, expressly because of the victim's (person or institution) real or perceived race, nationality, religion, sexual orientation, gender or disability. Hate incident reports are usually taken for name calling and epithets (the use of defamatory or abusive words or phrases) that are NOT combined with a crime, attempted crime, or threat of a crime with the intention to harass, intimidate, threaten, retaliate, or create conflict. Since these reports are taken for informational purposes, they shall be type-coded as a 1062 and contain the information that describes the hate crime incident.

Calltakers shall determine if the complaint meets the conditions of a hate crime or hate-motivated incident. The primary motivation behind the incident is the key criterion in determining whether any crime or incident fits into the definition of bias (hate). In either case, an event shall be created for dispatch. Calltakers shall then immediately notify a supervisor of the event. These events shall be dispatched via the MDC or phone. Dispatchers shall notify the District Sergeant and a Communications supervisor. Communications supervisors shall notify the Area Commander.

Refer to C 1663 – MEET THE CITIZEN, Duty Manual L 2212 – HATE CRIMES [2018], the SJPD HATE CRIME INVESTIGATION POLICY [2009] manual, and R 1205 – SUPERVISOR NOTIFICATIONS.

C 1402 ANIMAL COMPLAINTS POLICY

Revised 11/18/13

Routine Animal Care and Services Requests (0700-2100)

Animal Care and Services (ACS) will handle most domestic animal complaints, including dog and cat bites, and venomous snakes in a house. For non-emergency animal bites (no immediate threat and not an in progress attack), callers shall be referred to ACS during regular business hours. SJPD will also respond with ACS, on incidents that involve:

- vicious animal(s) and the animal is endangering a person
- an animal that is a traffic hazard (the appropriate type code for this is 1125)
- ACS having to enter private property to retrieve an animal
- injured animals

ACS does not respond to injured deer. If SJPD must dispatch an injured deer, ACS shall be notified (they in turn contact a local tallow works company). If after hours, fax the information to ACS.

After Hours Animal Care and Services Requests (2100- 0700)

Between the hours of 2100-0700, on-call ACS will only respond on “ACS Priority 1 Calls” and “Agency Assist” calls as described below. ACS officers will evaluate the scene of their calls on a case-by-case situation and request SJPD assistance if necessary.

“ACS Priority 1 Calls” include:

- emergency requests for critically sick or injured animals
 - calltakers shall obtain RP information (including name, address, and phone number) and relay that information to ACS who will contact the RP directly.
- dangerous animals which due to size or disposition constitute an immediate threat
- in-progress or immediate threat of animal attack on a human
 - for animal bites the animal’s location must also be known for ACS to respond
- a vicious dog that has attacked a human or animal without provocation

“Agency Assist” calls include:

- the animal owner has been arrested and no care is available
- the animal owner has died and no care is available (police or fire must be onscene)
- fire/rescue involved and no care is available (police or fire must be onscene)

After hours field generated non-emergency situations that fall within the jurisdiction of ACS shall be documented in an event and faxed to ACS.

Dual ACS/SJPD Response

Added 12/5/16

When it is necessary for both ACS and SJPD to respond, the calltaker shall create an event for dispatch and notify ACS.

If the complaint is regarding a barking dog, refer the reporting party to ACS during regular business hours. If on-scene investigation is demanded and/or the situation has or may develop into a confrontation between the involved parties, officers will be dispatched. (Refer to Duty Manual L 6806 – BARKING DOG COMPLAINTS [2018] and L 9018 – CRIMINAL CASES INVOLVING ANIMALS [2018], or consult the Info File.)

The optional 1091AEMS type code may be used if Fire/Ambulance are needed.

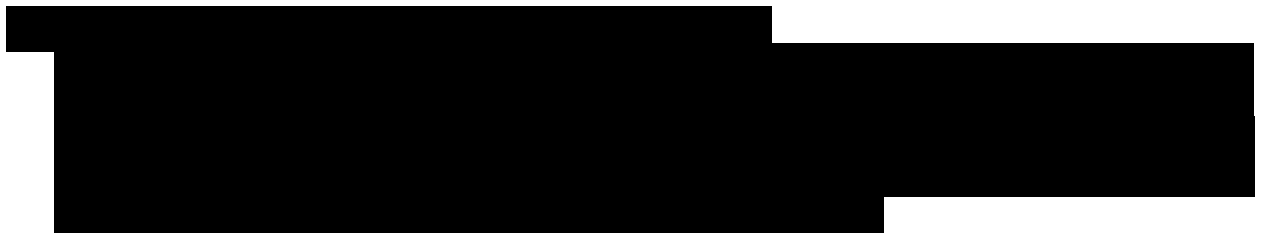
Unincorporated Areas of the County and Expressways

County Animal Control handles animal problems in unincorporated areas of the county and on all expressways in the City of San José, with the exception of Southwest Expressway, which is handled by ACS.

C 1403 CALLS FROM CARD ROOMS

For all events occurring at either of the two card clubs in San José, that do not require a police response (i.e., processed in TRAC), Communications personnel will create an advised event, thereby assigning a CAD event number for tracking purposes, in addition to the TRAC report. Communications shall include the name of the related card club in the advised event. The TRAC and advised event case/event numbers shall be noted in the respective report/event.

In situations where Communications learns of an event that did not originate from either of the two card clubs (e.g., via an officer in the field or an RP not calling from the card club), yet is connected in any way to the card clubs, an advised event shall be completed, and cross-referenced/noted to any other associated CAD event or TRAC report as appropriate.



[Redacted text block]

[Redacted line]

C 1405 MISSING PERSON CALLS

Revised 12/8/15, 2/14/19, 8/28/23, 01/16/2024

It is the duty of all law enforcement agencies to immediately assist any person who is attempting to make a report of a missing person or runaway. The agency that has jurisdiction over the missing person's place of residence has ultimate investigative responsibility of the missing person's case.

San José officers will be dispatched on all reports of missing persons in the following circumstances:

- Any missing person at risk who resides in the City of San José and the caller is within San José city limits.
- Any missing person at risk, regardless of residence, if the RP is calling within San José city limits, including light rail stations, bus stops, county pockets, etc.
- When the caller is within San José city limits, does not speak English or have an English speaker that can translate for them, and there is no bilingual calltaker available, regardless of whether or not the missing person is at risk.

In all other situations where the person is missing from another jurisdiction (whether at risk or not at risk), conference the caller to the correct agency. Only disconnect after the agency has agreed to take the report. If the agency refuses, the report shall be taken in TRAC. At no time will the caller be told to call another agency or be refused a report if they do not wish to be transferred. Refer to T 1223 – MISSING PERSONS (TRAC).

If a non-English speaking RP is not within the city limits, and there is no bilingual calltaker available, the report will be taken over the phone utilizing the non-emergency translation service. Advise the RP through the translator they will be transferred to TRAC, and they must ask for another translator. A message shall be sent to the TRAC report taker advising them the caller will need a translator.

AT RISK

A missing person is defined as “at risk” when any of the following conditions are present:

- The missing person is the victim of a crime or foul play;
- The missing person is in need of medical attention;
- The missing person has no pattern of running away or disappearing;
- The missing person may be the victim of parental abduction;
- The missing person is mentally impaired, including cognitively impaired or developmentally disabled;
- The missing person is under conservatorship.

NOT AT RISK

The following circumstances do not constitute an “at risk” individual:

Any caller reporting a missing person not considered “at risk” will be transferred to TRAC for a phone report.

Also refer to Duty Manual L 6501 – DEFINITIONS [2021], L 6502 – MANDATORY REPORTING [2021], and Communications Policy and Procedure Manual C 1502 – TRANSLATOR CALLS and T 1223 – MISSING PERSON (TRAC).

C 1406 MISSING PERSON CANCELLATION PROTOCOL

Revised 8/28/23, 3/21/24

A missing person cancellation report shall be completed for all subjects that have a missing person report on file with the City of San José, even if the report was taken the same day as the cancellation. These reports are processed in Secondary and taken 24 hours a day, seven days a week. If a missing person event is still open in CAD, this cancellation shall be supplemented in the event, instead.

Once the calltaker has verified through MUPS that the missing person has a SJPD case number, a Missing Person Cancellation shall be processed through the Versadex Direct Entry reporting system. If the missing person was not entered into MUPS under a SJPD case number, the RP must be referred to the investigating agency for cancellation.

For a missing person who returns to their residence, was seen, and is missing again, complete a missing person cancellation form and create a new missing person report. For a missing person who returns and was not seen, and left again, refer to T 1106 – SUPPLEMENTAL REPORTS.

C 1407 HANDLING PHONE MESSAGES TO OFFICERS

Revised 8/29/21

When a calltaker receives a request to speak to an on-duty officer, a 1021 event shall be created. Documentation should include the caller's name, telephone number, case number to which the request is associated, and any further details the RP is able to provide about their request to speak to an officer. (Refer to C 1652 – PHONE YOUR OFFICE OR HOME.)

If the officer is not logged on and the person wishes to leave a message, advise them to contact the Bureau of Field Operations.

C 1408 RESTRAINING ORDERS

If a call involves a prior violation of a restraining order, refer the caller to TRAC, as appropriate, for a report.

If the call involves a violation of a restraining order that potentially endangers the caller's personal safety or is a Domestic Violence Restraining Order (DVRO) violation, an event shall be created for dispatch. Ascertain if the restraining order is valid, on file, and confirm proof of service. This should be done through the Sheriff's Office Warrants Unit using the suspect's or victim's name or by running either party through Informer by selecting the Restraining Order System mask. Supplement the results into the event.

C 1409 STOLEN VEHICLE REPORT POLICY

Revised 01/23/21

To ensure that reports of stolen vehicles are processed in a timely and appropriate manner, calltakers shall use the following guidelines.

If not in progress, calltakers shall run the license plate to determine if the vehicle was towed, impounded or repossessed, as well as checking with the Auto Desk to verify that the vehicle was not recently towed, impounded, or repossessed and not yet entered into SVS, prior to creating an event.

If the reporting party is not the registered owner, include in the event the relationship of the reporting party to the registered owner (e.g., a relative, a friend who borrowed the car, neighbor, etc.). The reporting party may report a vehicle stolen without knowing the license plate number or vehicle identification number.

If the vehicle was –

- Towed: Give the RP the tow company name and phone number.
- Impounded: Refer the RP to the Auto Desk.
- Repossessed: Do not give the RP the location of the vehicle (i.e., the tow company location). Inform the caller to contact the legal owner of the vehicle (lien holder) for further information.
- Loaned: RPs who have loaned their vehicle to a friend, acquaintance, or family member, must make every effort to recover the vehicle on their own. Before a stolen report may be taken, the victim must send a demand letter via certified mail and wait three (3) days from the date of the certified mail receipt.
- Taken by a Spouse:
 - If the vehicle was taken by a spouse (not divorced or in the process of divorce), under California law the vehicle is considered community property and no violation of the law has been committed. No report should be taken.
 - If there is a final divorce decree and the RP was granted the vehicle in question, a report shall be taken.
 - If the RP claims that the divorce is not final, but the property has been divided by the court and they were given title to the vehicle, the RP should be directed to contact their attorney for enforcement of the court order. No report should be taken.
- Test Driven Vehicle and Not Returned: If the vehicle was taken for a test drive from a dealership or private sale, the vehicle can be reported after three to four hours from the time the vehicle was taken. If the test-drive occurred at a dealership, the representative authorizing the test drive should be the person making the report.
- Lost: If someone has lost their vehicle, they must wait two days before reporting it as stolen.
- Rental or Leased Vehicle and Not Returned:
 - Theft of vehicles that have been rented or leased is covered by section 10855 of the California Vehicle Code: “Whenever any person who has leased or rented a vehicle willfully and intentionally fails to return the vehicle to its owner within 72 hours (3 days) after the lease or rental agreement has expired,

that person shall be presumed to have embezzled the vehicle.” In this case a demand letter is not required.

- The owner of an embezzled vehicle shall attempt to contact the other party to the lease or rental agreement who has failed to return the vehicle using the contact method designated in the rental agreement for this purpose. If the owner is able to contact the party, the owner shall inform the party that if arrangements for the return of the vehicle that are satisfactory for the owner are not made, the owner may report the vehicle stolen to law enforcement. If the owner is not able to contact the other party after a reasonable number of attempts, or, if upon contacting the other party, the owner is not able to arrange for the satisfactory return of the vehicle, the owner may report the vehicle stolen.
- If the owner of a vehicle that has been leased or rented discovers that it was procured by fraud, the owner is not required to wait until the expiration of the lease or rental agreement to file a stolen vehicle report.

Refer to C 1690 – STOLEN VEHICLE.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



C 1412 PROCESSING 9-1-1 HANG-UPS

Revised 6/29/17

Those attempting to call 9-1-1, or someone who has dialed the wrong number, may hang up before making contact with a calltaker. In the case of a calltaker receiving a 9-1-1 hang up and the call is also listed as an abandoned call, the ACA calltaker shall be responsible for handling the call. Otherwise it is the responsibility of the initial calltaker to immediately attempt to make contact with the caller.

If contact is made with the caller:

If a police, fire, and/or medical response are necessary, create an event for dispatch using the appropriate type code. If necessary, transfer the caller to the appropriate PSAP (refer to C 1105 – TRANSFERRING CALLS and F 1102 – FIRE TRANSFER PROCEDURES).

If no contact was made with the caller:

Create an event with **911UNK** as the type code (refer to C 1650 – 9-1-1 HANG-UPS). Include the location of response and any other amplifying information presented on the ANI/ALI display. Indicate in the details if there was no answer on call back, an answering machine/voicemail was received, or the telephone was disconnected and does not accept incoming calls. Check the Special Situation (SS) in CAD for alternate premise phone numbers and/or possible security phone numbers (making notification to security if appropriate).

If the telephone is busy on callback:

On the telephone system (Power 9-1-1), click the “Calls – (Site) Active:” button to see if another calltaker is connected to a call from the same location. Also, check the event summary for fire events.

If no contact is established (e.g., the phone is off the hook, an answering machine, voicemail, etc.), create an event with **911UNK** as the type code.

Calls from fax machines:

If it is determined that an incoming 9-1-1 call is generated from a fax machine and the calltaker is unable to make contact at the location of the fax machine, the calltaker receiving the call shall ensure the following steps are completed:

1. Create an event for dispatch using **911UNK** as the type code, indicating in the details that the call was generated from a fax machine and that a “Fax Transmittal” form will be sent.
2. Send the appropriate “Fax Transmittal” form to the fax machine number. You can also attempt to transfer the incoming fax to the Communications fax machine to obtain a callback number for the sender.

3. If contact is made with the sender, update/cancel the event.

Calls from pay phones:

Attempt to call back the pay phone. If contact is made and police response is necessary, create an event for dispatch using the appropriate type code.

If no contact is made or the telephone does not accept incoming calls, create an event with **911UNK** as the type code and complete the following:



Creating CAD Events for Phase 1 and Phase 2 Calls

When importing wireless W911 (Phase 1) ANI/ALI into CAD, the address imported into the Event Mask is the cell site address based on the latitude and longitude assigned to the cell tower. This may be different than the address displayed on the ANI/ALI screen. This is not the caller's location. The address on the ANI/ALI screen is the address assigned to the tower site by the wireless provider.

When importing WPH2 (Phase 2) ANI/ALI into CAD, this is the estimated location of the caller and will be different than the address displayed on your ANI /ALI screen.



[REDACTED]

[REDACTED]

If the caller tells you their location, enter that information into CAD.

In all cases, the address presented is only an estimate and must be treated as such. At no time will Communications personnel refer to the estimated address as an absolute location for the event.

C 1414 MOBILE CELL CALLERS

In cases where the cell caller is moving, the following steps shall be followed:

- Create an event as soon as possible using the best location available. This may be provided by the caller, the cell tower location (W9-1-1) or an estimated location based on GPS (WPH2)
- If the location changes and the caller is able to communicate the new location, enter this location change information in the remarks of the event. Do not update the location of the event. If the new location moves the event to a different district, it will be at the discretion of the channel dispatcher(s) to transfer control of the event.

[REDACTED]

[REDACTED]



C 1416 VoIP CALL PROCESSING (Voice over Internet Protocol)

Voice over Internet Protocol (VoIP) is a technology that allows calls to be made using a broadband Internet connection instead of a regular (or analog) phone line. VoIP is available on many smart phones and Internet devices as well as from home based computer systems. Although many VoIP lines are registered to a home address, they are mobile therefore calls can be made from any location.

Even though a call from a VoIP phone can be made from any location, any 9-1-1 hang up calls shall be handled like 9-1-1 hang ups placed from a landline - the registered address of the line shall be used as the event location.

Refer to C 1412 – PROCESSING 9-1-1 HANG UPS.

C 1417 ABANDONED BICYCLES

The Department of Transportation (DOT) will assist SJPD by retrieving reported abandoned bicycles left in the public right-of-way and deliver them to the SJPD Property Warehouse located at 1588 B Monterey Road.

- Requests from the public to retrieve an abandoned bicycle shall be referred to the DOT Dispatch Office (408-794-1900) Monday thru Friday 0700-1600, or anytime by e-mail at streets.dispatch@sanjoseca.gov.
- Unless an abandoned bicycle poses an imminent public hazard, requests to retrieve it will be prioritized by the DOT General Complaint Truck crew below previously scheduled work, other calls affecting public safety, or storm water quality. Pick-ups are only handled from 0700-1530, 7 days/week. Retrieval and drop-off of a bicycle may take up to three days.

C 1418 RV/CAMPER PARKING RESTRICTIONS

Added 12-4-12

Living and/or sleeping in a trailer or motor home on City streets is prohibited by the San José Municipal Code (SJMC §6.46.040). If the subjects who are living/sleeping in the vehicle are currently present, calltakers shall create an event using the type code MUNI for this violation (refer to C 1731 – MUNICIPAL CODE VIOLATION); RPs shall not be referred to Code Enforcement or the Department of Transportation.

Reports of trailers or motorhomes being stored on a public street shall be referred to the Department of Transportation (refer to C 1678 – ABANDONED VEHICLES).



Communications Division

Policy and Procedure Manual

Bureau of Administration

C 1500

SPECIAL HANDLING

Often routine calls will be received that cannot be processed in the customary manner as similarly typed events. These calls must be processed differently based on the specific people, outside agencies, jurisdictional boundaries, or special circumstances involved.

PROCEDURE

C 1501 SILENT CALLS

Revised 12/9/13

Every reasonable effort shall be made to determine if an emergency exists with open lines or “silent calls” (this includes 9-1-1, 10-digit emergency and non-emergency lines) listening intently for any indication of a caller in distress. Callers shall be verbally challenged, and if there is no answer the TTY shall be used (refer to C 1316 – TELETYPEWRITER (TTY) FUNCTION).

Silent 9-1-1 Landline/VoIP Calls/Microcell

Revised 12/19/17

An event shall be created for all open lines (or “silent calls”) from 9-1-1 landlines, VoIP, and Microcell lines using the ANI/ALI information received (refer to C 1412 – PROCESSING 9-1-1 HANG-UPS). Make one attempt to call back; leave a voicemail message if possible – refer the caller to 9-1-1 or (408) 277-8911 if they have an emergency.

Silent 10-Digit Emergency Landline/Wireless Calls

Revised 12/19/17

Silent calls from landlines or cell phones, on the 10-digit emergency number, shall be called back once if ANI is displayed (leave a voicemail message if possible – refer the caller to 9-1-1 or (408) 277-8911 if they have an emergency).



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



C 1502 TRANSLATOR CALLS

Revised 12/8/15, 8/28/23

The translation service is used when a calltaker receives a call from a reporting party who speaks a language other than English, unless that calltaker is certified bilingual by the Human Resources Department in that particular language. When receiving a call from a non-English or limited English-speaking caller, calltakers shall determine the nature of the call via the appropriate translation service without delay as follows:

- 9-1-1 or 10-digit emergency lines – use the emergency translation service. When the telephone line to the emergency translator is busy or unavailable, ascertain if there is a certified bilingual calltaker available to translate. If there is no one available, use the non-emergency translation service.
- 10-digit non-emergency lines – use the non-emergency translation service. When the telephone line to the non-emergency translator is busy or unavailable, determine if there is a certified bilingual calltaker available to translate. If there is no one available, use the emergency translation service. If there is an indication of an emergency or there is uncertainty of the nature of the call, the emergency translation service should be used.

If a call necessitates dispatch, the calltaker will utilize the translation service to complete the event regardless of the role assigned to the calltaker. The text of the event shall indicate the language spoken and that the information has been obtained through a translator. If the caller is requesting contact, the text shall include whether or not there is someone available on scene to translate for the officer(s).



If the call does not necessitate dispatch, use the translation service to advise the caller how to best address their situation. This may include providing a quick resource or referral, advising the caller to call back with an English speaker to make a report over the phone or, if appropriate, to respond to the PAB main lobby in person. (Refer to C 1405 – MISSING PERSONS and T 1102 – MANDATORY REPORTS.)

C 1503 CALLS FROM OUTSIDE AGENCIES

Occasionally outside agencies will call Communications to request assistance handling calls in their jurisdiction or to request assistance at a location within the jurisdiction of San José (e.g., ATL, ATC, AID, FILL3, etc.). For any agency assist requests that are not in San José’s jurisdiction, Communications personnel will ensure the name and identification number of the outside agency requesting assistance is noted in the event.

C 1504 HOSPITALS

If a hospital employee is calling from a hospital/medical facility in San José (or from a nearby hospital/medical facility not in the city limits of San José) to report an incident, obtain the location of where the incident occurred to determine that it has occurred in San José. If it occurred in another agency’s jurisdiction, refer the reporting party to the appropriate agency.

Create an event for dispatch or refer to TRAC, as appropriate (refer to T1102 – MANDATORY REPORTS). Calltakers shall:

[REDACTED]

- Speak to the victim directly.
- Ask if the victim wants a report.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

C 1508 SEVERE WEATHER EVENTS

When severe weather is occurring or there is a large power outage, the shift supervisor, at their discretion, may direct channel dispatchers to create an event for tracking such incidents within their assigned districts.

Refer to RAD 9.10 - SEVERE WEATHER EVENTS.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

C 1511 CALIFORNIA HIGHWAY PATROL (CHP)

Revised 1/24/18

The California Highway Patrol's area of responsibility includes traffic related and criminal events occurring on the freeways, highways, for traffic related events in unincorporated areas of the county. CHP also responds to school bus accidents when students are onboard the bus at the time of the accident. Moreover, their jurisdiction is extended to state owned buildings (e.g., DMV, the Employment Development Department, etc.) within the San José city limits.

GENERAL

CHP will handle preliminary and follow-up criminal investigations for crimes that occur on freeways, highways, and property/facilities owned by the State of California. They may request special assistance from SJPD who will respond with resources (if available) when:

- CHP feels that the case is beyond their available resources and expertise.
- The investigation involves a major crime (e.g. homicide, rape, etc.).
- Under the above conditions, SJPD can provide investigative assistance in a support role.

Under the conditions listed above, the SJPD can assist with the investigative assistance in a support role. Additionally, the CHP, as the primary agency, may relinquish the investigation, and upon acceptance, SJPD will assume control of and responsibility as the primary agency for the investigation. Moreover, if an SJPD officer discovers a non-traffic

[REDACTED]

related criminal event that occurred within CHP's primary jurisdiction, SJPd may request that CHP be dispatched to take over the investigation.

GOLDEN GATE Division ("San José" CHP)

Expressways

- SJPd is responsible for Almaden Expressway, Capitol Expressway, Lawrence Expressway, Montague Expressway (see below), and San Tomas Expressway.

Highways/Freeways

- I-880.
- SR-17 north of Summit Road.
- SR-85 north of Cottle Road.
- SR-87.
- US-101 north of Blossom Hill Road.

COASTAL Division ("Monterey" CHP)

Surface Streets

- Monterey Highway – CHP is responsible for the intersection of Monterey Highway and Live Oak Avenue, and all of Monterey Highway south of the intersection; SJPd is responsible for the area north of the intersection.
 - CHP is responsible for all roadways to the west of the railroad tracks, which run parallel with Monterey Highway, south of Bailey Avenue.
- McKean Road – CHP is responsible for the area between Harry Road and Bailey Avenue.
 - Intersection of McKean Road and Harry Road – SJPd is responsible for this intersection.
 - Intersection of McKean Road and Bailey Avenue, south to ¾ mile north of Casa Loma Road (the area south of the Cinnabar Hills Golf Club) – SJPd is responsible for this area; CHP is responsible for the remainder of McKean Road.

Highways/Freeways

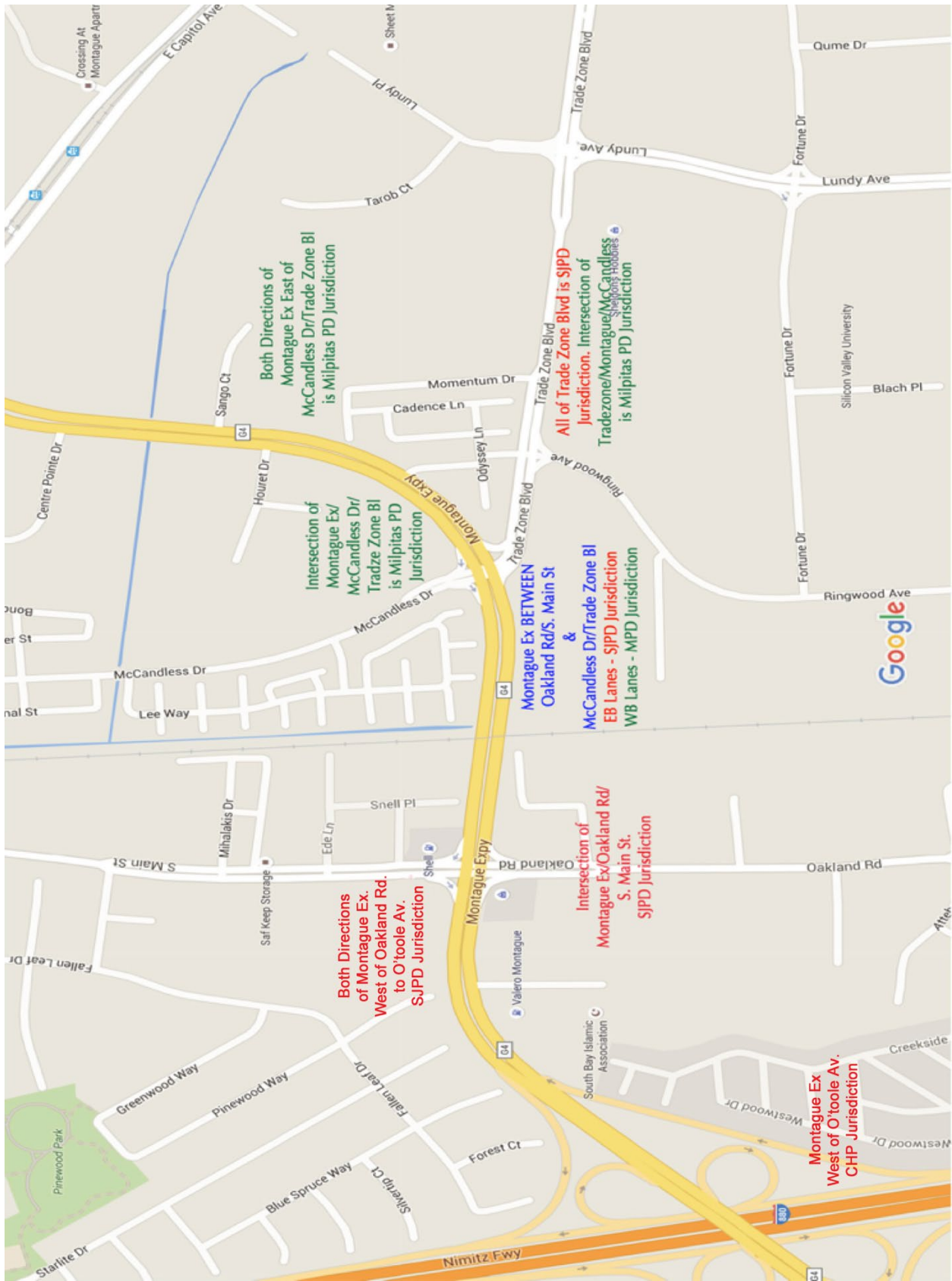
- US-101 south of Blossom Hill Road.
- SR-17 south of Summit Road.
- SR-85 south of Cottle Road.

MILPITAS Police (formerly Golden Gate Division area)

- Montague Expressway – SJPd is responsible for the intersection of Montague Expressway and South Main Street (MI)/Old Oakland Road (SJ), including both directions of Montague Expressway (westbound and eastbound) west of this intersection.
- Montague Expressway – MPD is responsible for the intersection of Montague Expressway and McCandless Drive (MI)/Trade Zone Boulevard (SJ), including both

- directions of Montague Expressway (westbound and eastbound) east of the intersection.
- Montague Expressway between South Main St/Old Oakland Road and McCandless Drive/Trade Zone Boulevard – SJPD is responsible for eastbound lanes and MPD is responsible for westbound lanes.
 - All of Trade Zone Boulevard is the responsibility of SJPD.

See the map on the next page.



C 1512 SAN JOSÉ STATE UNIVERSITY POLICE (SJSUPD)

The San José State University Police (SJSUPD) is under the jurisdiction of the California State University Police Department. The University Police Department is responsible for all crimes committed on property owned by the State of California and operated by the California State University and Colleges. By agreement, the San José Police Department may be called upon to assist the University Police in the handling of major crimes. SJSUPD will handle music and noise complaints at off-site fraternities and sororities.

San José Police Department shall handle:

- Parking violations on streets adjacent to the campus.
- Requested traffic control or other assistance for scheduled events with prior notice.
- Off-campus requests for service within the jurisdictional responsibility of the San José Police Department in areas adjacent to university property, which require a written report or probable future police intervention.
- On-view incidents and on-view requests off campus in San José Police Department jurisdiction where university officers have responded and taken any necessary action to preserve the peace, protect the life and property, and have preserved the crime scene for follow-up by the San José Police Department.
- Street disturbances, riots, unlawful assemblies, civil disorders, etc., which departs the university campus.
- Vehicles stolen or recovered on city streets surrounding the university campus.

For more information on SJSUPD responsibilities, refer to Duty Manual L 7700 – INCIDENTS AT SAN JOSÉ STATE UNIVERSITY [2018].

C 1513 SANTA CLARA COUNTY SHERIFF'S OFFICE

Revised 7/21/15, 6/29/17, 2/14/19

The County owns and operates several facilities located within the San José City limits. The Sheriff's office will maintain initial response, preliminary investigation, and follow-up investigative responsibilities for crimes or calls for service that occur or emanate within county parks and the interior of the buildings or secured grounds, including secured parking lots designated exclusively for the use of employees or patrons of the adjacent County building,

[REDACTED]

[REDACTED]

[REDACTED]

If a crime is reported to facility staff of the county

[REDACTED]

locations listed below and the crime occurred in SJPD’s jurisdiction, SJPD is responsible for the initial response.

1. Admin. Booking: 885 N. San Pedro St.
(including Main Jail south access ramp)
2. Alcohol Investigation Bureau (AIB): 875 N. San Pedro St.
3. Children’s Shelter: 725 E. Santa Clara St.
4. Civic Center Parking Garage: 171 W. Hedding St.
(parking garage across from the jail)
5. County Center at Charcot: 2310 and 2314 N. 1st St.
6. County Employee Parking Lot: Unsecured parking lot bordered by
W. Younger Av., N. 1st St., W. Hedding St.,
and N. San Pedro St., excluding the
sidewalk surrounding the parking lot.
7. County Facility and Fleet: 2265 Junction Av.
8. County Government Center: 70 W. Hedding St.
9. County Service Center Building: 1551, 1553, and 1555 Berger Dr.
10. County Warehouse Building: 2228 and 2730 Junction Av.
11. Dept. of Child Support Services: 2851 Junction Av.
12. Dept. of Family and Children’s Services: 333 and 373 Julian St.
(including parking garage)
13. Evans Recovery Center: 2090 Evans Ln.
14. Juvenile Hall: 840 Guadalupe Pkwy.
15. Main Jail North Tower: 150 W. Hedding St.
(including north access ramp)
16. Old San José City Hall: 801 N. 1st St.
17. Public Defender’s Office: 701 Miller St.
18. Re-Entry Center: 151 W. Mission St.
19. Reid-Hillview Airport: 2500 Cunningham Av.
(secured grounds and county building)
20. Richey Training Center: 155 W. Hedding St.
21. Sheriff’s Office: 55 W. Younger Av.
22. Superior Court Facilities –
 - Family Justice Center: 201 N. Market St.

