

Redwood City Police Department
Communications Division
Procedure Manual

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BEGINNING AND END OF SHIFT PROCEDURES

PURPOSE AND SCOPE

The purpose of this procedure is to establish a checklist of duties to be performed by all employees at the beginning and the end of the each shift.

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following duties will be outlined for the beginning and the end of shift.

BEGINNING OF SHIFT

Each employee of the Communications Unit will be responsible for all duties listed. These duties must be completed within the first 30 minutes of the shift:

- Review the 24- hour log to familiarize yourself with the calls from the previous shift.
- Review the watch notes from the previous 24 hours if available.
- Check the overhead monitors to ensure the RIMS is logged in and running for scheduled incidents
- Check the overhead monitors to ensure the cameras are operational.
- Ensure the ShotSpotter software is up and running at your position.
- Ensure the TAS Client is running in the background for ALPR hits.
- Ensure you are logged into Text to 911 (emediatcs.com).
- Ensure to check pending CLETS messages

END OF SHIFT

Each employee of the Communications Unit will be responsible for all duties listed. These duties must be completed in the last 30 minutes of the shift:

- Check through your CAD calls to make sure all CLETS entries have been entered, updated and documented.
- Check the review log to make sure all CLETS entries have been reviewed and cleared from the log.
- Provide any pertinent briefing information to the on-coming shift.
- Remove your personal belongings from the console and store them in your locker or take them home.
- Properly logout of all software programs: RIMS, CLETS, and Intranet etc.

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- Wipe down the console of any spills, crumbs etc.
- Wash, dry and properly store all dishes, utensils and appliances used during the shift.
- Discard any outdated, old and stale food from the shared table.

CHILD PROTECT SERVICE (CPS) CROSS REPORT

PURPOSE AND SCOPE

The purpose of this procedure is to establish a procedure for receiving and processing calls from Child Protective Services (CPS).

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following duties will be outlined for process of receiving a call from a Child Protect Service Social Worker and closing the call in an appropriate manner.

PROCEDURE

- Upon receiving a call from Child Protective Services (CPS) the location of the incident will be verified as a Redwood City Police jurisdiction.
- A computer aided dispatch (CAD) call for service will be created including the social worker's name and call back phone number.
- In the description field, dispatch personal shall note that a cross report fax is in route.
- Once the fax has been received, dispatch personal shall scan and attach the fax to the corresponding call for service.
- After the cross report fax has been attached to the call, dispatch personal shall notify the on-duty watch commander.
 - The on-duty watch commander will decide if an immediate patrol response is required and dispatch personal shall document the update in the call for service.
- The most appropriate patrol unit will be dispatched.
- If no immediate response is required, the call will be closed with a disposition of NA (No action taken) and the information will be forwarded to the investigation's bureau by the on-duty watch commander.

If the incoming cross report fax has not been received in an hours' time, dispatch personal shall contact the call back phone number provided by the social worker and

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advise that we have not received the fax. The attempt to contact the social worker will be documented in the CAD report.

If a cross report fax is received without a prompted call from a social worker, dispatch personal shall create a call for service and treat it as mentioned above, with the exception of noting in the description that no call was received prior to receiving the fax.

CHANNEL RESTRICTION/CODE 33

PURPOSE AND SCOPE

The purpose of this procedure is to establish clear guidelines when a channel restriction will be placed on the Redwood City Police Department's radio channels. The code for a channel restriction is "Code-33".

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following procedure will outline the parameters for placing a channel restriction on the Redwood City Police Department's primary and secondary radio channels.

PROCEDURE

A Code-33 with tones should be automatically placed on the primary channel for the following circumstances:

- As soon as the first officer arrives on the scene of a critical incident involving a weapon – shooting, stabbing, or assault with a deadly weapon including weapons such as bats, sticks, etc.
- Any time an officer requests code 3 cover or the need for "additional units"
- At the request of an officer who needs a channel restriction for a search, etc.
 - If requested by the officer, the officer should advise whether or not they want tones, if not stated they will be automatically turned on.
- Dispatchers also have the discretion to place a channel restriction on the radio channel in support of an officer's safety for any call, even those that fall outside of the listed guidelines.

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Once a channel restriction is placed on a radio channel, the primary dispatcher will **repeat the location and the nature of the call** and broadcast a Code-33. (Examples below)

In order to place a Code-33 channel marker/tones on the radio, the dispatcher must push the button on the radio console indicated with a picture of a radio tower next to a eighth note symbol as pictured below.



Additionally, the primary dispatcher must ensure the on-duty watch commander heard and understood the request.

Note: During a Code-33, officers who are not involved in the incident will need to use channel 2 to provide updates or make requests.

As soon as the first officer reports on scene to a dispatched call:

For example:

“Adam 4 10-97 at 3700 Rolison Road for an armed 211, Code-33 on the primary.”

As soon as an officer request code 3 assistance:

For example:

“Adam 4 requests code-3 cover Broadway and Woodside, Code-33 on the primary”

Request for a channel restriction for a building search:

For example:

“Adam 4 checking an open door, 123 Main Street, Code-33 on the primary”

FIRE AND MEDICAL CALL TRANSFERS TO FIRE/EMS

PURPOSE AND SCOPE

The purpose of this procedure is to establish a process for transferring fire and medical calls to San Mateo County Communications.

POLICY

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Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following duties will be outlined for process of transferring fire and medical calls to San Mateo County Communications.

PROCEDURE

Fire Calls:

Once you receive a call with the reporting party requesting the fire department, transfer the call immediately using the "FIRE" transfer button via the Intrado phone system.

Remain on the line to get the address and the nature of the call. If the call is a fire or hazmat dispatch the most appropriate patrol officer to assist with evacuations and traffic control.

Medical Calls:

Once you receive a call with the reporting party requesting an ambulance, transfer the call immediately using the "EMS" transfer button via the Intrado phone system.

Remain on the line to get the address and the nature of the call. If the call involves any criminal activity, send the most appropriate patrol officer to assist.

If the call involves any violence or a combative patient, send the most appropriate patrol officer to assist.

If the call involves a patient who is choking, not breathing or seriously bleeding send a patrol unit immediately.

MISSING PERSON

PURPOSE AND SCOPE

The purpose of this procedure is to establish a procedure for receiving and processing Missing Person calls for service.

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following duties will be outlined for process of receiving and processing calls for service involving a missing person.

PROCEDURE

- A call for service will be created and include the missing person's name, date of birth, race, sex, hair color, eye color, height and weight. In addition, their home

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address if different from the callers address, date/time subject was last seen and any possible identifiable descriptors.

- In the event that the person just left location, the person's clothing description, estimated time they left and direction of travel should be obtained.
- Dispatch personnel should briefly describe the nature and circumstance of the missing person request.
- The most appropriate patrol unit will be dispatched.
- The subject **shall** be entered into the Missing and Unidentified Persons System (MUPS), once an Officers requests. Be sure to check with the officer to make sure all identifying information you received from the caller matches the information the officer received at the scene.
- The MUPS entry must be reviewed and then attached to the case.
- A "Be on the Look-Out" (BOLO) bulletin **shall** be completed. The BOLO should be broadcast as soon as practicable. The BOLO can be either a voice broadcast or in teletype form.

MISSING PERSON "AT RISK"

PURPOSE AND SCOPE

The purpose of this procedure is to establish a procedure for receiving and processing calls for service for missing persons deemed "at risk".

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following duties will be outlined for process of receiving and processing calls for service involving a missing person deemed "at risk".

