

SAN JOSE POLICE COMMUNICATIONS

Basic Dispatch Academy

POLICIES AND PROCEDURES – 8 HOURS

LESSON PLAN

MATERIALS REQUIRED – STUDENT:

Each student must have the current Communications Procedure Manual for class.

Each student must have the current Duty Manual for class.

Paper/Pen for notes.

MATERIALS REQUIRED – INSTRUCTOR

Projector and lap top computer for Power Point Presentation.

Boom box and music tapes.

Copies of the current Chain-of-Command chart.

Keith Kelley Club membership application forms.

GOAL:

Introduce class to Communications Policy & Procedure.

LEARNING OBJECTIVES:

Students will recognize the Policy & Procedure manual as the primary reference for rules that govern activity in the Control Room.

- I. Mission Statement and Goals
 - A. Mission Statement
 - i. San Jose 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.
 - B. Goals
 - i. Prompt, efficient, courteous emergency communications to the citizens of San Jose
 - ii. Maintain ratio of 1 citizen complaint per 25,000 calls
 - iii. Not to exceed 15 second answering time for 911 calls
- II. Introduction
 - A. City Gift Ordinance
 - B. Chaplain Program
 - C. Keith Kelley Club
- III. Employee Responsibilities
 - A. Policy and Procedure Section A 1104

- i. Knowledge and adherence of all sections in P&P and RAD manual (and any updated information as it becomes available)
 - ii. Review CAD messages, AIS email, Communications briefing binder, and individual folders each work day
- IV. Communications Structure
 - A. Administrative Services Unit A 1205
 - i. Handles staffing plans, are the liaisons for Risk Management, maintains seniority list.
 - B. Support Services Unit A 1206
 - i. -Telecommunications (emergency equipment)
 - ii. -Tape Custodian
 - iii. -Dept rep at STAC (State Telecommunications Advisory Committee), PUC (Public Utilities Commission), and NENA (National Emergency Number Association) meetings
 - C. Training Unit A 1207
 - i. Implementation and presentation of instruction for dispatch personnel and other employees, maintenance of training files, teaching of all courses (basic, radio, CTO, CPT, etc) and maintains audio/video libraries
 - D. Operations Unit A 1204
 - i. 24/7/365 operations in the "Control Room" where we receive emergency and non-emergency requests for service and either dispatch appropriate aid or take reports
 - ii. Includes Manager, Assistant Manager, Supervisors, Seniors, PSRDs, and PSCSs
- V. Professional Conduct
 - A. Code of Ethical Conduct
 - i. A 1300 - The success and reputation of the San Jose Police Communications Center is highly dependent up on 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
 - ii. A 1301 - 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.

- B. Customer Service Philosophy A 1302
 - i. 1st point of contact with the public.
 - ii. Courteous, diplomatic, and professional interactions with public and other agencies
 - iii. Establish collaborative working relationships
- C. Teamwork
 - i. Cooperate to create the highest possible standard of efficiency
 - ii. Fellow trainees are your best support in the Academy
- D. Orders
 - i. A 1403 - "Employees shall obey all lawful orders given to them from Supervisory personnel"
 - ii. Follow proper chain of command for criticism / conflicting orders
 - iii. Chain of Command A 1402
- E. Illegal/Prescription Drug, Alcohol Consumption, and Smoking Policies
 - i. Illegal/Prescription Drug A 1405
 - ii. Alcohol Consumption A 1406
 - iii. Smoking A 1404
- F. Equipment
 - i. Personal Use and Care of Equipment A 1701
 - ii. Reporting Lost/Stolen Equipment A 1702 & A 1703
- G. Kitchen
 - i. Kitchen Usage Policy A 1704
- H. Tardiness
 - i. Reporting for Duty A 1608
 - 1. "Ready" means: on time, in uniform and with equipment
 - 2. If late, check with the Bridge immediately
 - 3. Late 3 times = D.O.C.
 - 4. Late 4 or more times = further discipline or possible dismissal
- I. Timesheet Responsibility and Secondary Employment
 - i. Timesheet Responsibility A 1403 - Sole responsibility of employee
 - ii. Secondary Employment A 1407 – Outside work prohibited while on probation. Afterwards, department authorization is mandatory
- J. Control Room
 - i. Profanity A 1607 - The use of profanity in the operations area is not permitted.
 - ii. Noise A 1601 - 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.
 - iii. Workstation appearance/supplies A 1605 - 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.