- Hall of Justice-East: 190 W. Hedding St.
(including secured parking lot between Hall of Justice and Main Jail North Tower)
- Hall of Justice-West: 200 W. Hedding St.
- Juvenile Court: 840 Guadalupe Pkwy.
- Main Courthouse: 191 N. First St.
(including secured parking lot south of building)
- Old Courthouse: 161 N. First St.
(including secured parking lot south of building)
- Valley Health Center: 750 S. Bascom Av.
- Valley Health Center: 500 Tully Rd.
- Social Services Agency Buildings: 1867, 1870 1877, 1879, 1888, 1919, 2410 and 2500 Senter Rd.
- VMC Medical Eligibility Center: 650 S. Bascom Av. (across from VMC)

Juvenile Hall Processing

If contraband is found on a juvenile arrestee during the intake process at Juvenile Hall and the juvenile was arrested and transported by San José Police, the transporting officer or an available beat officer will be dispatched to take control of and book the contraband. If the arresting/transporting officer was from a jurisdiction other than San José, that jurisdiction will be called upon to take control of and book the contraband.

Contract Cities

The Sheriff's office has a contract with the following cities to provide police protection, traffic control and accident investigation: Saratoga, Cupertino, and Los Altos Hills.

Unincorporated Areas

In addition, the Sheriff's office will handle all crimes occurring in any unincorporated area of Santa Clara County, including stolen vehicles, abandoned vehicles, suspicious vehicles and permit parking problems.

C 1514 SANTA CLARA VALLEY TRANSPORTATION AUTHORITY (VTA)

Revised 12/8/15, 10/10/16, 7/15/22

The Santa Clara Valley Transportation Authority (VTA) is an independent special district that owns and operates bus and light rail service throughout every municipality in Santa Clara County, including San Jose. While SJPD has jurisdiction over all properties within the city limits of San José, the Sheriff's Office has concurrent jurisdiction throughout the county, including jurisdiction relating to property controlled and operated by VTA.

VTA/Sheriff's Office Jurisdiction

- The VTA contracts with the Sheriff's Office to provide public safety and security services on buses, light rail vehicles, transit facilities and property.
- The Sheriff's Office is responsible for crimes or calls for service that occur or emanate on buses, trains, light rail stations, enclosed bus shelters, parking lots, equipment storage or maintenance facilities and administrative offices owned by the VTA 24 hours a day. They will also maintain responsibility for damage, vandalism, and graffiti to VTA benches, bus shelters, and signs.
- Primary responsibility for traffic accidents involving a light rail train vs. vehicle or bicycle, where the point of impact occurs on the VTA right of way outside of the boundaries of the public roadway, intersections or sidewalks (e.g., ballast/rock bed tracks) as well as light rail platforms.
- Maintains initial response to traffic accidents involving a light rail train vs. pedestrian, including fatal accidents.

If the Sheriff's Office has an extended ETA on high priority calls the San José Police Department may be notified and requested to respond to VTA property inside the city limits, pursuant to an existing agreement with the VTA.

SJPD Jurisdiction

- San José Police has responsibility for crimes or calls for service involving crimes against persons or person's property that occur at: VTA bus stops, bus benches, bus shelters (non-enclosed shelters), and at sidewalks and roadways bordering the VTA parking lots.
- Traffic enforcement and the investigation of accidents, including accidents involving VTA vehicles on public roadways in the City of San José is primarily the responsibility of SJPD unless the roadway is located in county area, in which case CHP has the primary responsibility to respond.
- Traffic accidents involving a light rail train vs. vehicle or bicycle, where the point of impact occurs on a public roadway, intersection or sidewalk in the City of San José is primarily the responsibility of SJPD unless the roadway is located in county area, in which case CHP has the primary responsibility to respond.

C 1515 COMMUNITY COLLEGE DISTRICT POLICE

The San José/Evergreen Community College District Police Department (SJ/ECCDPD) is responsible for crimes committed on properties owned and operated by San José City and Evergreen Valley Colleges. By agreement, the San José Police Department may be requested to assist SJ/ECCDPD for situations involving violent felonies, homicide investigations and/or any other incidents beyond their scope of ability to handle effectively. Their operations are staffed only during the following hours, after which the SJPD would assume responsibility: Monday – Saturday (0700-2300); Sundays (0700-1500); Legal Holidays (0800-1600).

C 1517 CALTRAIN AND CAHILL TRAIN DEPOT (DIRIDON STATION)

Revised 7/15/22, 02/27/2024

The Cahill Train Depot (which is also known as the Diridon Station, the Caltrain Station, and the Amtrak Station) is located at 65 Cahill Street. This station is the central passenger rail depot for San José, as well as being a major transit hub with bus and VTA light rail connections.

Caltrain traverses through the City of San Jose, stopping at the following stations:

- College Park (780 Stockton Av, beat F3)
- San Jose Diridon (65 Cahill St, beat E1)
- Tamien (1355 Lick Av, beat S5)
- Capitol (3400 Monterey Hwy, beat X1)
- Blossom Hill (5560 Monterey Hwy, beat Y5)

The San Mateo County Sheriff's Office Transit Police Bureau is responsible for the following in Santa Clara County:

- All Caltrain train-related accidents (train vs. vehicle) and Caltrain suicides or trespasser strikes (train vs. pedestrian).
- All assaults on Caltrain conductors and assaults by Caltrain conductors occurring on trains.
- Only the following misdemeanor crimes that occur in the Caltrain stations, rights-of-way, platforms, and on trains: Missing persons, lost property, and all bicycle thefts. All other crimes will be the responsibility of the local agency.
- Parking enforcement in Caltrain parking areas. All other crimes occurring in the Caltrain parking areas will be the responsibility of the local agency.

All other crimes will be the responsibility of the local agency.

The San Mateo County Sheriff's Office Transit Police Bureau Sergeants will be the liaison for obtaining rail video footage.

C 1517.5 BAY AREA RAPID TRANSIT (BART)

Added 7/15/22

Bay Area Rapid Transit (BART) is a rapid transit public transportation system serving the San Francisco Bay Area. The heavy rail elevated and subway system connects San Francisco and Oakland with urban and suburban areas in Alameda, Contra Costa, Santa Clara, and San Mateo counties.

The Berryessa/North San Jose station is an intermodal transit center located at 925 Berryessa Station Way, consisting of a Bay Area Rapid Transit station, Santa Clara Valley Transportation Authority bus station, and parking.

San Jose Police Department has responsibility for crimes and calls for service 24/7, involving crimes against persons or property that occur at the Berryessa/North San Jose station,

including: VTA parking garage, surface parking lots, VTA Bus Transit Center (including any incident that occurred on a coach, when the incident occurred while the bus was traveling or parked on Berryessa Station Way in between Mabury Road and Berryessa Road), bike storage facility, outside of the BART PD building, and the surrounding sidewalks and roadways outside of the actual station building.

Within the Berryessa/North San Jose Transit Center Campus there are 28 Emergency Call Boxes (ECB) that fall under SJPD jurisdiction. These include 18 within the parking garage, 5 at the surface parking lot, 4 at the VTA Transit Center and one yellow ECB located outside of the BART PD building.

With the exception of the yellow ECB outside the BART PD building, all other ECBs are also known as “blue phones.” When a call is received from an ECB, the calltaker shall ascertain the type of emergency and if police response is required. If police are needed, a call for service shall be created, which will default to District Robert on SJ01. If the situation requires only a fire or medical response, the call shall be transferred to San Jose Fire Department.

To obtain the exact location of an ECB, enter the phone number of the ECB as a catalogued alarm in CAD [REDACTED] [REDACTED] into the location field of the event mask). CAD will generate a completed event mask with the pre-assigned type code of CALLBOX. This type code is for cataloging purposes only and shall be changed by the calltaker to the appropriate type code.

If there is an open line with no emergency heard, a call for service shall be created using the type code 911UNK with any available details (e.g. “open line, nothing heard”).

C 1518 TEXT-TO-LANDLINE CALLS

Technology known as “TeleMessage” is used by Wireless Service Providers (WSPs) that takes advantage of text-to-speech software allowing users to send text messages from a cell phone to a landline.

How Calls are Received

Calls originating from a cell phone will only display the phone number on the IWS (no ALI information). The call will be delivered with a computer generated voice stating that it is a “text-to-landline” or “text-to-voice” message. The call may begin with the WSP name and customer phone number, such as “[REDACTED] Customer [REDACTED] has sent you a text-to-landline message.” It will then offer prompt options to accept the message (e.g., “to hear this message press 1”). All prompts must be followed to receive the message.

The message will be spoken with a computer-generated voice that will pronounce words known to it, or in the case of uncommon/unknown words or abbreviations, it will spell out the word, letter by letter.

Processing Text-to-Landline Calls

Text-to-landline calls shall be processed by the calltaker who answers the call, regardless of assignment. If an event is created, indicate in the remarks that it is a “text-to-landline call” and

document the event with any information received in the message. Calltakers shall call back the number and attempt voice contact with the RP. If voice contact is made, process the call as appropriate. For text-to-landline calls with no message, or if voicemail is received on call back, process the call as a silent call (refer to C 1501 – SILENT CALLS).

If necessary, transfer the call to the appropriate law enforcement or fire agency (refer to C 1105 – TRANSFERRING CALLS and F 1102 – FIRE TRANSFER PROCEDURES).

C 1518.5 TEXT TO 9-1-1 CALLS

Added 4/6/23

Text to 9-1-1 is the ability to send a text message to reach 9-1-1 from a mobile phone or device.

The assignment of handling incoming texts to 9-1-1 will be an ancillary assignment to calltakers working Primary. Calltakers assigned to handle texts to 9-1-1 will log into the text to 9-1-1 platform. The calltaker will ensure the platform is open, operational and the volume is turned up sufficiently to hear the audible alert.

Calltakers assigned to handle texts to 9-1-1 will log into the 9-1-1 role in IWS. When going on break, the calltaker will ensure that their assigned partner is aware and signed into the text to 9-1-1 platform. At the end of shift or change of assignment, the calltaker will confirm their replacement is logged into the text to 9-1-1 platform before logging off.

Prioritizing Calls

All 9-1-1 calls are processed equally and therefore texts to 9-1-1 will be accepted and answered immediately.

Processing Text to 9-1-1 Calls

The recommended phrase used to answer a text to 9-1-1 is: “San Jose 9-1-1, what is the location/address of your emergency.” (This phrase will be available via a preconfigured message.) It is imperative the location be obtained and verified as soon as possible to determine an exact location and jurisdiction. The location provided by the text to 9-1-1 platform is to be considered as an estimated location only.

The calltaker will then confirm the nature of the emergency if not already provided in the original message from the texter. If the situation is a 9-1-1 emergency, the calltaker should promptly determine if the texter can safely receive a voice call from 9-1-1. If yes, the calltaker handling the text to 9-1-1 will call the texter and process the response as a voice call. If the texter cannot safely receive a voice call, the calltaker will continue to process the response using the text to 9-1-1 platform.

If the circumstances of the text to 9-1-1 indicate a non-emergency situation, a message will be sent directing the texter to call our non-emergency phone number and include the appropriate phone number in the text. (This phrase will be available via a preconfigured message.) The text session will then be promptly ended.

Texts to 9-1-1 which require a public safety response will be processed using the same call processing time limits and questioning used to process voice calls, including officer safety questions regarding weapons, alcohol, and drugs. A statement that information is being received via text shall be included at the beginning of the event remarks. The calltaker will also update the source field of the event mask by selecting “Text” from the list options.

During a text session, the calltaker will advise the texter that the requested assistance is being sent to the address provided by the texter. This will help to confirm that the address / location of the incident is correct. Example: [REDACTED]

When handling a priority response, the calltaker will keep the text session open to obtain and update officer safety information as well as update the call appropriately until an officer has made contact.

Before ending a text session, the calltaker will send a message to the texter indicating that the text session is concluding and then the calltaker may end the session within the text to 9-1-1 platform. Calltakers will use plain language in texts and avoid the use of texting lingo and acronyms. At no time shall emojis or other symbols be used in messages sent by the calltaker to a texter.

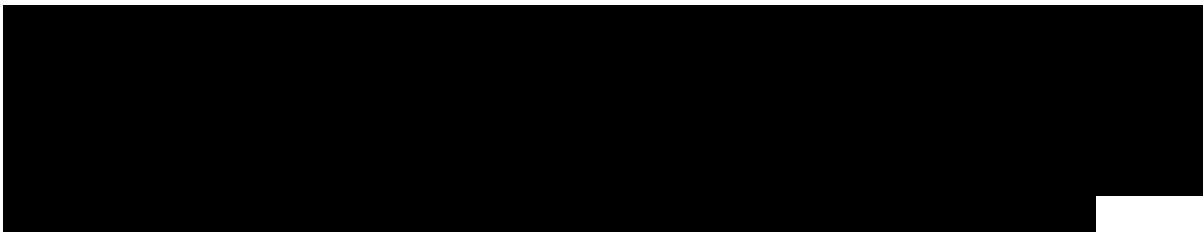
Text to 9-1-1 Specifics

Each calltaker assigned to handle texts to 9-1-1 will handle no more than two text conversations at once. Since multiple text sessions may be handled at once by a single calltaker, the highest priority text to 9-1-1 will be determined by the nature of the emergency. When handling multiple texts to 9-1-1, it is imperative that each text is monitored and responded to in order to best determine which incident takes priority.

If multiple texts to 9-1-1 are received about the same incident, the calltaker must respond to each text to ensure that they are indeed the same incident and not a different situation.

The texter is anchored to the originating PSAP until the calltaker ends the session or transfers the session to a different jurisdiction which handles texts to 9-1-1. Upon successful transfer, the calltaker may end the session. It is possible to receive a text to 9-1-1 from a texter in a different jurisdiction. If the incident related to the text session is in another jurisdiction, then the session will be transferred to the appropriate jurisdiction (refer to C 1105 – TRANSFERRING CALLS).

When transferring a text to 9-1-1 to another jurisdiction, the calltaker will send a message to the texter stating: “Please wait, you are being transferred to (enter agency name).” (This phrase will be available via a preconfigured message.) If the appropriate agency cannot process texts to 9-1-1, the calltaker will determine if it is safe to call the texter and then transfer the voice call to the appropriate agency. If the texter cannot safely make or receive a voice call, the calltaker will take the necessary information and turn it over to the appropriate agency via phone.



For texters using a language other than English, the calltaker will determine if the texter can safely receive a voice call. If yes, the calltaker will call the texter and obtain a translator as needed. If no, the calltaker may use the built-in translation feature of the text to 9-1-1 platform to manage the situation.



If there is an indication that an emergency is occurring and the texter is non-responsive, the calltaker will create a call for service using the same process used when a voice caller is not responding to questions. In addition, the calltaker will initiate an exigent circumstances trace through the wireless provider to obtain subscriber information and real time geographic location, if available. Attempts will then be made to have the appropriate jurisdiction contact the cell phone owner.

If after [REDACTED] from the texter and additional information is required, the calltaker is authorized to make a voice call to the texter's device if the calltaker is confident the texter is not in danger of being harmed if an alert to their wireless device is established.

In the unlikely event a text message [REDACTED] Instead, the calltaker will indicate in the remarks of the call for service that multimedia content was contained in the text session and include the time stamp of when it was received.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

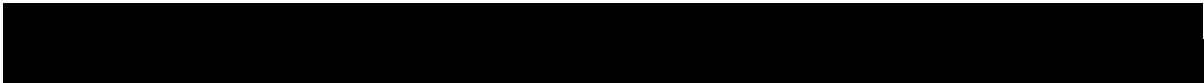
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]





Bureau of Administration

Communications Division

Policy and Procedure Manual

C 1600

TYPE CODES

In order to ensure consistency in type coding events and to obtain pertinent information as it relates to each particular type code, calltakers shall be aware of all possible type codes and the detailed requirements of each.

PROCEDURE

C 1601 TYPE CODING CALLS – GENERAL PROCEDURES

To determine how a call shall be type coded, calltakers must ask specific questions and choose the most appropriate type code. In cases where several type codes fit the details of the event, the one that is the more serious offense shall be chosen.

Valid police type codes include, but are not limited to, the Penal Code, Vehicle Code, Health and Safety Code, etc. Each type code section contains a definition, and where appropriate, additional information that should be obtained for that particular type of call. The CAD “default” priority is also indicated with each type code and displayed in brackets (i.e., [1], [2], [3], [4]). When creating a call for service, calltakers shall select, and manually enter, the most appropriate priority, based on the situation presented. (See exceptions under C 1806 – AIRPORT ALARM PRIORITIES.)

It can often be necessary for the Fire Department and/or EMS to respond with the Police Department. Certain type codes in CAD will automatically create a “combined” event, sending both Police and Fire/EMS. Combined events are indicated with a “(C)” next to the type code. If the situation requires a fire and medical response, in addition to a police response, the suffix “EMS” may be added to the end of many type codes if it is not already an automatic combined event. If the suffix “EMS” is not available for a type code, a medical event shall be created manually (refer to RAD 3.140 – EVENT COMMANDS, RAD 3.170 CAD – FIRE/EMS/FIRE/SYSTEMS CONTROL/SERVICE, or RAD 3.190 – FUNCTION KEYS).

C 1602 KIDNAPPING

207 [1]

Every person who forcibly, or by any other means of instilling fear, steals or takes or holds, detains, or arrests any person in this state and carries the person into another country, state, or county, or into another part of the same county.

- Determine if the victim is still missing.

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COMMUNICATIONS POLICY AND PROCEDURE MANUAL

San José Police Department | 201 West Mission Street, San José, CA 95110

rev. 12/17/2024

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- If the victim has returned, obtain their current location
- If still missing, obtain the victim's complete description.
- In the case of parental abduction, the appropriate type code to use is 277.

C 1603 ROBBERY **211 (211EMS) [1]**

The felonious taking of personal property in the possession of another, from his/her person or immediate presence, and against their will, accomplished by means of force or fear.

EMS may be added to 211, 211A, 211PS, and 211SA if Fire/Ambulance are needed.

- Determine the means by which the property was taken from the victim
- Determine what was taken.

ARMED ROBBERY **211A (211AEMS) [1]**

Robbery involving the use of any item which can do bodily harm, such as a gun, knife or club.

PURSE SNATCH ROBBERY **211PS (211PSEMS) [1]**

A purse snatch robbery is the grabbing or snatching of a purse, handbag, etc., from the custody of an individual.

STRONG-ARM ROBBERY **211SA (211SAEMS) [1]**

A strong-arm robbery involves using or threatening the use of physical force or violence.

C 1604 CAR JACKING **215 (215EMS) [1]**

The felonious taking of a motor vehicle in the possession of another, against his/her will accomplished by means of force or fear.

Determine the means in which the vehicle was taken from the victim.

C 1605 ATTEMPTED SEX CRIME **220 [2]**

Assault with intent to commit rape, sodomy, mayhem, oral copulation, penetration by foreign object, regardless of the victim's age, or lewd acts upon children.



C 1606 FALSE IMPRISONMENT **236 [1]**

False imprisonment consists of the unlawful restraint against the will of an individual's personal liberty or freedom of movement.

C 1607 BATTERY **242 (242EMS) [2]**

Any willful and unlawful use of force or violence upon the person of another.

- If the suspect is not likely to return and it occurred within the last four hours, Priority 3.



- If battery upon spouse, former spouse, co-habitant or dating refer to 273.5
- If battery upon a child refer to 273A or 273D
- Battery calls over four hours old (except domestic violence cases) shall be taken in TRAC under the following circumstances (refer to Duty Manual S 4404 – ASSAULT AND BATTERY [2018]):
 - Suspect known but has left the scene and is not likely to return (even with visible injuries – victims may either send photos by mail or respond in person to PAB).
 - Victim at a hospital and doesn't want a report taken (report required by state law) or the victim has already left the hospital
 - Any physical attacks against school personnel, regardless of injury.

C 1608 ASSAULT WITH A DEADLY WEAPON 245 (245EMS) [1]

An assault upon the person of another with a deadly weapon or instrument, or by any means of force likely to produce great bodily injury.

This type code is most often used as a final disposition code for 1071s and 1072s, and for victims that have been shot with a BB gun or when someone is attempting to run someone down with a vehicle.

If in progress refer to C 1620 – DISTURBANCE - WEAPON.

C 1609 SHOOTING INTO AN INHABITED DWELLING OR VEHICLE 246 [1]

Maliciously and willfully discharging a firearm at an inhabited dwelling house, occupied building, occupied vehicle, occupied aircraft, inhabited house car, or inhabited camper.

- Inhabited means it is currently being used for dwelling purposes, whether occupied or not.
- If a BB gun was used or the house is vacant the proper type code is 594.

C 1610 RAPE 261 (261EMS) [1]

Revised 4/6/23

The act of sexual intercourse accomplished against a person's will by means of force, violence, duress, menace or fear of immediate and unlawful bodily injury of the person.



All events involving prior incidents of sexual assault shall be routed as Priority 2.

C 1610.5 RAPE – NON-INVESTIGATIVE REPORT 261NIR [4]

Added 7/22/22; Revised 4/6/23

A sexual assault where the victim does not want to report the incident to law enforcement, but does want a Sexual Assault Forensic Exam (SAFE).



Any victim **age 12 or older** may choose to postpone or refuse engaging with law enforcement after a sexual assault.

A victim of sexual assault may present themselves to the Emergency Department at Santa Clara Valley Medical Center (SCVMC), Stanford Hospital (Palo Alto), St. Louise Regional Hospital (Gilroy) or contact their local Rape Crisis Center to initiate a non-investigative report medical forensic exam. For cases occurring within the jurisdiction of the San Jose Police Department, no law enforcement approval is necessary for a non-investigative SAFE exam to occur.

A SAFE nurse will contact Communications to request an officer to collect any evidence obtained from the non-investigative SAFE exam after the examination is completed. Either a Police Officer or a Community Service Officer (CSO) may be dispatched to this event, based on call volume, staffing, and patrol needs.

The calltaker shall include the following information in the remarks of the event (to the extent the information is available):

- Location and time of occurrence
- Victim's full name and date of birth
- The extent of injuries (general terms such as the presence of fractures, lacerations, bruises, etc.)
- Suspect's full name and date of birth

All reports of any prior sexual assault type incident where the survivor is at a school shall be routed as a Priority 2.

C 1611 UNLAWFUL INTERCOURSE

261.5 [2]

Revised 4/6/23

Any person who engages in an act of sexual intercourse with a person under the age of 18, who is not the spouse of the perpetrator.

All reports of any prior sexual assault type incident where the survivor is at a school shall be routed as a Priority 2.

C 1612 CHILD NEGLECT

270 [2]

A parent of a minor child willfully omits, without lawful excuse, to furnish necessary clothing, food, shelter, medical attendance or remedial care for his or her child.

C 1613 DOMESTIC VIOLENCE

273.5 (273.5EMS) [2]

Revised 4/30/14

Any person who willfully inflicts upon a person who is his or her spouse, former spouse, cohabitant, former cohabitant, the fiancé or fiancée (or someone with whom the offender has, or previously had, an engagement or dating relationship), or the mother or father of his or her child, corporal injury resulting in a traumatic condition. Same sex relationships are included.

“Cohabitant” generally means living together in a substantial relationship reflecting some degree of permanency and sexual or amorous intimacy; it does not require a permanent address.

“Traumatic” condition means a wound or external or internal injury, whether minor or serious, caused by a physical force.

- If the incident is in progress the proper type code is 415F.



- If it is a prior occurrence, no medical response is needed, and the suspect is not present, then Priority 3.

C 1614 CHILD ABUSE

273A (273AEMS) [2]

Any person who, under circumstances or conditions likely to produce great bodily harm or death, willfully causes or permits any child to suffer, or inflicts thereon unjustifiable physical pain or mental suffering.

C 1615 CHILD BEATING

273D [2]

Any person who willfully inflicts upon a child any cruel or inhumane corporal punishment or injury resulting in a traumatic condition.

“Traumatic” condition means a wound or other bodily injury, whether minor or serious, caused by a physical force.

C 1616 CHILD STEALING

277 [1]

Every parent or custodial guardian, who maliciously takes, entices away, keeps, withholds, or conceals any child with the intent to detain or conceal that child from a lawful custodian.

- Determine the relationship between the victim and suspect.



“Keeps” or “withholds” means retaining physical possession of a child whether or not the child resists or objects.

C 1617 SEX OFFENSES UNDER 14 YEARS OF AGE

288 [2]

Revised 4/6/23

Any person who willfully commits any lewd or lascivious act with a child who is under the age of 14 years.

All events involving prior incidents of sexual assault shall be routed as Priority 2.



C 1618 INDECENT EXPOSURE

314 [2]

Every person who willfully and lewdly exposes his person, or the private parts thereof, in any public place, or in any place where there are present other persons to be offended or annoyed.

Urinating in public is a violation of San José Municipal Code section 10.12.110, not 314PC.

C 1619 ELDER/DEPENDENT ADULT ABUSE

368 [2]

Revised 6/24/24

Abuse of an elder or dependent adult consists of: (1) the physical abuse (including inflicting physical injuries and/or sexual abuse, neglect, and abandonment); (2) financial abuse (which is committed via fraud or theft); and, (3) any other treatment that results in physical and/or mental pain or suffering.

- A call for service shall be created for any allegations of elder/dependent physical or sexual abuse.
- Describe the nature of the abuse: i.e., physical, mental, or financial.



“Elder” means any person who is 65 years of age or older.

“Dependent adult” means any person who is between the ages of 18 and 64, who has physical or mental limitations, which restrict their ability to carry out normal activities or to protect their rights.

C 1620 DISTURBANCES

415 (415EMS) [2]

Disturbing the peace includes: (1) any person who unlawfully fights in a public place or challenges another person to fight; (2) any person who maliciously and willfully disturbs another person by loud and unreasonable noise; (3) any person who uses offensive words in a public place, which is likely to provoke an immediate violent reaction.

DISTURBANCE – FIGHT

415A (415AEMS) [2]

Unlawful physical fighting in a public place.

DISTURBANCE – FAMILY

415F (415FEMS) [2]

Family members, including anyone with a romantic involvement in a verbal or physical fight.

DISTURBANCE – FIRECRACKERS

415FC [4]

Loud or unreasonable noises caused by firecrackers or the illegal use of firecrackers.



Firecracker/fireworks calls shall be processed as provided for by the joint police-fire department fireworks guidelines (refer to RAD 4.110 – FIREWORKS) on the following holidays: New Year’s Eve, the Chinese New Year/Vietnamese New Year (Tết Festival); for Independence Day, from July 1 – July 6, inclusively, and during other designated events.

DISTURBANCE – GANG

415G [2]

Gang members causing a disturbance.

Determine the gang affiliation.

DISTURBANCE - JUVENILE

415J [4]

A disturbance caused by juveniles.

DISTURBANCE – MUSIC

415M [4]

Unreasonably loud music.

- Determine the source of the music, e.g., loud stereo, live band, party, a vehicle, etc.
- If the source is a party, determine number of people involved.

DISTURBANCE – MOTORCYCLE

415MC [4]

Complaint of a loud motorcycle.

DISTURBANCE – NEIGHBOR

415N [2]

Neighbors involved in a disturbance.

DISTURBANCE – UNKNOWN

415UNK (415UNKEMS) [2]

An unknown type of disturbance being reported with no specific details or information.

DISTURBANCE – WEAPON

415W (415WEMS) [1]

A disturbance involving some type of weapon.

Priority 1: This generally involves an object being used as a deadly weapon for the purposes of inflicting death or serious physical injury (examples include, but are not limited to, a gun, knife/machete, or baseball bat). The weapon should have actually been seen by the RP, or the caller heard someone say that there was a weapon involved.

Priority 2: This generally involves the use of other non-deadly weapons (examples include, but are not limited to, throwing rocks or waving a stick). This also includes callers who think there is a weapon, but who have not actually seen a weapon.

C 1621 BRANDISHING A WEAPON

417 [1]

Every person who draws or exhibits any deadly weapon, including a firearm (whether loaded or unloaded), in a rude, angry, or threatening manner.

C 1622 CRIMINAL THREATS

422 [2]

Any person who willfully threatens to commit a crime which will result in death or great bodily injury to another person, with the specific intent that the statement, made verbally, in writing, or by means of an electronic communication device, is to be taken as a threat and an immediate prospect of execution of the threat, even if there is no intent of actually carrying it out, which causes the victim to be in sustained fear for his or her own safety or for his or her immediate family's safety.

C 1623 ARSON

451FIRE [2]

Willfully and maliciously setting fire to or causing to burn any structure, forestland or property.

For active or just extinguished fires, when the reporting party can see the incident occurring, create an event with the type code 451FIRE to have both a police and a FIRE response from the Fire Department, and obtain complete suspect information. If the fire is extinguished, refer to F 1116 – ARSON (EXTINGUISHED).

C 1624 ARSON – Report Only

451 [3]

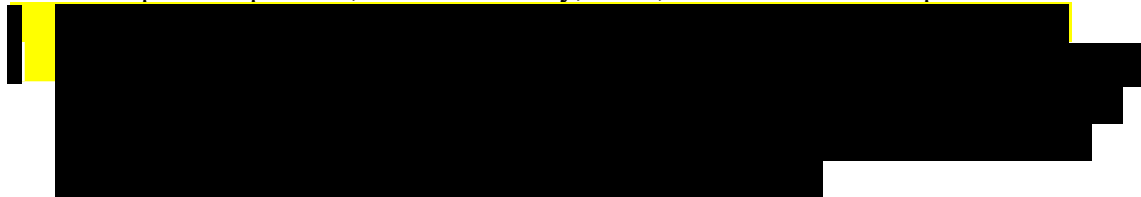
If the Fire Department requests a Police response for an extinguished fire or any other fire related incident where a crime report is needed, the type code “451” shall be used.

C 1625 BURGLARY

459 [1]

Any person who enters a building with intent to commit theft or a felony. This includes, but is not limited to, any house, room, apartment, warehouse, store, barn, tent, inhabited camper, inhabited vessel or motor homes.

- Vacant property being entered upon is a trespass (use type code 602PC) unless appliances and/or fixtures are being taken, then use type code 459.
- Confirm if pool or pets are on premise and any vehicles in the driveway.
- Description of premise, one or two story, color, identifiable landscape/architecture.



“Inhabited” means currently being used for dwelling purposes, whether occupied or not.

C 1626 BURGLARY REPORT

459R [3]

Revised 11/13/13

A report taken for a prior (not in progress) burglary.

- The reporting party must be at the location where the incident occurred.
- Advise the reporting party not to disturb or touch anything if evidence was left at the scene and to make a list of any missing items.
- Covered under 459 are motor homes, occupied or unoccupied, locked or unlocked. (Duty Manual S 4406 – AUTO BURGLARY [2018]).



- Determine the suspect location and if the building has been cleared; document this in the event. If it is not an in progress burglary (Priority 1 – 459), and the building has not been cleared, the appropriate type code is 459 (Priority 2). If the building has been cleared, the appropriate type code is 459R (Priority 3).

C 1627 VEHICLE BURGLARY

459VEH [3]

Theft from a LOCKED vehicle, including hood or trunk area where access can only be made with a key or from the interior of the vehicle.

- If the vehicle is unlocked, refer to 484/487.
- If property stolen from a vehicle (locked or unlocked) parked in an attached garage (open or closed) it is considered a 459.
- If any evidence was left at the scene (including fingerprints) create a call for dispatch.
- If not in progress, no evidence left at the scene, and no suspect the victim shall be referred to an Internet report.
- If not in progress and there is a suspect, the victim shall be referred to TRAC.

C 1628 FORGERY

470 [3]

Every person who signs the name of another person or of a fictitious person with intent to defraud; or who falsifies any official document.

If this is not in progress the reporting party shall be referred to TRAC. If no suspect the victim shall be referred to an Internet report.

C 1629 COUNTERFEIT CURRENCY

476 [3]

Revised 12/8/15

Every person who makes, passes or publishes any fictitious or altered bill, note or check with the intent to defraud another person or institution of money or property.

If the reporting party has counterfeit money in their possession, create a call for service. If a suspect is in custody or the suspect is still on the premise, officers will be dispatched.

Refer to R 1212 Community Service Officer Assignments for found counterfeit currency.

Counterfeit Currency from Card Clubs

The following guidelines apply to reports of counterfeit currency at Bay 101 and Casino M8trix:

- When a card room receives counterfeit currency they will notify Police Communications.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

C 1630 BAD CHECKS**476A [3]**

Every person who willfully, with the intent to defraud, writes a check knowing there are insufficient funds to cover it.

- If the total dollar amount of the check(s) is up to \$5,000, the victim shall be referred to the District Attorney's Office. If the total dollar amount is over \$5,000 a report shall be taken in TRAC (refer to T 1202 – BAD CHECKS/INSUFFICIENT FUNDS).
- If this is not in progress the reporting party shall be referred to TRAC. If no suspect the victim shall be referred to an Internet report.

C 1631 THEFT**484 [3]**

Revised 11/13/13

Taking the property of another with the intent to permanently deprive.

