

INTRODUCTION

Recent court decisions, social occurrences, manpower and public awareness factors have pointed up the importance of initial police contact and follow-through. Few persons in the police world make as many daily and as important impressions as do the communications operators.

They are asked questions that may range in scope from simple directions to technical information on various laws. They may be required to calm a distraught person whose child is choking, attempt to stop a murder from occurring during a family argument, or request the specialized services of a doctor or minister--all in the span of a few minutes. They must necessarily; therefore, be extremely flexible persons of many capabilities, of much specialized training, and be capable of using emotions to their advantage.

The Escondido Police and Fire Departments have nothing to offer except services. It will be the policy of these departments to serve the public to the utmost of our ability. We do not want any person who has come in contact with our departments to leave with other than the feeling that we did all that was possible for them. There may be times, especially in the area of enforcement, when a citizen may not like the results of police contact; however, even under these circumstances, he must feel he was treated with respect as a human, with dispatch, and as well as could be expected under the particular circumstances.

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Originating Date: September 2003	Revision Date: September 2003	

PREAMBLE

The rules and regulations contained in the Communications Manual set forth herein constitute standards of conduct which must be adhered to by the Communications personnel of the Escondido Police Department. All Communications personnel of the Escondido Police Department must also adhere to all Escondido Police Department Instructions applicable to Communications personnel, City Administrative Directives, and City Personnel Rules and Regulations. Any violation of the provisions of the Communications Manual may result in disciplinary action pursuant to Rules 14 and 15 of the Escondido City Personnel Rules and Regulations, up to and including termination.

Written by Garry Wells
Title Communications Manager

Communications Division
Goals and Objectives

We, as a section, will give the best customer service to all the various people and institutions with which we come in contact. This includes the citizens of Escondido, police and fire officials, and our supervisors and peers.

In the communications center we will maintain our chain of command, and if a problem is encountered, we will deal with it in the appropriate manner. A Public Safety Dispatcher will first take a problem to the Shift Supervisor, the Communications Manager, then the Services Manager, and finally to the Services Captain. If a dispatcher has a problem with a field unit, be it fire or police, it will be brought to the attention of the shift supervisor. Dispatchers will not confront the field unit directly.

In order to be treated as professionals, we must conduct ourselves in a professional manner. It is unacceptable to sleep in the Communications center, which includes the Supervisor's office and the break/storage area. Sleeping while on-duty will constitute dereliction of duty. It is also unacceptable to have the **appearance** of sleeping, which includes sitting with eyes closed for extended periods of time and being unresponsive to activities in the Communications center. If you are having difficulties staying awake take your break and leave the Communications center to refresh yourself.

All dispatchers will work all positions in the course of their workweek. We will rotate work positions every four hours and dispatchers will attempt to balance the number of hours worked at each position. It shall be the Supervisor's discretion as to what rotation or duty assignment is best for the section and the department at any given time. Dispatchers will be on time and prepared for work. Timesheets will be completed on a daily basis.

Each dispatcher will complete work in a timely manner, and thoroughly brief the oncoming dispatcher. Each dispatcher will also keep their work area clean and neat. We will only use spill-proof drink containers on the console. We will keep our work areas clean and orderly and clean up any messes. Everyone is encouraged to take breaks outside the communications center and remember to be courteous to our co-workers. While working Police radio, we will neither place nor receive phone calls.

We will limit the amount of yelling information across the room by using CAD to relay messages to a radio operator. Phone messages for an on-duty unit will be sent to that unit via CAD. Incidents will be created for Public Works calls and any contact from the stand-by person will be documented.

We will not delay dispatching calls just because they are "CSO" calls. Patrol units will be dispatched if the CSO is busy and has an extended back in service time. Dispatchers will use common sense in handling these calls and realize that beat and sector responsibilities still apply and units should not be sent from west to east or east to west.

In all circumstances, the staff of the communications center will do the best job possible to provide quality service to both internal and external customers. As a team the dispatchers will approach the goals and objectives set forth in this document.

I. GOALS AND OBJECTIVES OF THE COMMUNICATIONS TRAINING PROGRAM

- A. To provide the Training Communications Operator (CTO) with comprehensive training criteria.
- B. To provide standardized training for all new Communications Operators.

II. CRITERIA

A. Program

The program consists of utilizing an experienced Operator as a trainer to develop the potential of the new Operator. This process is supervised by the Dispatch Shift Supervisor and the Public Safety Communications Manager.

B. Implementation

The program consists of specific subjects to be covered by CTO. Additionally, tests will be given to increase the trainee's knowledge.

C. Documentation

The training guide will be given to the trainee and will remain with him/her until the end of the program. Daily evaluations will be given to the trainee, unless otherwise directed by the Public Safety Communications Manager. The Trainee will complete an evaluation on the Training Operator at the end of each training phase.

DEPARTMENT COMMUNICATIONS MANUAL

TELEPHONE PROCEDURES

Section 2

NO.	DATE	SUBJECT
2	05-09	PROCEDURES FOR AFTER HOURS WATER SERVICE TURN ON
2.1	04-03	BASIC TELEPHONE TECHNIQUES AND PROCEDURES
2.2	11-01	COMMUNICATIONS STRATEGY DURING BARRICADE/HOSTAGE INCIDENTS
2.3	11-01	TELEPHONE CALL PRIORITY
2.4	02-03	NON-EMERGENCY CALLS ON EMERGENCY LINES
2.5	08-99	TELEPHONE PROCEDURE-PUBLIC NUMBERS
2.6	07-93	CALLS FOR MAYOR, COUNCILMEN AND DEPARTMENT HEADS
2.7	09-03	CITY EMPLOYEES HOME TELEPHONE NUMBERS
2.8	09-04	RECEIVING MESSAGES FOR PERSONNEL
2.9	07-93	USE OF PUBLIC TELEPHONES BY MOBILE UNITS
2.10	03-03	SUPPLEMENTAL REPORTS
2.11	03-03	BUSINESS LICENSES
2.12	05-07	CALL SCREENING FOR INITIAL DISPATCH
2.13	10-07	TDD-OPERATIONS/TRAINING
2.14	11-01	TELEPHONE CALLS RECEIVED FROM A PERSON ABOARD AN AIRPLANE
2.15	02-03	DAM EMERGENCIES – LAKE WOHLFORD AND LAKE DIXON
2.16	02-03	CITYWIDE CUSTOMER SERVICE STANDARDS
2.17	11-04	DISPATCH NEXTEL POLICY
2.18	08-05	WIRELESS E-9-1-1 PSAP RESPONSE POLICY GUIDELINES
2.19	10-06	VOICE OVER INTERNET PROTOCOL (VOIP) POLICY GUIDELINES
2.20	03-07	COMMUNITY EMEREGNCY NOTIFICATION SYSTEM
2.21	04-07	FIRST RESPONDER NOTIFICATIONS SYSTEM AND STANDARD OPERATING PROCEDURES ^t
2.22	04-07	CALLS FOR SERVICE AT CITY HALL AND CITY HALL NOTIFICATIONS

DEPARTMENT COMMUNICATIONS MANUAL**GENERAL OPERATING PROCEDURES**

Section 3

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3.1	05-09	STANDARD OPERATING PROCEDURES
3.2	05-09	USE OF RADIOS AND FREQUENCIES
3.3	07-03	REGIONAL RADIO CODES
3.4	10-09	ACTIVATION OF THE COMMAND VAN OR EMERGENCY OPERATIONS CENTER (E.O.C.)
3.5	10-95	REPORTING REPLACEMENT/REPAIR OF TRAFFIC REGULATORY SIGNS
3.6	05-99	ELEVATOR ALARMS
3.7	05-09	THE CRISIS RESPONSE AND ADVOCACY TEAM
3.8	05-99	CODE 5 PROCEDURE
3.9	05-99	PRIVATE DETECTIVE AGENCY NOTIFICATIONS
3.10	12-93	INCIDENTS INVOLVING MILITARY PERSONNEL
3.11	11-02	REQUESTS FOR TOWING SERVICE
3.12	01-00	MECHANICAL WARNING SIGN OFFS AND VEHICLE IDENTIFICATION NUMBER VERIFICATIONS
3.13	11-01	NON-SWORN PASSENGERS IN POLICE VEHICLES
3.14	12-93	USE OF REAR AND SIDE DOOR OF FACILITY
3.15	07-93	PRESS RELEASE GUIDELINES
3.16	11-00	CALL IN OF OFF-DUTY PERSONNEL
3.17	07-93	MAJOR INCIDENT FORM
3.18	07-93	SICK/INJURED PRISONER PROCEDURE
3.19	08-09	POLICE RECORDS ALARM/POLICE BUILDING ALARMS
3.20	05-99	BUILDING SAFETY AND EVACUATION PLAN
3.21	05-99	SEARCH AND SEIZURE INDEX
3.22	09-03	VEHICLE REPOSSESSION
3.23	09-03	REMOVAL OF VEHICLES FROM PRIVATE/PUBLIC PROPERTY
3.24	09-01	ABANDONED VEHICLES/ILLEGALLY PARKED VEHICLES
3.25	01-05	LANDLORD/TENANT PROBLEMS
3.26	07-93	UNDOCUMENTED PERSONS POLICY

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GENERAL OPERATING PROCEDURES

Section 3

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3.27	05-99	ABBREVIATIONS
3.28	01-05	VOLUNTEER PATROL DUTIES
3.29	11-01	COMMUNICATIONS CONTINGENCY PLAN FOR EMERGENCIES
3.30	08-05	EMERGENCY NOTIFICATION SYSTEM FOR CHILD ABDUCTION
3.31	11-05	AFTER HOUR CALL OUT FOR CITY DEPARTMENTS
3.32	06-04	OPERATIONAL CONDITIONS GUIDE

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DISPATCHING PROCEDURES

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4.2	05-99	COMMON PENAL/VEHICLE CODES USED IN DISPATCHING
4.3	05-06	DETERMINING CALL PRIORITY/HANDLING OF DELAYED RADIO CALLS
4.4	02-02	RADIO TONE ALERT
4.5	10-00	IN PROGRESS CRIMES/FELONY CRIMES
4.6	01-96	ROBBERY, BURGLARY AND THEFT CALL CLASSIFICATION
4.7	04-07	ROBBERY AND BURGLARY ALARMS
4.8	05-99	FIRE, RESCUE AND AMBULANCE
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4.15	05-02	ALL UNITS BROADCAST
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4.17	05-99	EMERGENCY CALLS-OUTSIDE JURISDICTION
4.18	07-93	POLICE PROCEDURE CONCERNING CITY LIMITS, INCLUDING MUTUAL AID CALLS
4.19	07-93	MAJOR INCIDENT NOTIFICATION-ADJACENT JURISDICTIONS
4.20	04-02	CLOSING OF ROADWAY
4.21	08-05	DEFECTIVE SIGNS, SIGNALS, ROAD CONDITIONS, PUBLIC RIGHT OF WAY, RAILROADS
4.22	05-08	ANIMAL REGULATIONS/ANIMAL BITES
4.23	12-10	JAIL ALARMS PROCEDURES
4.24	09-01	EMERGENCY OR DEATH MESSAGE DELIVERY/"TARASOFF" NOTIFICATIONS
4.25	09-04	ODOR COMPLAINTS

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FIRE DISPATCHING PROCEDURES

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6.1	03-08	RADIO PROCEDURES
6.2	04-08	RECEIPT AND DISPATCH OF ALARMS
6.3	05-05	UNIT DESIGNATION
6.4	05-05	CLASSIFICATION OF ALARMS
6.5	08-00	PRIORITY RESPONSE POLICE/FIRE
6.6	06-07	MUTUAL AND AUTOMATIC AID RESPONSE
6.7	12-06	DISPATCHING MEDICAL EMERGENCIES
6.8	06-07	ENGINE COMPANY OPERATIONS/MULTIPLE ALARM ASSIGNMENTS
6.9	05-05	FIRST ALARM ASSIGNMENTS
6.10	03-02	EMERGENCY COVERAGE ON CENTRE CITY PRKWY, I-15, AND HIGHWAY 78
6.11	06-99	BOUNDARY LINE RESPONSES
6.12	12-06	EMERGENCY SUPPORT AND INFORMATION
6.12A	05-05	EMERGENCY SUPPORT AND INFORMATION (Appendix A)
6.13	12-06	TERMS
6.14	05-05	BEE CALLS
6.15	05-05	BRUSH FIRE SEASON INFORMATION
6.16	06-06	CAD TYPE CODES
6.17	05-05	STAGE 3 ELECTRICAL EMERGENCY
6.18	04-08	FIELD USER RADIO PLAN
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6.20	05-05	MMST ACTIVATION PROCEDURE
6.21	02-08	WEAPONS OF MASS DESTRUCTION ANTI-NERVE AGENTS
6.22	08-07	SENIOR VOLUNTEERS
6.23	04-08	SAFELY SURRENDERED BABY
6.24	07-08	MASS DECONTAMINATION UNIT (MDU) ESC MDU103 AND MASS CASUALTY APPARATUS (MCA)
6.27	01-14	CHEMPACK REQUEST

		Section # 1.1
SUBJECT: CONDUCT OF PERSONNEL/PROFESSIONALISM		Page 1 of 2
Originating Date: February 1979	Revision Date: June 2001	

- I. The terms dispatcher, operator, and communicator are synonymous and normally refer to persons operating based or fixed communications equipment. Due to the seriousness of the service they render, Communications personnel are subject to closer scrutiny and criticism than most other City employees. Therefore, a high standard of professionalism and performance is expected at all times.
 - A. A good dispatcher must accept the responsibility inherent to the position.
 - B. Dispatchers must control their tempers and exercise the utmost patience and discretion. A friendly attitude must be developed and maintained at all times. A dispatcher must not forget that he/she is a public servant and must maintain an attitude reflecting his/her willingness to serve.
 - C. Dispatchers have been known to control the air traffic during extreme emergencies, when adrenaline is high, just by the calmness and competency heard in his/her voice.
 - D. The operator will be only as effective as self-initiative and sense of personal responsibility dictates. The procedure manual cannot compensate for carelessness, lack of sincere effort, dishonesty or disregard for established rule of conduct.
 - E. The operator can, by choice and actions, be an example of a good and competent dispatcher in Communications, as the operator is the point of contact through which virtually all information is received and disseminated.
 - F. Superior performance arises from devotion to duty and determination to fulfill assigned responsibilities in a prompt, accurate, courteous and professional manner.

