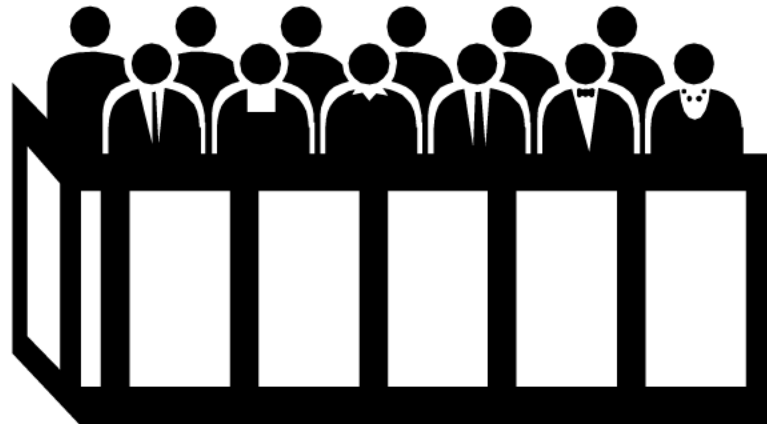


# COURTROOM TESTIMONY





WHAT IS THE  
CALL TAKERS AND DISPATCHERS  
ROLE IN THE  
CRIMINAL JUSTICE  
SYSTEM?

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- Public's first point of contact in dealing with the criminal justice system.
  
  - Questioning and developing probable cause.
  
  - Documentation:
    - Proper documentation helps to refresh the memory

# Calltaker Documentation

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- Phone calls
- TRAC reports
- CAD events

# Dispatcher Documentation

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- Phone calls
- Radio recordings
- CAD events

# Telephone/Radio Recordings & Written Documents

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- ❑ All telephone and radio transmissions are recorded and retained as an official record for a period of 14 months.
  - ❑ Written documents such as CAD events and Unit histories are kept for a minimum of 2 years.
  - ❑ Audio recordings and CAD events are frequently subpoenaed for criminal/civil proceedings and reviewed by the court.



**IMPACT OF THE PUBLIC  
SAFETY CALL TAKERS AND  
DISPATCHERS ACTIONS ON  
THE OUTCOME OF A CASE.**



# Errors, Omissions and Negligence

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- ❑ Inappropriate and/or untimely computer messages.
- ❑ Inappropriate and/or untimely telephone calls.
- ❑ Inappropriate, incomplete and/or inaccurate radio transmissions.

# Incomplete information gathering techniques

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- 5 W's
- Sticking to our Policy and Procedures
- Sticking to our guidelines

# Criminal Prosecutions

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- Preliminary Hearings
- Motions
- Jury Trials
- Trial by Judge

# Civil Cases

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- Depositions
- Jury Trials
- Trial by Judge