- Create an event for dispatch, if there is any evidence left at the scene.
- Refusing to pay a taxi cab driver is a theft of services.
- If the value of the loss is \$950.00 or more the appropriate type code is 487. If the value of the loss is less than \$950.00 the appropriate type code is 488.
- For thefts that just occurred, create a 484BOL and refer the RP to TRAC for the report. If no suspect the victim shall be referred to an Internet report.
- If license plate and vehicle descriptions are obtained, the reporting party is still referred to TRAC and police are not dispatched.
- Theft of mail from mailboxes are referred to the Postal Inspector's Office.
- Theft of recyclable materials refer to 484R (C 1633 – THEFT OF RECYCLABLES).
- Theft of DMV vehicle registration tags shall be referred to DMV office. No report is needed.

C 1632 BOL FOR THEFTS**484BOL [4]**

Use when the theft just occurred, the suspect is not in custody and there is enough information and description provided to issue a BOL. This is a BOL only event.

- Advise the reporting party an officer will not be contacting them and that a Be On the Lookout will be given to the officers in their area.
- Inform the reporting party they have the option of filing a TRAC report (refer to T 1226 –PETTY THEFT (488/487), or be given the event number that was created for the BOL.

C 1633 THEFT OF RECYCLABLES**484R [4]**

The taking of recyclable materials from designated containers by non-authorized person(s). This is a BOL only event.

If the RP provides a license plate, the BOL shall also be faxed to Code Enforcement.

C 1634 GRAND THEFT**487 [3]**

Taking the property of another (with the intent to permanently deprive) when the value of the property exceeds \$950.00.

- The theft of a firearm is a grand theft regardless of value.
- Create an event for dispatch if there is any evidence left at the scene.
- If not in progress and the reporting party has suspect information, refer them to TRAC.
- If not in progress, no evidence left at the scene, and no suspect the victim shall be referred to an Internet report.
- Theft of high-tech computer cargo or vast amounts of internal data require a police dispatch.

C 1635 PETTY THEFT**488 [3]**

Taking the property of another (with the intent to permanently deprive) when the value is \$950.00 or less.

- Create an event for dispatch if there is any evidence left at the scene.
- If not in progress and the reporting party has suspect information, refer them to TRAC.
- If not in progress, no evidence left at the scene, and no suspect the victim shall be referred to an Internet report.

C 1636 RECEIVING STOLEN PROPERTY**496 [3]**

Every person who knowingly buys, receives, or possesses any property that has been stolen.

Determine how the reporting party or victim knows that the property may be stolen.

C 1637 EMBEZZLEMENT**503 [3]**

The fraudulent appropriation of property by a person to whom it has been entrusted.

If the suspect is not with the victim or reporting party refer the caller to TRAC.

C 1638 EXTORTION**518 [3]**

Obtaining property from another with his/her consent through the use of force, fear of exposure, or by threat of harm to one's family.

- Create an event for dispatch, include if any evidence was left at the scene.
- Briefly describe the method the suspect used to obtain the property.

C 1639 DEFRAUDING AN INNKEEPER**537 [3]**

The obtaining of food, services or accommodations at a motel/hotel, restaurant, marina, or marine facility, without paying for such food, services or accommodations and with the intent to defraud the proprietor or manager thereof.

- If the suspect is refusing to pay a taxi cab driver, the appropriate type code is 484 (for a theft of services).
- If not in progress, create a 484BOL and refer reporting party to TRAC.

C 1640 MALICIOUS MISCHIEF/VANDALISM**594 [3]**

Any person who maliciously injures or destroys any real or personal property (immovable or moveable), or who without the consent of the owner, willfully defaces, by paint or any other liquid, the property of another.

- If in progress, include what the suspect is doing and using to cause the damage.
- Create an event for dispatch for any gang graffiti vandalism.
- If not in progress, no evidence left at the scene, and no suspect the victim shall be referred to an Internet report.
- If not in progress and there is a suspect, the victim shall be referred to TRAC.

C 1641 CRUELTY TO ANIMALS**597 [2]**

Any person, who maliciously and intentionally maims, mutilates, tortures, or wounds a living animal, or maliciously and intentionally kills an animal.

- If in progress, create an event for dispatch, then contact Animal Care Services (ACS) and indicate in the event their ETA.
- If not in progress, callers shall contact ACS (L 9018 – CRIMINAL CASES INVOLVING ANIMALS [2012]).

C 1642 TRUANT (TABS)**601T [3]**

Any pupil subject to compulsory full-time education or compulsory continuation education who is absent from school without a valid excuse.

C 1643 TRESPASSING**602PC [3]**

Knowingly entering someone else's property with the intent to damage that property, interfering with or obstruct the business activities conducted thereon, "occupying" another's property without permission, and refusing to leave private property after having been asked to do so or by posted signs.

- If the reporting party is a business owner or owner's agent of said property, advise the reporting party of the San José Police STOP (Stop Trespassing On Public/Private Property) program.
- If the property is not part of the STOP program, the owner or owner's agent will be required to respond to sign the complaint.

C 1644 STALKING**646.9 [2]**

Any person who willfully, maliciously and repeatedly follows or harasses another person who makes a credible threat with the intent to place that person in reasonable fear for his or her safety, or the safety of his or her immediate family.

- Determine if victim knows the suspect and if there is a history of domestic violence.

**C 1645 VAGRANT****647 [4]**

One who wanders or loiters upon the streets or from place to place without apparent reason or business.

C 1646 SOLICITING FOR LEWD CONDUCT**647A [3]**

One who engages in or solicits lewd or dissolute conduct in any public place or in any place open to the public or exposed to public view.

C 1647 SOLICITING FOR PROSTITUTION**647B [3]**

One who solicits or engages in any act of prostitution, including any lewd act between persons for money or other consideration.

C 1648 DRUNK IN PUBLIC**647F [4]**

One who is under the influence of alcohol in a public place and is unable to exercise care for his or her own safety or the safety of others.

- If the reporting party is unable to determine if subject is conscious and breathing the appropriate type code is 1053.
- If subject is intoxicated and causing a disturbance or is aggressive the appropriate type code is 415.

C 1649 OBSCENE OR HARASSING PHONE CALLS**653M [3]**

Any person who telephones or makes contact by means of an electronic communications device (e.g., telephones, cellular phones, computers, video recorders, facsimile machines, pagers, personal digital assistants, smartphones, writing, images, sounds, including TTY/TDD devices) with the intent to annoy by using obscene language, makes threats to inflict injury to the person or his or her family, or who makes repeated telephone calls (or repeated contact by means of an electronic communications device) whether or not conversation ensues with the intent to annoy.

Refer to T 1225 – OBSCENE OR HARASSING PHONE CALLS (653M PC) for the report policy.



C 1650 9-1-1 HANG-UPS

Revised 6/29/17

A hang-up call where no information was given, including calls handled by the Abandoned Call Administrator.

If the reporting party states that they need the police and then hangs up, the appropriate type code to use is 415UNK or UNKCIR. If nothing was said, there is an open line or no answer on callback, the appropriate type code to use is **911UNK** (refer to C 1316 – TELETYPEWRITER (TTY) FUNCTION).

Also refer to C 1412 – PROCESSING 9-1-1 HANG-UPS for further information on processing 9-1-1 hang-up calls.

UNKNOWN TYPE 911 CALL

911UNK [2]

A 9-1-1 call received from an unknown source, a business, from a microcell tower, from a payphone, from a residence, or from a VoIP line.

- Calltakers shall indicate in the “Remarks” field of the Event mask the origin of the 9-1-1 call: business, microcell tower, payphone, residence, VoIP line.

C 1651 ESCORT

1014 [4]

A request for a police escort.

C 1652 PHONE YOUR OFFICE OR HOME

1021 [4]

Telephone calls for officers in the field.

Refer to C 1407 – HANDLING PHONE MESSAGES TO OFFICERS.

C 1653 DROWNING (C)

1032 [1]

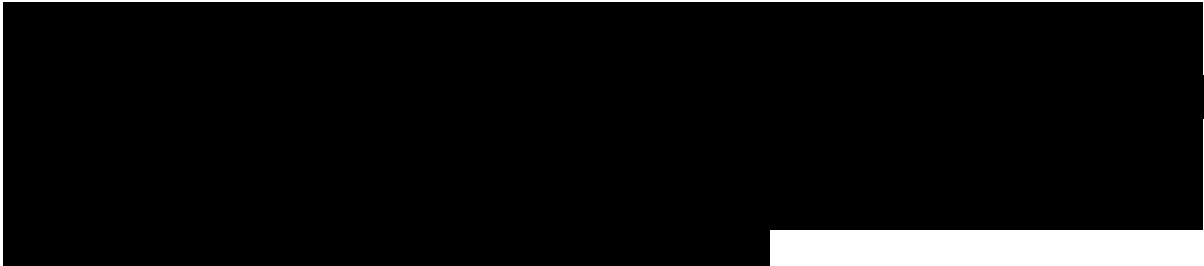
A report of a person drowning.

Determine if the person is still in the water.

C 1654 ALARMS

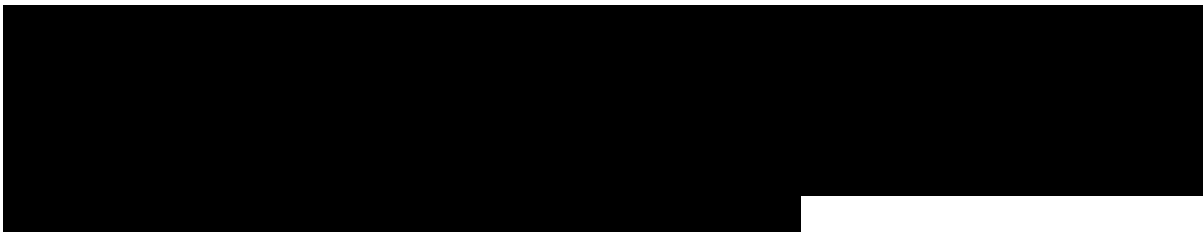
Revised 2/13/2017, 9/12/18, 6/13/23, 4/9/24





If a vehicle alarm has been sounding and there is no suspicious person/vehicle in the area, the proper type code is 415 (priority 4).

For vehicle alarms when there is a nearby suspicious person and/or vehicle the proper type code is 1066 or 1154, with remarks in the text of the event indicating the vehicle alarm has been activated.



ALARM (UNKNOWN IF SILENT OR AUDIBLE)

1033 [2]

Alarm received usually from an alarm company and it is not known whether the alarm is silent or audible.

AUDIBLE ALARM

1033A [3]

Alarm received from an alarm company or the public reporting an audible alarm at a residence, business or vehicle.



[REDACTED]

SILENT ALARM

1033S [1]

Revised 2/13/17

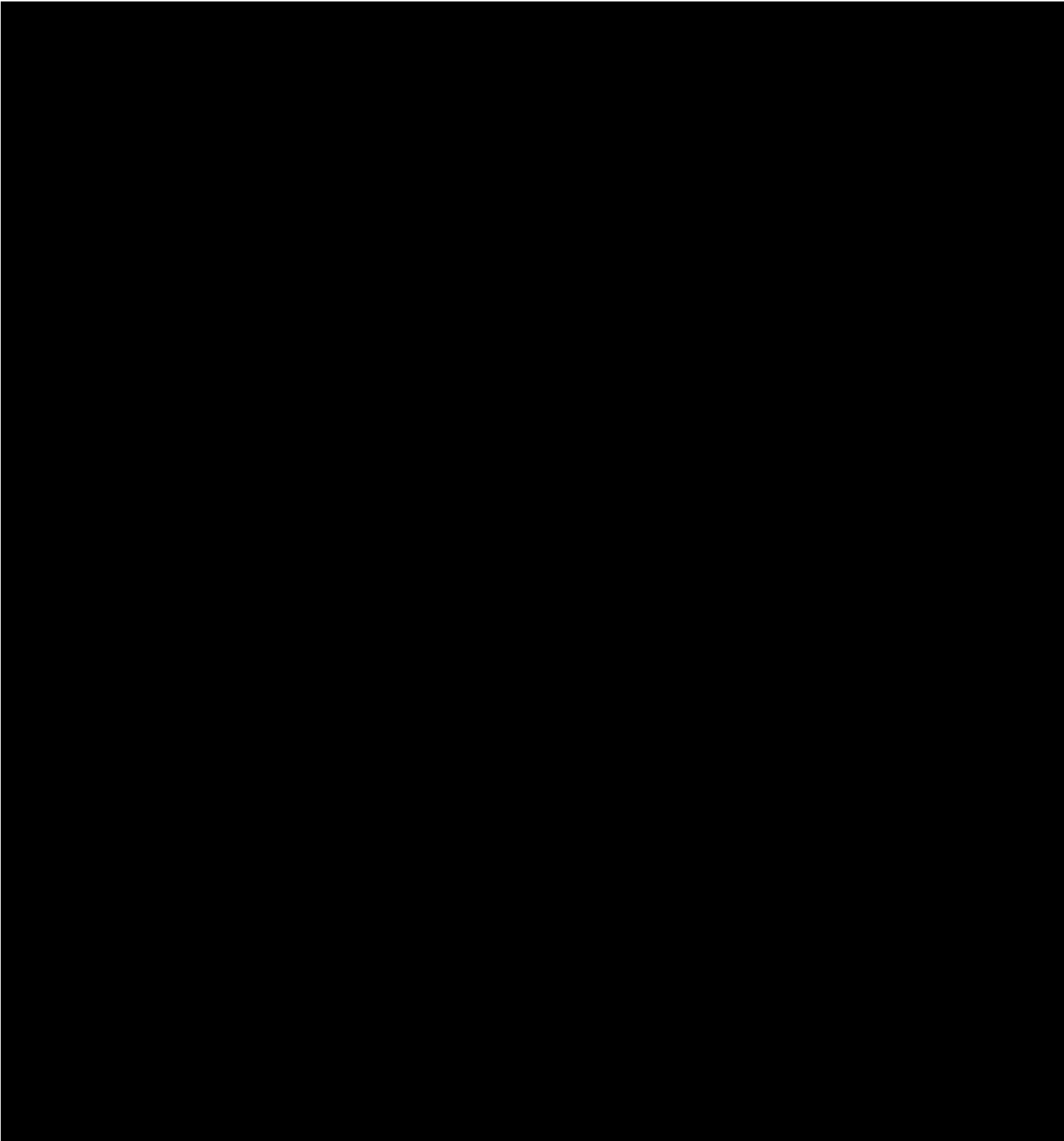
Alarm received from an alarm company reporting a silent alarm at a residence or business.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



C 1655 OPEN DOOR

1034 [2]

Report of an open door at a business or residence.

C 1656 OPEN WINDOW

1035 [2]

Report of an open window at a business or residence.

C 1657 INJURED PERSON

1045 (1045EMS) [2]

When a person is injured but no further details are available or it is a traumatic industrial injury.

A traumatic industrial injury is one that involves disfigurement, dismemberment, hospitalization over 24 hours, or possible fatality. Communications supervisory personnel shall facilitate the information between Occupational Safety & Health Administration (OSHA) and the officer on scene. (Refer to Duty Manual L 9017 – REPORTING INDUSTRIAL CAUSED DEATH OR INJURY [2018].)

C 1658 PERSON DOWN

1053PD (1053EMS) [2]

Revised 12/8/17, effective 1/1/18

A person down with unknown circumstances.

Calltakers shall evaluate the information provided by the caller when determining whether the appropriate type code should be 1053PD or 1053EMS. That information shall be included in the remarks of the event.

1053PD – Police Only Response

- Injuries are unknown or not suspected.
- No obvious bleeding.

- Example: a person laying down in the park with a blanket and the RP doesn't know if they are just sleeping, etc.

1053EMS – Police AND Medical Response

- Injuries are known or suspected.
- Someone is bleeding.
- Examples: a person laying down in the park with a blanket and is bleeding, someone who falls down clutching their chest, someone slumped over the steering wheel of a car, etc.

When used as an onview or administrative dispatch on the command line, the 1053PD type code will not automatically create a combined event to send fire and ambulance. Using the 1053EMS will create a combined event to send fire and ambulance.

If it is determined that this is a request to check the well being of a person, then the appropriate type code to use is WELCK or WELCKEMS (refer to C 1737 – WELFARE CHECK).

C 1659 POSSIBLE DEAD BODY (C)

1054 [2]

A report of a possible dead body but there is no confirmation from medical, fire or police personnel.

[REDACTED]

C 1660 ATTEMPTED SUICIDE (C)

1056A [2]

A non-fatal self-inflicted destructive act with explicit or implied intent to die.

[REDACTED]

C 1661 SHOTS FIRED **1057 [2]**

Gun shots that are fired and heard only.

- Determine the number of shots heard.
- Determine if there was anything else seen or heard.

C 1662 GARBAGE COMPLAINT **1058 [4]**

Report of illegal dumping of garbage, trash or debris.

If not in progress and the reporting party has the license plate of the associated vehicle, refer them to the Code Enforcement. If the RP does not have the address or license plate, refer them to the Department of Transportation.

C 1663 MEET THE CITIZEN **1062 [4]**

Citizen is requesting to meet with an officer when no crime is occurring.

This is also used for hate-motivated incidents (refer to C 1401 – HATE CRIMES AND INCIDENTS).

C 1664 MISSING PERSON **1065 [3]**

MISSING PERSON	1065 [3]
MISSING PERSON – ELECTRONIC DEVICE	1065E [3]
MISSING JUVENILE	1065J [2]
MISSING JUVENILE FEMALE	1065JX [2]
MISSING MENTALLY HANDICAPPED PERSON	1065MH [2]
MISSING FEMALE	1065X [3]

A missing person is defined as any person who is reported as such to a law enforcement agency, until the person is located or determined to be a voluntary missing adult.

It is the duty of all law enforcement agencies to immediately assist any person who is attempting to make a report of a missing person or runaway. There is no waiting period for reporting a person missing (refer to C 1405 – MISSING PERSON CALLS for the definition of “at-risk”).

Also refer to C 1405 – MISSING PERSON CALLS for the policy.

C 1665 FOUND PERSON **1065F [3]**

Revised 8/28/23

A person who is located alive, whose identity and/or parent, guardian, or residence may be unknown and whose welfare or safety is threatened.

Determine if the person has previously been reported missing. If a missing person event exists, add remarks to the event rather than creating a new **1065F** (Refer to C 1406 – MISSING PERSON CANCELLATION PROTOCOL.)

C 1666 MISSING PERSON – ELECTRONIC DEVICE **1065E [3]**

A person who is located by an electronic device whose identity and/or parent, guardian, or residence may be unknown and whose welfare or safety is threatened; or a previously reported missing person who has been located by an electronic device.

C 1667 SUSPICIOUS PERSON **1066 [2]**

SUSPICIOUS FEMALE **1066X [2]**

A person acting in an unusual manner.

[REDACTED]

C 1670 SUSPICIOUS PERSON WITH A WEAPON **1066W [1]**

A person acting in a strange manner and is carrying some type of weapon but no disturbance is occurring.

[REDACTED]

If a disturbance is in progress, the appropriate type code to use is **415W**.

C 1671 PERSON CALLING FOR HELP **1067 [2]**

FEMALE CALLING FOR HELP **1067X [2]**

Hearing someone calling for help or screaming with no other information.

C 1672 PROWLER **1070 [2]**

A suspicious person seen or heard around a residence or building looking for an opportunity to commit a crime, especially at night. During the day, 1066 is used.

- Determine if the reporting party has any weapons, if they are alone and if they are expecting anyone.
- Obtain a description of the premise including any pool or hot tub in backyard and vehicles parked outside.
- Location of any dogs.

[REDACTED]

C 1673 PERSON SHOT (C) **1071 [1]**

A person who has been shot with a firearm (intentionally or by accident).



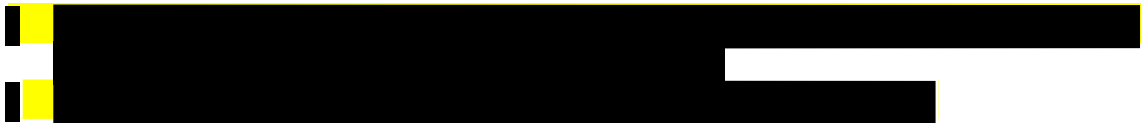
C 1674 PERSON STABBED (C) **1072 [1]**

A person who has been pierced or wounded, with a sharp or pointed object at close range.



C 1675 EXPLOSION (C) **1080 [1]**

Report of an explosion, either seen or heard.



C 1676 MEET THE OFFICER **1087 [4]**

The request of one officer to meet with another officer, whether from this department or an outside agency.

C 1677 ANIMAL COMPLAINTS **1091 [4]**

VICIOUS ANIMAL	1091A (1091AEMS) [2]
NOISY ANIMAL	1091B [4]
INJURED ANIMAL	1091C [4]
DEAD ANIMAL	1091D [4]
STRAY HORSE	1091H [4]

Report of a problem with an animal.

Refer to C 1402 – ANIMAL COMPLAINTS POLICY.

C 1678 ABANDONED VEHICLE **1124 [4]**

Report of a vehicle that has been left unattended for over 72 hours.

- If the reporting party is able to provide the license plate, confirm vehicle is not stolen. Should the vehicle come back as stolen, the appropriate type code is 10851R.
- If the vehicle is not stolen or suspicious refer the reporting party to the Department of Transportation abandoned vehicles line and explain their protocol as well as the 72-hour municipal code.
- If the vehicle was left with the engine running or ignition punched, the appropriate type code is 1154.
- Create a call for dispatch if the vehicle is parked in a no stopping/parking zone on public property.



- If the vehicle was left on public property in such a way it is blocking traffic, create an 1125.

Private Property

When an abandoned vehicle is located on private property, the property owner or person having legal control of such property is responsible for removal. The only exception is if an abandoned vehicle is a hazard to the public health and safety, or considered blight, refer the reporting party to Code Enforcement.

Public Property

When an abandoned vehicle is located on public property, refer the reporting party to the Department of Transportation’s abandoned vehicles line or website and explain their protocol as well as the 72-hour municipal code.

C 1679 TRAFFIC HAZARD

1125 [3]

Anything on, or occurring on, any roadway that can be hazardous to the safety of the public.

- Create an event under the following circumstance:
 - A vehicle that is blocking traffic.
 - Railroad arms malfunctioning.
 - Any other object or hazardous spill.
- In accordance with F 1100 – FIRE DEPARTMENT/MEDICAL CALLS and F 1200 – SYSTEMS CONTROL, create an 1125 event in combination with the following:
 - Signal light not working properly – SIGNAL
 - Fallen trees and/or limbs down – LIMB
 - Plugged catch basin or storm drain – STORM
 - Wires arching or sparking – FIRE
 - Debris in roadway – DEBRIS
 - Plugged sewer main lines – SEWER
 - Missing manhole cover – GENERAL
 - Potholes in city roadways – GENERAL
 - Hazardous spill – FIRE

C 1680 TRAFFIC HAZARD – CHP JURISDICTION

1125CHP [3]

Anything on, or occurring on, a roadway that can be hazardous to the safety of the public that is in CHP jurisdiction.

Refer to R 1312 - BROADCASTING 1179CHP AND 1125CHP Events for the broadcasting protocol.

C 1681 SUSPICIOUS VEHICLE

1154 [3]

A report of a vehicle that is unusual, strange, or unknown to the area.

- Determine why the reporting party feels the vehicle is suspicious (e.g., unfamiliar to the area, engine running, etc.).
- Determine the length of time the vehicle has been in the area.

C 1682 VEHICLE ACCIDENT – INJURIES (C)

1179 [2]

Revised 12/8/15

Report of a vehicle accident with injuries and an ambulance has been dispatched.

- Determine if anyone is trapped.
- Determine number of vehicles involved and number of injuries.
- If the accident involves a vehicle that has rolled over (whether or not it is currently upright) document this in the event.
- If a reporting party is with the victim of the accident, transfer the caller to Fire Communications for medical call processing. Do **NOT** ask if they want to provide help or receive fire/medical call processing instructions.

C 1683 VEHICLE ACCIDENT – INJURIES – CHP JURISDICTION (C)

1179CHP [2]

Revised 12/8/15

Report of a vehicle accident with injuries and an ambulance has been dispatched, that is in CHP jurisdiction, but within San José City borders.

When an injury accident is being reported in CHP jurisdiction, in addition to transferring the caller to CHP, the calltaker shall create an 1179CHP event.

- Determine if anyone is trapped.
- Determine number of vehicles involved and number of injuries.
- If the accident involves a vehicle that has rolled over (whether or not it is currently upright) document this in the event.
- If a reporting party is still on the scene of the accident, transfer the caller to Fire Communications for medical call processing. Do **NOT** ask if they want to provide help or receive fire/medical call processing instructions.
 - Notify CHP of the accident.

Refer to R 1312 - BROADCASTING 1179CHP AND 1125CHP Events for the broadcasting protocol.

C 1684 VEHICLE ACCIDENT – MINOR INJURIES

1181 [3]

Revised 12/8/15

Report of an accident with minor injuries and a refusal of medical services.

This type code is used in place of **1179** only when the calltaker can confirm with the victim that ambulance is not needed. However, if the accident involves a vehicle that has rolled over (whether or not it is currently upright), and even if the RP or involved person(s) indicate only minor injuries, the appropriate type code is 1179. Document in the event that the accident involves a rollover.

C 1685 VEHICLE ACCIDENT – NO INJURIES

1182 [3]

Revised 11/26/13, 12/8/15, 3/21/24

Report of an accident with no injuries.

If those involved are safely out of traffic and there are no injuries, the involved parties shall be advised to exchange information (including, name, driver license number, license plate number, and insurance company/policy) with each other, consistent with the California Vehicle Code. If the parties agree to exchange information, there is no need to create an event. However, if they insist on a police response, if a crime is involved (e.g., 23152, 14601, etc.), or an involved driver has no insurance, an event shall be created.

If the vehicles are blocking traffic, the calltaker shall ask if the vehicles can safely be moved out of the roadway. If the vehicles cannot be moved the calltaker shall obtain the description and the number involved.

If the accident involves a vehicle that has rolled over (whether or not it is currently upright), the appropriate type code is 1179, even if the RP or involved person(s) indicate there are no injuries. Document in the event that the accident involves a rollover.

The Police Department does not respond to 1182s that occur on private property unless it is a 20001, 20002, City, County, State or Federal vehicles or property involved, or drunk driver involved. (Refer to Duty Manual L 6901 – TRAFFIC ACCIDENTS - GENERAL PROVISIONS [2018].)

If an adjacent street tree (including branches/limbs) falls (or otherwise drops or collapses) onto a vehicle, the property owner is liable for any damages. Adjacent street trees include the “park strip” area in front of the property where the tree is located. These trees are the property owner’s responsibility to maintain, regardless of whether the property owner or the City planted the tree. The Police Department does not respond to these accidents. The involved driver and property owner shall be instructed to exchange insurance information. There is no need to create an event.

If a vehicle causes the collision (e.g., a vehicle drives into a tree), the involved driver and property owner shall be instructed to exchange insurance information. There is no need to create an event.

If any of the involved parties feel the City is liable, they shall be referred to the Office of the City Clerk to file a claim for damages.

If there is a disturbance over an 1182, the appropriate type code to use is 415.

All delayed accident reports or supplementals shall be submitted online or in person at the PAB Lobby.

C 1686 VEHICLE ACCIDENT – UNKNOWN INJURIES

1183 [2]

Revised 12/8/15, 6/13/23

VEHICLE ACCIDENT – ALERT

1183A [2]

Report of an accident and it is not known if there are any injuries.

If the accident involves a vehicle that has rolled over (whether or not it is currently upright), the appropriate type code is 1179, even if the RP or involved person(s) indicate injuries are unknown. Document in the event that the accident involves a rollover.

Smart phones and watches equipped with “crash detection” sensors will attempt to prompt the user if a severe crash is detected. If the user is unresponsive or unable to dismiss the alert or call for help themselves, the device will automatically call emergency services after a set amount of time. Calltakers will receive an automated call with a looped audio message advising that a severe crash was detected. These events shall be created as **1183A [2]**, utilizing the latitude and longitude coordinates provided. Once the event has been created, the calltaker will attempt to call the associated cell phone for further details. If at any time there is evidence of an injury, medical response will be started [see C 1682 VEHICLE ACCIDENT – INJURIES (C) 1179 [2]].

C 1687 TRAFFIC CONTROL

1184 [4]

Request for traffic control to ensure safety of the public and ensure the smooth flow of traffic.

Requests for traffic control can be made from different agencies such as PG&E, DOT, Public Works, CHP, and the Fire Department for major fires.

C 1688 ESCAPE

4532 [2]

Any person who escapes or attempts to escape from a county or city jail, prison, industrial farm, industrial road camp or from the custody of an officer or person in charge while in custody.

Priority 1: For just occurred or threat to public safety

- Determine the reason why the suspect is in custody (list of charges).
- If this is a prior case and someone believes they have located the suspect, the type codes ATL, ATL6M or ATL6F can also be used.

C 1689 MENTALLY DISTURBED PERSON

5150 [2]

MENTALLY DISTURBED FEMALE

5150X [2]

Revised 4/30/14

A person who has a mental disorder who is harmful to him/herself or others.

- Determine if the person is being violent and describe what the person is doing.
- Determine the nature of the mental disorder.



- Determine if the person is taking medication and what type.
- If possible, determine if the person has been to EPS or other psychiatric facility and how recently the person was there.

The Crisis Intervention Team shall be requested as per established procedures (refer to C 1214 – PSYCHOLOGICAL CRISIS CALLERS).

C 1690 STOLEN VEHICLE

10851 [2]

Any person who drives or takes a vehicle without the consent of the owner.

Refer to C 1409 – STOLEN VEHICLE POLICY for details on processing stolen vehicle calls.

C 1691 STOLEN VEHICLE RECOVERY

10851R [4]

Revised 10/21/13

Stolen vehicle has been located.

Priority 2: If suspect still in area.

Report may be received from the registered owner or from the public who reports an abandoned or suspicious vehicle.

- Determine if vehicle is occupied.
- Obtain vehicle description, run license plate and verify the vehicle is stolen in SVS.
- Include in the event the agency that took the report and the case number.
- For SJPDP reports the events shall be cross-referenced by the calltaker.

Advise the reporting party not to drive the vehicle until an officer has taken the recovery report. If they are stopped, they may be taken out of the vehicle at gunpoint.

C 1692 TAMPERING WITH A VEHICLE

10852 [2]

Anyone who willfully tampers with any vehicle or the contents thereof, or who breaks or removes any part of a vehicle without owner's consent.

- If not in progress and the reporting party has suspect information, refer them to TRAC.
- If not in progress, no evidence left at the scene, and no suspect the victim shall be referred to an Internet report.

C 1693 NARCOTICS**11300 [4]**

POSSESSION OF A CONTROLLED SUBSTANCE	11350 [4]
UNAUTHORIZED POSSESSION OF MARIJUANA	11357 [4]
UNAUTHORIZED POSSESSION OF NARCOTICS	11377 [4]

Report of illegal drug activities.

If the reporting party reports some unspecific narcotics activity, then use **11300** or **1066** and indicate in the event “possible 11300 activity.”

- Determine what activity is occurring that may indicate possible drug activity.

C 1694 UNLAWFUL USE OF A CONTROLLED SUBSTANCE**11550 [2]**

Report of a person under the influence of a controlled substance.

- Determine if the person is violent.
- Determine type of controlled substance taken. (May include paint or glue fumes.)

C 1695 ILLEGAL WEAPONS**12020 [2]**

The unlawful possession and concealment of weapons.

- This type code is generally used when a person is in custody and the weapon has been confiscated.
- Determine type of weapon.

C 1696 CARRYING A CONCEALED WEAPON**12025 [2]**

Carrying concealed on his/her person or in a vehicle under his/her control any pistol, revolver or firearm capable of being concealed, without having a license to carry such firearm.

- This type code is generally used when a person is in custody and the weapon has been confiscated.
- Determine type of weapon that was found on suspect.

C 1697 HIT AND RUN ACCIDENT – INJURIES (C)**20001 [1]**

An accident resulting in injury, or death where the suspect fails to stop and fulfill requirements of reasonable assistance or to exchange information.

- Determine the extent of the injuries and whether anyone is trapped.
- Determine if the vehicles are causing a traffic hazard.

C 1698 HIT AND RUN ACCIDENT – NO INJURIES**20002 [3]***Revised 4/25/16, 3/21/24**An accident resulting in property damage, where the suspect fails to stop and fulfill requirements of exchanging information, or, leave a note with the information.*

- Create a call for dispatch if **any** of the following:
 - The accident just occurred.
 - The vehicles are causing a traffic hazard.
 - The vehicles are still at the scene.
 - A driver is intoxicated.
 - The suspect is known and apprehension is possible.
 - The vehicles cannot be driven.
 - The RP is not a victim, but has direct or indirect knowledge of the accident.
- Refer the victim to the PAB Main Lobby for a report if **all** of the following:
 - It is a delayed report.
 - The vehicles have left the scene.
 - There is no suspect information.
- Refer the victim to online report if all of the following:
 - It is a delayed report.
 - The vehicles have left the scene.
 - There is no suspect information.
 - Citizens want to add/supplement information to an existing accident report.
 - The report is only for insurance purposes and no further investigation is needed.