- II. Communications Center personnel shall become thoroughly familiar with all applicable rules and procedures, and shall abide by and conform to them.
 - A. Notwithstanding the assignment of regular specific duties and responsibilities, Communications personnel shall perform all other duties as may be required of them by competent authority.
 - B. Communications personnel shall conduct themselves in a manner that will promote harmony and cooperation among themselves and with other City employees.
 - C. Communications personnel shall treat their superiors with respect and shall be courteous and considerate in their demeanor towards their fellow employees. They shall refrain from all communications to the discredit of others unless it becomes a duty to inform a superior of neglect or disobedience of orders on the part of another employee.

Written by Garry Wells
Title Communications Manager

		Section # 1.1
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D. Communications personnel shall not gossip or speak critically or derogatorily of other employees. They shall likewise not discuss with persons outside of the Communications Center organization instructions issued by a superior.

III. Communications Center is only as professional as the operators' actions and performance. Respect and courtesy for your fellow co-workers and citizens are a must at all times.

A. Employees will be at their work stations at their scheduled time and ready to be briefed by their co-workers. Any calls that were put on hold during the change of personnel are to be handled as quickly as possible.

B. All calls coming into dispatch will be acknowledged immediately in a professional and courteous manner.

C. Employees will take the time necessary to ensure customer satisfaction. If a citizen needs to be put on hold a few times to answer other incoming calls, make sure you return and assist as thoroughly as possible before disconnecting.

D. Calls coming into dispatch will not be placed on hold so the operator can complete his/her personal conversations or personal business.

E. City time will not be used for personal business or socializing by phone, e-mail, or in person.

F. Breaks will be adhered to so as not to adversely affect co-workers' work schedules.

G. During busy times in dispatch, breaks should be kept short. This is to ensure good customer service and keeps your fellow co-workers from having to carry the extra work load. Longer breaks can be taken when the need for service is at a slower pace.

H. When leaving the Communications Center, notify the Shift Supervisor or, if no Shift Supervisor on duty, another Communications Operator of the anticipated length of time you will be gone. When leaving the Communications Center, the Shift Supervisors should notify the Communications Operators of the anticipated length of time they will be gone.

I. Food consumption and grooming should be kept from public view.

Written by Garry Wells
Title Communications Manager

2/17/2009

Section # 1.2

SUBJECT: ATTENDANCE REQUIREMENTS/WORKING HOURS/SICK LEAVE/OVERTIME ADJUSTMENTS

Page 1 of 2

Originating Date: February 1979

Revision Date: February 2009

- I. All Communications personnel shall be present in the Communications area and ready to assume their work duties at the start of their shift.
 - A. Any communications operator shall be deemed tardy if not present in Communications at the beginning of his/her shift.
 - 1. All dispatchers are required to notify the on-duty shift supervisor or senior dispatcher, by telephone, if they are to be tardy, including the reason for being tardy.
 - 2. Members of the Communications Center shall be punctual in reporting for duty at the times and places designated. Failure to report promptly at the time directed shall be deemed neglect of duty and may be subject to disciplinary action.
 - 3. A dispatcher is relieved from their work station when your relief has plugged into the console and you have briefed them regarding the position that they are assuming.
 - 4. Dispatchers will have one "courtesy" tardy per 12-month rating period. The next tardy will result in a documented counseling on a supervisor report-regardless of the reason. This also includes missing overtime, classes, or meetings that you were scheduled to attend.

- II. In cases of emergency recall to duty, when additional personnel may be required, the shift supervisor or senior dispatcher (with either the communications supervisor's or watch commander's permission) should make reasonable efforts to obtain volunteers; or if time does not allow, he may order the employee to report for duty. Any employee, who fails or refuses a recall to duty under these circumstances, may be subject to disciplinary action.

- III. TIMESHEETS: Will be kept up-to-date. Timesheets will be completed and signed by the end of the employee's workday on the Thursday preceding payday week. Supervisors will review, approve and sign the completed timesheets by the end of their workday on the Thursday preceding payday week. Dispatchers will complete the Escondido Police Department Adjustment Request form (EsPD #140) to make any necessary adjustments to employee work hours. This completed form will be submitted to Data Entry. It is each employee's responsibility to check his/her leave balance when filling out a time off request and to have enough time off to cover those hours. If you don't have enough sick leave to cover your sick leave usage, then you must record Admin Leave Unpaid (ADU) on your timecard. You can request approval through your chain of command to use personal leave from other banks. However, this must be in

Written by Wilma Daubman	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

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SUBJECT: ATTENDANCE REQUIREMENTS/WORKING HOURS/SICK LEAVE/OVERTIME ADJUSTMENTS	Page 2 of 2
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writing and Command Staff will consider circumstances presented and render their decision on a case-by-case basis.

- IV. OVERTIME Adjustments Sheets: Employees will be responsible for completing their own overtime adjustment sheets and for getting them approved by a dispatch shift supervisor or patrol supervisor (if no dispatch shift supervisor is available) and for getting them turned in to the payroll mailbox in a timely manner.
- V. Illness or Injury Reports: Any member, when off duty because of illness or injury, shall report the fact immediately to his or her supervisor or, in any event, no later than one hour prior to going on duty, giving the nature of the illness or injury and whether attended by a physician. The member's supervisor is to be contacted each subsequent workday unless the supervisor indicates that less frequent contacts are satisfactory.

Members shall not feign illness or injury, falsely report themselves ill or injured, or otherwise deceive or attempt to deceive any official of the Department as to the condition of their health. A representative of the Department may visit a member who is off duty with an illness or injury, and unless otherwise recommended by the attending physician, such person must be granted access to the member at any reasonable hour, and must be accurately and fully informed of the member's condition.

Members having any contagious disease in their families shall immediately notify their supervisor and shall not report for duty without the approval of their supervisor.

Written by Wilma Daubman	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 1.3
SUBJECT: PRIVILEGED COMMUNICATIONS		Page 1 of 1
Originating Date: February 1979	Revision Date: July 1993	

- I. In your capacity of communications operator, you will come in contact with information which is frequently of a sensitive and/or privileged nature. This includes details concerning crimes which have an adverse effect on investigations and court cases if information should be "leaked" to persons who have no need or right to know.
 - A. If there is any question in your mind as to whether or not information is sensitive or privileged, treat it as if it were sensitive or privileged.

- II. Under no circumstances are you to discuss with anyone any sensitive or privileged information which comes to your attention while performing your duties.
 - A. Exceptions: You may answer questions directed to you by the following:
 - 1. Patrol/Investigations commander
 - 2. Watch commander
 - 3. Field sergeant
 - 4. Officer assigned to the incident
 - 5. An investigator assigned to the case
 - 6. Superiors in the Communications Center chain-of-command
 - 7. Administrative officers, or persons authorized by the Chief of Police

- III. Personnel are especially advised not to discuss privileged or sensitive information with friends and family members.

- IV. Under no circumstances shall official information of any kind be used for personal purposes.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.4
SUBJECT: GENERAL RULES CONCERNING CONFIDENTIAL NATURE OF EMPLOYMENT		Page 1 of 2
Originating Date: February 1979	Revision Date: September 2003	

- I. Communications personnel shall treat the confidential nature of their duties with proper regard for the safeguarding of information to which they become cognizant in the course of their employment.
 - A. The official business activities and actions of the police department, fire department and other departments and agencies of all municipalities and other governmental agencies, including the identities of persons involved, shall be treated as confidential.
 - B. Such information shall not be imparted to anyone for whom it is not intended or who is not duly authorized to receive such information.
- II. Communications personnel shall not divulge contents of any criminal records to persons other than police personnel or authorized police department employees, nor use it for personal benefit. All records information retrieved by any method is confidential.
- III. Communications personnel shall not make any false reports or knowingly enter or cause to enter in any official report, record book, log or data center any inaccurate, false, misleading, or improper information or other material matter.
- IV. Communications personnel shall not remove or cause to be removed from any official report, record book, log or data center any information without proper authorization of a duly authorized person who is a member of the department involved.
- V. Communications personnel are allowed to obtain ANI (Automatic Number Identification) and ALI (Automatic Location Identification) information for callers that have called the PSAP (Public Safety Answering Point) for the City of Escondido on a seven-digit number if:
 1. The caller is requesting emergency aid as specified in Government Code section 53100.
 2. The caller has orally provided to the dispatcher his/her telephone number.
 3. The dispatcher determines that an emergency condition does exist.
 4. The caller is unable or has failed to give the dispatcher sufficient information to facilitate a proper emergency response.

Dispatchers are prohibited from obtaining the ANI and ALI for calls that do not meet these criteria and are prohibited from using the ANI and ALI information for any other purpose. If employees abuse this information and that abuse is found to be a serious violation of the law, the employee will be subject to disciplinary action.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.4
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- VI. None of the above should be construed to affect the normal and proper exchange of information among Communications personnel in the performance of their duties or for the purpose of enhancing their professional knowledge.
- VII. When an inquiry is made regarding any police business by a citizen, refer that inquiry to an Operations supervisor on duty or other person authorized to release information; i.e. communication supervisor or public information officer.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.5
SUBJECT: CHAIN OF COMMAND		Page 1 of 1
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- I. All persons in the Communications Center organization occupy a position in the organizational chain of command. A block diagram of the chain of command is included in this publication.
 - A. The chain of command shall be respected by all personnel at all times.

- II. The chain of command is an established and approved path by which information is passed from top to bottom, and bottom to top. However, under certain circumstances a person can bypass his/her immediate supervisor and speak formally to a person higher in the chain of command. These circumstances are outlined below.
 - A. When an operator wishes to report a violation of rules, regulations or procedures by a member of the Communications Center organization and feels that confidentiality is necessary to prevent jeopardy to the reporting operator.
 - B. When an operator feels that a supervisor is not handling a situation in a fair manner, the operator may bring the matter directly to the attention of the Dispatch Manager or Services Bureau Manager.
 - C. When an operator wishes to break the chain of command to seek personal advice that does not relate to official duties.
 - D. The final decision regarding any incident will rest with the person on duty holding the highest rank. In cases where two or more persons of equal rank are on duty, seniority in rank will prevail, and this person will be the deciding authority.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.6
SUBJECT: COMMUNICATIONS CENTER SECURITY AND VISITORS		Page 1 of 1
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- I. Personnel of the City of Escondido, personnel from other agencies and other unauthorized persons, either on duty or off duty, shall not be in the Communications Center unless on official business.

- II. All touring visitors will be escorted by a member of Police/Fire personnel and will not be permitted to go further than the Dispatch Shift Supervisor's work position (PD05 and/or PD04 Fire position). The only exception would be visiting dignitaries or officials escorted by a member of Police/Fire Administration.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.7
SUBJECT: COMMUNICATIONS PERSONNEL POLICIES/ MISCELLANEOUS		Page 1 of 2
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- I. CLEANLINESS: Each shift is responsible for the cleanliness of the Communications Center.
 - A. Dispatchers should clean their work station and remove all personal items at the end of their shift and each time they change work stations.
 - B. As time allows, the console and equipment should be cleaned and kept in neat order.

- II. LIQUIDS: Must be kept in covered or non-spill type containers when placed on the console counter.

- III. STORAGE:
 - A. Each dispatcher is provided with a locker for storage of personal items.
 - B. Coffee mugs and cups are to be cleaned and placed in lockers after use.
 - C. The Communications Center is a no-smoking area.
 - D. All personal jackets, sweaters, etc., will be stored in the Communications storage/break area or hung in personal lockers and are not to be draped over chairs at the work stations.
 - E. Mailboxes will be used for official Department mail only. All items from mailboxes will be removed and reviewed each working day by the individual assigned to that mailbox. Mailboxes shall not be used for storage of any item including books, magazines, headsets and other personal items. (See DI 4.1 further information.)

- IV. CORKBOARD: Use of the corkboard is restricted to necessary and official messages only.

- V. LOUNGE AND KITCHEN: Any dispatcher who makes use of the department lounge or kitchen is responsible for cleaning his/her spills, debris, or cooking utensils.