PROCEDURE

- A call for service will be created and include the missing person's name, date of birth, race, sex, hair color eye color, height and weight. In addition, their home address if different from the callers address, date subject was last seen and any possible identifiable descriptors.
- In the event that the person just left location, the person's clothing description, estimated time they left and direction of travel should be obtained.
- In the description field, dispatch personnel should briefly describe the nature and circumstance of the missing person request.

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- If the call is classified as an “at risk” missing person (see requirements below), a sergeant should be notified, along with dispatching the most appropriate patrol unit or units.
- The subject **shall** be entered into the Missing and Unidentified Persons System (MUPS), once an Officers requests. Be sure to check with the officer to make sure all identifying information you received from the caller matches the information the officer received at the scene.
- The MUPS entry must be reviewed and then attached to the case.
- A "Be on the Look-Out" (BOLO) bulletin **shall** be completed. If the person is under 21 years of age or there is evidence that the missing person is “at risk” the BOLO should be broadcast no more than one hour after determining the case is “at risk”.

At risk - Includes, but is not limited to (Penal Code § 14215) the following:

- A victim of a crime or foul play
- A person missing and in need of medical attention
- A missing person with no pattern of running away or disappearing
- A missing person who may be the victim of parental abduction
- A mentally impaired missing person

MERGING PERSON RECORDS

PURPOSE AND SCOPE

The purpose of this procedure is to establish a process for receiving and updating a person record in RIMS.

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following duties will be outlined the process for receiving data from officers and updating a person record within RIMS.

PROCEDURE

Merging Names with the RIMS

Access the merging utility in RIMS via the RIMS main menu. Using the dropdown, hover over “Utilities” and drill down to “Check for Duplicate Person Records”

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The screenshot shows a software application interface. At the top is a menu bar with the following items: RIMS, People, Cases, Citations, Vehicles, Database, Property, Records, Offenders, Search, Other, Help. The 'RIMS' menu is open, showing a list of options. The 'Utilities' option is selected, and a sub-menu is displayed over it. The sub-menu contains the following items: Transfer Citations, Redo Warrant Flags, Redo Offender/BOLO/Missing Flags, Regenerate Associated Persons, Regenerate Associated Vehicles, Load Telephone Number Data, Combine Duplicate Vehicles, Check for Duplicate Person Records (highlighted in blue), Purge Offenses from Cases, and Seal Person Record in Cases.

Below the menu, a data table titled '26 Units' is visible. The table has columns for 'Inc #', 'Beats', 'Timer', and 'Status'. The data rows are as follows:

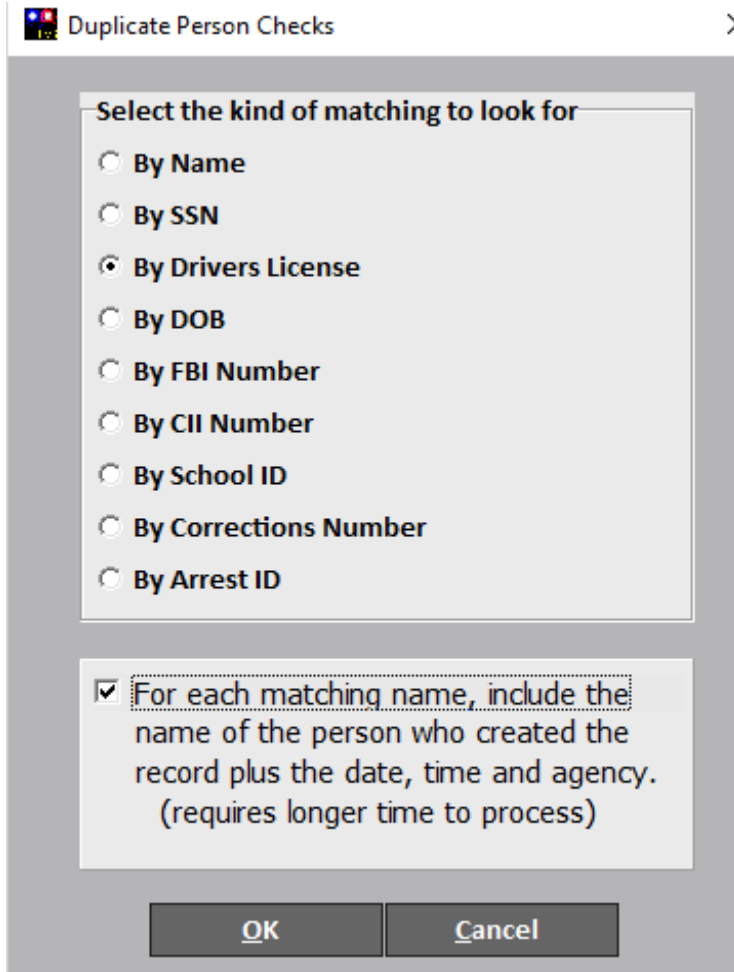
Inc #	Beats	Timer	Status
OSIDE/SHASTA		999	EVENT
		90	RPT
		54	RPT
		4	10-8
		1	ONSC
		1	DISP
		3	ALL OI
		3	ALL OI
		3	ALL OI
		1	ONSC
		106	PRISN
		1	ONSC
		38	10-8

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The following window will open. Check the box for “By Driver’s License” and “for each matching name etc” and click “OK”.



The system will run a report and display the following window. All columns can be rearranged for easy viewing in the order you prefer.

Helpful hint: Drag the “date of entry” over into your viewing space so you can easily tell the latest record from an older record.

Redacted Per 6255(a)GC

Once the list is generated the similar names will appear in bands of two different colors. The color bands indicate which records have a matching drivers license number listed.

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All columns can be dragged into your viewing screen. Drag over the “# Hist Records” and “Entered Date” into view.

Click on each record to view the record in detail. Choose a primary record. The primary record should have the most detail available, this is often identified by the history record number. Open the primary record and leave it open.

Inquire into the driver’s license of the person to get the most recent information from the record.

Update the primary person record with the data from the driver’s license.

Click “Combine” and the following message box will open:

Redacted Per 6255(a)GC

Click in the “Combine This Person” box of each record you want to combine.

During the combining process, a pop up record asking if you want to add the alias to the primary record. Only add aliases which are different from the primary name.

Once the records have been combined add any additional aliases.

Alias records should be variations of the name to include a reverse order of merged names, as well as the last names separated from each other.

OBTAINING AND RECORDING INFORMATION:

PURPOSE AND SCOPE

There is a need to record and document all pertinent information that flows through the communications center from the field units. The communications center is equipped with a state of the art recording system as well as a high functioning and sophisticated dispatch and records system. The following policy will address how the computer aided dispatch (CAD) incidents will be documented. There should be some basic guidelines written and minimum expectations set for all to share.

POLICY

The following is a list of current officer statuses and an explanation of their original intent.

Officer’s status while assigned to a call:

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“ENRT” – This status was designed to be used by the officers to document the time they go en route to a call. This status will not be addressed within this policy and procedure.

“ONSCEN” – Officer is on the scene or has changed their location while already on a scene. The “onscene” status will be documented by the dispatcher within 30 seconds of receiving the information from the officer. The only exception to this status will be during extraordinary events or during the course of a call with a high number of incoming phone calls. A high number of phone calls will be a minimum of 4 incoming calls for each assigned position.

There are several other changes in status buttons that can be used while an officer is assigned to a call. Every attempt will be made to update the statuses of officers within 60 seconds of receiving the information.