(Refer to Duty Manual L 6915 – DELAYED HIT-AND-RUN ACCIDENT REPORTS [2018].)

C 1699 SPEEDING**22350 [4]***A motor vehicle exceeding the speed limit on a city roadway.***C 1700 PARKING VIOLATION****22500 [4]***Revised 4/25/16**A vehicle that is illegally parked on a city street (e.g., blocking a driveway, posted no parking zone, red zone, in front of a fire hydrant, etc.).*

- Vehicles parked on private property shall be referred to the property owner and/or tow company, unless it is blocking a fire lane.
- Callers shall not be asked if they want the vehicle cited or towed. If a caller volunteers this information it shall be included in the remarks of the event.

C 1701 HANDICAPPED PARKING VIOLATION**22507 [4]***Any vehicle parked in a posted handicapped parking zone on public or private property which does not have a handicapped placard displayed or a disabled license plate (plates with DV or DP).*

C 1702 RECKLESS DRIVING**23103 [3]**

Driving on a highway, roadway or parking area with willful disregard for the safety of persons or property.

Priority 2: If the RP is following the driver, get as detailed a description as possible. PD needs first hand witness placing the driver behind the wheel. Also refer to C 1211 – REMAINING ON THE PHONE WITH RPS.

If there is no description of the driver and the RP not following, make it BOL only event.

C 1702.5 RECKLESS DRIVING, SIDESHOW**23103S [3]**

Added 1/23/21

Street race, sideshow or reckless driving exhibition on a highway, roadway or parking area, at which spectators are present.

Useful information to obtain includes, but is not limited to:

- How many vehicles are involved?
- What types of vehicles are involved? Have they been modified for speed?
- What are the vehicles doing (e.g., donuts, racing, exhibition of speed, etc.)?
- How many spectators are present?
- Is the event being filmed or recorded (e.g., cell phones, video cameras, etc.)?
- Are vehicles, people, or other obstacles being used as barriers (e.g., to block an intersection to prevent law enforcement from taking action, etc.)?

Officers responding to these types of incidents also have the option to change the type code from 23103 to 23103S as needed.

C 1703 SPEED CONTEST**23109 [4]**

A motor vehicle speed contest, including a race against another vehicle or clock.

C 1704 THROWING SUBSTANCES AT VEHICLES**23110 [2]**

Throwing substances that can cause harm or damage at moving or occupied vehicles on a city street.

If the incident is prior and damage to property has occurred, refer to appropriate type codes (e.g. **594, 245**, etc.).

C 1705 DRIVING UNDER THE INFLUENCE**23152 [2]**

Driving under the influence of alcohol or drugs, or a combination of both.

Priority 2: If the RP is following the driver, get as detailed a description as possible. PD needs first hand witness placing the driver behind the wheel. Also refer to C 1211 – REMAINING ON THE PHONE WITH RPS.

- If no description of driver and RP not following make BOL only.
- Determine why the reporting party believes the driver is under the influence.

C 1706 MINOR IN POSSESSION OF ALCOHOL IN PUBLIC

25662 [3]

Report of juveniles in a public place drinking alcoholic beverages.

- Determine the type of alcoholic beverages that are being consumed.
- If juvenile appears to be unable to care for him/herself, the appropriate type code is WELCK.



C 1707 PUBLIC SAFETY ASSISTANCE

AID [2]

Request for assistance from other agencies, officers, or the public and is generally non-emergency in nature.

If a “Code 3 Fill” is requested, the type code FILL3 shall be used (refer to C 1723 – REQUEST FOR A CODE 3 FILL). If a “Code 3 Response” (i.e., the agency/officer making the request is not at the scene) is requested, that request shall be included in the text of the event.

C 1708 ATTEMPT TO CONTACT

ATC [3]

Revised 12/19/17

A request to respond to a given location to advise the public of information or to obtain information from them.

- Ask if the requesting agency wants a note left with instructions in the event no one is home.
- If the request is to contact a person due to a medical condition, calltakers shall ask if such condition is communicable and if by officers making contact with the person it would expose them to any related health risks.

C 1709 ATTEMPT TO LOCATE

ATL [3]

A request to attempt to locate a suspect and/or vehicle associated with an incident.

If the request is from an outside agency, determine specifically what actions the requesting agency wants responding officers to take if the suspect and/or vehicle are located.



C 1710 ATTEMPT TO LOCATE – FELONY **ATL6F [2]**

Report of the whereabouts of a known suspect with outstanding felony warrants.

Ask the reporting party what the suspect is wanted for.

C 1711 ATTEMPT TO LOCATE – MISDEMEANOR **ATL6M [2]**

Report of the whereabouts of a known suspect with outstanding misdemeanor warrants.

Ask the reporting party what the suspect is wanted for.

C 1712 CALL BOXES **CALLBOX [2]**

Any open line at a callbox.

C 1713 PLANE CRASH (C) **C1000 [1]**

Report of a plane crash either at the airport or in any other part of the city.

Determine size of plane.

C 1714 STAKEOUT **CODE5/C5 [4]**

Information usually received from private investigators, outside agencies or department members to advise specific districts that surveillance will be conducted in a particular area.



If the **CODE5** will affect other shifts that are not on duty at the time the call was received, route a copy of the event to BFO.

C 1715 FELONY WARRANT **CODE6F/6F [2]**

Report of a person who has a felony warrant for their arrest.

Usually used when personnel from the PAB Lobby or the Warrants Unit has a suspect in their office who needs to be processed, or as a closing code by officers in the field.

C 1716 MISDEMEANOR WARRANT **CODE6M/6M [3]**

Report of a person who has a misdemeanor warrant for their arrest.

Usually used when personnel from the PAB Lobby or the Warrants Unit has a suspect in their office who needs to be processed, or as a closing code by officers in the field.



C 1717 BOMB THREAT

CODE10/C10 [1]

A report of a bomb threat made to a specific location either by telephone, letter or in person.



C 1718 EMERGENCY: OFFICER NEEDS ASSISTANCE

CODE20/C20 [1]

This is normally used on the channel when an officer requests a CODE20 on the radio.

If a request for an emergency response is received from another agency, the appropriate type code to use is **FILL3** unless the agency specifically requests a **CODE20**.

C 1719 MAJOR EMERGENCY: OFFICER NEEDS ASSISTANCE

CODE30/C30 [1]

This is normally used on the channel when an officer requests a CODE30 on the radio, outside agency response is also requested.

If a request for an emergency response is received from another agency, the appropriate type code to use is **FILL3** unless the agency specifically requests a **CODE30**.

C 1720 CIVIL STANDBY

CSB [3]

Revised 8/27/13, 10/21/13

Request for an officer to keep the peace while the reporting party responds to a location to make contact with another party and there is a potential for violence.



- If the location of the reporting party is in a different district than the CSB location, change the district to that of where the CSB is to occur.
- SJPD does not respond for repossessions, service of legal documents, evictions and other landlord/tenant disputes.
- If there is a restraining order on file and it has been served, they will need a third party to be with them. If the restraining order prohibits contact through a third party, SJPD will not be able to assist with the civil standby and the RP shall be referred to their attorney or the court issuing the order.
- The retrieval of located/lost/stolen electronic devices must be done during a reasonable hour.

C 1721 DOMESTIC VIOLENCE RESTRAINING ORDER

DVRO [3]

Reports of alleged violations of Domestic Violence Restraining Orders (including phone calls to victim).

The calltaker who receives an alleged violation of a Domestic Violence Restraining Order shall create a call for service using the type code “DVRO.” After the call is created, ascertain if the restraining order is valid, on file, and confirm proof of service. This should be done through the Sheriff’s Office Warrants Unit using the suspect’s or victim’s name, or by running either party through the California Restraining and Protective Order System (CARPOS). (Refer to C 1408 – RESTRAINING ORDERS.)

The procedures for law enforcement personnel enforcing and documenting violations of protective orders are contained in both the Duty Manual (L 4100 – PROTECTIVE ORDERS [2018]) and the Santa Clara County Domestic Violence Protocol for Law Enforcement 2009 (as adopted February 12, 2009).

C 1722 REQUEST FOR A FILL

FILL [2]

Request for assistance and type of response not specified.

The most common use is on the radio when an officer assists another officer from an outside agency on a call (e.g., CHP on a car stop). SJPD does not use CODE 2 as a code of response. Ask the requesting agency to advise on code of response: Code 1 - Normal response (no lights or siren) or Code 3 - Emergency response (with lights and sirens).

C 1723 REQUEST FOR A CODE 3 FILL

FILL3 [1]

Request for an emergency response for assistance.

A “Code 3 Fill” request pertains to public safety agencies/officers asking for emergency assistance for personnel who are at the scene of the location where the emergency response is needed. If the request is being made from the public on behalf of an officer, attempt to keep the caller on the phone to provide further updates for responding officers. If a “Code 3 Response” (i.e., the agency/officer making the request is not at the scene) is requested, the type code AID (or other appropriate type code) shall be used; the text of the event shall indicate that a Code 3 response is being requested (refer to C 1707 – PUBLIC SAFETY ASSISTANCE).

C 1724 FIRE *911 DESK*****

FIRE [2]

Generic type code used for FIRE events.

Refer to F 1111 – FIRE TYPE CODES.

C 1725 FOUND PROPERTY

FNDPRP [4]

A report of property that may be identifiable or be of evidentiary value.

If the RP is reporting a found bicycle refer to the C 1417 – ABANDONED BICYCLES or the Info File.

C 1726 INFORMATION ONLY

INFO [4]

Relaying of information to officers in the field and it is not related to a crime in progress or just occurred.

An exception would be a high priority call or hazardous roadway conditions in a county pocket or bordering jurisdiction, which would be a priority 2. (Refer to C 1107 – OTHER/MIXED JURISDICTION CALLS.)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

C 1729 LOST OR STOLEN PLATE

LSPLT [4]

Mandatory reports of a lost/stolen plate taken 24 hours/7days a week.

Refer to TRAC T 1221 – LOST/STOLEN LICENSE PLATE (TRAC).

[REDACTED]

[REDACTED]



C 1731 MUNICIPAL CODE VIOLATION **MUNI [4]**
Report of a Municipal Code violation (e.g., urinating in public, fruit vendors, etc.).

C 1732 PATROL CHECK **PATCK [4]**
Revised 11/15/22
Request for an officer to periodically check a specific location during a shift and no contact is necessary.

- Create a PATCK event to be broadcast to district units on the channel.
- If the patrol check is requested for a shift other than the one you are working, create a scheduled CAD message utilizing the event number to route the event information to patrol units in the appropriate district during their next working shift.

C 1733 SELF-SURRENDER **SELSUR [3]**
A person wants to turn him or herself in for a crime they have committed.

This type code shall be used when the calltaker cannot determine if the person has a warrant for their arrest.

Occasionally, a person will surrender at PAB. When there is no Warrants Unit officer available to transport the prisoner, the arresting officer will contact Communications and request a beat officer's assistance



C 1734 STALLED OR STRANDED VEHICLE **STRAND/STALL [3]**
Report of a vehicle that is either stalled or stranded on the roadway whether or not it is causing a traffic hazard.

C 1735 SUSPICIOUS CIRCUMSTANCES **SUSCIR (SUSCIREMS) [2]**
Report of something unusual occurring but no crime is known to have occurred.

C 1736 UNKNOWN CIRCUMSTANCES **UNKCIR [2]**
A request is made for the police but the exact nature of the problem is not known.

C 1737 WELFARE CHECK **WELCK (WELCKEMS) [2]**
Revised 12/19/17, 6/13/23

WELFARE CHECK – ALERT **WELCKA [2]**

A request to check the well being of another person.



- Determine the nature of the request –
 - Examples:
 - Is the subject in distress? If so, how?
 - Is there a need for assistance because of health conditions or injuries?
Determine the nature of the health conditions or injuries.
- Determine if the RP has attempted to make contact with the person.
- If the request is to welfare check a person due to a medical condition, calltakers shall ask if such condition is communicable and if by officers making contact with the person it would expose them to any related health risks.
- If there is an indication of a current medical condition requiring immediate treatment, a combined police/medical event shall be created using the type code WELCKEMS.
- In any case involving mental instability or emotional crisis, a CIT officer may be requested as well.

If it is determined that a suicidal person has done harm to themselves, then the appropriate type code to use is **1056A**.

If it is determined that this is a person down type call, then the appropriate type code to use is 1053PD or 1053EMS (refer to C 1658 – PERSON DOWN).

Automatic emergency calls received as a result of a potential fall, or emergency SOS detection from a smart phone or smart watch will be accompanied by an audio message or text that informs emergency services of the victim’s location and shall be created as a **WELCKA [2]**. If the victim is in an area where no cellular or Wi-Fi connection is available, satellite technology can be used to send texts, share the user’s location, and battery level. Note that texts take longer to send/receive via satellite and messages should be kept brief.

C 1738 FINAL DISPOSITION CODES

Certain type codes can only be used by the officer in the field. Some are based on the penal code section the suspect is charged with, while others can only be determined by the officer on the scene. Refer to R 1314 – CLOSING AND RADIO CODES for a list of final disposition type codes. These type codes shall not be used as the original type code for event processing.



Bureau of Administration

Communications Division

Policy and Procedure Manual

C 1800

AIRPORT PROCEDURES

The San José Police Department has primary law enforcement and traffic control responsibility for the Mineta San José International Airport (“District David”). Calls at the airport are processed and dispatched by San José Police Communications. The Airport Operations Center (AOC) occasionally relays some of these calls to Communications personnel. Certain calls that occur on airport property require a specialized response, which are handled by AOC and/or Transportation Security Administration (TSA) personnel.

The agency responsible for primary security inside the airport terminals is the Transportation Security Administration (TSA). The TSA is an agency of the U.S. Department of Homeland Security that exercises authority over the security of the traveling public in the U.S. At SJIA the TSA is responsible for, among other things, passenger and baggage screening. Additionally, the Federal Inspection Services (FIS) – a branch of the U.S. Customs and Border Protection (Department of Homeland Security) – is located between Terminal A and Terminal B. The FIS area at the SJIA is designated for processing international air commerce, including passengers, crew, their baggage and effects arriving from, or departing to, foreign countries.

PROCEDURE

C 1801 AIRPORT CALLS – GENERAL

One of the AOC’s function is to relay dispatchable calls to San José Police Communications. This includes crime reports that are normally handled over the phone by TRAC, or submitted via the Internet if the crime occurred on airport property and if the victim is still at the airport.

The District “D” units provide additional public services, as requested by callers at the airport, that are not typically considered calls for dispatch throughout the remainder of the city, such as:

- Pick up found property
- Escort/meet the public and airport personnel as needed
- Respond for people who have locked their keys in their vehicle (the Fire Department will respond if there is a child in the vehicle).

Other Airport Services

- AMPCO System Parking will provide jumpstarts to the public with dead vehicle batteries in the airport parking lots. This service may be obtained by referring or transferring the caller to 408-441-5570.
- The handling of aircraft noise complaints and low flying aircraft are referred to the FAA. Additional information may be found in the Info File under “AIRCRAFT NOISE COMPLAINTS” and “LOW FLYING AIRCRAFT.”

C 1802 AIRPORT DIRECT LINES

There are two dedicated ring-down lines for Airport Operations (Airport Red and Airport White) which are found on the Intelligent Workstation (IWS) phones. When Airport Operations calls San José Police Communications, the Airport Red line is routed to the 9-1-1 queue and the Airport White line is routed to the non-emergency queue.

These direct lines shall be used by Police Communications to relay information to the Airport Operations Center. The Airport Red line is to be used for information of a high priority nature, while the Airport White line is to be used to pass on information of a less urgent nature.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

C 1805 AIRPORT FIRE ALARM PROCESSING

Airport Operations will notify SJPD Communications of fire alarms at the airport. Airport police units initially respond to these alarms and determine if the Fire Department is needed. Calltakers receiving the call shall create a Priority 1 1033 event with the indicated location. In the remarks they shall indicate the event is a fire alarm activation. [REDACTED] shall be sent to investigate.

[REDACTED]

[REDACTED]

[REDACTED]

C 1807 NON-ALARM AIRPORT TYPE CODES

In addition to the alarm type codes used for the airport, the following type codes are used specifically for airport operations:

[REDACTED]

Fire Communications, exclusively, uses the type code [REDACTED] for calls at the SJIA to request police units for an incoming aircraft with a problem. This event is automatically created when [REDACTED] type codes are used by Fire Communications. Fire Communications will generally use the [REDACTED] type code for other requests for a police response.

[REDACTED]

C 1808 AIRPORT MEDICAL CALLS

Police airport officers respond to all medical calls at the airport, along with Fire Station 20 and paramedics. When the patient is in a restricted area, airport officers provide the best possible access instructions. When Fire Communications receives a medical call at the airport (either directly or transferred from Police Communications), they will create a combined event using the type code FDAID to indicate the need for a joint police response with fire and paramedics and the airport.



Communications Division

Policy and Procedure Manual

Bureau of Administration

C 1900

ABBREVIATIONS

Just as the ten-code is used to facilitate radio traffic, acronyms may also be used to abbreviate text and to aid in rapid event processing.

PROCEDURE

C 1901 VALID ABBREVIATIONS

Revised 8/21/14, 2/22/19, 5/25/22, 9/7/22, 8/28/23, 6/4/24, 8/22/24

The following acronyms and abbreviations, or standard dictionary abbreviations, shall be the only ones used in processing events:

<i>Abbreviation</i>	<i>Description</i>
A**	Asian (for race description; * = variable)
B**	African American (for race description; * = variable)
H**	Hispanic (for race description; * = variable)
V**	Vietnamese (for race description; * = variable)
W**	White (for race description; * = variable)
F	Female (for gender description; * = variable)
M	Male (for gender description; * = variable)
** A	Adult (for age description; * = variable)
**J	Juvenile (for age description; * = variable)
B +/-	Breathing (+ yes / - no)
C +/-	Conscious (+ yes / - no)
ABS	Automated Boat System
ABT	About
ABV	Above
ACR	Across
ADDL or ADDTL	Additional
ADMIN	Administrative or Administration
ADV or ADV D	Advise or Advised
ADW	Assault with a Deadly Weapon

<i>Abbreviation</i>	<i>Description</i>
AFR	Automated Field Reporting
AFS	Automated Firearms System
AIB	Alcohol Investigation Bureau
AIS	Automated Information System
AKA	Also Known As
AMB	Ambulance
ANON	Anonymous
ANS	Answer
AOL	Area of Impact
APB	All Points Bulletin
APPROX	Approximately
APS	Adult Protective Services or Automated Property System
APT	Apartment
AR	Alum Rock (street abbreviation)
ASSOC	Associated
ATC	Attempt To Contact
ATF	Alcohol, Tobacco & Firearms
ATL	Attempt To Locate
ATTN	Attention
AV	Avenue (street designation)
A/V	Audio/Video or Audio/Visual
AVAIL	Available
AWOL	Absent Without Leave
AWS	Automatic Warrant System
B&P	Business & Professions Code
BBCAP	Baseball Cap
B/C or BC	Broadcast
BEH	Behind
BF or B/F	Boy Friend
BOA	Bureau of Administration
BFO	Bureau of Field Operations
BOI	Bureau of Investigations
BTS	Bureau of Technical Services
BHR	Blossom Hill Road (street abbreviation)
BL or BLVD	Boulevard (street designation)
BLK	Black or Block
BLN	Blonde
BLU	Blue
BOL	Be On the Lookout
BRN	Brown (or BRO)
BRO	Brother or Brown

<i>Abbreviation</i>	<i>Description</i>
BTWN	Between (also BETWN)
BURG	Burgundy
BUSN	Business
BWC	Body Worn Camera
B/Y	Backyard
C4	Code 4
C7	Code 7
CA	Campbell or California
CAD	Computer Aided Dispatch
CADI	Cadillac (auto brand)
CAL FIRE	California Department of Forestry and Fire Protection (formerly known as CDF)
CALTRANS	California Department of Transportation
CAMO	Camouflage
CAPT	Captain
CARPOS	California Restraining & Protective Order System (formerly known as Domestic Violence Restraining Order System – DVROS)
CB or C/B	Call Back
CBD	Car Blocking Driveway
CCP	Casualty Collection Point
CCW	Carrying a Concealed Weapon
CDL	California Driver License
CHEV or CHEVY	Chevrolet (auto brand)
CHK	Check
CHKD	Checked or Checkered
CHP	California Highway Patrol
CHRYSLER	Chrysler (auto brand)
CIA	Central Intelligence Agency
CII	Criminal Information and Identification
CIRC	Circulate
CISM	Critical Incident Stress Management
CIT	Crisis Intervention Team
CITZ	Citizen
CJIC	Criminal Justice Information Control
CJIS	Criminal Justice Information Services
CL	Circle (street designation)
CLERS	California Law Enforcement Radio System
CLETS	California Law Enforcement Telecommunications System
CLRD	Cleared or Colored (as in light colored shirt)
CNT	Contact
COC	County Communications
CONRAC	Consolidated Rental Car Facility at San José International Airport

<i>Abbreviation</i>	<i>Description</i>
COP	Chief of Police
CP	Command Post
CPC	Community Policing Center
CPD	Campbell Police Department
CPM	Community Policing Meeting
CPR	Cardio-Pulmonary Resuscitation
CPS	Child Protective Services
CPT	Continuous Professional Training
C/R	Cite and Release
CRU	Covert Response Unit (formerly known as NCI)
CSB	Civil Stand-By
CSO	Community Service Officer
CT	Court (street designation or judicial)
CT or C/T	Calltaker
CUST	Customer
CVC	California Vehicle Code
CYA	California Youth Authority
DA	District Attorney
DATS	Datsun (auto brand)
DAU or DTR	Daughter
DB	Difficulty Breathing
DC	Deputy Chief
DEA	Drug Enforcement Agency
DEPT	Department
DESC	Description
DIR	Direction
DISC	Disconnected
DISPO	Disposition
DL	Driver's License
DMV	Department of Motor Vehicles
DOA	Dead on Arrival
DOB	Date of Birth
DOJ	Department of Justice
DOT	Direction of Travel or Department of Transportation
DR	Drive (street designation)
DRK	Dark
DRT	Dispatch Response Team
DSU	Downtown Service Unit (formerly known as DSD or CMD)
DUI	Driving under the Influence
DUP	Duplicate
DWN	Down
EB or E/B	East Bound

<i>Abbreviation</i>	<i>Description</i>
ELEM	Elementary School
EMER	Emergency
EMP	Employee
ENR	En route
ENTAC	Emergency Notification Tactical Alert Center (AMBER and Silver Alerts)
EOC	Emergency Operations Center
EPA	Environmental Protection Agency or East Palo Alto
EPRO	Emergency Protective Restraining Order
EPS	Emergency Psychiatric Services (at VMC)
ER or E/R	Emergency Room
ETA	Estimated Time of Arrival
ETOH	Ethyl Alcohol (intoxicated)
ETS	Electronic Tracking System
EVT	Event
EX	Expressway (street designation)
EXP	Expired or Expedited
FAM	Family
F&G	Fish and Game
F/N	First Name
FAA	Federal Aviation Administration
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FD	Flag Down
FI	Field Interview
FIS	Federal Inspection Services (U.S. Customs at SJIA)
FM	Few Minutes
FPD	Fremont Police Department
FRM	From
FSE	Field Sobriety Exercise
FST	Field Sobriety Test
FTA	Failure to Appear
FTLO	Field Terrorism Liaison Officer
FTY	Failure to Yield
FU	Follow Up
GF or G/F	Girl Friend
GO	General Offense Report
GOA	Gone On Arrival
GPD	Gilroy Police Department
GRN	Green
GSH	Good Samaritan Hospital (Good Sam)
HD	Harley-Davidson (auto brand)

<i>Abbreviation</i>	<i>Description</i>
H&S	Health and Safety
HISP	Hispanic
HIST or HX	History
HR (S)	Hour(s)
HS	High School
HU or H/U	Hung Up
HUSB	Husband
HY	Highway (street designation)
HYUN	Hyundai (auto brand)
IA	Internal Affairs
IAO	In the Area Of
IC	Incident Command or Incident Commander
ICE	Immigration & Customs Enforcement
ICS	Incident Command System
ID	Identifications
IFO	In Front Of
IMP	Impound
INFI	Infinity (auto brand)
INFO	Information
INJ	Injury
INS	Immigration & Naturalization Service (now known as USCIS)
ISU or ISUZ	Isuzu (auto brand)
IWS	Intelligent Workstation (calltaking phones)
JAGU	Jaguar (auto brand)
J or JUV	Juvenile
J/O	Just Occurred
JCR	Juvenile Contact Report
JEO	Just East Of
JHALL	Juvenile Hall
JITB	Jack In The Box (restaurant)
JKT	Jacket
JNO	Just North Of
JNS	Jeans
JR	Junior High School/Junior Generation
JRS	Juvenile Record System
JSO	Just South Of
JURIS	Jursisdiction
JWO	Just West Of
KAWK or KAWA	Kawasaki (auto brand)
KFC	Kentucky Fried Chicken (restaurant)
KSC	Kaiser Santa Clara Hospital
KSJ	Kaiser San José Hospital

<i>Abbreviation</i>	<i>Description</i>
KTP	Keep the Peace
L/N	Last Name
LB	Lower Booking
LEDS	Law Enforcement Data System
LEXS	Lexus (auto brand)
LGH	Los Gatos Community Hospital
LGPD	Los Gatos Police Department
LIC	License
LINC	Lincoln (auto brand)
LL	Land Line
LN	Lane (street designation)
LO	Legal Owner
LOC	Location
LOF	Line of Fire
LRS or LRT	Light Rail Station or Light Rail Transit
LS or L/S	Last Seen or Long Sleeve
LSW	Last Seen Wearing
LT	Light or Lieutenant
MC or M/C	Motorcycle
MCAT	Mobile Crisis Assessment Team
MCRT	Mobile Crisis Response Team
MDC	Mobile Data Computer
MDT	Mobile Data Terminal
MED	Medical or Medium
MEDS	Medications
MERC	Mercury (auto brand)
MERGE	Mobile Emergency Response Group and Equipment
MERZ	Mercedes (auto brand)
METRO	Metropolitan Unit (special operations)
MGR	Manager
MH	Mental Health (clinic) or Morgan Hill (city)
MHP	Mobile Home Park
MHPD	Morgan Hill Police Department
MI	Milpitas
MIN (S)	Minute(s)
MIT	Major Investigations Team
MITS	Mitsubishi (auto brand)
MMH	Mobile Mental Health
MO	Method of Operation (Modus Operandi)
MP	Missing Person
MPD	Milpitas Police Department
MS	Middle School

<i>Abbreviation</i>	<i>Description</i>
MSG	Message
MTF	More to Follow
MUPS	Missing/Unidentified Person System
MUST	Mustache or Mustang (auto model)
MV	Mountain View
MVPD	Mountain View Police Department
NATB	National Auto Theft Bureau
NB or N/B	Northbound
NBR or NEIGH	Neighbor
NCI	Narcotics Covert Investigations
NCIC	National Crime Information Center
NEG	Negative
NIBRS	National Incident-Based Reporting System
NISS	Nissan (auto brand)
NLETS	National Law Enforcement Telecommunications System
NORM	Normal
NR	No Response/No Resources
NTSB	National Transportation Safety Board
OCCD or OCCRD	Occurred
OCCUP or OCCPD	Occupied
OCH	O'Connor Hospital
OD	Off Duty
OES	Office of Emergency Services
OIS	Officer Involved Shooting
OLDS	Oldsmobile (auto brand)
OR	Own Recognizance
OSSD	Operations Support Services Division
P&P	Policy and Procedure Manual
PAAF	Police Amateur Athletic Foundation
PAB	Police Administration Building
PAC	Police and Communications Building
PAI	Pre-Arrival Instructions
PAL	Police Activities League or Parolee at Large
PAPD	Palo Alto Police Department
PATCK	Patrol Check
PC	Penal Code or Probable Cause
PD	Police Department
PED	Pedestrian
PFN	Personal File Number
PH	Phone
PHYS	Physical

<i>Abbreviation</i>	<i>Description</i>
PICS	Patrol Investigated Crime Scene (also known as “Evidence Cars”)
PIO	Public Information Officer
PL	Place (street designation)
PLOT	Parking Lot
PLT	Plate
PLYM	Plymouth (auto brand)
POA	Police Officers Association
POE	Point Of Entry
POI	Point of Impact
PONT	Pontiac (auto brand)
PORS	Porsche (auto brand)
POSS or POSB	Possible
PPC or PRPR	Pre-processing Center
PPGM	No Parolee, Probationer, Gang Member (e.g., no PPGM contact)
PREG	Pregnant
PRKD	Parked
PROB	Probably/Problem/Probation
PSGR	Passenger
PT	Patient
PU or P/U	Pick Up
PUC	Public Utilities Commission
PURP	Purple (or PRPL)
PW	Public Works
PY	Parkway (street designation)
QOA	Quiet on Arrival
QOD	Quite on Departure
R&D	Research and Development
RAD	Rules and Directives Manual
RATTF	Regional Auto Theft Task Force
RD	Road (street designation)
RECVD	Received
REF	Refused or Refer
REG	Registration
RESD	Residence
RESP	Responsible
REST	Restaurant or Restraining (e.g., REST Order)
REQ	Request(s)
RHS	Right Hand Shoulder
RMC	Regional Medical Center
RMS	Records Management System
RO or R/O	Registered Owner or Restraining Order
RP	Reporting Party

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COMMUNICATIONS POLICY AND PROCEDURE MANUAL

San José Police Department | 201 West Mission Street, San José, CA 95110

rev. 12/17/2024

*Property of San José Police Department
For Official Law Enforcement Use Only*

<i>Abbreviation</i>	<i>Description</i>
RR	Railroad
RW	Report Writing
SA	Special Assignment
SACO	Surround and Call Out
SAIU	Sexual Assault Investigation Unit
SB or S/B	Southbound
SBLAW	South Bay Law-Mutual Aid Communications (Formerly BAYMACS)
SC	Santa Clara (city or street abbreviation)
SCB	Stevens Creek Boulevard
SCH	School
SCPD	Santa Clara Police Department
SEC	Security
SED or SEZ	Said or Says
SEU	Special Enforcement Unit
SEV	Several
SGT	Sergeant
SIL	Silver
SJ	San José
SJIA or SJC	San José International Airport
SJCC	San José City College
SJPD	San José Police Department
SJPDA	San José Police Dispatchers' Association
SJSU	San José State University
SJSUPD	San José State University Police Department
SLETS	Sheriff's Law Enforcement Telecommunications System
SO or S/O	Sheriff's Office
SPAN	Spanish
SRF	Supervised Released File
ST	Street (street designation)
STA	Station
STB	Santa Teresa Blvd.
STH	Kaiser Santa Teresa Hospital (Kaiser San José Hospital – KSJ)
STRN	Saturn (auto brand)
SUBJ	Subject
SUBS	Subscriber
SUPP	Supplement or Supplemental
SUPV	Supervisor
SUSP	Suspect or Suspicious
SVDPS	Sunnyvale Department of Public Safety
SVRN	Stolen Vehicle Recovery Network
SVS	Stolen Vehicle System
SW	Station Wagon

<i>Abbreviation</i>	<i>Description</i>
TABS	Truancy Abatement/Burglary Suppression
TC	Traffic Collision
TDD	Telecommunication Device for the Deaf
TERM	Terminal
TEU	Traffic Enforcement Unit
TIL	Until
TIU	Traffic Investigations Unit
TOA	Time of Activation
TOC	Time of Call
TOD	Time of Death
TOT	Turned Over To
TOY or TOYT	Toyota (auto brand)
TR	Terrace (street designation)
TRANS	Translator
TRO	Temporary Restraining Order
TSA	Transportation Security Administration
TT	To The (e.g., TT rear or TT front)
TT or TATS	Tattoo(s)
TTY	Teletypewriter
TWD(S)	Toward(s)
UCR	Uniform Crime Reporting
UFN	Until Further Notice
UNK	Unknown
UNOCC	Unoccupied
UPRR	Union Pacific Railroad
USCIS	United States Citizenship & Immigration Services (also known as INS)
UTC	Unable to Contact
UTL	Unable to Locate
VC	Vehicle Code
VCIN	Violent Crime Information Network
VEH	Vehicle
VIC or VICT	Victim
VIET	Vietnamese
VIN	Vehicle Identification Number
VM	Voicemail
VMC	Valley Medical Center
VS	Versus
VW	Volkswagen (auto brand)
W&I	Welfare and Institution Code
W/	With
W/O or W/OUT	Without
WB or W/B	Westbound

<i>Abbreviation</i>	<i>Description</i>
WC	Watch Commander
WELCK	Welfare Check
WEP(S)	Weapon(s)
WEST	Wellness and Employee Support Team
WHI	White
WPS	Wanted Person System
WY	Way (street designation)
X	Female or Across (e.g., X screaming or X from RP)
XFER	Transfer
XREF	Cross Reference
YAMA	Yamaha (auto brand)
Y/D	Yesterday
YEL	Yellow
YO or Y/O	Years Old
113	11300 (Narcotics)



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T 1100 TRAC (TELEPHONE REPORT AUTOMATED CENTER)

Revised 9/17/18

TRAC is responsible for processing a variety of non-emergency crime reports by telephone. Most are misdemeanor offenses, but can also include prior, non-life threatening felony reports (refer to Duty Manual S – 4400 TELEPHONE REPORT AUTOMATION CENTER [2018]).