- VI. MEALS AND BREAKS: Meals and breaks for Communications personnel may be taken anytime convenient for the dispatcher, when it does not conflict with peak Communications Center activity.
 - A. Meals should not exceed 30 minutes and must be taken on the premises.
 - B. Breaks should not exceed 15 minutes for every 4 hours worked. Except under unusual circumstances, breaks are not to be taken during the first or last hours of the work day.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.7
SUBJECT: COMMUNICATIONS PERSONNEL POLICIES/ MISCELLANEOUS		Page 2 of 2
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- VII. PARKING: All employees will park in designated lot parking or available on-street parking with one exception: members of swing shift may park in "public" spaces for a short period until other spaces are available.
- VIII. RELIEVED FROM WORK STATION: Employees are properly relieved at the end of their shift when the oncoming dispatcher has plugged into the work station and has been briefed regarding the position they are assuming.
- IX. PREPARED FOR DUTY: Dispatch personnel reporting for duty shall be punctual at the times and places designated. This includes having headset, refreshments and taking care of personal responsibilities prior to shift.
- X. READING AND CRAFTS: Primary duty is to be attentive while working the radio. The radio operator will not be on the phone or a cell phone, surfing the Internet (Administrative Directive #27) or turned away from the console for long periods of time. The only activity permitted at police radio will be reading his/her GroupWise with the GroupWise screen minimized to allow for the continued viewing of the changing conditions of his/her radio terminal and reading work-related materials at anytime that activity permits. Reading and crossword puzzles are permitted at all positions on business days after 1730 hours, holidays and alternate Fridays when the department is closed. At no time are crafts allowed at Police Radio. Crafts are permitted at all other positions after 1730 hours on business days and if the activity will allow.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.8
SUBJECT: COMPLAINTS AGAINST CITY PERSONNEL		Page 1 of 1
Originating Date: October 1979	Revision Date: September 2001	

- I. In the event that a dispatcher receives a complaint from the public regarding a police officer, communications operator or other City employee, the dispatcher shall observe the following procedure.
 - A. If the complaint concerns a police officer, transfer the call to the watch commander.
 - B. If the complaint concerns a communications operator, transfer the call to a shift supervisor or, if no shift supervisor available, to the communications manager. In the absence of a shift supervisor or communications manager, transfer the call to the watch commander or, if no watch commander available, to the patrol supervisor.
 - C. The communications operator shall, if asked, provide the caller with their badge/ID number and their first and/or last name.
 - D. If the complaint concerns a member of another City department, transfer the call to the appropriate department head.
 1. If the department head is not available, take a brief report of the complaint and advise the caller that he/she will be contacted by the appropriate department head.
 2. Obtain the complainant's name, address, and telephone number.
 3. Always listen to the complainant's story, but do not under any circumstances take sides with either the caller or the employee in question. Do not express any opinions. Always thank the caller for reporting the matter and assure him/her that he/she will receive a follow-up call.

- II. When transferring a call of this type to the watch commander, communications supervisor or other personnel place the caller on "hold" and advise the party to whom the call will be transferred the nature of the call.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.9
SUBJECT: RESPONSE TO SUBPOENAS		Page 1 of 1
Originating Date: October 1979	Revision Date: March 2004	

I. PURPOSE

The purpose of this instruction is to alert the communications operator that he/she may be subpoenaed to appear in court as a witness or to serve on a jury.

II. NOTIFICATION OF SUPERVISOR

A. The person who is subpoenaed will advise their supervisor of the following:

1. Date and time of appearance.
2. Court.
3. Estimated time of return.

B. If the operator is on duty at the time of required court appearance, normal pay shall apply. If the court appearance occurs during off-duty hours and is job related, the operator will be paid overtime for the time in court and travel to and from court. Travel time shall be that time needed to reasonably travel from and return to the Escondido Police Department.

Court Time on Duty:

Court time on duty shall mean court time occurring during the "Normal Workday", "Normal Workday Overtime", or "Extended Day", and shall be compensated as such.

Court Time off Duty:

Court time off duty shall mean any court time occurring at any time not included within the definition of "Court Time On Duty" and shall be compensated by payment of an amount equal to three hours or actual time worked, whichever is greater, at time and one-half of the "Regular Rate of Pay".

III. EVIDENCE SUBPOENAS

When evidence such as tapes, reports, etc., are subpoenaed, forward the subpoena to the police services manager to determine if the subpoena is valid.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.10
SUBJECT: PERSONAL TELEPHONE CALLS		Page 1 of 1
Originating Date: July 1982	Revision Date: January 2003	

I. PURPOSE

To establish guidelines for personal calls received and made by Communications personnel.

Employees of the Department shall not have personal calls directed to the station except in the event of an emergency or where the calls are of considerable importance. This procedure shall apply to land line and cellular calls. In the event of an emergency call, the employee shall be informed immediately.

All outgoing calls, unless of an emergency nature, shall be made on one of the employee's two 15-minute breaks or 30-minute break.

If the volume of traffic or staffing prevents an employee from leaving the Communications Center, brief outgoing calls of an emergency nature may be placed.

The Police Radio operator shall not to be on the telephone, including cell phones, at any time while actively working the radio

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.11
SUBJECT: VACATION/TIME OFF/SICK LEAVE COVERAGE/ SHIFT EXCHANGE PROCEDURES		Page 1 of 4
Originating Date: June 1980	Revision Date: November 2009	

I. TIME OFF

- A. An Annual Vacation shall be defined as four or more consecutive workdays off for full-time employees, less than four consecutive workdays off will be considered as a single day off request and handled as regular time-off requests. (For hourly employees assigned to a shift, it will be defined as a request for their shifts off in a given week.) All annual vacations will be scheduled on the Annual Vacation Schedule. No more than two dispatchers may request the same time off. All annual vacations will be approved based on staffing requirements by the Communications Manager or designee.
- B. During vacations, days off and shift changes, adjustments to the schedule may be required to afford the best coverage to meet department needs. This will be done on a seniority or volunteer method.
- C. If a communications operator wants to make a request for more than one vacation period during the year, only one request will be based on seniority. Any other requests will be on availability.
- D. Time-off requests must be submitted to the Communications Manager at least five days in advance of requested date. This will allow for adjustments to the work schedule and give ample notice to personnel affected by the adjustments. Emergency or unforeseen time-off requests submitted in less than five days may be given to the Shift Supervisor for possible schedule adjustments or overtime posting. The Shift Supervisor will make all necessary attempts to honor any time-off request.
- E. Same-day time-off requests may be approved only if staffing levels remain at or above minimums for the time requested.
- F. All cancellations of approved "Time off Requests" must be submitted to the Communications Manager or to a Shift Supervisor within 72 hours prior to the time-off requests scheduled, so that adjustments to the schedule and overtime already scheduled can be cancelled.
- G. Any employee (including hourly employees) wishing to cancel a scheduled overtime or mandatory shift is responsible for filling that shift prior to the beginning of the shift. If the shift is not covered, it is the responsibility of that employee to work the scheduled hours or any hours not covered.
- H. Comp time-off requests for a single day or partial day off must be submitted at least 24 hours in advance. Comp time-off requests for more than a single day off must be submitted at least 72 hours in advance. Comp time off shall not be granted in increments of less than 30 minutes. Comp time-off requests may only be granted if staffing is above minimums for the time period requested.

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Title Communications Manager	Title Lieutenant

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Originating Date: June 1980	Revision Date: November 2009	

II. HOLIDAYS

An employee who works on a City-designated holiday can elect to receive holiday pay or bank the holiday to be taken at a later date, unless the person takes the holiday off on the designated day. (Refer to Memorandum of Understanding.) Hourly employees are not required to work holidays. If they are on a scheduled shift that falls on a holiday, they may elect to not work it; however, a minimum of two weeks notice in writing to the Communications Manager or designee is required.

III. SHIFT EXCHANGE PROCEDURES

Any request for shift or hour exchange must be submitted to the Communications Manager at least five days in advance in writing.

- A. If two operators exchange shifts, they shall retain all their own seniority.
- B. Exchange of work days and or work hours must be done within the same pay period and must be approved by the Communications Manager. Always record the actual hours worked each day on your time sheet.

IV. SICK LEAVE/SHORT STAFFING COVERAGE

When it becomes necessary to cover for sick leave or a staffing shortage, the first step is to check the schedule book to see if any adjustments can be made to cover the necessary time. If there are adjustments possible, dispatchers will be called in order of seniority and asked if they would like to adjust. Overtime will not be offered at this point. After checking with the dispatchers available to adjust, and if no one is available, then overtime can be offered. The most senior dispatchers, off or on duty, will be offered the overtime first. If overtime or a mandatory opening becomes necessary, it will be given to the most junior dispatcher on duty (not to exceed 12 hours). If there are no full-time employees available to work, then an hourly employee can work the mandatory opening. The most junior dispatcher working the oncoming shift will be notified that they have mandatory overtime. If the mandatory overtime or mandatory opening is for the next shift and the most junior dispatcher is presently working, they will be notified of the mandatory overtime or mandatory opening prior to leaving work for the day.

It is the responsibility of each employee to have a back-up plan if they need to stay over for mandatory overtime and be fit for duty. If you are asked to stay over and you are unable to stay because of unforeseen circumstances, you will be required to write a memo to the Communications Manager stating why you could not work the required overtime. Each memo will be reviewed case by case, and the employee should try to ensure that this does not happen again. If needed or a pattern continues, then disciplinary action may be needed.

- A. **EXCEPTION:** To fill 0300 hours to 0900 hours, the employees on duty may be offered the overtime before contacting off-duty employees.

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- B. Off-duty employees are to be contacted at a reasonable time for coverage. If it is necessary to call an employee during a normal sleep period (based on the shift the employee works), allow for travel time plus one hour for the time that needs to be covered. If it would not appear to be a normal sleep period, try to call and give the employee as much notice as possible. Using the overtime sign-up sheet, based on seniority, call the employees that do not have an "N" marked in the space below the appropriate date. Employees that have an "N" marked on the sheet will be considered a no and will call only in the event that they would have mandatory overtime. The Communications Manager or on-duty Shift Supervisor may, based on circumstances, direct that employees that have an "N" or blank space be called. The Communications Manager shall be notified whenever staffing will fall below minimum levels. Unless emergency conditions prevail and/or when approved by the Communications Manager, no employee shall work more than 12 consecutive hours or more than 16 hours in a 24-hour period. It is the responsibility of the on-duty Shift Supervisor or, if the on-duty Shift Supervisor is not available, the senior on-duty dispatcher will ensure every effort is made to cover time.

V. VACATION/COMPENSATORY LEAVE

- A. Must be approved by either a Shift Supervisor or the Communications Manager prior to the affected shift (if there is not a shift supervisor on that shift).
- B. Vacation leave (not scheduled annual vacation); Comp time, and floating holidays will be granted only when the request is filled. If an hourly employee has been assigned a shift and request that shift off, it will be granted only when the request is filled.

VI. HOURLY EMPLOYEES

Hourly employees will be required to work an average of 40 hours per month in the Communications Center. This is based on the needs of the center and does not guarantee that 40 hours will be open during any given month. The Communications Manager may lower the minimum requirement based on the operational needs of the Center. Exceptions to an employee working 40 hours per month will be considered on a case-by-case basis. Non-emergency cases (i.e., extended vacation, childcare issues, etc.) shall be submitted in writing, at least two weeks prior to the pay period where the exception will occur. Emergency cases should be submitted as soon as possible.

Hourly employees are responsible for their scheduled shift. If an hourly employee wishes to cancel a shift, it will be granted only if the request is filled. Cancellation of a shift request must be done in writing (i.e., GroupWise, CAD Mail, memo, etc.). The exception is for sick leave reasons. Three weeks before a scheduled shift change, an hourly employee can notify the Communications Manager of any scheduled days

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during that shift that they will not be able to work. This will allow enough time to do adjustments to the schedule and/or post the time needed to be covered.

Hourly employees are responsible for:

- Maintaining accountability of their scheduled shifts.
- Attending all required or mandatory training.
- Achieving and maintaining job skills.
- Following all rules, regulations, SOP's and Policies and Procedures of the Communications Center.
- Maintaining EMD/CPR Certifications

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Title Communications Manager	Title Lieutenant

		Section # 1.12
SUBJECT: UNIFORM POLICY		Page 1 of 4
Originating Date: January 2001	Revision Date: August 2005	

I. PURPOSE

To establish policies regarding personal appearance and wearing of uniforms.

II. UNIFORM SPECIFICATIONS

Complete uniform specifications for all Communications personnel are included in this section. If there is any doubt as to whether a particular item meets Department specifications, approval shall be obtained from the Communications Manager prior to purchase.

III. All personnel shall wear the complete uniform, as described below, while on duty in the station and when working special details such as working in the Command Van and training classes as designated by the Communications Manager.

A. All dispatchers must possess and maintain a standard service uniform. This uniform shall consist of the following:

1. Regulation wool or blend long- or short-sleeved shirt.
2. Regulation wool or blend trousers. Cargo pockets are not approved for the standard service uniform.
3. Regulation footwear.
4. Regulation belt.

B. BDU uniform is optional for wear by all dispatchers.

The BDU uniform shall consist of the following:

1. Regulation BDU shirt.
2. Regulation BDU trousers.
3. Regulation footwear.
4. Regulation belt.
5. The cloth badge patch, cloth name tape or embroidered name, shall be worn on the BDU shirt.
6. The BDU short-sleeved shirt can be worn with regulation uniform shorts.