“10-8” – Officer is clearing the call and available

“TO STN” – Officer is at or enroute to the station

“PRISNR” – Officer has a person in custody. This status will be used when an officer announces they have a subject in custody while still on the scene of an incident. Once the officer announces they have begun to transport a prisoner, the status will be used a second time with an updated location.

The following list of “unit status changes” are to be used to place an on-duty officer out of service for routine calls:

“BUSY” – Officer is on-duty but out of service for a non-specified nature

“ADMIN” – Officer is on-duty but out of service on administrative assignment

“EVENT” – Officer is on a special event – festivals, holiday events etc.

“COURT” - Officer is out of service at court

The following list of “unit status changes” are to be used to place an on-duty officer in a special status while remaining available for calls for service:

“MEAL” - In-service on a meal break

“RPT” – Officer advised writing reports

The following list of “unit status changes” can be used for officers assigned to specialty units. These will be used for the Marine unit and Student Resource Officers. These officers are available for contact for incidents related to their specialty:

“BOAT” – Officer are on-duty and assigned to boat and on patrol at Marina

“SRO” – Officers are on-duty and assigned to school resource

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If the location of the officer is changing with the status, note the new location in the available field to update the CAD screen with the new location.

CAD documentation: The dispatcher will make every attempt to document all pertinent information relayed by the officer within the CAD document. Pertinent information pertains to the following:

- All suspect descriptions
- All vehicle descriptions
- Direction of travel updates
- Updated locations of officers
- Time permitting, the location of where the officers are responding from
- Request for fire and medical to a scene
- Name of persons who are in custody
- Request for a tow truck to a scene
- Request for additional units to a scene, regardless of code of response
- Request for a supervisor
- Brief updates on calls for service
- If available, the name of person being provided a courtesy transport

Re-opening of CAD calls: A dispatcher may re-open a call for service if the call was accidentally closed, there is a need to add names and vehicles to the calls after it has been closed or if it is determined that a case number was needed for the original incident.

A new CAD incident will be created for any additional calls for service at a location. This includes all follow-ups at a location. Each time an officer re-establishes contact a new call will be created.

Status checks:

The RIMS CAD system has a built in timer notification. The timer is pre-determined and driven by the call-type of the incident. Once an officer is in a reported status over the allotted time for the specified status, a reverse video indicator will light on the CAD screen.

Once the reverse video indicator appears, a status check of the officer will be conducted.

Example:

Communications: "Boy6 update your status"

Boy 6: "Boy6 code 4"

Communications will not ask a patrol unit: "are you code 4?" Asking a patrol unit to decide whether or not they are "Code 4" can potentially force them to quickly advise them in a status where "no further assistance is needed" but in fact they still want their cover unit.

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Canceling their cover which would be enroute. If they advise they are not "Code 4" other officers will unnecessarily start to the officer's location

The reverse video indicator can be reset by updating the officer's status. A status of an officer may not be updated without first confirming they are in a different status.

The following is a list of those status timers and their impact on a call for service.

- Time out on scene 3 Minutes:
 - Traffic stop
 - Subject stop
 - Homicide
 - Attempted Homicide
 - Hit and run with injuries
 - Attempted kidnapping
 - Armed robbery
 - Bank robbery
 - Attempted bank robbery
 - Residential robbery
 - Carjacking
 - Assault with the intent to rape
 - Assault with a deadly weapon
 - Shooting at an inhabited dwelling
 - Rape
 - Subject with a gun
 - Pedestrian check
 - Bank alarm
 - Hold-up alarm
 - Panic alarm
 - Person calling for help
 - Prowler
 - Shooting
 - Stabbing
 - Occupied suspicious vehicle
 - Accident – Major
 - Accident – unknown details
 - False imprisonment
 - Battery
 - Domestic Violence disturbance
 - Brandishing a weapon
 - Residential burglary
 - Vehicle burglary
 - Attempt to locate
 - Foot pursuit
 - Failure to yield
 - Illegal hunting
 - Parole/probation search

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- Search warrant
- Subpoena service
- Insane person
- Possession of a dangerous weapon
- Disturbance
- Disturbance Domestic Violence report (cold)
- Disturbance fight
- Warrant service attempts
- Stolen vehicle
- Stolen vehicle attempt
- Tampered with vehicle
- Drunk and disorderly in public
- Time out on scene 5 Minutes
 - Building check
 - Suicides
 - Attempted Suicides
 - Medical call
 - Plane crash
- Time out on scene 10 Minutes
 - Patrol check
 - Commercial alarm
 - Residential alarm
 - Intoxicated person
 - Person down
 - Possible dead body
 - Coroners case
 - Gun shots heard
 - Dumping complaint
 - Missing person
 - Missing juvenile
 - Suspicious person
 - Suspicious circumstances
 - Suspicious package
 - Explosion
 - Animal bite
 - Vehicle hazard
 - Traffic hazard
 - Accident – Minor
 - Accident – property damage only
 - Traffic control
 - Court order violations
 - Kidnapping
 - Strong-armed Robbery
 - Towed vehicle
 - Reckless driver
 - Driving while under the influence

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- Unlawful sexual intercourse
- Violation of a court order – domestic violence
- Lewd act with a child
- Indecent exposure
- Terrorist threats
- Forgery
- Insufficient funds
- ID theft
- Vandalism
- Graffiti
- Prostitution
- 911 Hang up
- Adopt a school
- Arson
- Auto mechanic call out
- Be on the lookout (BOL)
- Bomb threat
- Citizen's assist
- Citation sign off
- Code 666
- Follow up
- Fire – Generic
- Citizen flag down
- Drug activity
- Information
- Mobile field force
- Private property tow
- Repossession
- Radar trailer
- SWAT call outs
- Test calls
- Truancy abatement
- Wireless call information
- Shoplifting case – In custody
- Welfare checks
- Civil stand by
- Trespass
- Time out on scene 15 minutes:
 - Suspicious vehicles (cold)
 - Kidnapping report (cold)
 - Robbery report (cold)
 - Assault with the intent to rape report (cold)
 - False imprisonment report – (cold)
 - Assault with a deadly weapon report (cold)
 - Shooting at an inhabited dwelling report (cold)
 - Unlawful sexual intercourse report (cold)

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- Rape report (cold)
- Disturbance involving juveniles
- Loud noise complaints
- Lewd act with a child report (cold)
- Brandishing weapon report (cold)
- Commercial burglary report (cold)
- Residential burglary report (cold)
- Vehicle burglary report (cold)
- Violation of a court order – domestic violence report (cold)
- Assist other agencies
- Business check
- Stake out
- Fireworks
- Other
- Tree down
- Street department call out
- Time out on scene 20 minutes:
 - Sex registrants
 - Grand theft
 - Petty theft
 - Attempt to contacts
 - Mailed report requests
 - Vin verifications
 - Walk through
- Time out on scene 25 minutes:
 - Parole violation
- Time out on scene 30 minutes:
 - Vehicle alarm
 - Open door or window
 - Meet with the citizen
 - Missing person returned
 - Stray animal
 - Vicious animal
 - Noisy animal
 - Recovered stolen vehicle
 - Abandon vehicle
 - Found bicycle
 - Drug registrant
 - Gang registrant
 - Hit and run property damage only
 - Protective custody – juvenile
 - Commercial burglary report (cold)
 - Annoying and/or obscene phone calls
 - Juvenile probation violation
 - Adult protective services referral
 - Arson registrant

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- Civil problem
- Child protective services referral
- Counter report
- Found property
- Lost property
- Building maintenance call outs
- Miscellaneous
- PAL event
- Parking complaint
- Sewer call-out
- Warrant confirmation request
- Water department call out

CLETS: Wants and Warrant Information Requests: All priority wants and warrants information requests will be handled through the communications center. All requests will be handled in the order they are received.