PROCEDURE

T 1101 TRAC HOURS

General TRAC hours are determined by management. Supervisors may “restrict” TRAC at any time, usually based on insufficient staffing levels. Mandatory reports are taken 24 hours a day. Supervisors may authorize any TRAC report to be taken any time of the day.

T 1102 MANDATORY REPORTS

Revised 4/25/16, 6/24/24

Mandatory reports are taken 24 hours a day. When TRAC is closed, these reports are taken in Secondary.

- Missing person (refer to T 1223 – MISSING PERSON (TRAC))
- Missing person supplement (refer to T 1106 – SUPPLEMENTAL REPORTS)
- Lost/stolen license plate(s) (refer to T 1221 LOST/STOLEN LICENSE PLATE (TRAC))
- Tarasoff Threats (refer to T 1228 – TARASOFF THREATS)
- Reports from hospitals and schools (refer to T 1203 – BATTERY (242))
- Reports from care facilities (refer to T 1206 – ELDER/DEPENDENT ADULT Abuse or T 1207 ELDER/DEPENDENT FINANCIAL ABUSE (368(D) PC and 368(E) PC)
- Lost/stolen passports – emergency replacements (refer to T 1222.5 – LOST/STOLEN PASSPORTS (TRAC)).

T 1103 TRAC TELEPHONE PROTOCOL

TRAC shall be answered with one of the following greetings:

- *San José Police*
- *Police Services*
- *San José Report Services*
- *Report Services*
- *Report Center*

If a call is received in the TRAC queue and the caller refuses to have a TRAC report taken, the report taker shall advise the caller to respond in person to the PAB lobby for a report.

T 1104 TRAC RESPONSIBILITIES

Revised 2/21/19

It is the report taker's responsibility to screen and verify the following prior to taking the report in TRAC:

- The incident is not in progress.
- There is known suspect information. A known suspect may be any of the following:
 - RP knows the suspect (by first and last name, or by relationship).
 - RP knows of someone else who knows the suspect.
 - RP knows where to locate the suspect.
 - RP has the license plate of the suspect vehicle.
- The suspect is no longer at the scene.
- There is no physical evidence at the scene. For the purposes of TRAC reports, physical evidence is any tangible evidence that may link the suspect to the crime (e.g. blood, tools, personal effects belonging to the suspect). Fingerprints are not considered evidence for these categories of crime.
- The incident occurred in the City of San José (for Missing Persons refer to C 1664 – MISSING PERSONS and Duty Manual L 6502 – MANDATORY REPORTING [2018]).
- The incident must correspond to an approved TRAC type code.

T 1105 TRAC CALL PROCESSING

Revised 8/29/21

The following procedures apply once it is determined that a report will be taken in TRAC:

FORM COMPLETION

- Complete all fields. If the reporting party does not know the answer or it does not apply leave the field blank.

NARRATIVE

Duty Manual R 1300 – REPORT FORMAT [2018] and R 1100 – WRITTEN COMMUNICATIONS [2018] establish the following criteria for the written synopsis of the crime or incident:

- Do not begin the narrative with an introductory sentence, or an explanation of why the reporting party called the San José Police Department. Begin the narrative, explaining what happened, and the date and the time of the crime.
- The report shall be written so that a person without previous knowledge of the incident can understand what is being communicated.
- The narrative shall be written in complete sentences, with correct grammar, correct spelling (use the spell check feature), and words that are commonly used and generally understood.
- Slang and codes are not to be used in the report unless quoting someone. If using a quote, use exact wording, including profanity and slang, and define it as a quote.

- Reports shall be written using the third person, past tense sentence construction (e.g., “*The suspect ran southbound on Monterey Rd.*”). The exception to this is when quotes are used, or when referring to an action the report taker took. For these situations, use first person, past tense sentence construction (e.g., “*I created a welfare check call for service for the subject, case #P012250153*”).
- Department members shall use “24-hour time” in all reports (Refer to Duty Manual R 1602 – USE OF 24-HOUR TIME [2018]).
- Callers may be referred to as “RP” (reporting party), or “MP” (missing person). “Victim”, “suspect” or “witness” may be used instead of the person’s name. If more than one victim, suspect, or witness, use, e.g., “Victim #2”, etc.
- When writing a report involving a transgender or intersex individual whose legal name and/or legal gender do not correspond with their chosen name and/or gender identity, the individual’s legal name and legal gender shall be used on the Entities Page. The chosen name shall be added as an AKA on the Entities Page. In addition, the first paragraph of the narrative shall include a statement identifying the individual as their chosen name and/or gender identity. Example: “*Victim Terrance Smith is a transgender woman who identifies as ‘Tamera Smith’ and she will be referred to as such throughout the remainder of this report.*” Throughout the remainder of the report, the chosen name and/or gender identity shall be used when referring to the individual.
- If a BOL CAD event (e.g., 484BOL) was created, include the event number in the report (refer to C 1632 – BOL FOR THEFTS and C 1635 – PETTY THEFT).

REPORT ROUTING

As soon as practical, appropriate TRAC reports shall be printed and placed in the OSSD tray. Lost or stolen plate reports shall also be faxed to OSSD.

T 1106 SUPPLEMENTAL REPORTS

Revised 9/20/18, 3/21/24

A supplemental report consists of any additional pertinent information that a person needs to add to an existing report, including missing persons (refer to Duty Manual R 1506 – NARRATIVE SUPPLEMENT REPORT (FORM 200-3A-AFR) [2018]). The only exceptions are traffic accidents and hit and run reports, which should be referred to the Info Center or the Traffic Investigations Unit.

Supplements shall be processed as follows:

- The supplemental report form shall be completed using Versadex Direct Entry.
- Must have a prior case number with a disposition that indicates a report was taken. (Reports not taken in TRAC or through the CAD system must be verified using the Versadex records management system).
- The first sentence of a supplemental narrative will start by naming the caller (victim or reporting party), the telephone number, the date and time of the call, and the phrase “to add the following.”

Report takers shall only take supplements for a missing person who returned to their place of residence, was not seen, and left again. For missing persons who return and are seen, refer to C 1406 – MISSING PERSON CANCELLATION PROTOCOL.

T 1107 SPECIAL HANDLING

Revised 6/24/24

Courtesy Reports

Phone reports may be taken for outside agencies. Supervisor authorization is required. This shall be documented in the narrative.

Reports Not Normally Taken in TRAC

When a report taker is directed to take a report in TRAC that is not normally processed in TRAC, badge number of the supervisor or sergeant or other person who authorized the report shall be included in the narrative of the report.

Reports Involving Police Department Personnel

- Rank or association with the department will not be included.
- Name and address only will be placed in the appropriate fields.
- To ensure confidentiality the Police Department address may be used in place of the department member's address.

Financial Crimes

The following types of financial crimes are processed in TRAC:

- T 1202 – BAD CHECKS – INSUFFICIENT FUNDS – CLOSED ACCOUNT (476A(B) PC)
- T 1204 – CREDIT CARD FRAUD (MISREPRESENT AS CARDHOLDER) (484 PC)
- T 1207 – ELDER/DEPENDENT FINANCIAL ABUSE (368(D) PC AND 368(E) PC)
- T 1208 – EMBEZZLEMENT (503 PC)
- T 1209 – FALSE PERSONATION (528.5 AND 529 PC)
- T 1210 – FORGERY (470 PC)
- T 1212 – FRAUD: COMPUTER-ILLEGAL USE/DISRUPT/ALTER DATA (502(C) PC)
- T 1213 – FRAUD: DEFRAUDING AN INNKEEPER (537(A) PC)
- T 1214 – FRAUD: FALSE PRETENSES/SCAM (FRD487 PC)
- T 1215 – FRAUD: IDENTITY THEFT (530.5 PC)
- T 1216 – FRAUD: INTERNET (502(C)(9) PC)
- T 1217 – FRAUD: THEFT OF UTILITY SERVICES (498(B) PC)
- T 1218 – FRAUD: USE/OBTAIN TELEPHONE SERVICE (502 PC)

Financial Crimes reports shall include the following information:

- The date(s) of the crime.
- Dollar amount loss.
- All account numbers and/or check numbers.
- The name, address, phone number and contact person of the financial institution involved.

In addition, any victim of financial crimes shall be advised of the following:

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- The evidence may be mailed to OSSD with the case number written on all paperwork.
- The case number will not be automatically assigned to a detective. The determination on case assignments is the decision of a supervisor in the Financial Crimes Unit (refer to Duty Manual L 6301 – CHECK AND CREDIT CARD FRAUD – GENERAL PROVISIONS [2018]).
- Provide Fraud Referral Information found in the Info File.

T 1108 REPORTS TAKEN BY INTERNET

Revised 9/20/18, 2/21/19

Calltakers working the Secondary position handle all calls that qualify to be taken via the Internet. These are misdemeanor type of reports without known suspect information and are filed for insurance and/or documentation purposes only, as follows:

- Vandalism
- Vandalism of a Vehicle
- Harassing Communications
- Fraud
- Lost Property
- Theft
- Forgery
- Theft from Vehicle
- Forgery – Bad Checks
- Fraudulent use of Credit/Debit Card
- Identity Theft

Instructions to callers:

- Provide the SJPD website (www.sjpd.org).
- Advise the caller to print their report, which will include a temporary case number that may be used for reference.
- If the caller is not able to print their report, they should call OSSD for a copy once the report is approved.
- If the caller wishes to include photographs, they may upload images to their online report. Videos may be mailed to SJPD Records, 201 W. Mission Street, San José, CA 95110, with reference to the case number.

T 1109 MANUAL MODE

During a TRAC system failure, TRAC reports are handled in the following manner:

- Only mandatory reports are taken.
- Access Missing Person, Forms 2 and 3 on the AIS computer. Fill out the form electronically and print them out.
- If AIS computers are not working all forms will need to be filled out by hand. They are located in the file cabinets at the call taking positions.
- Handwritten reports shall be legible, written in block letters with a black ballpoint or black felt-tip pen (Duty Manual R 1107 – LEGIBILITY [2018]).
- Case numbers will be assigned by the bridge – series beginning with 9600.

- Completed forms will be placed in the OSSD tray.



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T 1200

TRAC TYPE CODES

The sections that follow include types of calls that are routinely taken in TRAC.

PROCEDURE

T 1201 AUTO BURGLARY (459VEH PC)

Theft from a LOCKED vehicle, including hood or trunk area where access can only be made with a key or from the interior of the vehicle.

- In addition to the Form 2, complete all victim vehicle information.
- List all property taken on the property page, any model and/or serial numbers as well as each item's value.
- For theft of hood ornaments or tires refer to T 1226 – PETTY THEFT (484/488).
- Motor homes, whether occupied or unoccupied, locked or unlocked, qualify under 459 and an officer is dispatched. (Refer to C 1627 – VEHICLE BURGLARY, and Duty Manual S 4406 – AUTO BURGLARY (459 VEHICLE) [2018]).

T 1202 BAD CHECKS - INSUFFICIENT FUNDS - CLOSED ACCOUNT (476A(B) PC)

Use for all check crimes, including receiving a bad check, stolen checks where charges appeared on victim's statement, checks returned for insufficient funds or the account was closed, washed checks, altered name/accounts, or fraud.

- For insufficient funds the check or combination of checks needs to be \$5,000 and over, if they total under \$5,000 refer the victim to the District Attorney's Bad Check Restitution Program. (Refer to Duty Manual L 6302 – PROCEDURES COMMON TO BOTH CREDIT CARDS AND CHECKS, L 6304 – ARRESTS INVOLVING CHECK FRAUD [2018], S 4308 – FORGERY, GRAND THEFT OR CHECK CASES [2018], and S 4416 – FORGERY OR CHECK CASES (470 AND 476A) [2018].)
- If no suspect the victim shall be referred to an Internet report.

T 1203 BATTERY (242 PC)

A prior battery over four hours old, even with visible injuries, except domestic violence cases.

- Suspect known but has left the scene and is not likely to return.

- Victims with visible injuries may either send photos by mail or respond in person to PAB. Provide victim with the case number and instruct them to write case number on any photos, etc., they send in.
- Victim is at the hospital and does not want a report taken. (Report required by state law.) Minimum information shall include name, date of birth, and location of occurrence. Include any suspect information on the suspect page as well as in the narrative. List victim injuries and medical treatment given to the victim.
- Any physical attacks against school personnel, regardless of injury. (Refer to Duty Manual S 4404 – ASSAULT AND BATTERY (240/242) [2018].)

T 1204 CREDIT CARD FRAUD (MISREPRESENT AS CARDHOLDER) (484 PC)

Revised 2/21/19

Use for all credit/ATM card crimes whether the actual credit card or just the credit card number has been used by an unauthorized person.

- Determine if the victim still has possession of their credit card.
- Include a contact person name and telephone number if known.
- Callers/victims without known suspect information shall be referred to an Internet report.

T 1205 CRIMINAL THREATS (422 PC)

Any person who willfully threatens to commit a crime which will result in death or great bodily injury to another person, with the specific intent that the statement, made verbally, in writing, or by means of an electronic communication device, is to be taken as a threat and an immediate prospect of execution of the threat, even if there is no intent of actually carrying it out, which causes the victim to be in sustained fear for his or her own safety or for his or her immediate family's safety.

- The threat must be described in the narrative with exact wording in quotes.
- Advise victim that they may want to look into the possibility of obtaining a restraining order (refer to Duty Manual S 4405 – THREATS [2018]).
- An event for dispatch should be created if the RP believes the suspect may be on his/her way to the victim's location to carry out the threat.

T 1206 ELDER/DEPENDENT ADULT ABUSE (368 PC)

Revised 2/21/19, 6/24/24

Defined as: Abuse of an elder (65 years or older) or dependent adult (any person who is between the ages of 18 and 64 who has physical or mental limitations, which restrict their ability to carry out normal activities or to protect their rights) consists of; (1) the physical abuse (including inflicting physical injuries and/or sexual abuse, neglect, and abandonment); and, (2) any other treatment that results in physical and/or mental pain or suffering.

- After giving the caller the case number, instruct them to file a report with Adult Protective Services and provide the phone number.
- A call for service shall be created, even if it is a mandated reporter, for any allegation of physical or sexual abuse.
- Care Facilities: A call for service shall be created for reports from care facilities of any allegation of physical or sexual abuse. If no crime is committed or suspected (i.e.

an injury caused by an accident or no intent in the act), then no report will be taken. The reporting party will be instructed to follow any regulations and/or requirements for their facility.

T 1207 ELDER/DEPENDENT FINANCIAL ABUSE (368(D) PC and 368(E) PC)

Revised 6/24/24

Abuse of an elder (65 years or older) or dependent adult (any person who is between the ages of 18 and 64 who has physical or mental limitations, which restrict their ability to carry out normal activities or to protect their rights), which is committed via fraud or theft. After giving the caller the case number, instruct them to file a report with Adult Protective Services and provide the phone number.

- If the suspect has access to the victim, such as a caretaker, or lives with the victim, then a call for service shall be created.

T 1208 EMBEZZLEMENT (503 PC)

The fraudulent appropriation of funds or property by a person to whom it has been entrusted.

T 1209 FALSE PERSONATION (528.5 and 529 PC)

Revised 2/21/19

Only financial false personation reports are taken in TRAC. False personation takes place when one falsely assumes the identity of another person (including, but not limited to, use of an Internet website or by other electronic means) in order to gain a financial benefit; it applies to a living or deceased individual.

- Include the victim's Social Security number and driver license number.
- Victims of ID theft that involve avoiding due process, such as using someone else's name to avoid a ticket, are referred to the front lobby. Pictures and prints are needed (refer to Duty Manual S 4314 – FALSE PERSONATION [2018]).
- Callers/victims without known suspect information shall be referred to an Internet report.

T 1210 FORGERY (470 PC)

Revised 2/21/19

Forgery takes place when one knowingly alters, creates, or uses a written document, intending to commit a fraud.

- Use only if nothing else applies, e.g., 476A(B) PC or 484 PC.
- Callers/victims without known suspect information shall be referred to an Internet report.

T 1211 FORGERY (470(A) PC)

Forgery or counterfeiting driver licenses or identification cards.

T 1212 FRAUD: COMPUTER-ILLEGAL USE/DISRUPT/ALTER DATA (502(C) PC)

Revised 2/21/19

The use of a computer to take or alter data, or to gain unlawful use of computers or services.

- List the Internet Service Provider (ISP), Internet domain name, and e-mail address.
- Advise the caller to retain all e-mails and documents involved.
- Typically, security will call to make the TRAC report. In this case, the report taker must ask for the name and telephone number of the contact person who is in charge of the system.
- Additionally, the name and telephone number of the person who typically uses the computer shall be listed in the report.
- Theft of hi-tech computer cargo requires police dispatch.
- Callers/victims without known suspect information shall be referred to an Internet report.

T 1213 FRAUD: DEFRAUDING AN INNKEEPER (537(A) PC)

Revised 2/21/19

Obtaining food, services or accommodations at a motel/hotel, restaurant, marina, or marine facility, without paying for such food, services or accommodations and with the intent to defraud the proprietor or manager thereof. Callers/victims without known suspect information shall be referred to an Internet report.

T 1214 FRAUD: FALSE PRETENSES/SCAM (FRD487 PC)

Revised 2/21/19

Crime involves scam, pigeon drop, financial fraud and for any other frauds that do not fit into the other fraud incident types, e.g., bait and switch, roofing scams, ATM deposit empty envelope-cash back. Callers/victims without known suspect information shall be referred to an Internet report.

T 1215 FRAUD: IDENTITY THEFT (530.5 PC)

Revised 2/21/19

The suspect applies for credit/loan/etc. using victim's name, SSN, CDL, etc. and is issued a credit card and charges amounts. This differs from "misrepresent as cardholder"(484PC) because the victim does not actually own the card.

- Include the victim's Social Security number and driver license number.
- Callers/victims without known suspect information shall be referred to an Internet report.

T 1216 FRAUD: INTERNET (502(C)(9) PC)

Revised 2/21/19

Add when crime occurs over the Internet. Callers/victims without known suspect information shall be referred to an Internet report.

T 1217 FRAUD: THEFT OF UTILITY SERVICES (498(B) PC)

Revised 2/21/19

Diversion, tampering or unauthorized connection to electrical, gas or water systems. Callers/victims without known suspect information shall be referred to an Internet report.

T 1218 FRAUD: USE/OBTAIN TELEPHONE SERVICE (502 PC)

Revised 2/21/19

A person knowingly, in order to avoid payment, obtains telecommunications services and or a telecommunication device, without having entered into a prior agreement with a telecommunications service provider.

- Includes phone access card or code.
- Can be used in conjunction with 484 PC/530.5 PC.
- Callers/victims without known suspect information shall be referred to an Internet report.

T 1219 GRAND THEFT (487)

Taking the property of another with the intent to permanently deprive when the value of the property exceeds \$950.00.

- Pickpockets are classified as 487s.
- The theft of a firearm is a grand theft regardless of value. Create an event for dispatch.
- The description and value of loss shall be listed on the Property Section of the Form 2.

T 1219.5 THEFT OF COPPER WIRE

Added 6/2/13; Revised 2/21/19

This includes the theft of copper wire or pipes (not from inside a building).

- The description and value of loss shall be listed on the Property Section of the Form 2.
- If there is physical evidence at the scene create a call for dispatch.
- Callers/victims without known suspect information shall be referred to an Internet report.

T 1220 HARASSMENT

Revised 3/13/14

Knowing and willful course of conduct or a pattern of conduct composed of a series of acts over a period of time, however short, evidencing a continuity of purpose, directed at a specific person that seriously alarms, annoys, or bothers the person, and that serves no legitimate purpose. This includes, but is not limited to, unwanted phone calls or other communications such as e-mail, text messages, or posts/messages via social media that are of an annoying, harassing, or threatening nature.

- If the harassment occurred over the telephone, by text message, or via electronic communication device use the type code 653M (refer to T 1225 – OBSCENE OR HARASSING PHONE CALLS).
- If the harassment occurred in person use the type code 415 and describe what happened.

- If the harassment is related to a hate crime, or could be considered a hate crime, a police response is necessary.

T 1221 LOST/STOLEN LICENSE PLATE (LSPLT)

- Create an Advised event in CAD using the type code LSPLT (with the disposition of “R”), use that case number on the CHP 180 form.
- Confirm the vehicle is clear in the Stolen Vehicle System (SVS).
- If the reporting party does not have the necessary information to complete the report, use the data on the DMV registration database return to complete the CHP 180 form.

T 1222 LOST/STOLEN PROPERTY

Property taken from or lost by rightful owner. Callers shall be referred to an Internet report.

T 1222.5 LOST/STOLEN PASSPORTS

Added 4/25/16

Passports that are taken from or lost by the rightful owner. Callers shall be referred to an Internet report for lost/stolen property, with the following exception:

- If the caller is in need of an emergency replacement for imminent travel plans, the report shall be taken 24 hours a day.
 - Imminent travel plans include travel within twenty-four hours of making the report.

Additionally, if the passport was issued by the United States, refer the caller to the U.S. Department of State for a replacement. If it is a foreign passport, refer the caller to their appropriate embassy or consulate.

T 1223 MISSING PERSONS (TRAC)

Revised 12/8/15, 2/21/19, 8/28/23

- When circumstances indicate that a response by a field unit is not necessary, the report taker shall complete a General Offense Report (GO) and a corresponding Missing Person Detail Page and route this to the OSSD/Records Unit without delay to allow entry into the MUPS/NCIC missing persons file system.
- Complete a separate GO with a separate case number for each missing person, regardless of age and circumstance.
- For multiple runaways from a group home, the report taker shall indicate in the narrative portion of the GO whether or not the reporting party believes the missing persons will be found together.
- If in the course of taking the report, the missing person returns, the report does not need to be completed and will be deleted in its entirety.
- DOJ requirements for missing person reports include:
 - Any mental health issues, regardless of whether or not they are diagnosed.
 - Clothing description.
 - Whether or not the missing person is conserved.
- Critical information for missing persons investigations includes:
 - Cell phone number for both the missing person and reporting party.

- Email address for both the missing person and reporting party.
- DOB or age for the reporting party.
- For group homes especially, need probation officer, social worker, and parental information.
- Document the reason for any information that is missing from the report.
- Route a BOL to BOLO/PCALL with the complete description, location last seen, and the case number, immediately upon completion of the report. For “at risk” missing persons outside of San José, contact the appropriate agency and give the BOL over the phone.
- (Refer to Duty Manual L 6507 – RESPONSIBILITY OF TRAC IN MISSING PERSON CASES [2021], and S 4409 – MISSING PERSONS (10-65) [2021]).

Non-English speakers reporting missing persons whose case meets TRAC reporting requirements, shall be asked if there is anyone else available to translate for them. If not, the call shall be handled as follows:

- A bilingual calltaker shall take the report over the phone regardless of their assigned position.
- If a bilingual report taker is not available, an officer shall be dispatched to non-English speaking RPs within the city to take the report.
- If a non-English speaking RP is not within the city limits and there is no bilingual calltaker the report will be taken over the phone utilizing the non-emergency translation service. Advise the reporting party they will be transferred to TRAC and they must ask for another translator. A message shall be sent to the TRAC report taker advising them that the caller will need a translator. (Refer to C 1502 – TRANSLATOR CALLS.)

The following are types of missing person reports that may be taken in TRAC:

- The missing Person is not “at risk.”
- There is no indication of foul play or suspicious circumstances.
- Parental abduction is not suspected.
- The missing person has a pattern of running away or disappearing.
- Reports from outside San José jurisdiction, whether “at risk” or “not at risk.”

Refer to C 1664 – MISSING PERSON and RAD 6.0 – TRAC.

T 1224 MOCK AUCTION (535 PC)

Records of payments made to a seller through an online auction house, and the buyer does not receive the item.

- Include any tracking numbers the RP has for money orders, etc.
- List the item number from the online auction house, dollar value, mailing address of seller and brief narrative only.

T 1225 OBSCENE OR HARASSING PHONE CALLS (653M PC)

Any person who telephones or makes contact by means of an electronic communications device (e.g., telephones, cellular phones, computers, video recorders, facsimile machines, pagers, personal digital assistants, smartphones, writing, images, sounds, including TTY/TDD devices) with the intent to annoy by using obscene language, makes threats to inflict injury to the person or his or her family, or who makes repeated telephone calls (or repeated contact by means of an electronic communications device) whether or not conversation ensues with the intent to annoy.

- Include the exact wording in quotation marks.
- If the victim does not know the identity of the suspect but has caller ID information and/or gender of the suspect callers shall be referred to an Internet report.
- Inform the victim of the case number and have them contact their telephone company to place a trap on their phone line (only landline, not cell phones).
- Callers are to be told to save any recordings for possible future evidence (refer to Duty Manual L 6805 – OBSCENE OR DISTURBING TELEPHONE CALLS [2018], and S 4403 – ANNOYING/HARASSING PHONE CALLS (653M) [2018]).

T 1226 PETTY THEFT (484/488 PC)

Revised 11/13/13

The unlawful taking of personal property of another when the value is less than \$950.00.

- Includes thefts from businesses, even if theft just occurred. Include any suspect information even if the reporting party can only provide a license plate. Examples include, but are not limited to, the following:
 - Beer runs
 - Gas runs
 - Shoplifting
 - Cell phones
- List the property and the respective value in the Property Crimes section of the Form 2.

T 1227 STALKING (646.9 PC)

Any person who willfully, maliciously, and repeatedly follows or harasses another person (refer to Duty Manual S 4411 – STALKING [2018]).

- Confirm there is no active DVRO on file.
- Indicate if the victim knows the suspect and knows the location of the suspect.

T 1228 TARASOFF THREATS

Revised 3/13/14

The *Tarasoff* statute is a California law that mandates psychotherapists to report a serious threat of physical violence against a reasonably identifiable victim(s). The psychotherapist's duty is to make a "reasonable effort to communicate the threat to the victim(s) and to a law enforcement agency." When a psychotherapist reports any threat made against another person by a mentally ill patient or a member of the patient's family, and the psychotherapist is located within the jurisdiction of the San José Police Department, a report will be taken regardless of the location of the victim (refer to Duty Manual L 9006 – THREATS BY MENTALLY ILL

PATIENTS [2018]). If the victim is at risk, create an event for dispatch (refer to C 1622 – CRIMINAL THREATS (422)). If the victim is not at risk use the type code 422 (refer to T 1205 CRIMINAL THREATS (422) for a TRAC report.

T 1229 THREATS

Any person who expresses an intention to inflict injury or damage to another person or property, with the specific intent that the statement, made verbally, in writing, or by means of electronic communication, is to be taken as a threat. Include the exact wording of the threat on the Form 3. (If the threats were to commit a crime that will result in death or great bodily injury to another person, refer to T 1205 – CRIMINAL THREATS).

Refer to C 1401 – HATE CRIMES AND INCIDENTS.

T 1230 VANDALISM (594 PC)

Any person who maliciously defaces, damages, or destroys any real or personal property of another.

- List the property damaged and the value of damage on the Property Crimes section of the Form 2.
- If vandalism is to a vehicle use 10852 as the type code.
- Any incident that involves damage to government or other public building or property an officer should be dispatched.
- Offer the RP patrol checks (refer to C 1640 – MALICIOUS MISCHIEF/VANDALISM and Duty Manual S 4413 – VANDALISM (NON-GRAFFITI) [2018]).

T 1231 TAMPERING WITH A VEHICLE (10852 VC)

When a person willfully tampers with any vehicle, breaks or removes any part of a vehicle, or manipulates any mechanisms. (Refer to Duty Manual S 4414 – VEHICLE VANDALISM (10852/1053) [2018].) List damaged vehicle parts and value in the property crimes section of the Form 2. Examples include:

Sugar in the gas tank	Broken window (nothing taken)
Slashed tires	Keying of vehicle
Egging of a vehicle	

T 1231.5 THEFT OF VEHICLE'S CATALYTIC CONVERTER

Revised 2/21/19

The theft of a vehicle's catalytic converter.

- The description and value of loss shall be listed on the Property Section of the Form 2.
- Callers/victims without known suspect information shall be referred to an Internet report.

T 1232 VIOLATION OF CIVIL RESTRAINING ORDER

Any violation of a restraining order must have occurred in San José jurisdiction.

- A new case number and report is required for each new violation.
- List the restraining order number, service status, and expiration date in the narrative.
- State the condition violated, as it is written on the order. Briefly describe the violation that occurred.
- Domestic violence violations are not taken in TRAC – a police response is required (refer to C 1721 – DOMESTIC VIOLENCE RESTRAINING ORDER).

T 1233 VIOLATION OF MINOR, NONCRIMINAL CUSTODY/VISITATION COURT ORDERS

Revised 10/30/13

Callers reporting minor, noncriminal violations of custody and visitation court orders shall be referred to Family Court. The following are examples of minor, noncriminal violations of child custody or visitation orders that will no longer be taken in TRAC:

- One parent won't allow the other parent to speak to their child during the scheduled weekly phone call.
- A parent was one hour late returning the child.
- A mother/father had their parents drop off the child, in violation of the order.
- During a weekend visitation, a parent took the child out of the county, in violation of the order.
- A parent showed up for visitation and the other parent refused to let the child go.

An event shall be created for reports that involve allegations of child abuse/neglect (C 1614 – CHILD ABUSE and C 1615 – CHILD BEATING), of child abduction/stealing (C 1616 – CHILD STEALING), or a violation of a domestic violence restraining order (C 1721 – DOMESTIC VIOLENCE RESTRAINING ORDER.)

If the violation of court order is something other than a custody or visitation order, and does not fall into one of the above criminal categories, then a TRAC report shall be taken:

A new case number and report is required for each new violation.

- List the restraining order number and expiration date in the narrative.
- State the condition violated, as it is written on the order. Briefly describe the violation that occurred.



Communications Division

Policy and Procedure Manual

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R 1100

RADIO – GENERAL

All radio traffic shall be directly related to the safety of life, the protection of property, or the performance of official Police Department and City business consistent with state and federal regulations.