C. Uniform sweaters and jackets may only be worn while on-duty and in uniform. All dispatchers will have at least one pair of trousers. All civilian outerwear will be stored in the coat rack or in personal lockers.

D. Uniform shirts must be removed or covered up by civilian outerwear when outside of the station.

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- E. Civilian clothing will be worn when accompanying a police officer on a ride-along. The standard service will be worn when accompanying Fire Department personnel on a ride-along; uniform shorts may not be worn.
- F. When wearing civilian attire in the station, a Department-issued picture ID card must be worn.

IV. PERSONAL APPEARANCE AND UNIFORM REQUIREMENTS

- A. While on-duty, personnel shall be neat and clean at all times. Uniforms shall be neat and pressed, and conform to specifications contained in this section.
- B. Trousers – 100% wool or 35% wool 65% Dacron blends, Blauer brand, BDU pants or Liberty brand polyester pants, LAPD blue in color.
- C. Shorts – Blauer brand with 10" inseam, or Sportis brand with 6 1/2" inseam, LAPD blue in color. Long-sleeved shirts or jackets shall not be worn with shorts. Shorts will not be worn during any court appearance or formal occasion.
- D. Shirts – Long- and short-sleeved shirts are acceptable. Blauer brand for BDU shirts, or Flying Cross Tropical 65% Dacron polyester 35% Rayon, dress shirts shall be 100% wool, or 55% Dacron polyester 45% Vesco Rayon with placket front and LAPD blue in color. Female personnel may wear the shirt with darts, and are required to wear bras. Undershirts are required when wearing open-collared shirts and shall be of the crew neck style, white, navy blue, or black in color. Turtleneck t-shirts and mock turtleneck t-shirts may be worn only with the long-sleeved shirt. Mock short-sleeved turtleneck t-shirt may be worn with the short-sleeved uniform shirt. Black or navy blue crew-neck sweaters may be worn only with the long-sleeved shirt. Years of service chevrons may be worn on the long-sleeved shirt.
- E. Sweaters/Sweater Vests – San Francisco Knitting Mills brand optional zip front or button up cardigan sweater, LAPD blue in color with appropriate shoulder patches may be worn only with uniform trousers and shorts. V-neck cardigan vest may be worn with long-sleeved shirt. Blauer Commando 206, LAPD blue, 70% acrylic 30% wool crew-neck pullover sweater is approved for wear with the uniform trousers and may be worn over the uniform shirt or by itself. The pullover sweater and vest will be worn tucked into the uniform pants. Department patches and rockers will be worn on both shoulders and cloth or metal nametag will be worn over the right breast with a metal or cloth Dispatcher badge over the left breast (depending upon whether the standard uniform or BDU uniform is worn).

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- F. Skirts – Edwards brand with pleats in front, knee length or below, LAPD blue in color may be worn with "nude" or flesh-toned hosiery.
- G. Belts – Shall be Chambers brand, 1 1/2" wide black basket weave with chromium, colonial style buckle. Black suspenders may be worn in place of the belt.
- H. Socks – Shall be all black mid-calf length crew type with no logos or stripes. White socks may only be worn with the uniform shorts or with boots.
- I. Footwear – Shall be all black leather or athletic type shoes or boots, no wingtip style toes. Females may wear black professional or office style black shoes with heels no higher than 1 1/2". All black boots or black athletic 3/4 style boots with black laces may be worn with uniform shorts.
- J. Shoulder Patches – Shall be worn on both sleeves of all shirts and sweaters with a rocker above the patch indicating Dispatcher or Supervisor. Top edge of the rocker will be 3/4" below the shoulder seam.
- K. Badge/Name Tag – The metal Dispatcher badge shall be worn over the left breast on the outermost garment and the metal nametag shall be worn above the right breast pocket on the outermost garment, except as authorized for embroidering on the uniform sweater and jacket. A black stripe may be worn on the badge in honor of a deceased officer. A maximum of two pins, the U.S. flag and City years of service pin, may be worn on the uniform shirt on the lower left corner of the flap on the right-hand pocket or centered above the nametag. A Communications Training Officer pin has been approved for wear on the service uniform shirt and shall be worn centered above the name tag or centered on the pocket flap.
- L. Jackets – The standard service uniform jacket will be black in color and may be the Horace Small New Generation brand or similar. The appropriate shoulder patches shall be affixed to the jacket and worn with the metal Dispatcher badge and metal nametag or the cloth Dispatcher badge with a cloth nametape or embroidered name.
- M. The blue service stripe (hash mark) may be worn on the left sleeve of the dress jacket, long-sleeved uniform shirt and uniform sweater. A service star may be engraved below the name on the dispatcher metal nametag. Each service stripe (hash mark) or service star represents five years of service as a dispatcher with a P.O.S.T. law enforcement agency.
- N. Civilian attire may be worn in lieu of the uniform when authorized by the Communications Manager (i.e., attending scheduled training, meetings, pregnancy). Civilian attire must conform with established department guidelines as follows:

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Dresses and skirts must be at no shorter than knee length from a standing position. Necklines should be suitable for a business environment. Sandals will be dress-type only and made of leather or simulated leather. The following are examples of clothing that shall not be worn:

- Any clothing displaying sexually suggestive or profane symbols or words
- Cut-off shorts
- Midriff tops or shirts exposing the mid-section
- See-through clothing
- Flip-flops, shower shoes or slippers
- Sweatpants
- Tight-fitting spandex pants
- Coveralls or overalls
- Tank tops

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 1.13
SUBJECT: TELEVISION VIEWING IN THE COMMUNICATIONS CENTER		Page 1 of 1
Originating Date: November 2001	Revision Date: March 2002	

BACKGROUND

This policy establishes the guidelines for watching television in the Communications Center. The Chief has authorized funding by the City for a television to be set up in the Communications Center. The television is provided to keep personnel apprised of news and major events that are a concern to, or could have a major impact to, law enforcement and fire services. As you know, we have been granted a resource that has the potential to be scrutinized. Please conduct viewing of the television in a professional manner and follow the guidelines so that you and your coworkers can continue to enjoy this benefit.

1. Television viewing is permitted on recognized holidays and significant special events and important national and local news occurrences.
2. Television is not permitted during tours or when visitors are present.
3. The television volume will always be on closed caption. The only exception will be local newsworthy incidents that are relative to the Communications Center's activity at that time.
4. During a heavy call load sequence or major incidents, the television should not be on.

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		Section # 1.14
SUBJECT: TACTICAL DISPATCHERS		Page 1 of 6
Originating Date: January 2002	Revision Date: July 2008	

I. MISSION STATEMENT

The primary objective of a Tactical dispatcher is to help resolve high risk situations by supporting command staff with accurate and timely documentation of events during high risk operations. Inherent in this responsibility will be processing and posting of tactical, ENT and operational information, including communication procedures to support the command and control protocol for the management of critical operations.

- A. Primary responsibility is to support the Tactical commanders in the execution of their duties during the course of a critical incident.
- B. Will be fully integrated into the Command Post operations in direct support of the Command staff responsible for controlling tactical operations.
- C. Will be equipped and trained in the skills and knowledge necessary to:
 - 1. Understand/decipher tactical communications traffic.
 - 2. Process and verify information collected at the Command Post.
 - 3. Direct and/or brief critical information to specific commanders based on their duties and responsibilities.
 - 4. Understand the General Orders and Policies regarding department protocol for Tactical operations.
 - 5. Understand the field deployment procedures of the following tactical and support resources:
 - a. TOU Team
 - b. ENT Team
 - c. Sniper Team
 - d. Containment Team
 - e. Media Officer
 - f. Command Post Staff
 - g. Command Team

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II. SELECTION PROCESS (SEE ALSO DEPARTMENT INSTRUCTION 1.11)

Posting notification of position availability.

- Transfer Request
- Qualification Criteria
- Selection Process

Letter of interest to Communications Manager (including qualifications). Oral Board to include minimum of two supervisors, three is preferable, from the following units.

- Command staff representation
- TOU Team Supervisor
- ENT Team Supervisor
- Communications Manager or designee

A. Minimum Qualifications

- Three years experience as a Public Safety Dispatcher.
- One year at the Escondido Police Department at the time of application and be off probation.
- Full-time and completion of probationary status.
- Overall rating on the last two Employee Performance Report must be satisfactory or higher overall.
- A willingness to respond 24 hours a day and a pager is not required.
- An availability to respond for training.
- Must display maturity, decision-making ability and express an interest in such assignment.
- Must have the ability to effectively communicate with various personality types.
- Must have willingness to assume extra work duties for training and operations.
- Must have outstanding interpersonal and communication skills.
- Must have the ability to function as part of a team.
- Must have the ability to react and think quickly.
- POST Dispatch Certificate.
- Part-time employee with completion of police radio training and minimum of 3 years experience.

B. Interested candidates should exhibit the following characteristics:

- Interest
- Positive attitude
- Experience as a dispatcher
- Reliable

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C. Selection process based on the following:

- An oral interview
- Peer evaluation by Co-workers, Shift Supervisors and Patrol Supervisors
- Review of personnel file. The personnel file will be scored on a combination of years on, the overall rating on the last two evaluations, and ten individual qualities specific to being a good Tactical Dispatcher. Those qualities are self-motivation/initiative, adaptability, performance in emergencies, common sense/judgment, dependability, leadership, job knowledge, team work, quality of work, and oral expression. Scoring as 10 points for each exception, seven points for each highly satisfactory, five points for each satisfactory, and zero points for anything less. An additional ¼ point for every year on with Escondido Police Department.

III. JOB TRAINING

- Once selected, will attend the POST Tactical Dispatch Course (40 hours) as soon as possible.
- Agency briefing on command protocol, tactical response and command staff responsibilities.
- Attend selected TOU training exercises at the discretion of TOU commander to keep current on operational procedures.
- Obtain a working knowledge of mutual aid agencies.
- Tactical dispatch team training (agency in-house).
 1. Review and update of contemporary procedures.
 2. Case studies of high risk incidents.
 3. Improvement to existing procedures.
 4. Review of basic skills.
 5. Tabletop exercises.
 6. Develop advanced skills.

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IV. JOB DESCRIPTION/ASSIGNMENT

A. Team Size

Not less than three full time dispatchers for the Tactical team, more dispatchers may be added to the Dispatch Team as staffing allows.

Team Assignment

- Dedicated team/dispatcher to handle critical incidents.
- Other on-duty dispatchers to handle the other calls for service.
- May involve overlapping responsibilities until back-up dispatcher can respond for call-out.

1. Department Dispatcher
2. Tactical Dispatcher

B. Call-out Procedure

Upon the request of the Police Field Supervisor or Watch Commander, the on-duty Dispatcher shall be responsible to page or call the Tactical Dispatcher(s), if not currently working in Communications at the time of the incident. If a tactical dispatcher is working at the time of call we will back fill for dispatch with another dispatcher. If there is no tactical dispatcher working at the time of the call-out, dispatch will contact all tactical dispatchers (subject to scheduling needs and by seniority) to fill the position. As soon as possible the Communications Manager will be advised on all call outs of a tactical dispatchers if not already advised by the TOU Commander.

C. Duties and Responsibilities of the Tactical Dispatch Team

When the Command Post is located at the Police Department, the on-duty Dispatcher or Dispatch Team Member shall work from the Communications Center or the Communications Emergency Operations Center. If possible, a member of the Dispatch Team will take over the critical incidents as soon as feasible, either by talking to the calling party or working Police Radio so that a Dispatch Team Member is in position to assist Commander Staff and start gathering intelligence information. The on-duty Public Safety Shift Supervisor will assist in the movement of personnel in the Communications Center to assure that Tactical Dispatchers are in position to best utilize their special skills and ensure a smooth transition.

When the Command Post is located at the incident site, the Tactical Dispatcher shall respond with the Command Staff to that designated location; however, only when another department Dispatcher has relieved that Tactical Dispatcher from their duties in the Communications Center.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
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SUBJECT: TACTICAL DISPATCHERS

Originating Date: January 2002

Revision Date: July 2008

Prior to responding to the Command Post, the first on-scene Tactical Dispatcher shall obtain all intelligence information and situation briefing from the on-duty Dispatcher working the critical incident. This shall include, but is not limited to:

[REDACTED]

The Tactical Dispatcher(s) shall report to the on-scene Supervisor/Tactical Commander at the Command Post, depending on the type of operation. They will then receive a situation briefing from the on-scene Supervisor and commence Tactical Dispatch Operations. This shall include handling radio traffic to Command Post, posting and updating of the following information:

[REDACTED]

The Tactical Dispatcher shall keep the Incident Commander and the Tactical Commander informed of crime scene information to include:

- Current status of the incident.
- Changes to the current status if required and/or requested by the Commanders.
- Status changes of the perspective TOU team members.
- Initial and update briefs.

The Tactical Dispatchers shall also be responsible for the notification of the following resources (preferably over the phone) as deemed necessary:

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- Fire units
- Paramedics
- Utilities
- Hospitals
- Detention facilities
- Haz-Mat teams
- Miscellaneous, as requested by the TOU and/or Incident Commanders.

At no time shall the Tactical Dispatchers interject opinions or unwanted comments regarding decisions/actions of the Command Staff. Also, at no time shall the Tactical Dispatcher violate the confidentiality of the Command Post operations.