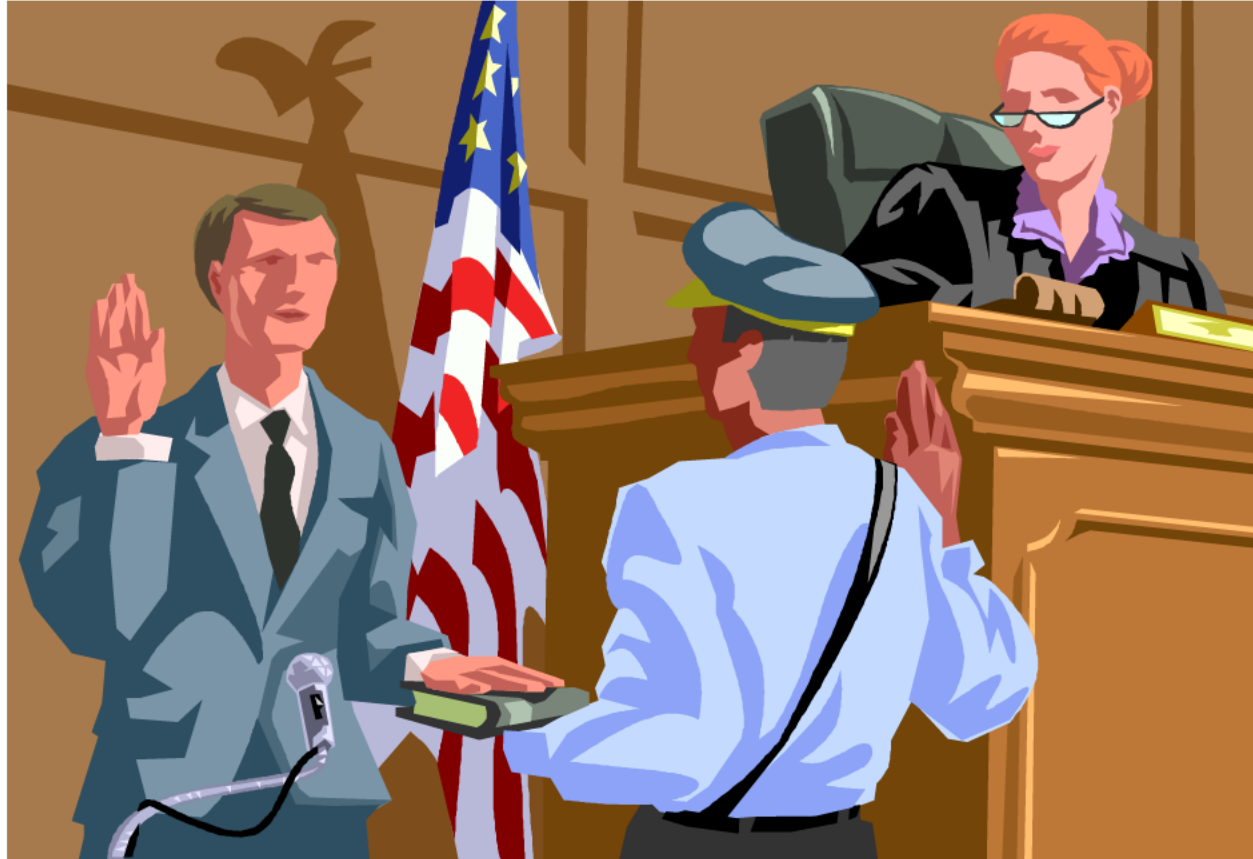
# Subpoenas and Court Notices

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- ❑ Always contact DA or City Attorney handling the case.
- ❑ Contact issuer for telephone stand by request.
- ❑ Give a copy to Supervisor.
- ❑ Entitled to 3 hour call back.

# Courtroom Testimony and Preparation

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# Review your event ahead of time

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- Get a copy of the recording from the custodian of records.
- Get a copy of the report from records.
- Get a copy of the event history.

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- Know policy and procedure as it may pertain to the case.



# Be Impartial

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- ❑ Treat the prosecutor and the defense equally. Do not give impressions of bias.
- ❑ If defense asks to consult prior to the trial, you may refuse but this can be brought up in court.
- ❑ If you meet with the defense, ask if the DA or City Attorney can attend the meeting as well.
- ❑ If DA/City Attorney cannot attend, debrief them on the conversation.

# Review with the DA or City Attorney

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- ❑ Clarify any issues with the DA or City Attorney. They do not know the job and may ask wrong or confusing questions.
- ❑ If you recall a detail or recognize an error, advise the DA or City Attorney.
- ❑ Events and reports are not verbatim. You are only human. Admit when you do not remember or recall.

# Attire

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- Dress within the department's policy.
  - Uniform or business attire.
- Turn off cell phones and electronic devices.
- Remember, a jury can be swayed by something as simple as clothing.

# Answer Truthfully and Professionally

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- ❑ Give yes or no answers, not opinions or guesses.
- ❑ Do not volunteer information or attempt to help the DA or City Attorney out.
- ❑ Be responsive to the questions. Do not use monosyllabic answers or motions.
- ❑ When speaking, use plain English, not police jargon or codes.

# Answer truthfully and professionally

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- ❑ Wait for the complete question to be asked before answering.
- ❑ Pay close attention to the questions.
- ❑ Speak slowly and enunciate clearly for the court reporter.
- ❑ Wait for the outcome of objections.
- ❑ Don't be afraid to say "I don't know" or "I don't understand the question".

# Be Respectful

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- ❑ Address the judge as “Your Honor”.
- ❑ On cross-examination, do not take it personally or get into a confrontation with the defense.
- ❑ Remain calm, do not become defensive or attempt to be funny.
- ❑ You are a witness. Wait in the hallway until called.

# Be Aware of Body Language

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- ❑ Sit up straight. Do not slouch or fidget.
- ❑ Do not chew gum.
- ❑ You are on stage before taking the witness stand. Be aware of your surroundings in the hallway, parking lot, and elevators.
- ❑ Take the oath seriously. Stand tall, raise your hand and speak up.

# Previous Testimony

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- ❑ Can be used against you in subsequent testimonies or trials.
- ❑ Be honest and exact as possible.
- ❑ Try to keep an updated resume with training, experience and previous court cases. You do not want to “guesstimate” since answers may vary.



# Any Questions

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