PROCEDURE

R 1101 AUTHORIZATION

All radio transmissions on San José Police radio frequencies shall conform to the policies and procedures outlined in this manual, the Rules and Directives Manual, the San José Police Department Duty Manual, the Federal Communications Commission (FCC) Rules and Regulations, and local/state statutes. The authority to broadcast radio transmissions on SJPD radio frequencies is granted by the FCC under a license to operate a public safety radio system. Strict adherence to these rules and regulations are required to maintain a valid license. The FCC has issued the following call signs to San José Police Department radio channels:

SJ01 – KNNR378
SJ02 – KNNR378
SJ03 – KMA359
SJ04 – KMA359
SJ05 – WQ GK248
SJ06 – KMA359
SJ07 – KMA359
SJ08 – KMA359
SJ09 – KMA359
SJ10 – KTV807 (CLEMARS)
SJ11 – WNVD228
SJ17 – WPLZ268

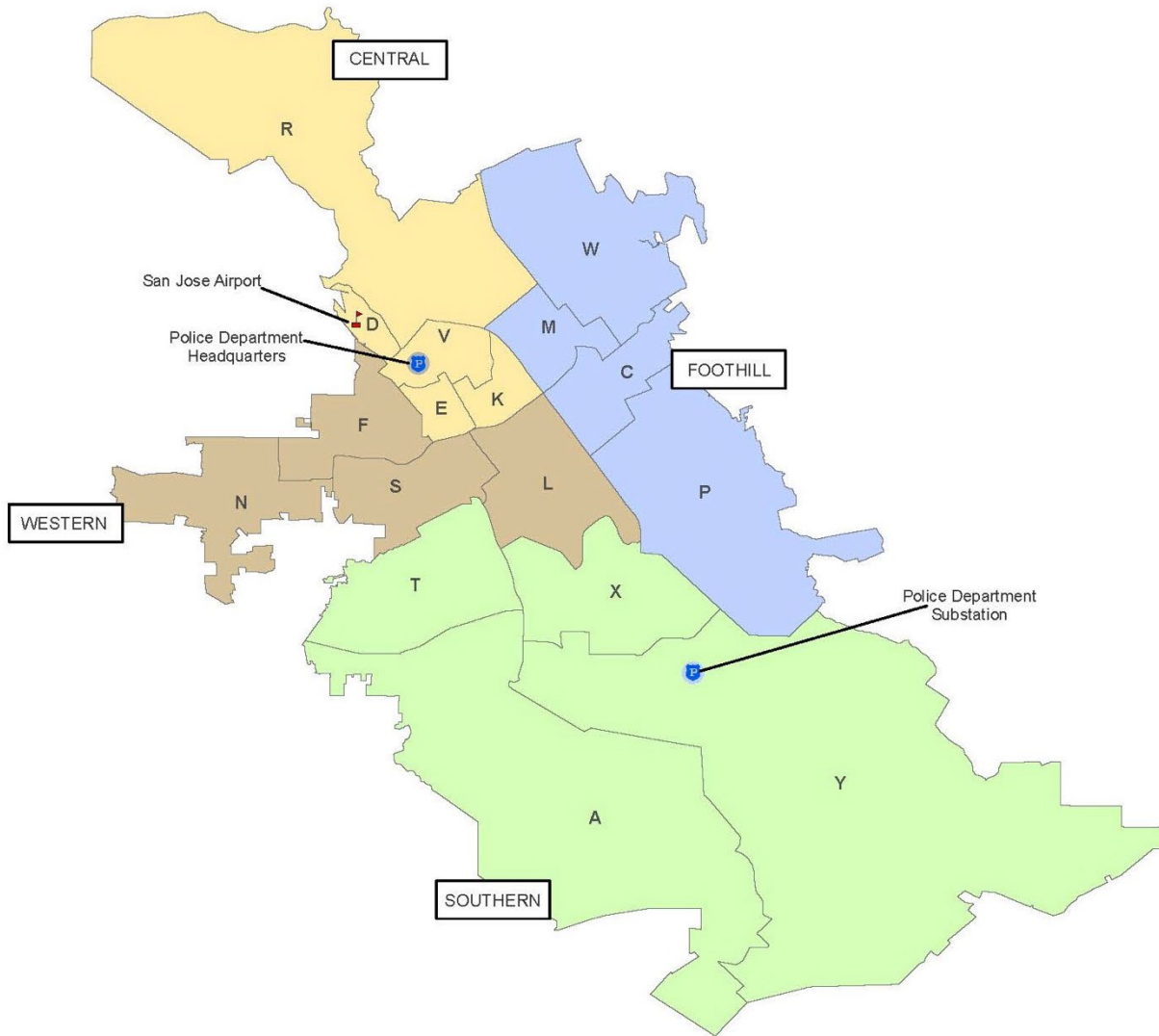
R 1102 DISTRICT CHANNEL RADIO ASSIGNMENTS

San José Communications operates with eight primary radio channels and four secondary (or “backup”) channels used for special events and ancillary communications. Districts are assigned specific radio channels as follows:

Primary Channels	Division
SJ01 – DR, DV, DD	Central
SJ02 – DF, DN	Western
SJ03 – DM, DW	Foothill
SJ04 – DC, DP	Foothill
SJ05 – DE, DK	Central
SJ06 – DL, DS	Western
SJ07 – DA, DT	Southern
SJ08 – DX, DY	Southern

Secondary Channels

- SJ09 – Citywide
- SJ10 – Citywide (CLEMARS)
- SJ11 – Citywide



R 1103 FCC REGULATIONS

All police radio communications shall be in accordance with the following FCC Regulations and California statutes. Superfluous and unidentified communications are specifically prohibited. False calls, false or fraudulent distress signs/signals are also prohibited.

R 1104 RESTRICTED INFORMATION

The contents of radio communications shall not be divulged to any person not authorized by the sender, except as specifically provided by Federal Communications Act (47 USC §605) or by California Penal Code §636.5.

R 1105 MONITORING THE CHANNEL

To avoid interference with radio communications in progress, dispatchers shall monitor the radio channel on which they wish to transmit, allowing sufficient time to ascertain if their transmission will cause interference. Dispatchers shall not transmit if interference is likely to result.

R 1106 STATION IDENTIFICATION

Station identification is required to be broadcast on all operating channels every 30 minutes. An automatic station identifier (muted on the radio) has been installed to meet this requirement. In addition to the automatic station identifier, dispatchers shall broadcast the station identification at the conclusion of all BOLs and APBs. The format is as follows:

“KMA359-San José [channel]”

R 1107 INTERFERENCE

If the dispatcher or the field units relaying traffic experience interference that hinders normal communications operations, the dispatcher should contact a Senior/Supervisor immediately. If directed by a Senior/Supervisor, units affected shall be switched to a different working channel. If the interference is being caused by an illegal source of transmission (e.g., lost handpack), the dispatcher shall read the appropriate FCC warning (refer to Info File).

R 1108 PRINCIPLES OF RADIO COMMUNICATIONS

Radio dispatchers shall adhere to the following basic principles of public safety communications:

1. ACCURACY

Accuracy is necessary to obtain factual and reliable information.

2. BREVITY

Brevity is necessary to conserve radio “air” time. Lengthy or unnecessary radio traffic can jeopardize officer safety and interfere with timely communications. Conserve “air” time by using proper radio codes, concise phrases, and established broadcast formats. Any routine message that can be handled via the MDC, telephone or other means, shall not be broadcast on the air.

3. COURTESY

Courtesy is necessary for efficient and rapid service. Although phrases such as “thanks,” “please,” “you’re welcome,” and others are expressions of politeness, their use on the radio is unnecessary and is in violation of FCC Rules and Regulations. Tone of voice and the manner of presentation can more properly express courtesy.

4. CLARITY

To prevent misinterpretations of radio transmissions, dispatchers shall use proper radio codes, the phonetic alphabet, proper phraseology, and standardized broadcast formats. Avoid familiarity, humor or slang. Use proper titles or unit IDs.

Dispatchers shall speak in a normal tone of voice and pronounce words slowly and distinctly. Speaking shall be done in a voice that is as emotionless as possible, regardless of the situation. Emotion will distort the voice and render it unintelligible. A composed demeanor is contagious, reassuring, and professional.

R 1109 BACK-UP CHANNELS

Car-to-car traffic that interferes with, or is not pertinent to, details working on the primary channel shall occur on an alternate channel. Units shall request the status of the alternate channels (9, 10, 11, etc.) before switching for car-to-car traffic.

Specialized units, such as detectives, shall contact the Communications Senior/Supervisor by telephone (or by memo) to request a back-up channel.

Some pay job officers such as those working the Arena operate off simplex channels, which do not go through a repeater (line of sight). Communications are not able to monitor those channels.

The status of the back-up channels shall be reflected on the radio computer monitor by illuminating the appropriate C22/C33 button.

R 1110 FREQUENCY CHANGE

Unusual channel configurations, such as simulcasting for an emergency, shall be at the discretion of the on-duty Lieutenant and the Communications Senior/Supervisor.

Units, which switch channels temporarily, due to heavy or restricted traffic on their channel, shall remain on the alternate frequency until their business is complete, or until their channel returns to normal traffic.

If an incident occurs that involves another agency within the county, an Incident Commander may request use of BayMACS to manage their activities. This must be coordinated with County Communications via SJPD Communications supervisory personnel.



Communications Division

Policy and Procedure Manual

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R 1200

DISPATCHING PROTOCOLS

The primary responsibility of a dispatcher assigned to work a police channel is the radio operation. Dispatchers are responsible for the prompt and effective dispatch of both routine and emergency calls and the efficient coordination and status of field units. Other responsibilities include processing miscellaneous requests from officers in the field. To accomplish these tasks radio dispatchers use CAD/MDC and radio systems for dispatching calls, monitoring units, and updating unit statuses.

Additionally, the radio dispatcher makes inquiries, receives, interprets, verifies, and disseminates information from law enforcement computer databases. They must also maintain familiarity with major streets, areas, industrial and public facilities within City boundaries.

PROCEDURE

R 1201 DISPATCHING RESPONSIBILITIES – GENERAL

Revised 4/6/23, 3/21/24

Radio dispatchers are responsible for using the CAD system to dispatch calls according to nature, priority, time element, officer and public safety, and availability of field units. This may be accomplished via a voice or MDC dispatch. Dispatchers are also obligated to keep the accurate status of personnel who are logged onto the system, including all field-generated activities and requests.

Radio dispatchers shall use the appropriate CAD commands to keep the current and accurate status of all field units. All locations shall be geo-checked, and the original event location shall not be changed unless the initial information received was incorrect. It is the dispatcher's responsibility to determine and record if the unit has acknowledged, is en route, or is on scene. At no time shall the notation "assumed" be documented into an event with regard to the status of a unit.

Logging On Units

Generally, units log on by using their MDCs; however, personnel without MDCs log on via the radio or telephone. When logging on units, the following shall be used:

- Sworn officers (except reserves): their four-digit badge number.

- Reserve officers: their six-digit employee identification number (composed of “530” and the last three digits of their reserve badge number, without the suffix “A”).
- Non-sworn personnel (e.g., Communications, OSSD, parking control, park rangers, etc.): their employee identification number.

When officers working pay jobs and special units log on, they will usually ask for a specific unit ID. The dispatcher shall verify that the unit ID has not been assigned to another officer. The dispatcher shall ask for the location of the assignment, the hours the unit will be working, the channel assignment and a cellular telephone number. The dispatcher shall transfer the unit to the correct district (i.e., the district where the officer will be working). After the unit is transferred to the proper district, the dispatcher shall enter a special contact to reflect the unit’s status (i.e., location, ending time, and contact phone number – usually a cell phone). In addition, the unit shall be placed “out of service” on a special assignment (“7SA”).

Logging Off Units

If a unit fails to log off within one hour of the normal off-duty time, and the dispatcher has had no contact with the unit, the channel dispatcher shall try contacting the unit via the radio, MDC, cell phone, and by requesting a citywide broadcast to check the status of the unit. If dispatchers are still unable to contact the unit, they shall use CAD’s GPS system to locate the unit on their map. If the unit is not in the Police Department compound or adjoining parking lots, an officer shall be dispatched to their last known location (using GPS) to security check the unit. If the unit is within the Police Department compound or adjoining parking lots, the unit may be logged off. Any attempts to contact the unit shall be documented in the unit’s history. It is the Senior/Supervisor’s discretion to determine what action is to be taken before logging off the unit, including calling the officer at home, if the vehicle is not within the Police Department compound or adjoining parking lots.

Pay job officers shall be logged off 30 minutes after their off-duty time recorded in their unit history.

R 1202 EVENT INFORMATION

Revised 12/8/15

Dispatchers shall seek clarification when necessary to ensure that all pertinent information is entered into a working event. This includes information received from units, other dispatchers or from the public. All Code 4s, mileage and in-custody times shall be recorded into the event. Superfluous remarks shall not be entered.

All onview events shall be geo-coded as soon as possible. For locations that do not geo-code, the nearest district and beat shall be used.

When creating a copied or an associated event, if the location of the newly created event is different from the location of the original event, the new location shall be verified and used in

the location field of the new copied/associated event (refer to RAD 3.140 – EVENT COMMANDS).

Added 4/25/16

Dispatchers shall not create a copied or associated event from an event that is already closed. If necessary, a new event, with all pertinent information shall be created, and if appropriate, cross-referenced to any prior calls.

R 1203 CANCELLING EVENTS – RADIO

Events shall not be cancelled by a dispatcher unless authorized by a District Sergeant or higher, or a Communications supervisor. Certain calls by their very nature are created for broadcast purposes such as 484BOLs, 23152s, and 23103s when the suspect is gone from the area and not being followed by an RP. Other calls may be dispatched on or broadcast as a BOL if determined appropriate by the sergeant or a communications supervisor. If in doubt, the dispatcher shall verify with the District Sergeant.

When a cancellation request is received from the calltaking position, the dispatcher may opt to revoke the cancellation request due to circumstances associated with the event. Refer to RAD 3.140 – EVENT COMMANDS for use of the “RCR” and “RCAN” commands.

R 1204 WAITING CALLS – NOTIFICATIONS

Revised 6/24/24

District sergeants shall be notified of all pending high priority (priority 1 and priority 2) calls (within 3 minutes for priority 1 calls and within 5 minutes for priority 2 calls). In addition, sergeant notifications of pending priority 3 and 4 calls shall be made if no one is available to dispatch after 60 minutes. These notifications shall be made via radio and/or MDC. Upon acknowledgement of notification, each waiting call shall be documented, indicating that the Sergeant has been notified. If the District Sergeant is unavailable, the adjoining District Sergeant (on the same radio channel) shall be notified, with the appropriate documentation in the waiting event(s).

When making a Sergeant notification via MDC, the dispatcher shall take into consideration the time it will take for the Sergeant to receive the message and wait for an acknowledgement from the Sergeant before documenting that notification.

If neither Sergeant is available, channel dispatchers shall notify Senior/Supervisor personnel who shall make appropriate notifications to the Area Commander. All of these notifications shall be documented in the waiting event.

R 1205 SUPERVISOR NOTIFICATIONS

Revised 6/29/17, 12/19/17, 6/12/18

Operationally, all field matters shall be the responsibility of the field supervisors (sergeants and lieutenants). The channel dispatchers are responsible for notifying the appropriate District Sergeant *and* a Communications Senior/Supervisor of the following types of calls:

- Serious/major incidents or other major police emergencies

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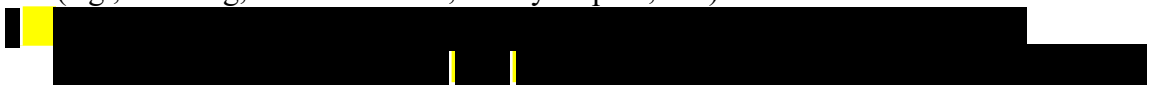
COMMUNICATIONS POLICY AND PROCEDURE MANUAL

San José Police Department | 201 West Mission Street, San José, CA 95110

rev. 12/17/2024

*Property of San José Police Department
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- Major disasters
- Code 20/Code 30
- Homicides
- Shootings
- Stabbings
- Bomb details
- Barricade/hostage situations
- Kidnappings
- Sexual assaults
- Missing children (under 12 or at risk) for extended period
- Traffic accidents involving a fatality
- Suicides/suicide attempts
- Unable to contact field unit(s)
- Labor disputes/problems involving pickets
- Civil disobedience activity
- Hate Crimes
- Complaints of Department personnel
- Riot/crowd situations
- Any activity involving the U.S. Department of Homeland Security (including U.S. Immigration and Customs Enforcement)
- Any situation involving an on-duty or off-duty police officer from any jurisdiction (e.g., shooting, traffic accident, family dispute, etc.)



- Any incident that a Watch Commander or Communications Senior/Supervisor has reason to believe the interest of the City/Police Department would be best served by the presence of a field supervisor.

R 1206 DISPATCHING TIMES

Revised 6/24/24

Calls shall be dispatched according to the following event priorities:

Priority 1 –

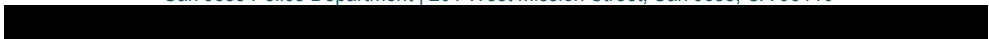
Immediately (refer to R 1207 – DISPATCHING PROTOCOL); the maximum time a priority 1 call may wait before notifying a sergeant/supervisor is three minutes.

Priority 2 –

Within five (5) minutes of receipt by the channel dispatcher. If no units/fill are available it shall be broadcast as a pending call and the district sergeant notified (refer to R 1204 WAITING CALLS – NOTIFICATIONS).

Priority 3 –

Within fifteen (15) minutes of receipt by the channel dispatcher. (refer to R 1204 WAITING CALLS – NOTIFICATIONS).



Priority 4 –

Within sixty (60) minutes of receipt by the channel dispatcher. (refer to R 1204 WAITING CALLS – NOTIFICATIONS).

R 1207 DISPATCHING PROTOCOL

Revised 4/25/16, 11/16/2023

Voice Dispatches

A generally accepted dispatch format when complete voice dispatches are necessary, is to include information in the following order: type of call, beat, location or address and cross street, event details, and event number. Include reporting party information when necessary.

Priority 1 Dispatching Protocol

Revised 4/17/18

The pertinent information on these events shall be broadcast on all radio channels, including, but not limited to, the type of call, when the call occurred (e.g., in progress, just occurred), location (including the district and radio channel being dispatched on), suspect information (if available), the direction of travel, and status of the call (e.g., 2 units en route, pending for dispatch).

- Only the primary dispatcher shall utilize the Select and Recommend function.
- The alert tone shall be used preceding the dispatch of a Priority 1 event on the working channel.
- Unless otherwise acknowledged, the primary dispatcher shall send an “EMER” or “RED” message to the appropriate channel(s) notifying them that their unit(s) is being dispatched on the priority one event.
- If the units are assigned to a radio channel broadcasting the information (not the working channel), they will be voice dispatched on the call and told to switch to the working channel.
- District sergeants will use their judgment when determining whether or not to cancel units responding on a Priority 1 dispatched event. Only a district sergeant or higher-ranking supervisor may cancel units that have been dispatched using the Priority 1 Dispatching Protocol.

Dispatching Priority 2 Calls

Revised 4/17/18, 11/16/2023

Pertinent information in an abbreviated format (including the type, beat, location or address and cross street, brief event details, and event number) shall be broadcast on the radio.

When resources are not available in the district of the pending Priority 2 event, dispatchers are authorized to use available patrol officers channel-wide, and are not required to seek sergeant

approval. A channel-wide response is the use of units from the two districts normally sharing a radio channel. During simulcast periods, “channel-wide” refers to the two districts normally sharing the radio channel during non-simulcast hours. Field supervisors will continue to have authority to direct resources where they will best be utilized.

Dispatching Priority 3 Calls

The type of call and location shall be broadcast on the radio. Details (including the event number) shall be reviewed on the MDC.

Dispatching Priority 4 Calls

Priority four calls shall be handled entirely via MDC, if possible.

MDC Dispatches

Calls shall be dispatched via MDC when they involve confidential information (not for radio broadcast), when a channel is Code 33 or Code 22, or under special circumstances.

Refer to C 1215 – EVENT PRIORITIES for priority definitions.

R 1208 UNIT ASSIGNMENTS

Dispatchers shall choose unit assignments based on the priority of the call, the type of call, the function of the unit, availability of the units on appropriate radio channels, and the time of day. Dispatchers shall exercise good judgment when choosing from the computer recommendation for the call or choosing from all available units.

R 1209 NUMBER OF UNITS

Revised 12/19/17

Generally, the number of officers that are assigned to an event depends on various factors, including, but not limited to, potential violence against officers and the public.

TWO UNITS

Normally, two officers shall be dispatched to all calls for service, whether non-emergency or emergency/in-progress calls. If an officer indicates no need for a fill unit, that information shall be documented in the event. Also refer to R 1301 – INSUFFICIENT UNITS for action to take when two units are not available.

MORE THAN TWO UNITS

Dispatchers shall not dispatch more than two units to an event with the following exceptions:

- Prior knowledge of circumstance recorded in the premise information (LOI).
- Approval of District Sergeant or higher.
- As part of the Basic Response Team (refer to R 1404 – BASIC RESPONSE TEAM).

R 1210 OUT OF BEAT/DISTRICT ASSIGNMENTS

Units may be sent out of their beat to handle calls as necessary, including report calls, if the following circumstances exist:

- The unit assigned to the beat is out of service.
- Call volume is such that the dispatcher feels dispatching a unit out of its beat is warranted.

For routine calls/assignments, sending a unit out of its district requires the approval/notification of the District Sergeant. To send a unit out of the city limits of San José, authorization shall be received from a District Sergeant or Area Lieutenant. Units may be dispatched on appropriate report calls at nearby hospitals or medical facilities not in the city limits of San José; District Sergeants may require notification of these dispatches.

R 1211 DESIGNATED PRIMARY UNIT

The most current BFO Shift Guidelines shall be used for determining the designated primary unit when making unit assignments.

R 1212 COMMUNITY SERVICE OFFICER ASSIGNMENTS

Added 8/21/14; revised 3/16/15, 8/11/15, 12/19/17, 7/18/18, 4/14/19, 6/10/21

Community Service Officers (CSOs) will assist patrol with non-enforcement duties (and limited enforcement duties, as assigned), as well as respond to, investigate, and complete reports (with an emphasis on property crimes) for generally lower priority calls for service in order to allow sworn officers the ability to respond to high priority and emergency calls for service.

CSOs will be assigned to specific district patrol teams and report to their assigned district sergeant. The district sergeant will make all operational decisions for their CSO assigned to them and CSO Seniors will be administrative support only. CSOs will not respond or be dispatched division wide unless ordered by or approved by a supervisor.

CSOs shall supplement patrol officers in the Main Lobby/Information Center by completing written reports on incidents that do not require follow-up.

CSOs shall issue parking citations. It is not the intent of this policy for CSOs to assume primary responsibility for parking enforcement for the City. However, a CSO may enforce parking violations when dispatched to an incident (e.g., 11-25, etc.) or when on-viewing a parking violation in which a parking citation is deemed appropriate.)

If Patrol or the Bureau of Investigations deems an evidence collection trained CSO is necessary to assist at a scene; Patrol or BOI can request CSO assistance. CSOs will not be dispatched to perform PICS related responsibilities/duties at incidents or crime scenes not listed in their daily responsibilities (e.g., to collect evidence at a robbery, sexual assault other than 261NIR, or other major crime scene).

Dispatchable Calls for CSOs

Revised 10/10/16, 12/19/17, 8/20/18, 7/15/22

When available, CSOs will be dispatched to select low priority calls for service, where there is no suspect on the scene and/or there is no identifiable suspect information available or leads that can be immediately followed-up upon. CSOs **shall not** be dispatched on calls for service

when there is any indication of a disturbance, including involved parties refusing to exchange information. The types of calls CSOs will respond to are:

Type Code	Response Parameters
1065	<ul style="list-style-type: none"> • Missing persons – At-Risk: Patrol officers shall be dispatched on all at-risk missing persons. • Missing persons – Non-at-Risk: CSOs shall be dispatched on non-at-risk missing persons when the RP refuses to make a telephone report.
10851/10851R	<ul style="list-style-type: none"> • Stolen vehicle reports, and recovered stolen vehicle reports (when the suspect is not present). • If the registered owner is not available for a field release, CSOs may tow the vehicle after attempting to contact the owner (refer to Duty Manual L 5200 – WARRANTLESS SEARCHES AND SEIZURES OF VEHICLES [2018] and L 5403 – PROCEDURES TO FOLLOW IN ORDER TO STORE/IMPOUND A VEHICLE [2018]).
1124	<ul style="list-style-type: none"> • Abandoned vehicles. CSOs may seize a vehicle when the vehicle is abandoned (refer to Duty Manual L 5200 – WARRANTLESS SEARCHES AND SEIZURES OF VEHICLES [2018]).
1125	<ul style="list-style-type: none"> • Traffic hazards.
1184/ Crowd Control	<ul style="list-style-type: none"> • Traffic/Crowd control. This can be for accidents, special events, at fires, for another City agency, PG&E, etc.). It includes setting up cones and/or road flare patterns.
1182	<ul style="list-style-type: none"> • Non-injury vehicle collisions with no known disturbance. <ul style="list-style-type: none"> ○ In the event a non-injury vehicle collision involves a disturbance, (including any of the involved parties are refusing to exchange information), patrol officers shall be dispatched to the incident in addition to a CSO. The CSO shall stage until patrol officers arrive. Officers may also be dispatched to a non-injury vehicle collision if the CSO on scene assesses the situation and deems police presence necessary. ○ CSO’s shall NOT be dispatched to non-injury vehicle collisions involving government vehicles, city vehicles or city property. Patrol Officers shall be dispatched to complete the investigation and appropriate reports.

Type Code	Response Parameters
459/459R	<ul style="list-style-type: none"> • Residential and commercial burglary reports (scene is secure and no suspects present). • If the RP/victim is uncertain if the structure is secure, patrol officers shall be dispatched. <ul style="list-style-type: none"> ○ If patrol officers locate a suspect and enforcement action is taken, they will complete the reporting and investigative process. ○ If patrol officers secure the scene and no enforcement action is taken, a CSO may be requested to complete the reporting and processing of the scene. • Refer to C 1625 – BURGLARY AND C 1626 – BURGLARY REPORT.
459VEH	<ul style="list-style-type: none"> • Vehicle burglary reports when there is evidence left at the scene and/or when the RP/victim refuses to complete the report online or by phone, and there is no suspect present.
FNDPRP	<ul style="list-style-type: none"> • Found Property, including counterfeit currency. (Refer to C 1629 – COUNTERFEIT CURRENCY.) • This includes picking up video surveillance evidence from a prior report. • CSOs shall NOT process narcotics or firearms. A patrol officer shall be dispatched to handle this type of found property.
487	<ul style="list-style-type: none"> • Grand theft reports when the RP/victim refuses to complete the report online or by phone, and no suspects are present. • Exception: a patrol officer shall be dispatched on the theft of a firearm.
484	<ul style="list-style-type: none"> • Petty theft reports when the RP/victim refuses to complete the report online or by phone, and no suspect is present.
594/10852	<ul style="list-style-type: none"> • Vandalism and vehicle tampering reports when the RP/victim refuses to complete the report online or by phone, and no suspect is present.
261NIR	<ul style="list-style-type: none"> • Sexual assault events when the victim does not want to report the incident to law enforcement, but does want a Sexual Assault Forensic Exam (SAFE).

If Location of Interest or Event Warnings information indicate a hazardous location, dispatchers shall dispatch patrol officers to the scene.

Dispatch Time Guidelines

Revised 10/10/16, 12/5/16

CSOs are assigned to work a 10-hour workday, four days a week, with staffing to cover the entire week. Day shift hours are 0600-1600 and swing shift hours are 1200-2200. Day shift units are available for calls until 1430, at which time they should no longer be dispatched. Swing shift units are available for calls until 2030, at which time they should no longer be

dispatched. Swing shift CSOs will be assigned as the primary unit on events beginning at 1400. They are available for calls prior to this if day shift CSOs are not available. These time guidelines do not preclude a CSO from volunteering to respond to a call for service, or an assignment by a field supervisor.

Prioritization of Dispatch for CSO Calls for Service

Revised 10/10/16, 12/19/17, 7/15/22

Generally, the following order of precedence shall be used when dispatching CSOs when there is more than one pending dispatchable event. The duration a call has been pending should also be taken into consideration; that is, calls pending for the longest period of time should usually be dispatched first. The number of dispatchable calls pending in a specific district should not be a factor when prioritizing calls for dispatch. The Area Commander the CSO is reporting to may re-prioritize the order of dispatch.

- 1) 1065
- 2) 10851/10851R
- 3) 1125 (including 1182s that are 1125 – if no disturbance and not refusing to exchange information)
- 4) 1184/Crowd Control
- 5) 1182 (no 1125, but RP/victim requesting contact – if no disturbance and not refusing to exchange information)
- 6) 459/459R
- 7) 261NIR
- 8) 459VEH
- 9) FNDPRP/Found counterfeit currency
- 10) 487
- 11) 484
- 12) 594/10852
- 13) 1124

R 1213 RELAY OF EVENT WARNINGS

When a channel dispatcher receives an event that is flagged with location of interest (LOI) information, they shall retrieve the information and review/relay the details as appropriate, before dispatching the call.

R 1214 USE OF ALERT TONE

Use of the manually activated alert tone at each dispatch position is reserved for high priority dispatches and special situations. This tone should not be used routinely to call units, dispatch calls, or broadcast APBs. Typical situations where the alert tone may be used by the dispatcher are for security checking/calling a unit that does not respond after the third attempt and for an open field microphone, or other radio interference.

R 1215 AIRPORT RESPONSES

District Robert will respond to calls for service at the Airport, primarily to the Airport exterior,

[REDACTED]

Calls for service in these areas typically include accidents, medical calls, disturbances, suspicious persons and stolen vehicles from the Consolidated Rental Car Consortium (CONRAC).

[REDACTED]

In the event Airport Division police staffing is occupied with multiple calls for service and/or an event of magnitude occurs, District Robert will respond into the airport terminals to assist. Under normal circumstances District David units will be the primary units and District Robert will act as fill units.

R 1215.5 BART STATION RESPONSES

Added 7/15/22

San Jose Police BART-specific units are assigned to handle calls for service at the Berryessa/North San Jose BART Station only and shall not be assigned to calls outside of the Berryessa/North San Jose BART Station.

Once a call for service is created by the calltaker, it is routed to the SJ01 dispatcher who will send the appropriate unit(s) selected from the BART-specific units (e.g. 5-1-Bart-1, 6-1-Bart-1, 7-1-Bart-1, etc.).

In the event that BART-specific units either request additional units and/or an event of significant magnitude occurs requiring additional units, the recommend unit function shall be used to dispatch the closest outside units into the BART compound to assist.

The BART-specific units shall always be in an available state, unless they are specifically assigned to a call for service or handling a self-initiated event. At no time shall the dispatcher place the BART-specific units in a 10-7 status, as they must always be available when not on a designated call.

If a call for service results in a police report needed, the BART-specific units may request a CSO to respond for the report. If there are no CSOs available or it is a holiday in which they are not working, the designated BART-specific unit will handle the report.

A sergeant will be assigned to the BART station during day shift hours. If there is a necessity for a sergeant to copy a call outside of those hours, or a BART-specific sergeant is not available, the dispatcher shall contact a sergeant in one of the surrounding districts (e.g. 5R10 or 5V10).

R 1216 DISPATCHING ANIMAL CARE AND SERVICES UNITS

Generally, ACS units working during the day are logged on to and use SJ21 for their communications (which is the responsibility of Systems Control). After normal business hours (2100-0630) on-call ACS units will use SJPd radio channels. The on-call ACS unit will call Service Desk to log on at the beginning of their shift and call back to log off at the end of their shift. ACS units will use the call signs 7101-7127 along with their city employee identification number to log on. Since they only have one handpack [REDACTED] it will have to be entered manually under Unit Properties. Unless immediately responding on a call for service, the ACS unit shall be transferred to District Lincoln (ACS HQ). After the unit is transferred to the appropriate district, the dispatcher shall enter a special contact to reflect the unit's status as the on-call ACS [REDACTED]

When a request for ACS is made from a field officer (refer to C 1402 – ANIMAL COMPLAINTS POLICY), a service request shall be created by the channel dispatcher (refer to S 1202 – ANIMAL REQUESTS). The Service Desk dispatcher shall contact the on-call ACS officer with the request to respond and advise him/her what radio channel to use. The dispatcher shall then transfer the ACS unit to the district where they are being requested and dispatch en route the unit on the appropriate police event. When the ACS unit arrives, they will advise so on the radio. When clearing the call, the ACS unit will do so on the radio or by calling Service Desk.

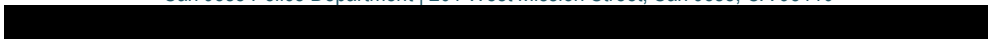
ACS is also responsible for areas outside of the City of San José (Milpitas, Cupertino, Los Gatos and Saratoga). If ACS needs to respond to a call outside of San José they will call Service Desk with the location and ask to be dispatched on an event. The dispatcher shall transfer the ACS unit to the district nearest the area they will be responding to and advise the unit which channel to use (e.g., a call in Milpitas use DR and SJ01, a call in Cupertino, use DN and SJ02, etc.). After being transferred to the appropriate district, the dispatcher shall administratively dispatch the ACS unit on an event using the type code 1091, being sure to include the city in the location of the event. When the ACS unit arrives, they will advise so on the radio. When clearing the call, the ACS unit will do so on the radio or by calling Service Desk.



R 1217 CRISIS INTERVENTION TEAM (CIT) RESPONSE

Dispatchers receiving events indicating a CIT response is needed (refer to C 1214 – PSYCHOLOGICAL CRISIS CALLS) shall dispatch a CIT officer assigned to the District. If no CIT unit in the district of origin (or neighboring District on the same channel) is available, the following guidelines will be adhered to:

- Any CIT related calls involving weapons (including hostage/barricade situations) – broadcast city-wide for a CIT Unit



- Any CIT related calls (with no weapons) – broadcast division-wide for a CIT Unit

All dispatch personnel shall document in the event whether or not a CIT unit is responding. If no CIT unit is available, the dispatcher handling the call shall ensure that the District Sergeant and Area Commander are notified.

R 1218 JOINT RESPONSE PROTOCOL

State law and the Santa Clara County Child Abuse Protocol authorize officers to take children into protective custody under specified conditions. This is generally accomplished with an officer in the field asking for “Joint Response.” When this request is made channel dispatchers shall create a “CALLBACK” request for bridge personnel to notify the Department of Family and Children Services (DFCS). The request shall include the unit ID and a phone number for the requesting officer on scene. Refer to the Info File for hours and phone numbers for DFCS.