The Tactical Dispatcher shall always be prepared to provide concise, positive, accurate evaluations of the area of their involvement and/or expertise.

Once the incident is concluded, the Tactical Dispatcher shall secure all documents pertaining to the incident (being careful not to leave anything at the Command Post location). They will then be handed over to the Tactical Commander and be considered (if necessary) as historical and/or court documents. The Tactical Dispatch Team will then attend the debriefing.

The Tactical Dispatcher(s) shall prepare an after-action report to be distributed to the Communications Manager, Tactical Commander and Incident Commander.

D. Forms

Forms will be needed for the Tactical Dispatch Teams. It is the responsibility of the Tactical Dispatch Teams to get approval on all forms used by them from the TOU Commander and Communications Manager. Also, the Dispatch Teams will need to keep these forms in ample supply and update all pertinent information pertaining to their teams. It is also the responsibility of the Tactical Dispatch Teams to keep current the team's roster and all other information files located in a team equipment bag (supplied by the Department).

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 2
SUBJECT: PROCEDURES FOR AFTER HOURS WATER SERVICE TURN ON		Page 1 of 1
Originating Date: June 2000	Revision Date: May 2009	

Monday through Thursday, from 0730-1730 hours, citizens should be referred to Utility Billing at 839-4682, for water turn on requests. On payday Friday, Dispatch will call Public Works between 0630 to 1500 hours for water turn on requests. After hours, on weekends and holidays, Dispatch will contact the on-call person. If the water has been turned off for non-payment, it will not be turned on after hours. Callers will have to contact the Utility Billing the next business day.

Effective 5-1-09, \$112.50 fee for an after hours turn on.
 After 5:30 p.m. Monday through Thursday
 After 3:00 p.m. payday Friday
 Weekends, holidays and non payday Fridays

The after-hours telephone message at City Hall and the emergency after-hours message for Public Works both state there is a \$112.50 fee for an after hours turn on. A dispatcher will read the following short message to the customer which tells of the \$112.50 fee.

"There is a \$112.50 **nonrefundable** charge for an after-hours turn on. Before the water can be turned on, you will be required to sign a form and must be in before noon the following business day to sign up for service, or the meter will be locked off again. The \$112.50 must be paid at the time of sign-up and a deposit may be required."

If a citizen has any further questions, they should be told to call the Utility Billing office the following business morning at 839-4682.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 2.1
SUBJECT: BASIC TELEPHONE TECHNIQUES AND PROCEDURES		Page 1 of 3
Originating Date: February 1979	Revision Date: April 2003	

- I. As a Communications Operator, you are the primary link with the public when you answer the telephone. A clearly understood, calm, firm, decisive, courteous voice will best generate the rapport needed to effectively gather information.
 - A. Answer PROMPTLY. Treat each call as an emergency. Attempt to answer all calls within three rings.
 - B. Identify the department you are representing. This assures the caller that he/she has the correct agency.
 - C. After the initial exchange of pertinent information, maintain a courteous but firm attitude, cut off superfluous wording by "fact finding" - who, what, where and when. Advise the caller that something will be done immediately, or as soon as possible.
 - D. Take complete information concerning the incident. Once the correct location for the call has been determined, the call taker will first verify the location on CAD using the Incident mask and then complete the details of the call. Verifying the location in CAD will create a received time in the CAD incident. Not all calls require that an officer make contact with the reporting party. To ensure that contact is made when requested, or implied, by the reporting party, indicate in the text that the caller wants contact (i.e. "10-87 R/P").
 - E. Show interest in the person's call. To him/her, the call is very important. Insignificant items to you may be an emergency to the calling party. The telephone is the only means of access the citizen has to obtain your services.
 - F. Terminate calls positively and courteously. Make sure the party is aware of your intentions on the matter.

- II. PLACING CALLS ON HOLD
 - A. Neither a business or emergency line will be placed on hold until it is ascertained that the call is not of an emergency nature.
 - B. An incoming call determined not to be an emergency shall be placed on hold if it is necessary to answer other incoming calls.
 - C. Non-emergency calls placed on hold shall be again answered in the order first answered, except a transfer call may be completed prior to returning a call previously placed on hold.
 - D. Briefly explain to the calling party whenever you find it is necessary to place a call on hold. If you need to research information and anticipate a lengthy delay, give the caller the option of holding or being called back with the

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 2.1
SUBJECT: BASIC TELEPHONE TECHNIQUES AND PROCEDURES		Page 2 of 3
Originating Date: February 1979	Revision Date: April 2003	

information requested. If they request to hold, then go back on the line periodically and advise them that you are still checking.

III. TRANSFERRING CALLS

- A. Transfer a caller when they specifically request another person, or when the caller needs information which you cannot provide.
- B. Give the caller the name, department and telephone number (unless it's a private line) of the person to whom the call is being transferred.
- C. Never transfer a call without advising the recipient that it is a transfer for them and ask if they can accept the call at that time.
- D. When transferring a call of an unusual or sensitive nature, inform the recipient the nature of the call before the transfer has been completed.
- E. All calls transferred to the Watch Commander/Patrol Supervisor will be handled as though it is an unusual or sensitive nature.
- F. If the caller requests to speak with an officer that is working at the time, take a message and notify the officer as quickly as possible. If the officer is off duty, ask the caller if they want to be transferred to the officer's voice mail.

IV. 9-1-1 HANG-UP CALLS – If a call is received on a 9-1-1 line and the caller hangs up without advising the nature of the call, create an incident and:

- A. Call back immediately to ascertain if an emergency exists. Identify yourself as soon as someone answers. Advise the person that you have received a 9-1-1 hang-up call from their phone number and that you are calling back to make sure everything is alright. Be perceptive to someone who is trying to tip you off that there is a problem. Use questions that require yes or no answers and have them verify their address with what is displayed on the ALI. If there is an emergency, modify the CAD type code to reflect the correct type of call and enter comments into the text of the incident. If there is no emergency, cancel the incident with a dispo of ADV and note in the text of the incident the reason why the call was cancelled.
- B. If there is no answer, the line is busy, or there is an answering machine, note this in the incident. If a busy signal is received, dial the "0" operator and request they try an emergency interrupt on the line to connect you with the caller. If there is an answering machine, do not leave a message, as it may jeopardize a victim who may have only had the opportunity to call 9-1-1 and hang up.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 2.1
SUBJECT: BASIC TELEPHONE TECHNIQUES AND PROCEDURES		Page 3 of 3
Originating Date: February 1979	Revision Date: April 2003	

- C. If the 9-1-1 hang-up originated from a payphone, the incident may be entered as a Priority 3. If the call appears to be from a payphone outside a business, do not call the business and ask them to check the outside payphone as this could put them in jeopardy. If it appears the call came from a payphone inside a business, it is acceptable to call the business; however, if the person answering is unable to ascertain if an emergency exists, it will be necessary to dispatch a patrol unit.
- D. Regardless of whether units were dispatched, it is always necessary to create an incident for all 9-1-1 hang-up calls.
- E. See also Dispatching Procedures, Section 4.33 – Dispatching 9-1-1 Hang-ups
- V. LANGUAGE LINE – The City has contracted for translations services with "Language Line Services". Do not attempt to ask the caller any questions if you are not certified with the City in that language. Use the translation services or ask a co-worker who is certified to assist you. To reach a translator for non-emergency calls, place the caller on hold, select a dedicated outgoing line (432-9964 or 432-2045) and click on the "language" icon. Once the translator is on the line, conference the two lines together. Language Line Services may also be reached by dialing 1-800-448-3003.
- VI. TDD (TELECOMMUNICATIONS DEVICE FOR THE DEAF) - (See Section 2.13)
- VII. School Crossing Guard Replacement. On the occasion that a school crossing guard calls in unable to make their respective duty, dispatch will make out an "11-84" type later call. Dispatch will then check with the "Crossing Guard – Call out List" to try and call a replacement for the detail. The dispatcher will also make a copy of the incident and forward it to the CSO that is in charge of the Crossing Guards.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 2.2
SUBJECT: COMMUNICATIONS STRATEGY DURING BARRICADE/HOSTAGE INCIDENTS		Page 1 of 1
Originating Date: October 1979	Revision Date: November 2001	

I. PURPOSE

To establish a policy for early suspect contact by communications operators in possible negotiation situations.

II. Upon receipt of this type of telephone call:

- A. Immediately alert the Communications Shift Supervisor.
- B. The Shift Supervisor will in turn immediately notify the Watch Commander and the Patrol Supervisor.

III. The operator who receives this type of call needs to:

- A. Maintain contact with the suspect until a "negotiator" takes over the call.
- B. Be prepared to speak as long as necessary to establish rapport with the caller and to give officers valuable time to set up their strategy.
- C. Attempt to get caller's first name and give your if caller asks for it.
- D. Listening techniques:
 - 1. Be an active listener, don't talk more than the caller.
 - 2. Paraphrasing: repeat back what the caller has said, re-phrase a statement to check on accuracy of what was said.
 - 3. Reflect back feelings you hear, etc: "that must have been disappointing to you" or "sounds like you feel angry about that".
 - 4. Ask open-ended questions, aim at getting the caller to disclose further information about themselves or their intentions. Use this information for intelligence gathering.
 - 5. Do not make any statements that sound like you are criticizing or judging them for their actions.
 - 6. Do not make promised that you or the department cannot honor.

Written by Garry Wells
Title Dispatch Manager

		Section # 2.3
SUBJECT: TELEPHONE CALL PRIORITY		Page 1 of 1
Originating Date: February 1979	Revision Date: November 2001	

- I. The Communications Center is equipped with emergency, alarm, business, and in house telephone lines. Due to the emergency nature of some of these telephone trunks, it is important that the proper priority be observed when answering incoming calls.
 - A. Emergency lines take precedence. This includes 911, 839-4611 and 839-4622.
 - B. Alarm lines are second in priority, 839-4710 and 839-4636.
 - C. Direct business lines are third in priority, 839-4722 and 839-4764.
 - D. Direct lines (unlisted) for Police/Fire personnel to use are fourth in priority, [REDACTED].
 - E. Unlisted in-house lines are fifth in priority.

- II. The Vesta phone system offers several methods for answering calls and is programmed to connect you to the longest ringing, priority call.
 - A. The Line Organizer has five different line groups, highest priority from left to right. Use the mouse and click on the appropriate line that is ringing (flashing red).
 - B. The Call Control section has five control buttons. By using the mouse and clicking on "priority" will give you the highest priority call that has been holding the longest.
 1. Hold
 2. Flash
 3. Priority
 4. Conference
 5. Release
 - C. Genovation is a gray micropad that is used for making phone calls. It is also equipped with a hold button, an end button, and a priority button. By touching the priority button it will give you the highest priority call that has been holding the longest.

Written by Garry Wells
Title Dispatch Manager

		Section # 2.4
SUBJECT: NON-EMERGENCY CALLS ON EMERGENCY LINES		Page 1 of 1
Originating Date: February 1979	Revision Date: February 2003	

I. PURPOSE

The purpose of this instruction is to provide guidance when persons call on the emergency line, wanting to conduct routine business.

II. EMERGENCY LINES

When a person calls on an emergency line, the communications operator should determine if an emergency exists; if one does not exist, refer the person to the business line number.

III. EMERGENCY DEFINITION

An emergency call is defined as one that will require the dispatch of police, fire or rescue personnel:

- A. Where life or property is in immediate danger.
- B. Where a violent crime has just occurred or is about to occur.
- C. Where the calling party is emotionally distraught and having the calling party call back would not be appropriate.
- D. A crime in progress or that has just occurred.

IV. EXCEPTIONS

There may be times when it would be appropriate to consider handling non-emergency calls on the emergency line, such as:

- A. When the telephone activity is very quiet, especially during graveyard and certain times on other watches.
- B. On toll calls where it is inconvenient for the calling party to place another toll call and traffic activity on other lines is light.
- C. When calls are made from pay stations and the business can be conducted briefly.
- D. On outside agency 911 calls that would be normally redirected to our **non-emergency non-911** line if they were to occur within EPD jurisdiction, we will continue to inform them of the proper agency to call for service. If the caller requests that we connect them to the appropriate agency, we will advise them who we are connecting them to, connect them accordingly and release the 911 line as soon as the receiving agency answers via either their "answering system" or "human" dispatcher/call taker. If the call is determined to be a proper "emergency 911" call, our dispatcher will stay on the line until a "human" dispatcher/call taker answers.

Written by Garry Wells
Title Communications Supervisor

		Section # 2.5
SUBJECT: TELEPHONE PROCEDURE - PUBLIC NUMBERS		Page 1 of 1
Originating Date: February 1979	Revision Date: August 1999	

- I. Because of the time involved in transferring a call, the dispatcher may wish to have the calling party call direct.

There is a limited amount of numbers for public use. These are:

- A. ACCIDENT/TRAFFIC RECORDS..... 839-4712
- B. ADMINISTRATIVE OFFICES 839-4706
- C. ARREST DESK 839-4718
- D. BUSINESS OFFICE & INFORMATION..... 839-4721
- E. CRIME PREVENTION. 839-4916
- F. C.O.P.P.S..... 839-4955
- G. CRIME RECORDS 839-4917
- H. DETECTIVE DIVISION..... 839-4717
- I. PROPERTY ROOM 839-4740
- J. SPECIAL INVESTIGATIONS UNIT 432-4954
- K. TRAINING..... 839-4748
- L. VEHICLE ABATEMENT (RECORDING)..... 839-4755

- II. The dispatcher should not have a caller call back if the caller is making a toll call which can be handled in a short period of time.