SERGEANT APPROVAL PROCESS

PURPOSE AND SCOPE

The purpose of this procedure is to identify calls for service which need a sergeant's approval prior to the dispatch of a patrol officer.

POLICY

This procedure will be followed by all communications personnel. The approval request can be made via the radio, a mobile message or phone call. The message must be acknowledge by the sergeant to ensure the message has been received and understood.

PROCEDURE

Approval process:

The sergeant will approve the following requests prior to dispatch of a unit:

- Adult Protective Service(APS) requests received via phone and/or fax
- Child Protective Service (CPS) requests received via phone and/or fax
- Civil stand-by requests
- Any incident with extraordinary circumstances where it is believed a watch-commander should provide pre-approval.

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All requests will be entered into the RIMS system as a call for service as the information is received.

Assign the sergeant to the call for service. "Free" the unit once the notification has been made.

If the request is urgent and the sergeant is unavailable, attempt to contact the next available supervisor in order by rank. Document all notification attempts and pertinent information in the pending call until the approval process can be completed.

If the request is a lower priority and the sergeant is not available immediately, the call can remain in a pending status. Use the following guidelines per the "Redwood City PD Policy Manual 800.3.2 in progress calls"

- Priority 3 Non-Priority Calls - Dispatch in enough time to allow an officer to arrive within 30 minutes.

ON-DUTY SERGEANT NOTIFICATION PROCESS

PURPOSE AND SCOPE

The purpose of this procedure is to implement a sergeant notification system to ensure all critical information is passed on to the on-duty sergeant.

POLICY

This procedure will be followed by all communications personnel. The notification request can be made via the radio, mobile message or phone call. The message must be acknowledge by the sergeant to ensure the message has been received and understood.

PROCEDURE

Notifications:

The sergeant will be notified of the following incidents:

- Code 3 cover requests
- Any request from an officer to make a notification
- Calls for service resulting in death or pending death
- Calls for service from a school involving a safety issue with a student
- Calls for service involving off-duty city employees
- Calls for service involving on-duty city employees who have been injured

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- Calls for service involving off-duty law enforcement employees from an outside agency. (This does not include incidents when the off-duty law enforcement personnel is an uninvolved 3rd party caller.)
- Any requests for the on-duty sergeant from a community member.

All requests will be entered into the RIMS system as a call for service as the information is received.

All Code 3 requests will be attempted over the radio first. If unsuccessful, a phone call and/or overhead page will occur.

Assign the sergeant to the call for service. "Free" the unit once the notification has been made.

If the request is urgent and the sergeant is unavailable, attempt to contact the next available supervisor in order by rank. Document all notification attempts and pertinent information in the pending call until approval process can be completed.

If the request is a lower priority and the sergeant is not immediately available, the request can remain in pending. Use the following guidelines per the "Redwood City PD Policy Manual 800.3.2 in progress calls"

- Priority 3 Non-Priority Calls - Dispatch in enough time to allow an officer to arrive within 30 minutes.

If the sergeant is still unavailable, continue the notification process via the chain of command.

UPDATING PERSON RECORDS

PURPOSE AND SCOPE

The purpose of this procedure is to establish a process for receiving and updating a person record in RIMS.

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following duties will be outlined the process for receiving data from officers and updating a person record within RIMS.

PROCEDURE

Receiving Data/Information from Officers:

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Officers will attempt to get updated information on calls for service using a field interrogation card. Following the field interview, the officers will send a copy image of the field interview card to the email address of Redacted per 6255(a) GC

The on-duty dispatchers will retrieve the image from the mailbox and update all pertinent fields within the person file related to Page 1, Page 2, Page 3 and scars, marks and tattoos.

Dispatchers will make every attempt to update the file as soon as possible after receiving the information. Ideally, the information will be updated before the officer needs to update the person record into a case.

If in the event, there are several duplicate records within the system for the person, the dispatcher will provide the officer with the person identification number of the record being updated.

Every attempt will be made to merge the additional names within the RIMS system.

Updating Person Records:

Police, Redwood City

Page 1 | Page 2 | Page 3 | SMT | Assoc Persons | Assoc Vehicles | Aliases | Photos | Attachments | Notes | Queries | Au

Name: POLICE, REDWOOD CITY | DOB: [REDACTED] | Age: [REDACTED]

Adrs: [REDACTED] | Apt: [REDACTED] | City: [REDACTED]

State: CA | Zip: [REDACTED] | Phone: [REDACTED] | Cell: [REDACTED]

Sex: [REDACTED] | Gender: [REDACTED] | Ht: [REDACTED] | Wt: [REDACTED] | ID: 645676

Race: [REDACTED] | SSN: [REDACTED] | Dr Lic: [REDACTED]

Hair: [REDACTED] | FBI: [REDACTED] | Veh Lic: [REDACTED]

Eyes: [REDACTED] | CII: [REDACTED] | Make: [REDACTED]

Eth: [REDACTED] | Corr #: [REDACTED] | Model: [REDACTED]

Comment: [REDACTED] | Age Range: [REDACTED] - [REDACTED]

Ofcr Safety: [REDACTED] | as of: [REDACTED]

Email: [REDACTED]

Prev | OK | Add History | Delete | Cancel | Combine | Tag Person | Print | Next

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Name Entry:

- Last name,(comma) first name (space) middle name
- Names should match driver's license if available
- All hyphens will be removed from the names
- Hyphenated last names will be merged into one following the driver's license
- All AKAs which do not match the original name will entered into the alias file

Date of Birth:

Month/Day/4-digit Year

Age:

If date of birth unavailable

Numerical only

Address:

Do not use partial addresses

For street abbreviations, use only the following:

Av – Avenue

St – Street

Ln – Lane

Pl – Place

Wy – Way

Ct – Court

Cir – Circle

Dr – Drive

Rd – Road

Ter - Terrace

Pky – Parkway

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Phone Numbers

Add area code

Use dashes

Sex:

M - Male

F - Female

Gender:

Female

Male

NBINRY

Transgender

Height:

2 data entry points:

First: One digit number between 0 and 9

Second: Two digit number between 00 and 12

Weight:

Four-digit number between 0 and 9999

Race:

Use drop down menu

Eyes:

Use drop down menu

Social Security Number:

9 digits, all numerical

Use hyphens to separate as follows:

111-11-1111

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FBI Number:

Multiple digits. Can be a combination of both numerical and alphabetical digits.

Criminal History Number (CII):

Complete number will include a letter followed by typically 8 numbers.

Driver's License Number:

Only validated driver's license numbers will be entered into this field

If no number is available, the space will be left blank.

If the incorrect driver's license is listed, update it to the correct one.

Vehicle License:

Enter the license plate of the vehicle

Enter partial plates when available.