R 1219 BACKLOG OF CALLS FOLLOWING CODE 33

Restricting radio use and heavy deployment of units to an emergency often results in a backlog of calls. When this situation exists and the emergency is still in progress, the dispatcher shall notify the Senior PD or Supervising PD, who shall notify the Area Commander, or if unavailable, the nearest Area Commander as soon as possible. If the channel Sergeant is available he should be notified immediately or as soon as is possible via MDC, cellular telephone or pager.

At the conclusion of an emergency, the District Sergeant shall be updated regarding backlogged calls in their district. The dispatcher may, at their discretion, maintain Restricted Traffic to dispatch backlogged calls.

R 1220 MEDICAL REQUESTS FROM PD FIELD UNITS

Whenever an officer attached or unattached to an event onviews a situation that necessitates the need for Fire/Paramedics, the channel dispatcher shall obtain the nature of the medical emergency using the SEND Protocol (chief complaint, approximate age, conscious or alert, breathing or difficulty breathing). The dispatcher shall note the request in the event history and either call the Fire Communications or create an event with the appropriate information. If the location (for which fire/paramedics are being requested) is different from the location of the police event, a new event shall be created by means other than use of the copy command. Dispatchers shall determine if the scene is secure and advise San José Fire Communications verbally or via the appropriate CAD command; the term “scene secure” must be used, not “Code 4” (a “miscellaneous” comment may be added to the event, but is not considered proper notification to Fire Communications).

R 1221 NON-MEDICAL EMERGENCIES – AMBULANCE REQUESTS

Revised 3/21/13, 4/30/14

Officers will occasionally request an ambulance for transportation only (commonly for a 5150 hold) for a person who does not have a medical complaint and/or traumatic injury. It is county EMS policy that for any ambulance request made by law enforcement in San José, the Fire Department also be dispatched. Dispatchers shall process the request by either calling Fire Communications or creating an event with the appropriate information. If the location (for

which fire/paramedics are being requested) is different from the location of the police event, a new event shall be created by means other than use of the copy command. Dispatchers shall determine if the scene is secure and advise San José Fire Communications verbally or via the appropriate CAD command; the term “scene secure” must be used, not “Code 4” (a “miscellaneous” comment may be added to the event, but is not considered proper notification to Fire Communications).

R 1222 WRAP RESTRAINTS

Communications will notify the District Sergeant to respond with the WRAP device when it has been determined that deployment of the WRAP is warranted. The sergeant’s response code will be determined by the circumstances of the event.

Medical clearance does not have to be obtained in order to book a subject who has been restrained with a WRAP. However, if the suspect appears to suffer from an injury, or mental or physical illness that requires medical attention, a “Code 3 Fire Department/Paramedic response” will be sent at the request of the sergeant or officer on the scene.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

R 1227 SERVICE REQUESTS

All service requests shall be prioritized and processed as soon as possible. An event shall be created for all service requests received from field units via radio or MDC.

[REDACTED]



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R 1300

BROADCASTING PROTOCOLS

All radio traffic and situations must be accurately analyzed and appropriate action taken to help ensure officer safety. Radio dispatchers must always exercise initiative and independent decision-making when controlling simultaneous radio activities of a critical nature. In addition to complying with state and federal regulations, dispatchers shall exercise good judgment when following these broadcast procedures.

PROCEDURE

R 1301 INSUFFICIENT UNITS

Whenever a multiple unit response is determined for a high priority call and no units or only one unit is in service for the district, the dispatcher shall broadcast that the call is pending for two units, the type of incident and the beat. A single unit shall not be dispatched on a priority call without a fill. After the broadcast, however, an officer may choose on his/her own to respond to a call and “advise” on a fill. Any broadcast or notification of a pending call shall be noted in the event.

R 1302 SECURITY CHECKING UNITS

Dispatchers shall use the following time constraints as guidelines when checking the well being of an officer out-of-service on a call. System timers in the CAD system are also set to these time limits.

- All report calls - [REDACTED]
- In-Progress calls, non-emergency (priority 3 events) - [REDACTED]
- In-Progress calls, emergency/high priority (priority 1 and 2 events) - [REDACTED]
- Onviewed events (priority 5 events) - [REDACTED]
- Car stops and person stops (priority 6 events) - [REDACTED]

If the dispatcher is unable to contact a unit, a fill unit shall be dispatched to their location. Communications personnel shall also attempt to contact units by MDC, cell phone, or landline.

Dispatchers shall also security check any unit when there has been an extended amount of no contact time, including when the unit has been on an available status. If there is no response, Communications personnel shall attempt to contact the unit by MDC, cell phone, or landline.

An alternative to locating a unit not answering the radio is to use the patrol car's GPS to determine their location. The dispatcher shall notify the District Sergeant or higher or Communications Supervisor when a unit cannot be contacted on the radio, MDC, or via telephone.

R 1303 ACKNOWLEDGING UNITS

When applicable, dispatchers shall acknowledge radio transmissions from officers by initially acknowledging units with the complete unit ID and "10-4."

R 1304 MULTIPLE UNITS TRANSMITTING

If multiple units request attention from the channel and speak over or "cover" each other, the dispatcher shall broadcast there are "multiple units" or "too many units" and then attempt to sort out which units have traffic.



R 1306 BROADCASTING SEXUAL ASSAULT VICTIM INFORMATION

Occasionally information will be received on an event that indicates a person may be the victim of a sexual assault. To ensure the privacy of the victim, dispatchers shall not broadcast over the radio the name of a sexual assault victim on report ("prior event") calls. When necessary, such information shall be disclosed via MDC or telephone. Broadcasting identifying information of a sexual assault victim for in progress or just occurred calls is permissible if necessary.

Dispatchers shall use good judgment when determining the extent of the details of a sexual assault event to broadcast on the radio. Unless essential to officer safety the intimate details of the sexual assault shall not be broadcast on the radio.






R 1309 BROADCASTING STUNBAG/L8/AR-15 DEPLOYMENT

When dispatchers are advised of the deployment of the stunbag, 40 mm, or AR-15 rifle, they shall alert officers at the scene by using the alert tone and announcing the deployment.

R 1310 DOCUMENTING TASER DEPLOYMENT

Revised 2/14/19

When an officer notifies the dispatcher that the Taser has been used (displayed, discharged or deployed), the dispatcher shall document this in the event with the specific phrase “TASER WAS DISPLAYED.” This can be done using the CAD command TZ,<unit-ID> (refer to RAD 3.160 – UNIT COMMANDS).

When a person has been subjected to a Taser discharge, the officers will immediately request emergency medical assistance.

R 1311 BROADCASTING COMMUNICABLE DISEASE ALERT

When information is received on an event that indicates a person may have a communicable disease, to ensure officer safety, dispatchers are allowed to broadcast “6H, 10-46 check your MDC,” to officers. This is usually only necessary when the officer is not near his MDC. At no time will a description of the illness be broadcast over the radio.

R 1312 BROADCASTING 1179CHP and 1125CHP EVENTS

Dispatchers shall broadcast 1179CHP and 1125CHP events on channels as appropriate. Refer to C 1683 – VEHICLE ACCIDENT – INJURIES – CHP JURISDICTION and C 1680 – TRAFFIC HAZARD – CHP JURISDICTION.

R 1313 RADIO CODES

In addition to valid type codes in C 1600 – TYPE CODES, the following radio codes are authorized for use on the radio:

10-1	Receiving poorly
10-2	Receiving O.K.
10-3	Change channels and specify
10-4	Message received and understood
10-5	Relay to:
10-6	Busy, stand-by
10-7	Out-of-service
10-8	In service
10-9	Repeat
10-10	Home
10-12	Visitor or official present (ride-along)
10-14	Escort
10-15	Prisoner in custody
10-16	Pick-up
10-19	En route to station
10-20	Location
10-21	Make a telephone call
10-22	Cancel
10-23	Stand-by
10-27	Request driver license information
10-28	Request vehicle registration
10-29	Check vehicle or property for wants
10-29A	Check person for wants
10-29C	Check person for wants and priors
10-34	Open door
10-35	Open window
10-36	Confidential information
10-39	Status of
10-49	En route to
10-50	Report
10-51	Intoxicated person
10-58	Garbage complaint
10-73	How do you receive?
10-86	Any traffic?
10-91	Animal complaint
10-97	Arrived on the scene
10-98	Completed last assignment
CODE 1	At your convenience
CODE 3	Emergency; respond with lights and sirens
CODE 4	No further assistance needed
CODE 5	Stake-out
CODE 6A&D	Armed and dangerous

CODE 6F	Felony want
CODE 6H	Hazard potential
CODE 6M	Misdemeanor want
CODE 7	Meal time
CODE 10	Bomb Threat
CODE 20	Officer needs assistance – Emergency
CODE 22	Restricted traffic
CODE 30	Officer needs assistance – Major Emergency
CODE 33	Emergency - do not transmit
CODE 99	Emergency button activated
CODE 1000	Plane Crash
CODE 3000	Road Block

R 1314 CLOSING AND RADIO CODES

Final Disposition Type Codes

The following type codes are used primarily as final dispositions for events. They shall not be used as the original type code for event processing.

Resisting Arrest.....	148
<i>Resisting, delaying, or obstructing an officer or emergency medical technician</i>	
Murder.....	187
Assault.....	240
Assault on an Officer	241
Battery on an Officer	243
Violation of Protective Restraining Order	273.6
Under Jurisdiction of Juvenile Court	300
<i>A minor subject to jurisdiction of a court. A minor can be declared a dependent child of the court generally if that minor is physically or mentally abused, neglected or an abandoned child.</i>	
Hate Crimes	422.6
Obstruct Medical Clinic/Person.....	602.11
Injure/Obstruct a Business	602J
Refusal to Leave Property.....	602N
Juvenile Violating a Court Order.....	602WI
<i>Any minor who has broken the law and has become a ward of the court.</i>	
Annoying or Molesting a Child under 18	647.6
Petty Theft with Prior Conviction.....	666
<i>A person who is in custody for petty theft and has a record of prior convictions for the same charge. (For calltaking purposes use 484, 487 or 488).</i>	
Sick Person.....	1046
<i>The police do not respond on calls of sick people. If there is a request by the Fire Department or paramedics for a police response, assign the appropriate type code for the circumstances (Fire will use the type code FDAID for all circumstances where PD is needed except with 1184 or CODE 3 FILL requests. It is up to the Police dispatcher to recognize the code and change it accordingly).</i>	

Coroner's Case.....	1055
<i>The only time this is used for an initial type code is when the Fire Department or paramedics have confirmed death and are requesting a police response.</i>	
Suicide.....	1056
Parole Violation	3056
Expired Registration	4000A
False Registration.....	4462
Altered Vehicle Identification Number (VIN).....	10751
Controlled Substance in the Home	11570
Unlicensed Driver	12500
Driving with Suspended License	14601
Driving under the Influence - Felony.....	23153
Civil Matter.....	CIVIL
<i>The police do not respond to problems that are strictly civil in nature. If the RP is requesting that police stand by to keep the peace, due to the threat of violence, then use "CSB" as the type code.</i>	

R 1315 RADIO TYPE CODES

The following type codes are primarily used at the radio positions. They are most often created by field-generated activity.

Pedestrian Stop (PS)	1095
Pedestrian Stop – Curfew (PSC).....	1095C
Pedestrian Stop – Female (PSX).....	1095X
Pedestrian Stop – Send Fill (PSE)	1096
Pedestrian Stop – Female, Send Fill (PSXE).....	1096X
Pedestrian Stop – Curfew (PSC).....	1095C
Vehicle Stop (CS)	1195
Vehicle Stop – Curfew (CSC).....	1195C
Vehicle Stop – Female (CSX).....	1195X
Vehicle Stop – Send Fill (CSE)	1196
Vehicle Stop – Female, Send Fill (CSXE).....	1196X
Bar Check.....	BARCK
Car Chase (CCHASE).....	CC
Code 99 Button Activation	C99
Crowd Control	CROWD
Flag Down.....	FD
Foot Pursuit (FPURS).....	FP
Failure to Yield	FTY
Premise Check	PRMCK
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
Selective Enforcement	SEU



Used for a specific task or duty designed for a particular purpose or occasion.

R 1316 ALL CHANNEL BROADCASTS

With the availability of radio air time, information regarding all major incidents, officer safety information (including when non-lethal weapons are deployed), and appropriate Priority 1 calls shall be broadcast on all channels. Broadcasting the emergency on other than the primary channel will be done following the completion of any high priority traffic on each channel. All responding units shall be advised to switch to the primary channel. Until it has been confirmed that a crime has actually occurred or an incident has taken place, dispatchers shall ensure that they relay that information to the officers (e.g., “units are responding to . . .”) vs. a BOL/APB notification where the crime has actually been confirmed.

When such information is received by a channel dispatcher, which is not initially sent to all channels via an early warning, the dispatcher shall route the information/BOL (time permitting) to all channels for broadcast. If the information is subsequently determined to be false/unfounded (or it is determined that no crime has occurred), the channel dispatcher shall ensure that the appropriate cancelling information is routed to all channels.

Reports of stolen vehicles shall not be broadcast as a BOL/APB prior to the CHP Form 180 being completed, unless specifically requested to do so by an officer/field supervisor; however, channel dispatchers may broadcast the description for a just occurred stolen vehicle.

R 1317 LIMITED RADIO TRAFFIC

Limited radio transmissions shall be initiated whenever circumstances threaten the safety or effectiveness of field units or dispatch personnel. The degree of restriction will be determined by the nature of the incident or circumstance.

Limited radio traffic shall be initiated by:

- Field units
- Sergeant or Field Commander
- Channel dispatcher

The dispatcher may initiate Restricted Traffic or Code 33 on behalf of a field unit, if it is believed that the unit is incapable of requesting the restriction. Dispatchers with severe CAD backlogs or working situations of an emergency nature on their channel may also initiate Restricted Traffic or Code 33. The Communications Senior/Supervisor and the Field Supervisor shall be notified as soon as possible when and why a dispatcher initiates Restricted Traffic or Code 33 for dispatch purposes.



R 1318 CODE 22

“Restricted Traffic” is defined as radio traffic reduced to “ESSENTIAL TRANSMISSIONS.” Essential transmissions include those:

- that are necessary to ensure the safety of the officers or others;
- pertaining to field generated events and status changes;
- advising of emergency traffic (fill needed, ambulance needed, etc.); and,
- pertaining to the incident initiating the Restricted Traffic.
- that require the dispatch of Priority 1 and 2 calls.
- Priority 1 calls shall be dispatched as normal. Priority 2 calls shall be dispatched in an abbreviated format (excluding lengthy non-officer safety details and the event number). Priority 3/4 calls shall be dispatched strictly via MDC.

Routine radio transmissions, such as want checks and service requests, shall not be accepted unless justified by special circumstances. Dispatchers shall respond to requests for routine traffic clearances with the phrase, “Restricted Traffic” or “Code 22.”

R 1319 CODE 33

“Code 33” is defined as limited radio traffic pertaining to the incident prompting the use of Code 33. All other traffic shall be diverted to another channel. Dispatchers shall respond to requests for routine traffic clearances not associated with the Code 33 detail with the phrase, “Code 33.”

The Code 33 marker tone shall be activated, unless a field unit or supervisor requests it be turned off (e.g., for a building search on an alarm call).

Code 33 is automatically initiated for the following types of incidents, unless the field units request otherwise:

- Advisement by a field unit(s) of major emergencies
- Code 3 fill requests, Code 99s, 1196s, 1096s
- Car chases, foot pursuits
- First unit’s arrival at an in-progress felony, when appropriate
- First unit’s arrival at hold-up alarms, when appropriate
- Any field-initiated request by a unit for any type of major, imminently perilous or confusing situation, requiring on-scene control and direction.

Dispatches During Code 33

Often priority calls requiring an immediate dispatch are received when a radio channel is Code 33. Dispatchers shall consider the following factors when making the decision whether or not to broadcast the event:

- the nature of the Code 33;
- the nature of the incoming priority call; and,
- the impact dispatch of the incoming call will have on officer/public safety.

In all cases, dispatchers shall use their best judgment, combined with these guidelines, when determining whether to voice dispatch the incoming priority call.

If, after consideration of these factors, the dispatcher determines that a full dispatch of the event would conflict with officer/public safety, the following alternatives are available:

- call the unit(s) on the radio and instruct them to STAND-BY for a priority MDC dispatch;
- call the unit(s) on the radio and instruct them to switch to a different radio channel for a priority dispatch (as prearranged with the dispatcher); and,
- send a CAD message to the unit(s) alerting them of the incoming priority call, ensuring an acknowledgment is received from the unit(s) via a CAD message or by the unit placing him/herself en route on MDC.

When the status of the radio has returned to normal and time permitting, the dispatcher shall briefly broadcast on the radio the type, location, and unit(s) responding to the priority calls that were dispatched via one of the above methods during the Code 33 status. This shall be done to ensure all units on the radio are aware of the priority call and any potential hazards.

R 1320 CANCELLATION OF CODE 22 OR CODE 33

Cancellation of a limited traffic situation will NOT bring an automatic Code 4 of the incident. The field unit or field sergeant at the scene shall be responsible for initiating a Code 4. Additionally, Code 33 restrictions reduced to Restricted Traffic do not constitute a Code 4 situation. In all cases, each status should be addressed and confirmed separately.

R 1321 CODE 33/CODE 22 CHANNEL ANNOUNCEMENTS

Time permitting, the Code 33 status of channels (and the nature as applicable) shall be broadcast on all working channels. The Code 22 status of channels (and the nature as applicable) shall be broadcast on all working channels at the discretion of the channel dispatcher. Time permitting, when the status of a Code 33 or Code 22 channel returns to normal (and the initial status change was broadcast), dispatchers shall broadcast that the channel has returned to normal status.

R 1322 APBs/BOLs

Revised 4/25/16

APBs

APBs shall only be generated from information received from sworn members of the Police Department (refer to S 1203 – BROADCAST/BE ON THE LOOKOUT (APB/BOL) for APB criteria and creation). APBs once created, shall be broadcast on each working channel as soon as possible. If the channel is restricted or Code 33, this information shall be broadcast as soon as possible after the channel has returned to normal traffic.

AMBER Alerts, Silver Alerts, Blue Alerts, and Yellow Alerts shall ONLY be entered in the CAD Broadcast system. CHP is responsible for sending any Administrative CLETS BOLs or

APBs for these Alerts. (Refer to – A 2407 – AMBER, SILVER, BLUE , AND YELLOW ALERTS and S 1204 – BROADCAST CRITERIA.)

In addition, all “AMBER Alert” and “Silver Alert” APBs shall be given to Fire Communications and documented as such in the appropriate police event.

BOLs

BOLs may be created for misdemeanor crimes and missing persons (refer to C 1405 – MISSING PERSON CALLS and T 1223 – MISSING PERSONS). With the exception of missing persons, BOLs may only be routed for broadcast upon the request of an officer/field supervisor, or at the direction of a Communications supervisor.



Cancellations

When information is received that an APB or BOL has been cancelled, it shall be broadcast on all channels as appropriate.

R 1323 CODE 4

All Code 4s are determined by a field supervisor or a unit at the scene. Upon receiving a Code 4, the dispatcher shall rebroadcast the information and return the channel to normal traffic. Any unit that is still en route shall be advised of the Code 4, and confirmation of their status shall be determined.

When a unit advises the dispatcher of “No further units,” “sufficient units,” or “Code 4 for additional units,” the dispatcher shall broadcast the information. This should NOT be confused with a Code 4 situation.





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R 1400

EMERGENCY SITUATIONS

While it is impossible to have a rule governing every situation a radio dispatcher may encounter, having a set of rules and procedures for the more likely occurrences provide a solid foundation for the radio dispatcher and sets clear expectations to all users. Dispatchers must use their best judgment in all circumstances that may not fit into any specific category.

PROCEDURE

R 1401 FILL REQUESTS

There are two types of fill requests that SJPD officers may request: Code 1 or Code 3 (refer to Duty Manual L 1211 – DETERMINING MANNER OF RESPONSE [2018]). Officers will also ask for a Code 1 “roll by.” Both a Code 1 fill and roll by imply a normal response. [REDACTED]. It does not initiate restricted traffic or Code 33, unless specified by the unit requesting assistance. For procedures on Code 3 fill requests (refer to R 1405 – CODE 3 FILL).

When an officer asks for assistance and does not specify code of response, the dispatcher shall confirm with the unit the type of fill. If the unit does not respond, the dispatcher shall advise the sergeant who shall determine the code of response.

Outside agencies may also request a fill. The details of their request shall be included in the event (refer to C 1722 – REQUEST FOR A FILL).

R 1402 EMERGENCY CALLS

All Code 3 fill requests, officer involved shootings, reports of shots fired at or by an officer, and any other notification of a major incident shall be considered an emergency.

R 1403 CODE 99

[REDACTED]




R 1404 BASIC RESPONSE TEAM

When a department member requests assistance and does not specify the number of units needed, or there is insufficient information supplied or available, or a person initiates the call in place of a member, a Basic Response Team shall be dispatched.

A Basic Response Team consists of the following units (refer to Duty Manual L 1306 – NUMBER OF UNITS TO RESPOND/BASIC RESPONSE TEAM [2018]):

- Two units responding to the scene using an “emergency response.”
- Two units responding to the scene using a “normal response.”
- One supervisor responding to the scene using a “normal response.”

The dispatcher has an obligation to respond all units requested by the on-scene personnel. If two minutes have passed since the arrival of the final member of a response team and no communications have been received, the dispatcher shall respond an additional team to the scene (refer Duty Manual L 1309 – SUBSEQUENT RESPONSIBILITIES OF DISPATCHER [2018]).

R 1405 CODE 3 FILL

When a Code 3 fill request is received, the units shall be dispatched immediately, and Code 33 shall be placed in effect on the channel. The dispatcher will ensure that the field supervisor is made aware of the situation (refer to R 1205 – SUPERVISOR NOTIFICATIONS and Duty Manual L 2003 – NOTIFYING FIELD SUPERVISORS [2018]).

In no case will more than two units be dispatched “Code 3,” except at the specific command of the field supervisor or other command officer. Authority to initiate a “Code 3” response shall reside with:

- Field officers initiating a pursuit, or requesting a secondary unit Code 3, or requesting assistance Code 3.
- A Field Supervisor
- The Area Lieutenant or other commanding or ranking officer
- Any communications shift supervisors

The authority to cancel a Code 3 response shall reside with:

- Field officers, either in pursuit or responding “Code 3,” when weather, road or traffic conditions, or other considerations, preclude a “Code 3” response

- Any officer who arrives at the scene of a “Code 3” dispatch prior to the original dispatched unit, and who believes that conditions permit the cancellation of the “Code 3” response by the original dispatched unit. The original unit shall then be contacted and advised to reduce to normal response.
- A Field Supervisor
- The Area Lieutenant or other command or ranking officers
- Any communications shift Senior/Supervisor, upon receiving additional information indicating that “Code 3” is no longer warranted

R 1406 CODE 20/CODE 30

When a Code 20 or Code 30 is received, this indicates a distress call from an officer. It can be a life threatening situation or a need for additional units to bring a situation under control. In this situation, unit response will be in accordance with Duty Manual L 1306 – Number of Units to Respond/Basic Response Team [2018] and L 1307 – Initial Action [2018].

R 1407 VEHICLE PURSUITS

Revised 6/2/13, 4/30/14

When an officer advises the dispatcher that he is in pursuit of a vehicle, the initial information given by the unit shall be rebroadcast on the incident channel as soon as it is received. The dispatcher shall initiate Code 33, assign fill units, and advise the field supervisor of the pursuit. Besides the location, direction of travel, vehicle description and plate, the officer shall inform the dispatcher of the reason for the pursuit, number of occupants, speed and any other relevant information such as traffic conditions (refer to Duty Manual L 2111 – COMMUNICATIONS [2018] and L 2106 – SUPERVISORY RESPONSIBILITIES [2018]).

Units responding from other channels shall be advised to switch to the primary channel handling the pursuit.

If a sergeant or higher ranking officer directs the termination of a pursuit, the dispatcher: 1) shall acknowledge and re-broadcast the direction to terminate the pursuit; b) shall poll and receive acknowledgment from the primary unit to terminate the pursuit; and, c) if the specific unit is known, poll and receive acknowledgment from the secondary unit to terminate the pursuit. If the primary (and when known, the secondary) unit(s) do not acknowledge termination of the pursuit, the alert tone shall be used and the direction to terminate re-broadcast by the dispatcher.

Code 33 shall remain in effect until field units advise it is no longer needed.

R 1408 FAILURE TO YIELD

Whenever a unit advises the dispatcher that a vehicle is failing to yield, that information shall be rebroadcast, and restricted traffic (Code 22) shall be initiated. Caution shall be taken to use the exact phrase used by the reporting unit. For example, “. . . a failure to yield . . .” is NOT the same thing as being “in pursuit” of a vehicle. The unit may advise the dispatcher to forego Restricted Traffic, or may request Code 33 immediately. A fill unit shall be dispatched, normal response.

R 1409 FOOT PURSUITS

When an officer advises the dispatcher that they are in foot pursuit, the initial information given by the officer shall be rebroadcast on the incident channel as soon as possible. The dispatcher shall initiate Code 33, assign fill units, and advise the field supervisor of the foot pursuit. In addition to the location and direction of travel, the dispatcher shall also request the suspect description.

Units responding from other channels shall be advised to switch to the primary channel handling the foot pursuit.

Code 33 shall remain in effect until field units advise it is no longer needed.



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[REDACTED]

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R 1600

UNIT FUNCTIONS

With few exceptions, beat units shall be the primary units when dispatching calls for service. In choosing units for dispatch, the function of other units shall also be considered. For unit callsigns refer to RAD 7.90 – VALID UNIT IDENTIFIES/CALL SIGNS.

PROCEDURE

R 1601 AIR SUPPORT UNIT

The Air Support Unit consists of a helicopter (AIR3) and a single fixed wing aircraft (2800).

The primary purpose of the helicopter is to support uniformed patrol officers in their daily tasks by providing illumination, aerial observation, pursuit support, and area search support. AIR3 responds to various types of calls, including:

- Vehicle and foot pursuits.
- Area searches (e.g., lost children or at large suspects).
- Code 20s and Code 30s.
- Calls involving officer safety issues (e.g., weapons calls, gang fights, and felonies in progress).
- Other incidents where the safety of the public is in jeopardy and/or helicopter aerial support would assist ground officers.
- Assisting the Fire Department.
- Responding out of the area to assist other agencies.

AIR3 shall be notified of appropriate events as soon as practical.

R 1602 ASSAULTS/JUVENILE UNIT

The Assault/Juvenile Unit is responsible for the investigation of missing person incidents, assault cases, hate crimes, weapons cases, and general criminal investigations involving minors.

R 1603 BOMB DETAIL

The Bomb Detail (also known as the “Bomb Squad”) of the Special Operations Unit is composed of certified bomb technicians. They are capable of responding to multiple calls at the same time and possess the staffing and equipment to handle major incidents involving explosives or weapons of mass destruction. Each team member is certified in explosives demolition, hazardous materials, nuclear, chemical, and biological weapons.

R 1604 CANINE UNIT

K-9 units are a part of the Special Operations Unit (along with MERGE, the bomb detail, etc.). The mission of the Canine Unit is to deploy specially trained officers and canines to support BFO. They accomplish this by performing the following duties:

- Searching for fleeing felons.
- Conducting building searches.
- Providing direct support to BFO by assisting with calls for service.
- Performing direct patrol duties by initiating field contacts and making arrests when criminal violations occur.

R 1605 COMMUNITY SERVICE OFFICERS (CSO)

Added 8/21/14

Community Service Officers (CSOs) are civilian positions that assist BFO in non-hazardous police functions, including, but not limited to, completing routine police reports, collecting evidence, traffic/crowd control, missing persons, non-injury accidents, etc.

R 1606 DOWNTOWN SERVICES UNIT (DSU)

The Downtown Services Unit (DSU) is responsible for the managing of events associated with the Downtown Entertainment Zone (EZ). This includes regulatory enforcement of the City’s Entertainment and Conditional Use Permits at nightclubs and bars, enforcement of Alcoholic Beverage Control violations, cruise management traffic diversion, and patrol checks at parking garages in the Entertainment Zone. The Unit is also responsible for enforcing drug, gang, graffiti and other street level crimes that negatively impact downtown businesses.

R 1607 FAMILY VIOLENCE UNIT (FVU)

Formerly known as the Domestic Violence Unit. This unit now also handles Child and Elder Abuse investigations that were previously assigned to the Juvenile Unit.

R 1608 GAMING CONTROL

The Division of Gaming Control is a part of the Chief’s Office and has the responsibility to ensure comprehensive safeguards for control of gaming in the City of San José.

R 1609 GANG INVESTIGATIONS UNIT (GIU)

The Gang Investigations Unit (GIU) investigates gang-related crimes committed by members of criminal street gangs. The Unit has the added responsibility of maintaining a working relationship with schools, social services agencies, community-based organizations, and other criminal justice organizations in a systematic approach to the prevention, intervention and suppression of criminal gang activity.

R 1610 MOBILE EMERGENCY RESPONSE GROUP AND EQUIPMENT (MERGE)

Mobile Emergency Response Group and Equipment (MERGE) Units are the Police Department's Special Weapons and Tactics team. [REDACTED]

[REDACTED] The MERGE Unit is responsible for supporting BFO by providing special skills and equipment to address critical incidents involving threats to life. [REDACTED]

R 1611 METRO

The Metro Unit is comprised of specially trained BFO personnel who are primarily responsible for establishing a rapid response program that may be implemented within any part of the city. The Unit coordinates with BOI and BFO to identify areas within the city that are affected by increased violent crimes, narcotics trafficking, prostitution, and other nuisance crimes that impact the overall quality of life. Metro Unit personnel are also assigned to the city's anti-graffiti task force and proactively investigate graffiti violations. They utilize both overt and covert operations on a daily basis to achieve their established objectives.

R 1612 HORSE MOUNTED UNIT (HMU) [currently disbanded 6/10/21]

The Horse Mounted Unit (HMU) is responsible for patrolling parks, rivers, and the downtown area on horseback. They assist BFO with special events, such as parades, rallies, searches, crowd control, and dignitary protection. The Unit also performs various public relations appearances and demonstrations.

R 1614 PARK RANGERS

Park rangers are non-sworn personnel. They usually have police radio capability and monitor police channels (if they cannot be contacted on a police channel, Systems Control can try to reach them on the City parks channel). Park rangers are responsible for patrolling and enforcing park rules and regulations.

R 1615 PARKING AND TRAFFIC CONTROL

Department of Transportation Parking and Traffic Control Officer (PTCO) units generally handle all parking violations in the downtown area during weekdays. They may be used to

mark and/or tow abandoned cars. They may be dispatched to parking control calls (e.g. car blocking a driveway, etc.), but not to police calls, traffic control or emergencies.

If a PTCO unit runs a license plate that returns to a stolen vehicle, the unit will advise Communications they cannot recover the vehicle and will be leaving the scene. If the PTCO unit is on an event the radio dispatcher will clear the unit from the event and dispatch a patrol unit. If the PTCO unit is not on an event, the radio dispatcher shall ascertain the location of the stolen vehicle and create a call for a patrol unit to respond.



R 1617 RESERVES

The Reserve Unit is a volunteer organization that provides emergency callback to the Police Department. Police Reserves provide assistance for numerous Department relief, special functions, and community events. They often work pay jobs through the Secondary Employment Unit.

R 1618 TABS

Revised 6/10/21

Truancy Abatement and Burglary Suppression (TABS) units are a function of the School Liaison Unit. Their primary function is to pick up juveniles who should be in school and take them to TABS centers (there are two centers, one on the West Side and one on the East Side). The TABS center staff attempts to determine which school they attend. TABS units are not normally dispatched to calls, but may be used in emergencies. TABS units also provide transportation for regular beat units if they find truants.

R 1619 TACTICAL NEGOTIATIONS UNIT (TNU)

The Tactical Negotiations Unit (formerly known as the Hostage Negotiations Team) is available for a variety of tactical situations, including but not limited to hostage situations.



R 1620 TRAFFIC ENFORCEMENT UNIT (TEU)

The primary duty of the Traffic Enforcement Unit (TEU) is the enforcement of traffic laws in order to reduce traffic collisions, their resulting injuries, and to facilitate the safe and expedient flow of vehicular and pedestrian traffic. The unit concentrates its enforcement efforts in the areas with the highest collision rates within the city.

R 1621 VICE DETAIL

The Vice Detail is a part of the Special Investigations Unit assigned to the Office of the Chief of Police. It detects, documents, and enforces incidents of vice law violations occurring in San José. Personnel investigate offenses such as gambling, prostitution, pimping, pandering, liquor law violations, and pornography. The Vice Detail also coordinates the licensing and inspection of premises, which are regulated by law in regard to alcoholic beverage conditions and the San José Municipal Code to ensure public health and welfare.