Written by Garry Wells
Title Communications Supervisor

		Section # 2.6
SUBJECT: CALLS FOR MAYOR, COUNCILMEN AND DEPARTMENT HEADS		Page 1 of 1
Originating Date: February 1979	Revision Date: July 1993	

- I. All telephone calls received for the Mayor, City Councilmen or department heads (after normal City Hall business hours) shall not be referred to their residence telephones, unless the number is listed.
- II. The communications operator shall ascertain whether or not the call concerns an emergency situation.
 - A. If a call concerns an emergency, it should be handled according to the procedure for the type of emergency involved. If the dispatcher does have the desired party's home telephone number, he/she may call that person and relay the message.
 - B. If it is not an emergency, the caller should be advised to recontact City Hall during business hours, or that you will take the caller's name and telephone number and leave a message for the desired party to return the call.

Written by Susan Reiersen
Title Communications Supervisor

		Section # 2.7
SUBJECT: CITY EMPLOYEES' HOME TELEPHONE NUMBERS		Page 1 of 1
Originating Date: February 1979	Revision Date: September 2003	

- I. The home telephone numbers of all Police Department employees will be kept by the Communications Center. Communications personnel who are notified of changes will make updates of same in the information manuals and advise the person to notify administration.

- II. Police Department Personnel:
 - A. Any request for police personnel home telephone numbers will be granted only if the dispatcher identifies the caller to be another Escondido Police Department employee.

 - B. In all other cases, the dispatcher will obtain the calling party's name and phone number and relay it to the officer.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 2.8
SUBJECT: RECEIVING MESSAGES FOR PERSONNEL		Page 1 of 1
Originating Date: February 1979	Revision Date: September 2004	

- I. When it becomes necessary to take a message for field personnel or station personnel who cannot be immediately contacted, the dispatcher will need to obtain the following information:
 1. Date and time message received.
 2. Name of the calling party.
 3. Calling party's telephone number.
 4. Nature of message.

- II. If field personnel are working or scheduled to work on the same day the calling party called, a phone message slip will need to be filled out. If the message is sent by CAD to the field personnel, a phone message slip still needs to be completed and placed in their mailbox. If the message is urgent, the field personnel will be notified by radio to check his/her CAD message right away or call Dispatch.

- III. If the field personnel is on their days off, offer to transfer the calling party to their voice mail. If the field personnel does not have voice mail, complete a message slip and place it in their mailbox.

- IV. At any time, if the calling party indicates they need assistance before the field personnel returns to work, the Dispatcher should attempt to ascertain the problem and see if someone else can assist them.

- V. Callers requesting to speak with prisoners will be advised that prisoners cannot receive calls at this time and the caller will have to wait until the person is booked into county jail. If the caller indicates it is important due to the prisoner having medical problems or needing medication, the Dispatcher will contact the arresting officer. If the arresting officer cannot be located, then notify the Watch Commander.

Written by Garry Wells
Title Communications Manager

		Section # 2.9
SUBJECT: USE OF PUBLIC TELEPHONES BY MOBILE UNITS		Page 1 of 1
Originating Date: February 1979	Revision Date: July 1993	

- I. In the event that a communications operator feels that a particular message should not be given over the air, the operator shall instruct the concerned mobile unit to "give Station H a 10-21 number."

Written by Susan Reiersen
Title Communications Supervisor

		Section # 2.10
SUBJECT: SUPPLEMENTAL REPORTS		Page 1 of 1
Originating Date: February 1979	Revision Date: March 2003	

- I. On occasion, a victim or witness will call the department to report additional details concerning a crime or incident.
 - A. If the officer who took the report is still on duty, he/she should be dispatched to either meet the reporting party to obtain supplemental information or be advised to telephone.
 - B. If the initial crime report has already been filed or if the caller is not in the Escondido City limits, transfer the call to Records (Crime Desk, X 4917 during business hours).
 - C. If the information being offered by the caller pertains to a case which is being worked by the Detective Division, the call may be referred to the Detective Division (839-4717) during normal business hours or referred to the Detective Division the next day if the call is not of an urgent or high priority nature.

If the information is of a priority nature or if the dispatcher has any doubt as to the urgency, the call should be referred to the watch commander or field sergeant.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.11
SUBJECT: BUSINESS LICENSES		Page 1 of 1
Originating Date: October 2, 1979	Revision Date: March 2003	

The City of Escondido requires that all persons engaged in retail sales within the city limits shall have a business license or permit.

Any persons who call the Police Department requesting information regarding business licenses or permits shall be referred to the Business License Section of the Planning and Building - Code Enforcement Department, City of Escondido, 839-4650.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.12
SUBJECT: CALL SCREENING FOR INITIAL DISPATCH		Page 1 of 3
Originating Date: April 1983	Revision Date: May 2007	

- I. All calls received need to be thoroughly screened to enable the radio dispatcher to initially dispatch the correct type and number of units to handle the situation. Once the correct location for the call has been determined, the call taker will first verify the location on CAD using the Incident mask and then complete the details of the call. Verifying the location in CAD will create a received time in the CAD incident. Not all calls require that an officer make contact with the reporting party. To ensure that contact is made when requested, or implied, by the reporting party, indicate in the text that the caller wants contact (i.e. "10-87 R/P").

CAD incidents that have been dispatched will not be re-opened at a later time. A new incident will be entered and cross referenced with the previous incident. If the incident was closed as an advised (ADV) or cancelled (CAN) call prior to dispatching units it may be re-opened provided that it is within a 24 hour period.

The following are examples of types of calls that one unit may be dispatched to handle. At the discretion of the responding officer, he/she can request a second officer to assist.

A. Covering Other Agencies in Our City

All **non-emergency** requests for assistance from other law enforcement agencies (parole, probation, court services, etc.) in our city will be entered into CAD as a Priority 3 call and will be approved by patrol supervision prior to units being dispatched. All **emergency or urgent** requests for assistance (code 3 cover, 11-99, 10-88, 10-87 on traffic/subject stops, etc) will be entered into CAD as a Priority 1 or Priority 2 call and do not need patrol supervision prior to units being dispatched. However, patrol supervision still must be notified and the notification noted in the CAD incident.

B. Suspicious Person(s)/Vehicle(s)

Dispatch shall obtain all information as to the nature of the activity that will be helpful to the responding unit. A cover unit can be dispatched if the responding officer wishes cover.

C. Keep the Peace

One party wishing only to retrieve property. Officer meets party in area before going to scene. Evaluate situation; call cover unit if deemed necessary.

D. Citizen's Arrest

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.12
SUBJECT: CALL SCREENING FOR INITIAL DISPATCH		Page 2 of 3
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Subject arrested is being detained peaceably.

E. Person Down

CAD recommendation is two units; however, certain guidelines apply. During daytime hours, if the person down is not reported to be drunk, then one unit will be dispatched to investigate, unless it is in a location that warrants two units. At night, normally two units will be dispatched to all person down (11-8) calls. Let time, location, and potential drunkenness be your guide.

F. Bomb Threats

See Section 4.9. Follow normal dispatching procedures during normal business hours.

G. Accidents (Traffic/Hit-and-Run/Industrial)

One unit will be dispatched to minor injury and no-detail accidents. See Section 4.10 IV. for dispatching of non-injury accidents. Responding officer shall advise if assistance is needed.

H. Disturbance Calls

1. Noise Complaint/Loud Music

- A. When a reporting party is willing to sign a complaint form, if necessary, input the call with CAD type code 415NS.
- B. When a reporting party is not willing to sign a complaint form and no crime or EMC violation would apply the reporting party will be told that an Officer will be dispatched to evaluate and ask that the noise/music be turned down. The reporting party will also be informed that in order for the Officer to respond to the location a second time someone would need to be willing to sign a complaint form. These calls will be input with a CAD type code 415N

2. Barking Dog Complaints

- A. Escondido Police Department will respond to barking dog noise complaints between the hours of 2200 and 0700 hours whenever a reporting party is willing to sign a complaint form, these calls will be input with CAD type code 415DS. We will not respond when the reporting party wishes to remain anonymous and or does not wish to sign a complaint form These callers will

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.12
SUBJECT: CALL SCREENING FOR INITIAL DISPATCH		Page 3 of 3
Originating Date: April 1983	Revision Date: May 2007	

be told to contact the Escondido Humane Society during their regular business hours.

B. During their contracted business hours, 0700 to 2200 hours, all barking dog complaints will be referred to the Escondido Humane Society.

I. Family Disturbance

One unit dispatched if only one party is at the scene (i.e., hostile party has left scene and the remaining party is reporting incident or injury).

J. Infraction/Misdemeanor Warrant Arrest Resulting from Traffic Stop

1. If violator is not hostile.
2. Cover unit shall be dispatched on Felony Warrants.

K. Park Check (Foot Patrol)

Routine foot patrol of the parks during daylight hours.

II. Phone operators should indicate in the text area if the call requires more than the standard number of officers to respond.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.13
SUBJECT: TELECOMMUNICATIONS DEVICES FOR THE DEAF (Tads) OPERATIONS AND TRAINING		Page 1 of 1
Originating Date: October1997	Revision Date: October 2007	

I. PURPOSE

To establish operations and training standards for TDD Devices in compliance with the U.S. Department of Justice Guidelines.

II. EQUIPMENT/TRAINING

- A. The Dispatch Center has the capability to communicate with hearing impaired people who have TDDS. All call taking positions except for the supervisor's office are equipped with TDD communication through the Vesta phone system that is interfaced with CAD.
- B. Trainees will receive training on the TDD system in the Dispatch Center during their first phase of telephone training. Trainees will not be permitted to take calls from the public alone prior to the successful completion of TTY training in accordance with Department of Justice standards.
- C. All dispatchers will receive refresher training every six months by a Dispatch shift supervisor. The trainers will use the standard approved TDD Training Guide. A permanent training log will be maintained by a Dispatch shift supervisor.
- D. All TDD equipment will be tested on the first day of each month. A log will be maintained in the Dispatch supervisor's office.
- E. In the event a dispatcher receives a silent open line call, it will be considered a TDD call. All call taking personnel must effectively recognize and respond to "silent" open line and TTY calls where the caller may be unable or unwilling to communicate by voice. In order to ensure that all TTY calls are properly identified, call takers must be able to recognize TTY tones and/or query every "silent" or open line with a TTY greeting.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.14
SUBJECT: TELEPHONE CALLS RECEIVED FROM A PERSON ABOARD AN AIRPLANE		Page 1 of 1
Originating Date: November 2001	Revision Date:	

Obtain:

1. The name of the airline the person is flying on (i.e., American, Northwest, etc.)
2. The Flight Number.
3. Where did the flight last depart from?
4. What is the next destination of the flight?
5. Do you know where the plane is located (i.e., somewhere over West Virginia, approaching Baltimore, etc.)?
6. What is the caller's name?
7. What seat are they in (i.e., 17-C, 29-F, etc.)?
8. Are they calling from a wireless/cellular telephone or on-board telephone?
9. If a wireless telephone, what is the telephone number?
10. What is the wireless telephone carrier (i.e., Cingular, Nextel, etc.)?
11. What is the on-board emergency?

After this information is obtained, immediately notify the Watch Commander and call the Federal Aviation Administration (FAA) at 703-904-4525 or 703-904-4453 or 703-708-5148. The FAA telephone numbers listed are to the FAA's National Operations Manager office located in Northern Virginia (area code 703) and is the number to call regardless of where in the United States a Public Safety Answering Point (SPAP) receiving this type of call is located.

Based on the information received, the FAA will determine what, if anything, else should be done by the Escondido Police Department.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.15
SUBJECT: DAM EMERGENCIES – LAKE WOHLFORD AND LAKE DIXON		Page 1 of 2
Originating Date: February 2003	Revision Date: August 2007	

- I. In the event of an imminent or occurring emergency concerning Lake Wohlford or Lake Dixon dams, Dispatch will be called and will be notified that a Class "A" or Class "B" type emergency exists. This alert will come from the Water Treatment Plant. A Case "A" type emergency is when Failure of the dam is imminent or has occurred and Case "B" type emergency is when a potentially hazardous situation is developing.
 - A. Dispatch will then get the "Wohlford Dam – Emergency Action Plan" book, that is kept in the bookcase next to, the PD05 position in dispatch.
 - B. The pages of the book with the "Notification Flow Charts" will be used to phone those parties dispatch shall notify:
 1. Duty Fire Chief
 2. Police Watch Commander
 3. San Diego County Office of Emergency Services
 - C. Dispatch will in turn, notify each party that is called, giving each the exact information that dispatch has received to that point.
 - D. At regular intervals, all of the parties involved will run drills of this system. When dispatch is called, the operator taking the call will be asked:
 1. Do you know where the "Wohlford Dam – EAP" book is?
 2. Do you know whom you are supposed to notify?
 3. When dispatch makes those calls, the operator doing so will ask the same questions that we were asked.
 - E. Dam Failure Pre-Plan, if a Case "A" type emergency exists, dispatch may be requested to launch Inundation Pre-Plans which have pre-recorded messages for different areas of the City. They are as follows:

Pre-Plan 1	E/O Citrus	Message 4
Pre-Plan 2	E/O Rose	Message 5
Pre-Plan 3	E/O Fig	Message 6
Pre-Plan 4	E/O Centre City	Message 7
Pre-Plan 5	W/O Centre City	Message 8

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.15
SUBJECT: DAM EMERGENCIES – LAKE WOHLFORD AND LAKE DIXON		Page 2 of 2
Originating Date: February 2003	Revision Date: August 2007	

These messages will tell citizens of the pending dam emergency and location they need to evacuate to.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.16
SUBJECT: CITYWIDE CUSTOMER SERVICE STANDARDS		Page 1 of 2
Originating Date: February 2003	Revision Date:	

The following citywide Customer Service Standards are to be followed (in addition to any department's individual performance standards): See Basic Telephone Techniques and Procedures Section 2.1.