Vehicle Make:

Only use provided drop down options

Vehicle Model:

Only use provided drop down options

Page 2:

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Police, Redwood City

Page 1 | Page 2 | Page 3 | SMT | Assoc Persons | Assoc Vehicles | Aliases | Photos | Attachments | Notes | Queries | Au

Physical Descriptors

Complexion [dropdown] Facial Hair [dropdown] Wears Glasses

Build [dropdown] Speech [dropdown] Shoe Size [text]

Hairstyle [dropdown] Clothes [text]

Other Specific Information

- Missing Person
- BOLO
- Has CCW Permit
- Was Denied a Firearm Purchase
- Undoc Alien
- Citizen
- DNA Collected
- Has Protection Order
- Protection Order Against
- Convicted Felon
- Held elsewhere on our warrant
- Deceased - Date [text]

Offender Classifications

- Known Offender
- Parolee
- On Probation
- Sex Offender
- Narcotics Offender
- Arsonist
- Gang Offender
- Criminal Trespasser
- PRCS

Special Attributes/MO

[dropdown]

[dropdown]

[dropdown]

Other

Place of Birth [text]

Arrest ID [text] Alt Arrest ID [text]

Frequent [text]

Pager/Code [text]

Fax [text]

Fingerprint Code [text]

Language [dropdown]

School ID [text]

Other ID [text] Kind [text]

Other Info [text]

Country Citizenship [dropdown]

Country of Residence [dropdown]

County of Residence [text]

Prev OK Add History Delete Cancel Combine Tag Person Print Next

Complexion:

Only use provided drop down options

Build:

Only use provided drop down options

Hairstyle:

Only use provided drop down options

Facial Hair:

Only use provided drop down options

Speech:

Only use provided drop down options

Other specific information

DO NOT Enter information

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Offender Classifications

DO NOT enter information

Special Attributes

DO NOT Enter Information

Place of birth:

Use officer's notes

Language

Only use provided drop down options

Page 3

Occupation:

Use officer's notes

Occupation Business Name

Use officer's notes

Occupation Address (add, city, state, zip):

Use officer's notes

Scars, Marks and Tattoos:

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Category	NCIC Code	Code Description	Photo?	Description
<No Scars, Marks, or Tattoos>				

Prev Query OK Add History Delete Cancel Combine Tag Person Print Next

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The screenshot shows a software dialog box titled "Scars, Marks, Tattoo Record". It features a close button (X) in the top right corner. The dialog is divided into several sections: "SMT Category" with a dropdown menu, "Code Description" with a dropdown menu, and "SMT Description" with a large empty text area. To the right of the text area is a large grey box containing the text "Click here to add a photograph". At the bottom of the dialog are three buttons: "OK", "Delete", and "Cancel".

SMT Category:

Choose one:

Scars

Marks

Tattoos

Code Description:

Only use provided drop down options

SMT Description:

Use officer's notes

**COMMUNICATIONS CENTER POSITION RESPONSIBILITIES
PURPOSE AND SCOPE**

Redwood City Police Department

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The purpose of this procedure is to establish a process for receiving and handling calls for services involving

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The procedure will outline the primary responsibilities for the radio as well as the call-taking position.

PROCEDURE

Primary Call-taking Position:

Primary responsibilities:

- Answer incoming business and emergency telephone lines
- Create computer aided dispatch (CAD) incidents
- Provide updates via the CAD system
- Assist with CLETS entries
- Assist with CLETS updates

When available:

- Assist with officer initiated requests
- Back up wants and warrants, CLETS requests.
- Call for tow requests
- Call outside agencies when requested for information
- Call outside agencies when requested for response

Primary Radio Position:

- Answer all incoming Redwood City Police personnel radio transmissions from all field units. This includes but may not be limited to patrol, administration, detective bureau, parking, and property.
- Answer all incoming outside agency personnel radio transmissions that are directed to the Redwood City Police Department.

Shared responsibility between both the radio and call-taking positions:

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- Shotspotter software
- ALPR software

RANGE

PURPOSE AND SCOPE

The purpose of this procedure is to establish an operational process for the use of Redwood City Departmental Range.

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following duties will be outlined for process of receiving a call advising that person(s) will be utilizing the Redwood City Departmental Range.

PROCEDURE

When a call is received that person(s) will be utilizing the Departmental Range, the dispatcher receiving the information will create an incident in the computer aided dispatch (CAD) system, using the type code (RANGE). The name of the person or agency name should be obtained along with a cellular phone number for the person responsible for the personnel using the facility.

The type code (RANGE) is programed to have a self-activating 60 minute alert notification to check on continued safe use of the range. At the 60 minute review point, dispatch will check the live range camera feed and confirm that there is continued use in the range and that it appears no assistance is needed. If communications is unable to view the range feed, a call will be made to the internal range phone, at extension #6002, to confirm continued safe operation in the range. If dispatch personnel is unable to make landline or cell phone contact into the range, the patrol shift supervisor **shall** be notified as soon as possible and he/she will be responsible for physically checking the status of the aforementioned personnel and updating communications.

Personnel utilizing the range are responsible for contacting dispatch to notify that they will no longer be using the facility. Dispatch personnel will close the CAD event.

REPORTING PARTY VALIDATION

PURPOSE AND SCOPE

Redwood City Police Department

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The purpose of this procedure is to establish a process for validating the names of reporting parties within the RIMS computer aided dispatch system.

POLICY

All dispatch personnel will make every attempt to validate the names of reporting parties when appropriate within the RIMS computer aided dispatch system. The following procedure will outline when it is appropriate to validate the names of reporting parties as well as the steps to be taken to confirm information.

NAME VALIDATION

As part of the call-taking procedure, dispatchers will ask for the first and last name of all callers. The entry into the cad will be last name separated with a comma, a space and then the first name example: Last, First. This will be followed up by an attempt to get a phone number for the reporting party.

After the name is obtained, the RIMS computer aided dispatch will check the name against the names currently in the RIMS system and provide a list of possible matches. If the name of the reporting party is in the list of matches, the dispatcher will choose the appropriate selection. If no match is found, a new person record will be created by the dispatcher.

When you are rushed during a call and use the option "Oops!" before entering the CAD incident the validation process will override. It is the original call-taker's responsibility to go back and complete the validation process **before** the radio dispatcher is forced to close the call and validate the name without having any further information.

EXCEPTIONS

This procedure can be overridden using the forward slash (/) during times when the call volume is very high such as storm days or unusual or catastrophic incidents.

The only times it is appropriate to leave the reporting party data field empty is during medical/fire and CHP emergencies that are transferred.

The following is a list of reporting parties who will be the exception to the validation process:

- Alarm companies
- Law Enforcement Agencies/Allied Agencies
- Child Protective Services
- Social Service Agencies
- Loss Prevention or Security Personnel

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Fire Department Personnel
City Employees

All callers who refuse to provide information will be documented with a forward slash (/) and then a note of “refused or anonymous”.

Dispatchers who use the slash (/) to process the call faster and get the full name of the caller must go back, delete the slash and geo-validate the name.

STOLEN VEHICLE RETURNS/CAUTION FLAGS

PURPOSE AND SCOPE

The purpose of this procedure is to establish a process for handling officer initiated calls for service involving a vehicle with a caution flag in the California Law Enforcement Telecommunications System (CLETS) indicating officers need to use caution when making contact with the occupants.

POLICY

Each employee of the Communications Unit will be responsible for all duties described in the following procedure. The following duties will be outlined for providing information to officers regarding a vehicle which has a caution flag.

PROCEDURE

Stolen Vehicle Flag:

When an officer initiates contact with a vehicle and the license plate on the vehicle shows a caution flag of a “stolen vehicle” the dispatcher will immediately prompt the officer there is cautionary information on the vehicle.