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S 1100

SERVICE POSITION

The service position is utilized for assisting radio dispatchers in the timely processing of officer requests. This position serves as the initial contact for telephone requests from officers in the field and outside agencies. In addition, the service position is responsible for accessing databases such as CJIC, RMS, SLETS, and monitoring car-to-car channels.

PROCEDURE

S 1101 SERVICE RESPONSIBILITIES

The service position dispatcher receives and handles requests routed to them via the CAD system either from the radio dispatcher, officers in the field or Fire Communications personnel. The service position is also responsible for answering and processing incoming calls internally, externally, or from outside agency direct lines. Telephones shall be answered with either the dispatcher's name or badge number.

When staffed by more than one dispatcher, each position shall jointly be responsible for completing all requests.

S 1102 LOGGING ON TO SERVICE TERMINALS

[REDACTED]

[REDACTED]

S 1103 CAD REQUESTS

All requests from officers in the field to the radio dispatcher shall be relayed to the service position by creation of a CAD Service event. CAD events shall also be created for other requests made by officers directly to the service position, whether by telephone, via computer message, or radio. Regardless of where the request is received or who completes the request, all requests shall have an associated service event.

[REDACTED]

S 1104 TELEPHONE REQUESTS

Telephone calls shall be processed following normal procedures. Calls received on any of the direct lines shall not be placed on hold.

When a call is received for the channel dispatcher, every effort shall be made to assist the caller from the service position. If the person is insisting on speaking directly to the channel dispatcher, a computer message shall be sent notifying them of the waiting call.

S 1106 BACK-UP CHANNELS

Service dispatchers shall monitor the back-up channels (SJ09, SJ10, SJ11, and SJ17). Anytime there is traffic on one of these channels where the dispatcher is addressed, the service dispatcher shall acknowledge and handle the situation along with making proper notifications.

S 1107 SERVICE PRIORITIES

The service dispatcher must continuously re-evaluate priorities while working the service positions. When establishing priorities, officer and public safety, the urgency, and time element of each request shall be considered. The direct lines from outside agencies and internal departments shall be answered prior to other lines.

S 1109 TELETYPE REQUESTS

Added 8/22/24

To streamline the process of teletype requests within our agency, the following procedures shall be adhered to by all Communications personnel:

Teletype Requests via CLETS

Dispatchers are authorized to send teletypes directly through the California Law Enforcement Telecommunications System (CLETS) for specific requests such as welfare checks or when contacting individuals on behalf of other agencies. This process can be utilized when the request originates from or is directed to outside agencies. The CLETS mask may be used for these direct communications to ensure timely and accurate message delivery.

Teletype Requests Requiring Records Division Involvement

For sensitive or formal requests, such as 10-minute hit confirmations, warrant-related matters, or cases requiring detailed records, Communications personnel must accurately complete the

Teletype Request Form [REDACTED] ensuring the message includes precise language and information. Once completed, [REDACTED], who will review the request and transmit the teletype. This procedure guarantees that all necessary documentation and verification steps are followed, ensuring compliance with our agency's standards.



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S 1200

SERVICE TYPE CODES/COMPLETION

The timely manner in which a service request is handled has a direct impact on the amount of time an officer has to spend on a call and the amount of time spent available for calls. To ensure the timely completion of service requests, valid service type codes and processing shall be used at all times.

PROCEDURE

S 1201 AAA TOW (AAA)

The American Automobile Association (AAA) will respond for members at the request of an officer or the public. They require location, vehicle description, nature of problem, and if possible, the member number and license plate.

S 1202 ANIMAL REQUESTS (ACS)

Animal Care and Services (ACS) is responsible for all animal related calls in the City of San José except for expressways (only Southwest Expressway is handled by ACS, all other expressways are handled by County Animal Control). Refer to C 1402 – ANIMAL COMPLAINTS POLICY for ACS jurisdiction.

S 1203 BROADCAST/BE ON THE LOOKOUT (APB/BOL)

It is the radio dispatcher's responsibility to ensure that all APBs and updates received from officers in the field are entered into the CAD APB system (broadcast) and that the information is sent county-wide via the "Administrative Messages" mask in Informer. If time does not permit, however, the radio dispatcher shall send the request to the service dispatcher via an "APB" service request.

If the service dispatcher receives timely information via landline or teletype of a type of crime or broadcast that does not fit the criteria for an APB, (such as most misdemeanor crimes), the information shall be sent around for an all channel broadcast by means of a BOL (refer to R 1322 – APBs/BOLs). If the service dispatcher receives updated information referring to a working event, the information shall also be updated into the event.

S 1204 BROADCAST CRITERIA

Revised 4/25/16, 8/28/23

Dispatchers shall use the following criteria in determining the need to create a broadcast:

- Only felony crimes (except stolen vehicles) that occur in Santa Clara County or occur out of the county where the destination of the suspect is Santa Clara County.
- Any officer safety broadcasts in Santa Clara County or where the destination of the involved person is Santa Clara County, provided the information is not available from other databases, such as the Wanted Persons System (WPS), Supervised Release File (SRF), California Restraining and Protective Order System (CARPOS), Stolen Vehicle System (SVS), etc. Dispatchers shall exercise good judgment when determining the need to enter officer safety broadcasts.
- Any missing persons in which the circumstances indicate that the missing person is a possible threat to field units and/or the public, including, but not limited to:
 - Indication of foul play.
 - Indication of threatened suicide, such as a note or indication they want to commit “suicide by cop.”
 - Indication they are armed with a weapon or plan on obtaining a weapon.
 - Mental or physical illness which, if left untreated, would endanger the missing person or members of the public.
 - Mental disability or other debilitating conditions which threaten the safety and/or welfare of the missing person.
- Any missing person case involving children under the age of 16 years of age, regardless of circumstances.
- Other missing person cases deemed necessary by an investigating officer assigned to the Juvenile/Missing Persons Unit or when so deemed by a command officer.
- AMBER Alerts, regardless of originating agency.
- Silver Alerts, regardless of originating agency.
- Blue Alerts, regardless of originating agency.
- Yellow Alerts, regardless of originating agency.
- Any situation deemed appropriate by the Communications or BFO supervisors including creating out-of-state or out-of-county broadcasts.

AMBER Alerts, Silver Alerts, Blue Alerts, and Yellow Alerts shall ONLY be entered in the CAD Broadcast system. CHP is responsible for sending any Administrative CLETS BOLs or APBs for these Alerts. (Refer to A 2407 – AMBER, SILVER, BLUE, AND YELLOW ALERTS and R 1322 – ABPs/BOLs.)

S 1205 OUTSIDE AGENCY/PAB LOBBY BROADCAST (APB)

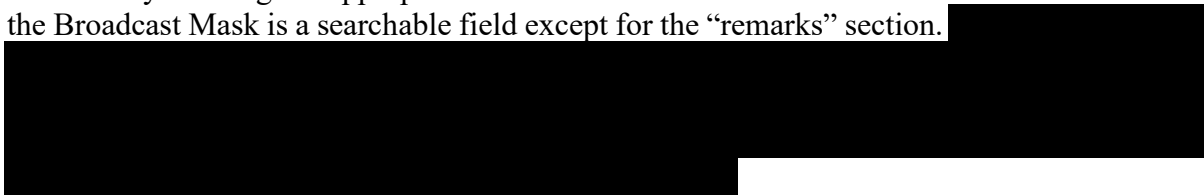
It is the responsibility of the service position dispatcher to enter APBs from other agencies into the CAD system.

S 1206 BROADCAST (APB) RETRIEVAL



S 1207 BROADCAST (APB) SEARCHES

If the broadcast or associated event number is not known, a particular broadcast may be searched by entering the appropriate information in the Broadcast Search fields. Each field of the Broadcast Mask is a searchable field except for the “remarks” section.



S 1208 BROADCAST (APB) CANCELLATIONS

If a cancellation of a broadcast is received, the dispatcher receiving the cancellation shall send a message to all dispatch terminals advising of the cancellation, and update the broadcast. When a suspect in a broadcast is taken into custody, the existing broadcast shall be updated to indicate the suspect is “1015.” This 1015 update shall be typed in the narrative field of the broadcast after the location information where it can easily be seen. Any other details shall also be updated in the narrative section of the broadcast format.

S 1209 APBs TO OUTSIDE AGENCIES

Once a broadcast is created via the CAD system, all felony and officer safety information shall also be sent to outside agencies by use of the “Administrative Message” mask.

S 1210 BOARD-UPS (BOARD)

Revised 8/4/20

Board-up contractors are requested by the officers for dwellings that have been broken into or vandalized and the responsible person cannot be located. They can also be requested when damage occurs during some kind of police action or if the responsible person requests a board up crew. The current contractor may be found under “BOARD-UP” in the Info File. Information required by the board-up crew is as follows:

- The contractor must be told why the service is being requested, i.e. police damage, vandalism, burglary, etc. (for cost control purposes).
- The size of the area to be covered.
- For doors and windows, whether it is a metal or wood frame.
- Police event number.
- Call extension x3037 and leave a message with the Police Event Number, date and time.

S 1211 TAXICABS (CAB)

Taxicabs for the public are requested by officers only. When the channel is advised that the cab has been requested, indicate which cab company will respond and an ETA if possible.



Unless specified by the officer, any cab company may be used. Refer to the Info File for a list of available companies. Besides location, cabs will need fare description (if officer is not standing by).

S 1212 ATTEMPT TO CONTACT (CALL)

For any telephone call requests, the type code CALL shall be used. Listed below are some of the more common types of contacts. For additional on-call lists, refer to the printed copies at the Service position or in the Info File.

- **District Attorney and Judges**
During normal business hours, officers shall call the judges directly (refer to the Info File). After hours, the on-call lists for District Attorneys and Judges are maintained by County Communications. Officers may have specific names/phone numbers and may require direct contact. County Communications will need the officer's name and badge number and a telephone number where they can be contacted.
- **Parole and Probation Officers**
The on-call list for parole and probation officers is maintained in the service binder. An answering service will contact the on-call parole officer after hours and on weekends. The parole officer will call back or contact the officers at a given telephone number. Probation officers may be contacted after hours at their home telephone numbers. These numbers shall not be given to the requesting officer.
- **Parents and Relatives**
The officers usually provide names and telephone numbers of parents and relatives. Always obtain an ETA of the person responding.
- **Registered Owners of Vehicles**
If the telephone number of the registered owner is not provided by the officer, you can utilize the phone book, cross directory, 411, or the RMS file. If the registered owner's address is out of our jurisdiction, confirm with the requesting officer whether the responsible agency should make contact in person.
- **Reporting Parties**
Requests may be made to contact the reporting party of a working event for additional information or to advise of a delay in police response. When leaving a message on an answering machine, leave the complete Police Event number and provide the non-emergency number as the call back number.
- **On-Call Personnel**
Anytime an officer requests an on-call person to be contacted after hours including the night detectives, advise the supervisor/senior. The supervisor/senior will then make the notifications.
- **Coroner Requests**
Officers are responsible for calling the coroner directly (refer to the Info File).

S 1213 CHP NOTIFICATION (CHP)

For all occurrences on the freeway, the CHP will be notified. They will need to know the exact location, direction of travel, which lanes are affected (if any), vehicle descriptions, and if their

response is required. If a response is required by the CHP, log their event number in our Police Event.

[REDACTED]

[REDACTED]

[REDACTED]

S 1217 JUVENILE HALL (JHALL)

Officers may request history, probation checks, or other information concerning juveniles. In all cases, Juvenile Hall shall be contacted.

S 1218 JURISDICTION (JURCK)

Requests to determine jurisdiction are usually done in the case of accidents. The best map to use is the large city map. The more information the officer can provide as to the exact location (point of impact) and direction of travel, the more accurate the determination.

S 1219 MISCELLANEOUS (MISC)

The miscellaneous field can be used for a variety of requests such as reference the cross directory book, access reference material (e.g., Penal, Vehicle and Municipal Codes), abbreviations for manufacturers for property searched, and miscellaneous CJIC requests.

S 1220 CITY TOW (PDTOW)

Revised 4/30/14

The City has a contract with Unique Tow Company for any City vehicle involved in an accident that has a flat tire or mechanical problems. They will need the exact location of the vehicle, the nature of the problem, and the vehicle number. If the vehicle has a flat tire, ascertain if they have a spare. The contract with Unique Towing requires a 30-minute response time for police

[REDACTED]



vehicles and a one-hour response time for all other City vehicles. All tow requests for a City vehicle require the creation of a CAD event, regardless of whether the dispatcher assigned to work Service Desk or the radio channel dispatcher processes the request. This is necessary for the Tow Liaison Officer to appropriately track and bill tow companies.

S 1221 DMV INFORMATION FOR FIRE PERSONNEL (REG)

Fire personnel may sometimes request DMV information for an investigation of a fire. In making the request, the fire dispatcher shall include the requestor’s name, badge number or call sign, and an associated fire event number. The service dispatcher shall add the information into the fire event.

S 1222 RESPONSIBLE LISTING (RESP)

Responsible parties for schools are contained in a binder labeled “SCHOOLS” located near the Service positions.

S 1223 RECORDS MANAGEMENT SYSTEM (RMS)

The Records Management System is used to check for prior police contacts with an individual or location. Various criteria may be used for RMS inquiries, including names, monikers, addresses, license plates and other data.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

S 1225 LAB TECHNICIANS (TECH)

Lab technicians, also referred to as blood technicians, are requested by officers usually when the person being arrested is suspected to be under the influence of drugs or alcohol. These

[REDACTED]

requests are made through an answering service (use the direct line labeled TECH). The information required by the technician is the location where the technician needs to respond, the officer's name, badge number and their ETA to the location.

S 1226 TOWS (TOW)

Revised 4/30/14, 9/22/14

Tows are requested through a speed dial to each company based on the location needed except for AAA and city vehicle requests. The tow companies require the type of tow needed (e.g., expedited, flatbed, dressed or undressed motorcycle, etc.), location, direction of travel when available, the requesting officer's unit ID, event number and the dispatcher's badge number. If a tow dispatch company fails to answer the telephone after four rings, the service dispatcher will call an adjacent tow company and document such in the tow event.

All requests for a tow require the creation of a CAD event, regardless of whether the dispatcher assigned to work Service Desk or the radio channel dispatcher processes the request. This is necessary for the Tow Liaison Officer to appropriately track and bill tow companies. Exceptions to this are AAA and other tow companies that have no service agreement with the City.

It is the responsibility of the radio dispatcher to ensure events are properly geo-coded prior to creating a service event for a tow (refer to R 1202 – EVENT INFORMATION). If the location to which the tow is being requested is different than the location of the event, the tow service event shall include that updated location.

The service dispatcher shall verify the proper tow company is requested by using the "beats" recommendation (not the "network" or "closest" recommendation) in CAD. The service dispatcher shall be responsible for ensuring the proper tow is requested to any updated location included in the text of the service event.

Tows for San José City College/Evergreen Community College

When San José City College/Evergreen Community College District Police call requesting a tow, the following procedure shall be followed if the location provided for the tow falls within SJPD or County jurisdiction: A CAD "tow" event (or "T" event) shall be created, and the tow event number given to the College District Police dispatcher. The "tow" event shall then be cancelled as turned over to college district police. The College District Police Dispatcher will call the appropriate tow company and provide our CAD tow event case number.

Late Tows

Revised 7/22/19

Tow companies are required to respond within 25 minutes from the time they receive the request from communications. When the requested tow company fails to respond to the scene within the required time, field personnel will be required to notify the channel dispatcher of the delay in arrival. The dispatcher will check the time of original request and verify if the tow response is in violation.

If the tow is late the dispatcher may request an ETA from service by creating an LTOW event. After the ETA is received and verified that the tow will arrive after the 25-minute time frame, the service person shall document any reason given, change the LTOW event to a VIOL event and close it out. (This can also be done at the channel by simply creating the VIOL event after verifying the tow will be late; no LTOW is required).

The violation (VIOL) events signal Tow Liaison that there was a violation of the towing contract. If a tow company refuses to respond to pick up a requested tow, the service person shall change the TOW event, to a VIOL event and document the reason they are not going to respond.

For a routine tow, when the assigned tow company cannot (or will not) take the tow request, call the next closest tow company. If both contracted tow companies refuse, the service person will update the event and the vehicle will need to stay until a solution can be found. If the tow is a hazardous tow (e.g. blocking traffic, stolen vehicle, etc), the service person will need to contact all contracted tow companies. If all refuse, notify a Communications supervisor.

Tow for Storage

Requested when a vehicle needs to be towed and stored at the tow company's yard. This type of tow is generally ordered for a vehicle illegally parked, involved in an accident or a recovered stolen vehicle.

Tow for Impound

This request pertains to when paperwork is required to release a vehicle to the registered owner.

Tow for Stolen Vehicle Recovery

Ensure that the vehicle is confirmed stolen before requesting the tow. Often times, a callback request for the owner to pick up the vehicle will be attempted before the actual tow request.

Motorist Request (Non-Preference Tow)

A non-preference tow is typically requested for a stranded motorist by an officer. If no specific tow company is requested, contact the answering service for a tow. If the officer is not going to be standing by with the person, the answering service shall be advised.

Fire Department Tow Requests (FDTOW)

Added 9/22/14; revised 12/4/14.

When San José Fire Department has a tow request for a vehicle that will need to be impounded (or for any other reason that would require a CHP 180), Fire Communications will create an FDAID event and the Police Department will be responsible for making the tow request once they are on the scene.

When there is an existing police event associated with the tow request, Fire Communications will add remarks to that event indicating that a tow is needed. Notwithstanding this update from Fire Communications, no tow shall be requested by Police Communications until an officer is on the scene.

If the Fire Department receives a request for a non-preference tow (e.g., being flagged down by a citizen who needs a tow truck), Fire Communications will create a service event using the type code “FDTOW.” The service event shall include the fire unit making the request, a vehicle description, and license plate. Police dispatchers shall notify the appropriate tow company and specifically indicate the tow is a citizen request on behalf of the San José Fire Department (not SJPD). The requesting fire unit’s ID shall be provided, along with the complete fire event number.

If the Fire Department receives a request for a AAA or any other specific tow company, Fire Communications will call that tow company directly.

S 1227 WARRANT (WRNT)

When a warrant confirmation is requested, the channel dispatcher shall include the requesting officer’s unit ID, the name and date of birth of the person with the warrant, and the issuing agency and their phone number; if the warrant is entered in CJIC, the issuing agency and Control Number can be used. [REDACTED]

[REDACTED]

[REDACTED]

Subjects Taken into Custody

[REDACTED]

Upon confirmation of the warrant, the dispatcher shall supplement the service or police event with the officer’s unit ID, the surname of the subject, the agency confirming the warrant, and the location the warrant abstract is being sent to.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1) Warrant number or docket number listed on the warrant.

[REDACTED]

[REDACTED]

[REDACTED]



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FIRE DEPARTMENT/MEDICAL CALLS

The San José Police Department Communications Division is the 9-1-1 Public Safety Answering Point for the City of San José. When a caller dials 9-1-1 in the City limits, the call will be directed to a calltaking position where police personnel will answer the phone. Some calls received are of fire or medical nature. These calls must be transferred to Fire Communications.

PROCEDURE

F 1101 GENERAL CALL PROCESSING – FIRE/MEDICAL

All calls for fire or medical assistance are processed by the San José Fire Department. For medical calls, Fire Communications uses the Medical Priority Dispatch System (MPDS) which allows certified dispatchers to obtain information from the caller, select the appropriate responding units, determine the code of response, and provide life-saving instructions to the callers. They also use the Tiered Response Level (TRL) that allows them to accurately assign response codes for fire events.

To ensure the fastest response time by the Fire Department and the quickest access to medical instructions for the caller, all requests for fire and medical shall be transferred immediately to Fire Communications. It is the responsibility of the Fire dispatcher to ensure that paramedics are also notified.

F 1102 FIRE TRANSFER PROCEDURES

Revised 10/21/13

For calls received where the RP specifically requests the Fire Department or medical assistance, they shall be told that their call is being transferred to a Fire and/or Medical dispatcher. Except as provided for below, calltakers shall not ask any further questions, and shall not announce the call (refer to F 1114 – POLICE CALLS RECEIVED BY FIRE for exceptions).

9-1-1 Calls

For 9-1-1 calls from landlines, the calltaker shall remain on the phone until the location and phone number have been verified by Fire Communications, and to ensure that a police response is not also required (refer to C 1216 – COMBINED EVENTS - CALL PROCESSING).

Other Calls

Revised 12/5/16

For all other calls, including 9-1-1 calls from cell phones and VoIP calls, calltakers shall ask the location and phone number, and then transfer the call to Fire Communications. If the caller does not know their location, but does know they are in San José, the call shall be transferred to Fire Communications for fire/medical call processing. Calltakers shall work collaboratively with fire dispatchers to determine the location and remain on the phone to ensure that a police response is not also required (refer to C 1216 – COMBINED EVENTS – GENERAL CALL PROCESSING). If the caller does not know if they are in San José, they shall not be transferred to Fire Communications. If the caller is in another jurisdiction, they shall be transferred to the appropriate PSAP. If the calltaker is unable to determine what city the caller is calling from the call shall be transferred to County EMS.

Translator Calls

On calls requiring a translator, once it is determined that it is a medical or fire call, conference the call to Fire Communications and announce that a translator is on the line.

TTY Calls

Obtain the location of the incident, telephone number, a short description of the nature of the call and create an event using the proper type code (refer to F 1111 – FIRE TYPE CODES). Update the event with appropriate police/fire information and/or by using the SEND protocol. Try to transfer the caller to Fire Communications for medical or other instructions. Advise the caller they are being transferred in case the line is disconnected.

Disconnected Calls During Transfer

Unknown type calls that are disconnected during the initial transfer procedure to a fire dispatcher shall be given to Fire Communications for call back and processing.

F 1103 NON-MEDICAL EMERGENCY AMBULANCE REQUESTS

Added 6/24/14

For calls received where the RP requests an ambulance for transportation only, for a person who does not have a medical emergency complaint and/or traumatic injury and when there is no need for a police response, the caller shall be advised they will need to make transportation arrangements themselves (this generally involves the caller contacting a private ambulance company or other transportation service). These calls include, but are not limited to, requests for a 5150 transport (when no disturbance is occurring and the patient is cooperative), medical facility to medical facility transports, and other private person requests for an ambulance that do not involve a medical emergency. Refer to F 1101 – GENERAL CALL PROCESSING – FIRE/MEDICAL and F 1102 – FIRE TRANSFER PROCEDURES for medical emergency complaints and/or traumatic injuries.

F 1104 FIRE DUPLICATE CALLS

Transfer all duplicate calls to Fire Communications if the RP is on the scene of the incident or has any more pertinent information to add to the original call. Do not transfer third party callers.

F 1105 MEDICAL CALLS – SCENE SECURITY

Revised 6/2/13

Calltakers need to be aware of fire and medical calls that are considered safety issues for the RP and/or public safety responders. These safety issues involve imminent threats to life that include, but are not limited to, in progress or just occurred stabbings, shootings, assaults, and situations where the suspect is still at the scene; or, the inability of the caller to safely perform life saving instructions. If the calltaker determines there is a safety issue, the RP shall not be transferred to Fire Communications for call processing. If the Fire calltaker determines there is a safety issue within the first few questions asked, or if at anytime during the processing of the call, the Fire calltaker determines the scene is no longer secure, the call shall be transferred back to a Police calltaker to complete processing the call. At this point, the Police calltaker becomes responsible for creating any necessary police event. If a fire/medical response is also needed, the Police calltaker shall be responsible for creating a combined event if one has not yet been created by Fire Communications.

F 1106 MEDICAL REQUESTS FROM PD FIELD UNITS

Field requests for a medical response shall be processed by dispatchers using the Secondary Emergency Notification of Dispatch (SEND) Protocol (chief complaint, approximate age, conscious or alert, breathing or difficulty breathing). Dispatchers have the option of creating an event or calling Fire Communications with the request. Dispatchers shall cross-reference police and fire events.

F 1107 COMBINED EVENTS – MEDICAL INSTRUCTIONS

At no time shall a calltaker provide any medical instructions or advice to the RP. The calltaker shall transfer the caller to an EMD (Emergency Medical Dispatcher) for medical instructions only after creating a combined event, updating police information, and confirming the scene is secure. Upon successful transfer, they shall advise the Fire dispatcher of the combined Fire event number. The call shall not be announced to Fire Communications unless a combined event has already been created (refer to F 1101 – GENERAL CALL PROCESSING – FIRE/MEDICAL). The calltaker shall remain on the line until contact is made with a medical dispatcher. If unsuccessful, refer to C 1106 – UNSUCCESSFUL TRANSFERS.

F 1108 FIRE CALL PROCESSING – CAD

In cases of emergency or transfer failure, it may be necessary for a police calltaker to create an event for Fire Communications. The CAD event mask shall be completed according to normal calltaking procedures.

F 1109 FIRE EVENT LOCATION

When creating fire and medical events, all freeway responses shall include the direction of travel and if it is north, south, east, or west of the exit or onramps.

F 1110 FIRE LEVEL/PRIORITY

When creating fire and medical events, the priority field shall remain blank. Fire dispatchers may change it based on the details of the event.

F 1111 FIRE TYPE CODES

Communications personnel shall use the following type codes when processing calls for Fire Communications. Other fire type codes are automatically used in the cases of combined events.

Medical Calls (ambulance needed) – EMS or EMSEV

Including, but not limited to:

- medical emergency calls
- injury accidents
- rescues
- invalid assists

Calltakers shall use the SEND protocol (refer to C 1106 – UNSUCCESSFUL TRANSFERS) and create an event using the type code EMS to request a medical response. If a police event has already been created and it is determined a medical response is necessary, the EMSEV command may be used on the command line (refer to 3.170 CAD –EMS/Fire/Systems Control/Service in the RAD).

Fire Calls (potential for loss of life or damage to property) – FIRE or FIREEV

Including, but not limited to:

- fire alarms
- reports of fire or smoke
- gas investigations
- wires down/arching
- train wrecks
- hazardous materials
- spills (e.g., fuel spills from vehicles)

Calltakers shall create an event, using the type code FIRE to request a fire response. If a police event has already been created and it is determined a fire response is necessary, the FIREEV command may be used on the command line (refer to 3.170 CAD – EMS/Fire /Systems/Service Control in the RAD). As much detail as possible about the type and nature of the fire department request shall be included in the event.

F 1112 FIRE COMBINED EVENTS – TYPE CODES

Many type codes, as indicated in CAD, will automatically create a combined event with the corresponding fire type code.



F 1114 POLICE CALLS RECEIVED BY FIRE

If a Fire dispatcher receives a transferred call from Police Communications, and it is an event that requires police response, they will a) release the call to the police calltaker (if they are still monitoring the call), b) call over to the police desk, or c) create an “FDAID” call.

Fire dispatchers receiving calls directly that also require a police response will a) transfer the call to the police desk, b) call over to the police desk, or c) create an “FDAID” call. Police dispatchers shall review all FDAID type calls as soon as possible and change the type code and priority to the more appropriate police type code.

Added 8/5/14

When the Fire Department is in need of an emergency (Code 3) response from Police, the Fire dispatcher will create a priority 1 event using the type code FDAID3.

F 1115 ARSON UNIT RESPONSE

The SJFD Arson Investigator shall be notified of all arson related crimes.

The police type code “451FIRE” is a combined event that automatically creates an event type coded “FIRE” for Fire Communications. Fire Communications shall also be notified of any arson circumstances that are not apparent at the time of the original event, or calls that are updated later by the police.

F 1116 ARSON (EXTINGUISHED)

A report of an extinguished fire that was willfully and maliciously set, and caused damage to any structure, forest land or property.

When receiving a call of a “cold” extinguished fire (i.e., the fire is not actively burning, smoldering, or in any way posing a danger) transfer the call to Fire Communications for processing. If unsuccessful in transferring the call, create an event for Fire Communications using the type code “FIRE,” and indicate in the text of the call that it is a suspected arson. Once the Fire Department is on the scene, they will determine if a police response is needed. If a police response is needed, refer to C 1624 – ARSON – REPORT ONLY.



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SYSTEMS CONTROL

Systems Control is staffed by Fire Department dispatchers. They are responsible for various city functions, including dispatching after hours public works, signal electricians, tree crews, etc. Police Communications personnel need to be familiar with Systems Control Operations in order to properly direct callers and/or route needed events.

PROCEDURE

F 1201 SYSTEMS CONTROL RESPONSIBILITIES

The following is a non-inclusive list of the main functions of Systems Control:

[Redacted text]

- Accepts trouble reports for any City owned facility and notifies the appropriate department for repair.
- Receives emergency after-hours calls for the Department of Transportation, (DOT), Parks and Muni-Water. Dispatches the appropriate personnel and equipment.

[Redacted text]

F 1202 SYSTEMS PROCESSING CALLS

At the calltaker’s discretion, the reporting party may be transferred to Systems Control if the detail does not require response from other departments, or the calltaker may create an event themselves. If it will be necessary for the Police and/or Fire Departments to respond, refer to C 1216 – COMBINED EVENTS – GENERAL CALL PROCESSING.

F 1203 SYSTEMS CONTROL TYPE CODES

Communications personnel shall use the following type codes when processing calls for Systems Control. Refer to RAD 3.170 – CAD – EMS/FIRE/SYSTEMS CONTROL/SERVICE/ for further details on usage.

[Redacted text]

Courtesy Service (non-emergency) – SVC

Including, but not limited to:

- flooding of a structure (not to be used for outside flooding due to clogged storm drains – refer to F 1203 – SYSTEMS CONTROL TYPE CODES)
- report on conditions, structural damage (e.g., vehicle into a building, assistance with a smoke detector, etc.)
- ladder request for police
- residential/vehicle lockout (see below)
- leaking hydrants

Vehicle/Residential Lockouts – Fire will only respond on lockout requests of a residence or vehicle if assistance is needed to protect life or property (e.g., a baby locked in a vehicle or a residential lockout with food cooking on the stove, etc.)

Debris – DEBRIS

This type code is used to request a cleanup of debris left in public areas.

Plugged Storm Drain/Catch Basin (Flooding) – STORM

This type code is used to report a plugged storm drain/catch basin that is flooding.

- Include RP contact information and ZIP code.
- For flooding of a structure the FIRE type code “SVC” shall be used.

Radio System Problems – RADIO

This type code is used to report radio and/or MDC problems.

Sewer Problem – SEWER

This type code is used to report plugged sewer lines or overflowing manholes.

Signal Electrician – SIGNAL

This type code is used to report problems with traffic signals.

- Include the direction of travel and details of the problem.

Street Light Hazard – STLITE

This type code is used to report problems with street lights/poles.

- Include the pole number and the type of problem (e.g., burnt out light, knocked over, exposed wires, etc.).

Streets and Traffic – GENERAL

This type code is used for miscellaneous calls for service related to streets and traffic.

Tree or Limb Down – LIMB

This type code is used for fallen trees/limbs.

- Include the dimensions of the tree (i.e., length and diameter).
- Private property trees are the owners’ responsibility unless it has fallen through a roof on City property.

When processing calls for Systems Control, the priority field shall remain blank as it is automatically assigned based on the type code. Fire dispatchers may change it based on the details of the event.



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EMERGENCY CONTINGENCY PLANS

Major incidents that occur within the City limits will have a significant impact on Communications Division operations. These may include aircraft disasters, hazardous materials spills, civil disturbances and natural disasters such as earthquakes, floods, firestorms, terrorist acts, or any other events that require a major police response. Because each of these situations will be unique, it would be difficult to anticipate each and every contingency that could arise from each possible situation. It is important, however, to have in place general guidelines that can be adapted and followed in any situation.

PROCEDURE

E 1101 GENERAL PRECAUTIONS – INDIVIDUAL

After a major incident, all Communications personnel shall adhere to the following when possible:

- take immediate safety precautions
- welfare check yourself and others
- report any injuries to your supervisor
- status-check your equipment
- prepare for manual mode (refer to RAD 10.0 – MANUAL MODE)
- report any equipment problems to your supervisor

For specific emergency contingency operations refer to RAD 9.0 – EMERGENCY CONTINGENCY PLANS.

E 1102 SUPERVISOR RESPONSIBILITIES

The on-duty Supervising PD shall assume the position of the Incident Commander (I/C). In the absence of the Supervisor, the highest-ranking Senior PD shall be the Incident Commander. Upon the arrival of a higher-ranking supervisor, he/she may elect to assume responsibility of Incident Commander. The Incident Commander shall delegate the work of the remaining supervisory personnel including assignments to the EOC, if needed (refer to RAD 9.60 – PHASE ONE INCIDENT COMMAND for specific I/C responsibilities).

Supervisors shall provide dispatchers with a broadcast announcement if necessary. Refer to RAD 9.0 – EMERGENCY CONTINGENCY PLANS.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]



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