City employees will provide the following levels of service to both external and internal customers:

Communications:

- Phones will be answered within four rings.
- Customers will be able to leave a message (including voice mail or written) if desired, or will have the option of speaking to someone else.
- Electronic mail and voice mail messages will be checked at least once daily and responded to by close of the next business day. Voice mail and electronic mail messages will be changed to indicate duration of absence and expected return. These messages will be deactivated promptly upon return.
- Calls will be forwarded to the appropriate department, if the incorrect department is called first.
- If customers do not speak English, an employee will locate a bilingual employee to assist in communicating with them or use the AT&T Language Line.
- An employee who puts a phone call on hold will be conscientious of the call on hold.
- Requests for preprinted information will be distributed by the close of the next business day.
- Requests for information requiring research will be responded to within five working days.
- Customers will receive accurate information from employees who will seek the information from the proper source, if necessary.
- Employees will call ahead before directing customers to another city department in order to ensure the referral is appropriate.

Professionalism:

- Employees will be at their workstations at their scheduled time and ready to assist their customers.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

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SUBJECT: CITYWIDE CUSTOMER SERVICE STANDARDS		Page 2 of 2
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- Break and lunch times will be adhered to so as not to adversely affect coworkers' work schedules.
- Food consumption and grooming will be kept from public view.
- Appropriate staff members will be advised when a coworker is leaving the work area and an anticipated time of return will be given.
- City time will not be used for personal business or socializing by phone, e-mail or in person.
- Employees will be at scheduled meetings on time.
- All customers will be acknowledged immediately in a professional and courteous manner.

Employees will take personal responsibility to ensure customer satisfaction..

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.17
SUBJECT: DISPATCH NEXTEL POLICY		Page 1 of 1
Originating Date: November 2004	Revision Date:	

In response to emergency situations that have left the Communications Section without telephone communications, dispatch has been issued three Nextel phones. These phones will be kept in the Shift Supervisor's office in dispatch. The primary purpose of these phones is to aid dispatch with communications when our primary phone system is unavailable.

If a dispatcher, while on duty, leaves the building for a food run, a special detail or other circumstances that would warrant keeping in touch with the Communications Center, they would be allowed to take one of the Nextel phones with them. Under no circumstances will these phones be used for personal phone calls. Use of the Nextel phones will be at the discretion of the Communications Manager, Dispatch Shift Supervisor, or if not available then the on-duty Watch Commander.

Our three Nextel phone numbers are: [REDACTED]
[REDACTED]
[REDACTED]

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.18
SUBJECT: WIRELESS 9-1-1 PSAP RESPONSE POLICY GUIDELINES		Page 1 of 3
Originating Date: February 2005	Revision Date: August 2005	

PURPOSE: To provide policy guidelines for unified response to wireless enhanced 9-1-1 calls. These guidelines are to aid in organized implementation of wireless 9-1-1 throughout San Diego County. **This document is not intended as a complete operational directive, nor is it meant to replace existing policy.**

APPLICATION: Dispatch personnel shall never refuse to accept an emergency call on 9-1-1 lines, wireless or landline. Callers on 9-1-1 not reporting emergencies should be referred to the appropriate non-emergency number. Dispatch personnel are responsible for any 9-1-1 calls received and, if the call for service is occurring out of the primary Public Safety Answering Point's (PSAP) jurisdiction, must either transfer the caller or notify the proper public safety agency of the emergency. Dedicated telephone lines for 9-1-1 calls are equipped with full transfer capabilities.

If the emergency call must be transferred, the call taker will advise the caller that their call is being transferred and whenever practical, remain on the line to assist the caller and secondary agency. Multiple calls are often received for the same emergency or critical incident. Because some callers may have additional life saving, investigative, or witness information, all calls relating to the same incident, whenever possible, should be transferred to the agency handling that incident. The call taker transferring the call will appropriately document that call into the Computer Aided Dispatch (CAD) incident.

DEFINITION: Phase I service

The location of the cell site that processed the 9-1-1 call is provided as well as the wireless phone callback number, and the identification of the wireless service provider (WSP) responsible for the tower handling the call and the directional antenna array information.

PSAP RESPONSE POLICY FOR PHASE I CALLS:

- Because the caller's location is not known on a Phase I call, the call taker should always ascertain, whenever possible, the caller's location. The call taker can then determine if an emergency is occurring and ensure the appropriate public safety response is initiated as per policy.
- If the caller can be heard in the background and there is no obvious need for immediate assistance, the call taker should disconnect the call and attempt a callback. If the callback is unsuccessful, no additional response is warranted. If the callback is successful and contact is made, communication personnel will follow call-handling procedures established as per policy.
- In compliance with Public Law 101-336, the *Americans with Disabilities Act*, all silent, open-line calls will be interrogated with a TDD/TTY to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals. If there is no response, the call taker should disconnect the call

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

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and attempt a callback. If the callback is unsuccessful, no additional response is warranted.

- On an abandoned (hang-up) call, the call taker should disconnect the call and attempt a callback. If the callback is unsuccessful, the call taker should make an advised incident and no additional response is warranted. If callback is successful and contact is made, communications personnel will follow call-handling procedure policy.

DEFINITION: Phase II Service

A wireless 9-1-1 call is delivered to the PSAP with the approximate location of the wireless caller based on the X, Y (latitude and longitude) coordinates determined by the system used by the wireless service provider (WSP). Cellular number, cellular call indicator and general caller location are displayed. Caller location could be accurate from 3 meters (3.3 yards) to 1000 meters (1/2 mile), depending on the WSP. If the caller is mobile during the call, it will be necessary to re-bid (Retransmit ALI) the 911 system for updated/current location information as the call progresses.

PSAP RESPONSE POLICY FOR PHASE II CALLS:

- Because current technology provides only the approximate location of the caller, the call taker should always verbally ascertain the caller's location. The call taker can then process the call as an emergency or non-emergency and handle per policy.
- On an open line call in which the caller can be heard in the background and there is no obvious need for immediate assistance, the call taker should disconnect the call and attempt a callback. If the callback is successful and contact is made, communications personnel will follow call-handling procedures established by policy. If the callback is unsuccessful, no additional response is warranted.
- On a silent open line call, after the call taker has interrogated with a TDD/TTY to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired individuals, the call taker should remain on the call and emergency services personnel should be dispatched to the approximate location indicated by the ALI X-Y coordinates to attempt to locate the caller. After 20 seconds, the call taker should initiate a re-bid (Retransmit ALI) for updated location information.
- On an abandoned (hang-up) call the call taker should disconnect the call and attempt a callback. If the callback is unsuccessful and the ALI Lat/Lon display is 100 meters or less emergency personnel should be dispatched to the approximate location displayed by the ALI X-Y Mapstar coordinates to attempt to locate the caller. If the ALI Lat/Lon is greater than 100 meters the call taker should create an advised CAD incident and no additional response is warranted.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

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- Because Phase II currently delivers imprecise location information when a call originates from a congested area, such as a mall or a high-rise building, a callback should be attempted, but it is not reasonable to dispatch emergency personnel to attempt to locate the caller unless an emergency is known to be in-progress.

EXIGENT CIRCUMSTANCES FORM (APPENDIX A)

In the event the nature of a wireless 9-1-1 call requires an emergency response and the caller's location is unknown the call taker should contact WSP via the 800 number displayed on the ALI screen, or listed in CAD info/index file under Cell Phone Companies, for an account search. An exigent circumstances form on the agency's letterhead must be faxed to the WSP to accompany an account search request.

ERROR/REROUTING REQUEST (APPENDIX C)

If there is a clear case of a single misrouted call (i.e., a cell sector in another city routing calls to the wrong agency), an "Advisement of 9-1-1 Change/Misroute" form shall be completed and forwarded to the County MSAG Coordinator.

If it becomes evident there is an obvious pattern of calls that should be routed to another agency, a "Wireless 9-1-1 Reroute Request" form will be completed and forwarded to the agency affected by the reroute request and the County MSAG coordinator. Upon agreement of both agencies involved by the reroute, the MSAG coordinator will make the requested change.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

		Section # 2.19
SUBJECT: VOICE OVER INTERNET PROTOCOL (VOIP) POLICY GUIDELINES		Page 1 of 3
Originating Date: October 2006		

Our Dispatch Center has begun receiving VoIP calls and will continue to update call takers developments. There are two types of VoIP calls: *fixed* and *mobile*. Fixed VoIP calls are MSAG* validated and will display full ANI/ALI. These should be processed as any other landline call. With mobile VoIP getting the location is critically important because the actual call source can originate from anywhere in the world there is internet access. Location information, or ALI, may be completely inaccurate or missing, some calls may have incorrect or missing subscriber information. Some calls may indicate the VoIP provider but no callback or address for the caller. Occasionally the display reads “**VoIP 9-1-1 CALL**” or “**VOIP CALLER**” with no other information. The class (of service) field displayed on the telephone set may read “VoIP”. The addresses are not MSAG validated for mobile VoIP calls. Thus some calls may be misrouted, whether through 839-9111 or in the 9-1-1 trunks. Because private call centers may not have our correct 10-digit number, calls may be misrouted to the wrong PSAP or to a wrong internal number. VoIP calls are the future because citizens will be able to use their computer as a virtual phone; no handset required. VoIP uses high speed Internet connection to replace your phone lines and don’t pay a bill to use the phone company’s wires. VoIP is significantly less expensive than typical telephone long distance packages and allows citizen to be connected to 9-1-1 just like a traditional phone. However, VoIP does not verify the accuracy of any information provided by the Customer, it is up to the Customer at all times to verify that the registered location information is accurate and up to date. Especially each time the Customer has moved. VoIP also does not verify that the VoIP service is working or that the E911 service is working or that the correct PSAP has been selected.

When taking a mobile VoIP call, the call taker should:

- 1. Obtain and verify the location of the emergency, always including city and state, and if applicable, country, as the mobile caller may be anywhere.**
- 2. Obtain the caller’s information (name, callback number, etc.)**
- 3. Ask all the appropriate questions for the given situation.**
- 4. Provide pre-arrival instructions (EMD) as appropriate.**

TTY may or may not work. If you receive a “silent” VoIP call, query for TTY as you would a silent landline or wireless call, following TTY policy. As with any silent call, indicate in the text there was no response to the TTY query.

Abandoned Mobile VoIP Calls should be processed as usual. If the ESN is not for the Escondido area, contact the appropriate jurisdiction’s dispatch center and relay information received.

VoIP fixed calls are to be handled according to the guidelines for all 9-1-1 calls that provide ANI/ALI.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

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VoIP mobile calls are to be handled according to the guidelines as provided in this document.

KNOWN LOCATION

- A. EMERGENCY WITHIN ESCONDIDO:** Handle call as required with other 9-1-1- calls. If there is a service interruption dispatch appropriate emergency personnel, entering all pertinent info in CAD text including that call was prematurely disconnected. Attempt a call back and if caller is unreachable, document this fact in the CAD text.
- B. EMERGENCY WITHIN SAN DIEGO COUNTY:** If the caller is not in Escondido but is within San Diego County, transfer the call to that local jurisdiction. Advise the caller to remain on the line while he/his call is being transferred to the appropriate jurisdiction. Remain on the line and announce the transferred call to the allied agency ensuring that a two way conversation occurs between the caller and allied agency dispatcher. Exit the call and make an "Advised" CAD incident including the transfer information.
- C. EMERGENCY OUTSIDE ESCONDIDO AND SAN DIEGO COUNTY:** Enlist the help of another dispatcher or Shift Supervisor to obtain the correct number for the caller's geographical location. Maintain the connection with the caller and stay on line obtaining *location (including country if applicable), name, callback number, and pertinent information* to be relayed to the appropriate PSAP once the transfer is complete. Advise the caller to remain on the line while he/his call is being transferred. Remain on the line until a successful connection is ensured and a two way conversation between the caller and correct agency representative occurs. Release the call and make an "Advised" CAD entry and include in the text the name of the jurisdiction to which the call was reconnected.