The prompt will include the officer’s call sign and the verbiage “clear for 10-30 Info?”

Example: Dispatch - Boy 1, clear for 10-30 info?

Boy 1 - “Affirm” or “go ahead”

Dispatch - California 1ABC123 is 10-30 in SVS to a blue Honda civic.

(If there is a flag other than stolen replace with verbiage as appropriate)

Once the primary officer acknowledges the initial return, the dispatcher will confirm a cover has been assigned, broadcast a code 33 and initiate a channel marker tone on the assigned channel.

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The following is a list of officer safety caution codes available to be placed on vehicles within the CLETS:

A - Armed and Dangerous

B- Armed and Dangerous - Notify the agency

C- Carjacking

D- Caution - Detain All Occupants

E- Caution Explosives in the car

F- Armed and Dangerous, Hold for Prints

H- Caution - Hostage Kidnapping Involved

I - Armed and Dangerous - Impound and Seal

M - Mentally Disturbed

N- Stake and Notify Agency

P - Hold for Latent Prints

R- Caution, Hold for Major Investigation - See Miscellaneous Field

S - Suicidal

V - Caution Possible VIN Switch

W - Caution, Weapons in Vehicle

X - Caution, Hazardous Materials

TEXT TO 9-1-1 SOFTWARE

PURPOSE AND SCOPE

The purpose of this procedure is to establish a method for receiving and processing calls via the Comtech Software known as Text to 9-1-1.

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following duties will be outlined for process of receiving a text call from the Comtech Software.

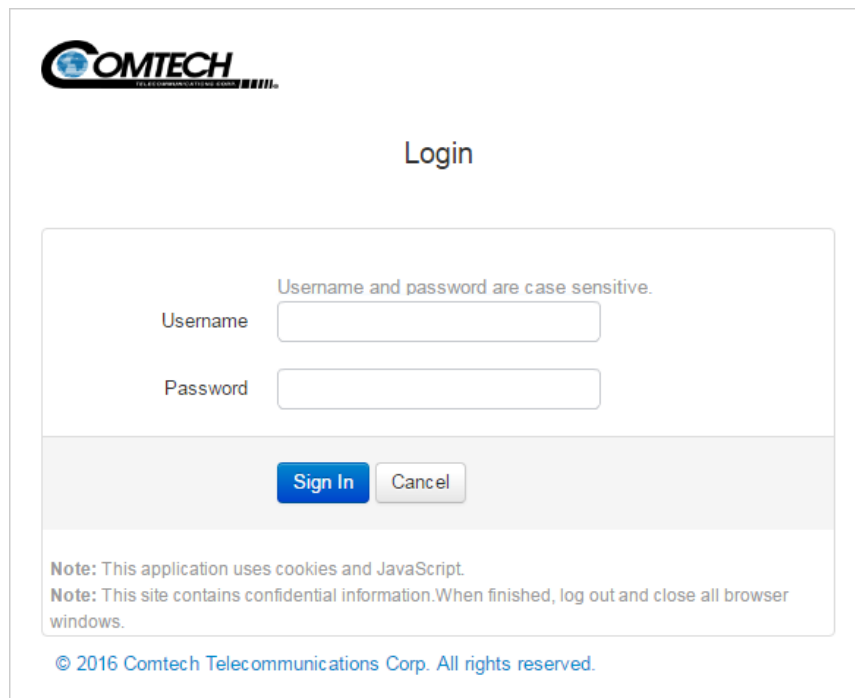
PROCEDURE

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Accessing the system:

In order for the Redwood City Police Department's communications center to receive a text via the 9-1-1 system a communications dispatcher must be logged into the system. All dispatchers shall be logged in at the start of their shift. The website to access the software will be automatically launched upon logging into the dispatch position. If the software fails to auto-launch the following website should be accessed to log in.

<https://emediatcs.com> (call taker/operator portal)



COMTECH
OF COMMUNICATIONS TECHNOLOGY

Login

Username and password are case sensitive.

Username

Password

Note: This application uses cookies and JavaScript.
Note: This site contains confidential information. When finished, log out and close all browser windows.

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The dispatchers will log in with their first initial, last name and password.

Answering Text Calls:

An audible alarm will ring from the software if a text into the 9-1-1 system is received. After clicking on the software, the caller's phone number will be highlighted in the unassigned queue. Click on the phone number to initiate a text conversation. If none of the dispatchers answer the incoming call, the alert will continue to sound. The newest incoming line will be at the bottom of the list in queue.

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The dispatcher's initial communication with the caller shall be the utilization of the pre-programmed text response: Redwood City Police 9-1-1, what is the location of the emergency?

The dispatcher can choose to use the additional drop downs in the menu or type freehand by accessing the text box within a live call.

At this time, the dispatcher shall create an incident with the RIMS CAD, utilize the location provided by the caller. If no location can be determined, a call will be made using the address of the police department. If dispatchers are unable to determine a nature, the type code of the incident will be "Text".

All information provided by the caller shall be documented in the description and comments section of the incident. Officers will be dispatched in accordance to the priority of the call, and applicable standard call processing procedures.

At the time of the dispatch, dispatchers shall advise officers that the information received was via a text to 9-1-1.

Dispatchers shall communicate with text callers utilizing full length words. Dispatchers shall not utilize abbreviations, acronyms, or texting lingo when communicating with text callers. Dispatchers shall request clarification from text callers upon the receipt of any ambiguous messages or phrases. Dispatchers shall not assume definitions of slang or abbreviations used by text callers.

If the dispatcher stops receiving text responses from the caller, the dispatcher shall, after a reasonable amount of time, prompt the caller by sending a text asking if the caller is still there. If the caller ends the text communication, the dispatcher will not receive a message advising the call has been ended.

Prior to ending calls with text callers, dispatchers shall advise the caller they will be ending the text session.

To take control of any session in "Other Active Sessions":

- Click the phone number and send a text response to the Texter.
- You must send a response to the texter in order for the session to move from the "other active sessions" to "my sessions"

In Progress Text Calls:

Dispatchers shall keep any in progress call received via text "open" until an officer arrives on scene. If a text conversation is "ended" the only way to re-establish contact

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with the reporting party is via a voice call, unless the caller initiates another Text to 9-1-1 call.

Text Images:

If the caller send an image or other data some carriers will accept the image and store it securely. The dispatcher will receive a message similar to this one:

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This actual image can be retrieved if needed for investigative purposes by contacting the phone number provided.

Voice Call Backs:

Dispatchers shall not place a voice call back to a text caller if the safety of the caller or others is in question. If an officer makes a request for a dispatcher to place a voice call back to a text caller, the dispatcher shall advise the officer of any safety concerns, based on information received by the text session.

Transferring a text conversation:

Text conversations can **only** be transferred to agencies who are using the same software system. Follow the prompt for transferring the call, and check the drop down menu for the agencies you are looking for. The drop down will include agencies who are available to receive a transfer **and** on the same system.

Once the transfer is complete, you will receive a message in red which reads "This session was transferred".

Language Translation of Text Calls:

If there is a language barrier with a text caller, the dispatcher shall utilize the pre-programmed text response: "Call 9-1-1 for translator" (provided in both English and Spanish).

Administrative system:

For afterhours assistance with password reset access the following website:

<https://admin.emediatcs.com> (PSAP admin portal)

Log into the system with the following criteria:

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Click on the user tab, find the user, click edit and update the password. If the user has locked themselves out of the system due to too many attempts, check the “unlock account, if user login is locked”

TRANSIT CALLS

PURPOSE AND SCOPE

The purpose of this procedure is to establish a process for handling both emergency and non-emergency calls for service when involving transit jurisdictions. Transit jurisdictions include the train platforms, train tracks, bus stops, and incidents that occur on a moving public transit bus.