- iv. Food/Drinks A 1606 - Food items may be consumed in the Control Room with the following limitations: The food does not require utensils for consumption, does not have an aroma that permeates the Control Room, does not leave a greasy messy residue. Any food related refuse, other than paper items (garbage) will be disposed of outside the Control Room at the earliest convenience.
- v. Posting of materials A 1408 - Requires approval from Office of Chief or Deputy Chief. Material on lockers in good taste.
- vi. Non work related materials A 1602 - 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.
- vii. Social Networking Sites A 1307 - Members are reminded that their conduct, both on- and off-duty which adversely reflects up on the Department will be deemed to be Conduct Unbecoming an Officer. Personnel are prohibited from accessing social networking sites from city owned equipment for non-work related purposes and personnel are also prohibited from accessing sites for personal use while on duty.
- viii. Personal Telephone Calls A 1603 - Outgoing personal calls to be made during breaks outside of the Control Room. NO personal calls will be accepted on the emergency or 911 lines. NO personal toll / long distance calls billed to the City of San Jose telephones is permitted.
- ix. Availability A 1611 - 10 hr shifts – available at all times including lunch/breaks. Authorization needed to leave building during shift. Subject to callback in case of emergency during off duty times.
- x. Reliefs A 1609 - Cannot unplug or leave w/o relief or supervisor approval. Must log off CAD & phone when going on breaks and lunch. Radio dispatchers must brief their reliever.
- xi. General Scheduling A 1800 - 4 day work weeks, 10-hour shifts (hours subject to change as needed). Shift and vacation bid all done in order of seniority. Shift deployment and breaks vary with shift on daily basis. Shift trades and overtime not permitted unless signed off from CTO program.



VI. Uniform Standards and Guidelines

A. Grooming/Uniform Standards and Guidelines A 1500

- i. Dispatchers are required to maintain a serviceable duty uniform regardless of assignment
- ii. Uniform needs to conform to guidelines and will be enforced
- iii. Uniform patches/shield shall be covered in public
- iv. Basic Academy students shall wear conservative business attire until advised otherwise
- v. Uniforms will be required starting the 4th week of the Academy (subject to change)
- vi. Uniforms portray pride in our organization/chosen profession

- C. [REDACTED]
 - [REDACTED]
 - [REDACTED]
- D. CAD Generated Messages A 2006
 - i. Potentially official documents/records subject to scrutiny by courts during criminal & civil proceedings
 - ii. ALL CAD events/messages are subject to department/supervisor review, no expectation of Privacy
 - iii. Any CAD messages containing sexually, racially, or otherwise offensive materials are prohibited and subject to discipline
- IX. Confidentiality
 - A. Records Confidentially/Use A 2009
 - i. Any unauthorized access or misuse of information from automated files is in violation of Section 502 of the California PC and subject to fines and/or imprisonment
 - ii. The NEED TO KNOW and RIGHT TO KNOW shall exist before any database inquiry is made
 - B. Control of Hard Copies of Confidential Information A 2010
 - i. Printed confidential information from automated data base systems or other sources shall not be copied or removed from the Communications Center, except by permission of the Communications Supervisor or the Custodian of Records. It is not the general function or responsibility of Communications to release hard copy printouts from automated database files. The Department member making the request shall be referred to the Operations Support Services Division, where controlled documents are stamped and released to authorized personnel. Communications personnel shall shred all printed controlled records such as CAD history printouts or information from the automated files.
 - C. Release of Information to the Media A 2403
 - i. Details of events shall not be released to the public. Very general info may be authorized (refer to supervisor)
 - ii. Info on operations shall not be released to the public
 - iii. Frequency operating information shall not be released to the public
- X. Employee Recognition
 - A. Dispatcher of the Year Finalists A 2101
 - i. Nominated by Seniors & Supervisors
 - ii. 2 PSCSs & 2 PSRDs are selected/recognized each quarter
 - iii. PSCS & PSRD of the Year, selected from the Quarter Finalists
- XI. Discipline
 - A. Discipline/Employee Rights A 2200
 - i. City policy states that discipline is to be corrective not punitive when possible
 - ii. Progressive discipline is to be administered in a timely, fair, and consistent manner
 - iii. Certain conduct & circumstances may be serious enough to bypass lower level discipline
 - iv. Levels of discipline A 2201
- XII. Employee Assistance Programs

- A. Critical Incident Stress Management A 2510
 - i. 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 assist them in mitigating long-term effects of stress and is facilitated by a mental health professional.
- B. Employee Assistance Program
 - i. Provides assistance in handling of personal problems
 - ii. Confidentiality maintained as much as humanly & legally possible
- XIII. Employee Evaluations
 - A. Probationary employees/trainees
 - i. While in CTO or on probation, trainees will receive a Daily Observation Report (DOR) each day & bi-weekly by your assigned CTO/CTS
 - ii. Probationary employees also receive a city performance evaluation at 12 months unless he/she is promoting
 - B. Permanent employees
 - i. Permanent employees receive annual performance appraisals