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The procedure will outline the process for processing emergency and non-emergency calls in the transit jurisdiction.

PROCEDURE

Priority 2 or higher calls for service:

All calls involving any kind of altercation or public safety issue will following the normal Redwood City call-taking procedure. An attempt will be made to ascertain all pertinent information. Pertinent information may include but may not be limited to the location of the incident, weapons involved, the suspect description, direction of travel etc. All priority 1 calls will be processed within 60 seconds and a call for service entered into the computer aided dispatch incident.

After the initial call process is handled, a request will be made to San Mateo County Communications to have the San Mateo County Sheriff's Transit bureau dispatched.

During the phone to call to San Mateo County Communications an eta for transit units will be requested. If no eta is available, a request for a call back with an update will be requested.

When the call is closed out, use the appropriate transit disposition.

Priority 3 or lower calls for service:

All cold calls, will be handled with minimal information. Obtain the location and nature and transfer the call to San Mateo County Communications. Once the call is

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transferred, a call for service will be entered and the beat unit advised for information. Close the call out with the appropriate transit disposition.

Transit dispositions:

TA Transit Assist

TO Transit is off duty

TU Transit Unavailable

WARRANT RETURNS

PURPOSE AND SCOPE

The purpose of this procedure is to establish a process for providing warrant information to officers via a radio.

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The procedure will outline the process for providing warrant information to officers via the police radio primaries as well as the tactical channels.

PROCEDURE

Warrants

When an officer requests a check on a person for wants and warrants and a match is found in the California Law Enforcement Telecommunications System (CLETS) the dispatcher will prompt the officer before providing warrant details.

The prompt will include the call sign of the officer, the 10-code for a warrant followed by the letter "M" or "F" and the phonetic for letter "M" or "F" to indicate the warrant in the system as a misdemeanor or felony.

Once the officer is ready, the detailed warrant information will be provided including the type of warrant, the amount, the issuing agency and the violation.

Example:

Dispatch - Boy 1, 10-30M Mary.

Boy 1 - Go ahead.

Dispatch - Boy 1, your subject is 10-30M Mary for \$5,000 dollars out of San Mateo for 422pc.

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Once the primary officer acknowledges the initial return, the dispatcher will confirm a cover has been assigned. If none are assigned, a cover officer will be sent immediately.

Information:

Providing an initial prompt on warrant returns allows for the officers to make any needed safety adjustments or modifications.

AUTOMATED LICENSE PLATE READER (ALPR)

PURPOSE AND SCOPE

The purpose of this procedure is to establish a process for notifying all Redwood City police personnel of an activation of the ALPR system.

POLICY

The Communications Unit will be responsible for notifying all police personnel of an activation of the ALPR system. The notification will occur with a voice broadcast over Redwood City police radio primary one.

NOTIFICATION

The Communications unit will receive an automated alert from the TAS Client installed on each dispatch console. Once a notification is received on the server an automated alert will sound on each console. Simultaneously a screen message will open to allow the dispatcher to view and research the data related to the vehicle hit.

CAD DOCUMENTATION

Once a notification is received, a CAD incident will be created using the location provided by the TAS Client.

- A map view along with the latitude/longitude coordinates will be provided.
- The type code "ALPR" with a priority of 1 will be used.
- All pertinent information will be added to the CAD document to include:
 - License Plate
 - Type of notification
 - Stolen, Felony vehicle etc.
 - Vehicle description
 - Color
 - Year of Vehicle
 - Make
 - Model and/or Body Style

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VOICE BROADCAST

A voice broadcast will be made over Redwood City Police primary radio one.

If no units are available:

Example:

Attention all Redwood City Units, an ALPR alert has been received in the area of Main and Broadway for a 10851. The associated vehicle is a 2016 Red Toyota Prius California License 123ABC, repeating the license 123ABC.

If the beat unit and a cover unit is available:

Communications: 22Boy3 and 22Boy2 - ALPR Alert

Primary Officer: 22Boy3 - Go Ahead

Communications: 22Boy3, an ALPR alert has been received in the area of Main and Broadway for a 10851. The associated vehicle is a 2016 Red Toyota Prius California License 123ABC, repeating the license 123ABC.

Primary Officer: 22Boy3 10-4.

Cover Officer: 22Boy2 copies.

Any additional available information will be provided as an update after the initial dispatch.

TELEPHONE ANSWERING PROCEDURE

PURPOSE AND SCOPE

The purpose of this procedure is to establish a process for answering the incoming phone lines into the communications center. This procedure will outline both the emergency and non-emergency phone lines.

POLICY:

Business lines and calls that have been determined as low priority should be placed on hold immediately to answer incoming 9-1-1 lines.

Per the State of California 9-1-1 Operations Manualⁱ, all Public Safety Answering Points (PSAP) are mandated to meet the following standards: (95) percent of incoming 9-1-1 calls shall be answered within fifteen (15) seconds. The CA 9-1-1 Branch realizes that unpredictable spikes may occur and will take abnormalities into consideration when

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reviewing statistics. All agencies are subjected to audit and funding is contingent upon adherence to this standard.

Communications personnel will identify themselves by stating their names or employee ID number when answering all incoming phone lines with the exception of 9-1-1.

The following are examples of what is expected when answering each line:

Administrative lines:

When answering the administrative phone extensions from the "780" prefix such as 7118, 7119, 7165 or the PD Door extension or PD Cell:

"Redwood City Police, this is John" or "Redwood City Police ID 1234"

Seven-digit emergency lines:

For 7-digit emergency phone lines for prefix "369" such as 650-369-3331, 3332, 3333:

"Redwood City Police Emergency, this is John or" "Redwood City police emergency ID 1234"

For the microwave line:

For the Microwave lines used by allied agencies:

"Redwood, this is John"

When answering 9-1-1 lines:

9-1-1 emergency or

9-1-1, what is the location of your emergency? Or

9-1-1, do you need police, fire or medical?

MAPPING OFFICER LOCATION DURING EMERGENCIES

PURPOSE AND SCOPE

Each vehicle within the patrol unit is fitted with a GPS enabled device that transmits an updated location of the vehicles every 7 seconds to the main RIMS server. The purpose of this procedure is to establish a system for automatically mapping an officer's location during an emergency.

POLICY

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The following policy will outline the procedure for attempting to locate an officer during an emergency. Each employee of the Communications Unit will be responsible for all duties described in the following procedure.

During Emergency Traffic – Exact Location Unknown

If an officer has transmits emergency traffic and is not able to provide their location or is only able to provide a partial location, the primary dispatcher and back up dispatcher will utilize the mapping system to get the last known location of the officer's vehicle.

During Emergency Traffic – Location Provided

Immediately following **ANY** officer-initiated emergency traffic, the dispatcher in the back-up position will attempt to locate the officer's last known vehicle location using the RIMS mapping system.

Methods for finding an officer's GPS location.

This can be done several different ways within RIMS and within RIMS mapping. The following is a list of methods available:

From the mapping software: Click on the Car Icon named "Unit" or use the shortcut Alt U. A drop down will appear, choose "find unit" or use short cut "U" and a new window will open, enter the unit ID of the officer and hit OK or "Alt O"

From the mapping software: Click on the Car Icon named "Unit" or use the shortcut Alt U. A drop down will appear, choose "follow unit" or use short cut "F" and a new window will open, enter the unit ID of the officer and hit OK or "Alt O"

If you have chosen the "follow unit" method, the mapping system will continue to refresh the vehicle location of the officer.

From the mapping software: Left click on the unit and pull the location out creating a zoom in effect.

From the mapping software: Right click on the computer mouse and drag the area of the map you would like to zoom into. Use the scroll wheel on the computer mouse to zoom in and out of a location.

From an incident: Open and existing incident and click the map icon at the bottom of the page. (CAUTION – If the incident was created from a wireless caller, the latitude/longitude location automatically populates on page 2 of the incident. If this has populated automatically, the mapping icon will use this use the latitude/longitude location and not the primary location of the incident)

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From the command line: type command G followed with a comma then the unit ID.
For example: G,B7 (this is available in Version 25)

If the GPS vehicle location is determined and it matches or closely matches the location provided by the officer no further action is needed.

If the GPS location of the officer is showing a different location than what the officer has provided, a quick broadcast will be made to all incoming units. Example:

B3 requesting code 3 cover at 5th and Bay, the GPS location shows 5th and Broadway.

CAD PAGING

PURPOSE AND SCOPE

The purpose of this procedure is to establish a procedure for paging groups in RIMS. There are several reasons for group paging: critical incidents, scheduling, call-outs.

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure.

GROUP PAGING

There are several groups within the RIMS system. Automatic group pages are sent based on type code but can also be sent and initiated via a CAD command. To send a group page via a CAD command:

Find the "Other" tab on the RIMS menu and find the "Send pager message" and click. The following window will open:

Redacted per 6255(a) GC

Find the intended group and select it by clicking on the group ID. The group that you highlight will be paged. Use the open space under "Message" and write your message. Click send.

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INDIVIDUAL PAGING:

Find the intended person from the drop list and select by clicking on the page ID. The person that you highlight will be paged. Use the open space under "Message" and write your message. Click send.

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BANK ALARM

PURPOSE AND SCOPE

The purpose of this procedure is to establish a process for receiving and handling calls for services involving Bank Alarms.

POLICY

Each employee of the Communications Unit will be responsible for all duties describe in the following procedure. The following duties will be outlined for process of receiving and processing calls for service involving a Bank Alarm.

PROCEDURE

- Upon receiving a call from an alarm company requesting a dispatch on bank alarm, dispatch personnel should first obtain the location.
- A computer aided dispatch (CAD) call for service will be created, using the address provided.
- The service call should include the bank name, address, location of the alarm activation, premise number, alarm company name and their call back number.
- The most appropriate patrol unit(s) will be dispatched, minimum of 2.
- The on duty sergeant should be dispatched as well.
- Dispatch personnel should make an attempt to notify on-duty Investigation personnel of the alarm.
- Dispatch personnel should anticipate the primary officer's need for assistance in coordinating a perimeter.
- If the bank checks okay, the disposition of the call should reflect "Alarm / Fault".

ON LINE REPORTING

PURPOSE AND SCOPE

The purpose of this procedure is to outline the police departments on line reporting process.

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POLICY

Each employee of the Communications Unit will be responsible for the duties described in the following procedures. This procedure will outline the process of an on line report for crimes that meet the criteria listed in the service delivery plan.

ON LINE REPORT TYPES

- Crime Tip
- Harassing phone calls, emails, texts, etc. – all reports with no suspect information, unless threats of violence were made.
- Non-injury Hit and Run – all reports of property damage only hit and runs with no suspect information.
- Identity Theft with a financial loss of less than \$7,500 – all reports with no suspect information.
- Lost Property
- Theft of property less than \$7,500 – all thefts below this threshold amount with no suspect information. An exception will be made if a firearm has been stolen.
- Vandalism/Graffiti – all reports with no suspect information. Exception if the graffiti contains a threat of violence or can be classified as a hate crime.
- Theft from a vehicle – all reports with no suspect information.
- Vehicle Tampering – all reports with no suspect information.

PROCEDURE

A CAD incident will be created using the type code of “online”. Add all available information into the incident. Close the incident using the disposition of “or” for online reporting referral.

If a reporting party is unable to access the online reporting system you may offer them the following alternatives; public access systems, an emailed form, us mail forms or

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they can always come into the station during normal business hours for a counter report.

PUBLIC ACCESS SYSTEM

If a reporting party advises that they do not have personal access to an online system for reporting, you may provide them alternatives such as the public library, retail courier delivery services, or suggest using a family or friends system.

If the reporting party does not want to try those options, these additional options are available: an emailed report form or a report form can be mailed to them via the U.S Mail.

EMAIL REQUEST

If a reporting party requests a form be emailed to them. Access the group email folder named rcpdcrimereporting. Initiate an email with the email address the caller provided, attach the form provided in the L Drive and send the email.

U.S. MAIL REQUEST

If a reporting party would like a report form mailed to them, create a call with all the pertinent information. Use the type code "mail", close the call with a disposition of "or" for online reporting referral.

The "mail" type code will initiate an email to the records unit. The records unit designee will send a report form to the requestor via the U.S Mail.

EXCEPTIONS FOR ON LINE REPORTING

The following exceptions will be made for online reporting referrals:

- The victim is disabled and unable to access an online system or come into the police department. An officer will be dispatched to assist the victim with filling out an online report.
- The victim is elderly and unable to access an online system or come into the police department. An officer will be dispatched to assist the victim with filling out an online report.
- The crime is a serial crime. For example, several vehicles were vandalized in a neighborhood at the same time.
- The theft includes the loss of a firearm.

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LOCATION EXCEPTIONS

An officer will always be dispatched to the following locations regardless of the information provided:

- Schools
- Religious Institutions
- City of Redwood City properties
- Government buildings

SUSPECT DESCRIPTION DEFINED

Suspect vehicle descriptions must include information that is identifiable. Identifiable suspect descriptions will include more than just a color and body style of a vehicle.

Suspect person descriptions must include information that is identifiable. Identifiable suspect descriptions will include more than just a gender, race and limited clothing.

Online crimes with only an email address listed as a suspect is not identifiable suspect information.

SUPERVISOR REQUEST

If after you have provided all alternatives to a reporting party and they specifically request to speak with a supervisor, advise the caller that the on-duty sergeant will call them back.

Create an incident in CAD with the type code "online" and dispatch the on-duty sergeant to the call. Follow up with the on duty sergeant to ensure they received the request. The sergeant will advise you of next steps.

RECORDING INFORMATION: RIMS CALL DESCRIPTION

PURPOSE AND SCOPE

The following procedure will be a basic guideline and expectation for dispatchers when documenting the details of a call for service in the CAD event. The purpose is to have consistency in documentation so that there is a clear understanding of what a caller is reporting.

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To ensure that the radio dispatcher has a clear understanding of the calls for service the following is an outline that dispatchers will follow when documenting in CAD event. The “description” of events should be written in a format that is clear and concise and not open to interpretation.

PROCEDURE

- The ideal CAD incident description should contain at least one basic sentence explaining the reason for the call for service.
- Brief descriptions of events is allowed but should not be single words and must be very concise.

Poor example: Suspect...male...blk....gun....bike...down chestnut – this example is not concise enough that the radio dispatcher will have to spend time asking for clarity.

Good Example: Suspect is a male, carrying a blk gun, left on Chestnut towards Veterans.