UNKNOWN LOCATION

- D. EMERGENCY WITH IN ESCONDIDO:** If the caller is in need of emergency response call takers must work with the caller to determine the location to send proper resources utilizing methods such as identifying landmarks, asking a passerby, asking caller for description of area (name of business, residential), having caller check mail if calling from inside a premise, and so on. If there is a service interruption, follow normal call interrogation and call processing protocols. Attempt to reconnect with RP. Dispatch appropriate emergency personnel once location is obtained, entering all pertinent info in CAD text including the call was prematurely disconnected. If caller is unreachable document this fact in the CAD incident text. If the location remains unknown, log the call as advised, enter incident location as "unknown" and forcing the call into CAD by using "DG" (Dispatch Group) P1.
- E. EMERGENCY OUTSIDE ESCONDIDO AND SAN DIEGO COUNTY:** Follow the same instructions as "D" above (to obtain the location) then "C" instructions.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

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- F. NON EMERGENCY WITHIN ESCONDIDO:** Assist caller in obtaining location as in “D” above and process according to given situation. If there is a service interruption, make callback for further info and process call when contact is re-established. If contact cannot be regained and there is sufficient info obtained, process call. If sufficient info is obtained, make “Advised” CAD entry. If the callback is busy, hang up and redial. If still busy, make “Advised CAD entry.
- G. NON EMERGENCY OUTSIDE ESCONDIDO AND SAN DIEGO COUNTY:** Transfer call back to service provider (HBF, Intrado, or TCS) using their 800 number. After the call has been release make an “Advised” CAD entry that the call was reconnected to service provider.
- MSAG: Master Street Address Guide (each county has one) is a computerized database enabling proper routing of a 9-1-1 call to the appropriate PSAP.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 2.20
SUBJECT: COMMUNITY EMERGENCY NOTIFICATION SYSTEM		Page 1 of 8
Originating Date: October 2006	Revision Date: August 2007	

The Community Emergency Notification System (CENS) is a tool for disseminating emergency information to the public. Created by Intrado, Inc. the system is a web-based interface between a GIS map of the city, and the 9-1-1 database for the city. The result of this interface is that every landline phone number in the city has a representative location on the GIS map of the city. Citizens with a cell phone will be able to register their phone number with the city in the future and have the same interface as a landline phone. When the city needs to send out an emergency notification to the public, we can target any area of the city on the GIS map, and send a recorded message to every landline and registered cell phone in that area. The message can be an evacuation order, a shelter in place order, a missing child alert, or several other scenarios.

The purpose of this Standard Operating Procedures document is to create rules and a standardized procedure for using the system. This SOP will cover acceptable uses of the system, identification of key personnel who can authorize use of the system, and the actual procedure for creating and sending a message.

Uses of the CENS

The CENS is a system for mass public communication. As such, it could be used for a variety of purposes. However, the CENS is an emergency public information tool, and should be used for emergency purposes only. CENS should not be over-used, nor should it be used for special events or advertising purposes. That would be abuse of the system and of the public trust. The results of over-use or inappropriate uses of the system are that people will not answer the phone when we really need to warn them of a hazard. For these reasons, use of the CENS will only be authorized for the following reasons:

Disaster Operations: To notify the public of an emergency situation that could impact their area, and to provide instructions on how the public can protect themselves. Notifications could be made for situations such as wildfires, hazardous materials incidents, floods, or similar large emergencies. The notification message should include instructions on protective actions for the public, such as evacuate, or shelter-in-place orders, and location of evacuation centers.

Police Emergencies: CENS can be used to notify the public of a police incident in their area, such as a TOU operation or an armed and dangerous suspect in the area. With any such notification, instructions on protective actions for the public should be given, i.e. evacuate, stay indoors and lock doors and windows, etc.

Missing Persons: CENS can be used to notify the public about missing persons as well. Calls placed to notify people of Amber Alerts (missing children) missing at risk juveniles 17 years and under, and missing at-risk elderly persons, such as Alzheimer's patients are provided by Intrado free of charge. In these cases, the notification message should include a description of the missing person, and suspect or vehicle description if available. Also, a follow-up message will need to be sent when the missing person is located.

Sudden Road Closures: CENS can be used to notify the public of a road closure, but only if it is a **sudden** closure that may create a situation **hazardous to life and property**. An example of this could be severe road damage after a storm. With this type of notification, the message should include alternate routes that the public can use instead of the closed road. CENS should not be used to notify the public of a pre-planned road closure as that is not an emergency situation.

Written by Garry Wells and Anthony Arakelian	Communications Sect. Approval Charles Milks
Title Comm. Manager and Emer. Service Coordinator	Title Captain

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Water Emergencies: The final approved use of CENS is to notify the public about water emergencies. These could include sudden and prolonged water shutoffs, possibly due to damage to the water infrastructure, or hazardous contaminants in the water system. With these notifications, instructions to the public should also be given (i.e. boil water orders).

Authorization to use CENS

Not everyone is authorized to use the CENS. Due to the sensitive nature of emergency public information, specific command or management level personnel need to authorize use of the system before it can be activated. Also, depending on the nature of the emergency, the message could come from a different source.

Disaster Operations: The Operations Section Chief at the EOC must authorize use of the CENS before it can be used for a large-scale incident. If the EOC has not been activated yet, a Chief Officer from the Fire Department or a Lieutenant or Captain from the Police Department must authorize use of the system. The on-duty Watch Commander in the Police Department can also authorize use of the system. Messages should be created and sent by Dispatch or the PIO at the EOC.

Police Emergencies and Missing Persons: In a police emergency such as a TOU incident, or a missing person alert, authorization to activate the CENS must come from the on-duty Watch Commander or a command officer of Lieutenant or higher rank. Notification messages about police emergencies should be recorded and sent by either Dispatch or a Police Department PIO.

Sudden Road Closures: If the CENS is to be used to alert the public of a sudden road closure, authorization must come from the on duty Watch Commander or command officer of Lieutenant or higher rank. In a case of a sudden road closure, once authorization is given, the message should be recorded and sent by the Public Information Officer at the Police Department or a Police Dispatcher.

Water Emergencies: In case of a water emergency, authorization to use the CENS must come from the Utilities Manager, Deputy Utilities Manager, or Assistant Utilities Manager. In the case of a water emergency, once authorization is given, the message should be recorded and sent by a Police Dispatcher, with guidance from the Utilities Division. Before being sent, the message should also be approved by one of the above identified personnel from Utilities.

Procedures for sending a notification

In general, notifications for a police/fire emergency will come from the Dispatch Center, or the EOC, and notifications for a road closure or water emergency should come from the City Manager’s Office. Additionally, due to the multi-cultural nature of Escondido, all notification messages should be sent out in English and Spanish. Note if there is an immediate hazard to life and health and the time required to find a translator would result in death or injury to residents, a notification message needs to be sent out in English. A second message that is bilingual can be sent out when a translator becomes available. All messages sent out by dispatch will need a CAD incident created with the type code of “CEN”. The message to be sent out will be in the text portion of the CAD incident and approved by the on-duty Watch Commander or a command officer of Lieutenant or higher rank. The approval of the message will be also noted in the CAD incident. During normal business hours the City Manager’s Office will be notified that the “CEN” was used and for what reason.

Written by Garry Wells and Anthony Arakelian	Communications Sect. Approval Charles Milks
Title Comm. Manager and Emer. Service Coordinator	Title Captain

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Police/Fire Emergencies: The decision to use CENS must first come from an Incident Commander in the Field, the on-duty Watch Commander, a Police Lieutenant or Captain in the DOC, or the Operations Section Chief in the EOC. The message in the CAD incident must be scripted and reviewed by the on-duty Watch Commander or a command officer of Lieutenant or higher rank or the PIO before the notification is sent. All Messages should begin with **“This is the Escondido Police Department with an emergency message** (and if a translator is available) this message will be repeated in Spanish. The entire notification message should then be recorded in English and Spanish when a translator is available and should not exceed to seconds 60 seconds in length.

Road Closures/Water Emergencies: The decision to use the CENS to notify the public about road closures should come from the on-duty Watch Commander, or a command officer of Lieutenant or higher rank. For water emergencies, the decision to use the CENS should come from the Utilities Manager, Deputy Utilities Manager, or Assistant Utilities Manager. The message should begin with **“This is the City of Escondido with an important message,** (and if a translator is available) this message will be repeated in Spanish”. The entire notification message should then be recorded in English and Spanish when a translator is available and should not exceed 60 seconds in length.

Pre-recorded messages

Messages can be pre-recorded and stored for future use. The system can hold up to 98 pre-recorded messages at any one time. Pre-recorded emergency messages should be recorded in English and Spanish to save time when using the system in a real emergency. Pre-recorded messages of necessity need to be shelter-in-place instructions, since evacuation orders are too incident specific to be pre-recorded. As we develop our pre-recorded messages a list of messages and copies of the text will be kept in Dispatch, EOC and City Manager’s Office. A few sample scripts are listed for reference and for example of a pre-recorded message.

Dam Failure Preplans

If a Case “A” type emergency exists, Dispatch may be requested to launch Inundation Pre-Plans which have pre-recorded messages for different areas of the City. When launching a pre-plan you must launch the assigned message for that pre-plan area. They are as follows:

- Pre-Plan 1 E/O Citrus Message 4
- Pre-Plan 2 E/O Rose Message 5
- Pre-Plan 3 E/O Fig Message 6
- Pre-Plan 4 E/O Centre City Message 7
- Pre-Plan 5 W/O Centre City Message 8

These messages will tell citizens of the pending dam emergency and the location they need to evacuate to.

Written by Garry Wells and Anthony Arakelian	Communications Sect. Approval Charles Milks
Title Comm. Manager and Emer. Service Coordinator	Title Captain

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Hazardous Materials Incident (Shelter-in-place): “This is the Escondido Police Department with an emergency message (and if a translator is available) this message will be repeated in Spanish.” There has been a hazardous chemical spill in your area. Please stay inside and close all doors and windows, turn off your heating and air-conditioning system. Do not go outdoors or you may be affected by the chemical. Emergency Services are already responding to the spill. Do not call 9-1-1 to respond to this message unless you have a true emergency.”

Police Emergency (shelter-in-place): All messages should begin with “This is the Escondido Police Department with an emergency message, (and if a translator is available) this message will be repeated in Spanish.” The entire notification message should then be recorded in English and Spanish when a translator is available and should not exceed 60 seconds in length. There is an armed and dangerous individual in your area. Please stay inside and close and lock all doors and windows. Do not go outside and do not attempt to apprehend this individual. Police are already dealing with the situation. Do not call 9-1-1 to respond to this message unless you have a true emergency.”

Water Emergency (Shut-off): “This is the City of Escondido with an important message, (and if a translator is available) this message will be repeated in Spanish.” Due to (nature of the incident), water service to your area has been shut off, and will remain off for (approximate length of time) City Utilities crews are already working on the problem, and will have water service restored as soon as possible.”

Sudden Road Closure: The message should begin “This is the City of Escondido with an important message, (and if a translator is available) this message will be repeated in Spanish”. This introduction should then be repeated in Spanish. The entire notification message should then be recorded in English and Spanish when a translator is available and should not exceed to seconds in length. Due to (nature of the incident), (name of street) has been closed to all traffic, and will remain closed for (approximate length of time). City Public Works crews are already working on the problem, and will have the street open again as soon as possible.”

Each pre-recorded message will have a message number attached to it. When a user launches a notification, it is critically important that the user **chooses the correct message number for the incident.** Incorrect emergency public information can have disastrous consequences. There is an option to hear the message that has been chosen before it is sent. **Always listen to a message and make sure it is correct before it is sent.**

One of the features of the CENS is the ability to create pre-planned event notifications for known hazards. These pre-plans include the area to be notified and the notification message to be delivered. For these known hazards, creation and use of a pre-planned event notification will save time and deliver information to the public faster. A known hazard is a threat that we know of in advance. To create a pre-planned event, we need to know about the hazard, including the nature of the hazard and the area that it would affect. An example of a known hazard would be the failure of the Wohlford Dam. If we know those things, we can create a pre-planned event and pre-recorded notification message. **Message #1 is reserved for Intrado for the purpose of regular system testing. Do not edit, use, or delete this message number.**

When using the CEN service, it is important to understand the difference between *initiating* an event and *launching* an event. It is also important to understand what is meant by *canceling* and *aborting* an event. These terms are used frequently in the verbal and written communication about CEN service.

Written by Garry Wells and Anthony Arakelian	Communications Sect. Approval Charles Milks
Title Comm. Manager and Emer. Service Coordinator	Title Captain

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Initiating an event: This is the process of selecting and verifying the information that relates to the specific event before the event is launched. No outboard calling has started. At this time, specific information can be changed or the event can be canceled before outboard calling begins. During event initiation, the content of the voice message is also verified.

Canceling an event: After an event has been initiated, it can be canceled. Canceling an event during initiation prevents the outboard calling process from starting. Each event initiation confirmation screen provides a “cancel event” option.

Launching an event: When an event is launched, the information specified during the event initiation process is compiled and sent to the calling platform and outboard calling begins. At this time, specific information cannot be changed. To stop the outboard calling process, the event must be aborted.

Aborting an event: When the event is aborted, an abort message is sent to the outboard calling platform and the calling process stops. Keep in mind that CEN uses a high speed outboard calling platform. In some cases, an event will conclude before an abort request can be processed.

TWO WAYS TO INITIATE AND LAUNCH AN EVENT

Intrado CEN service provides two ways to launch an event. All databases used in the CEN service must be in place before an event can be launched from the Internet-based tool or the ECRC (voice message center).

10 Step Phone Launch Instructions

Call the Voice Message Center and record the message to be delivered.

- Using an unblocked phone line call (800) 451-2979
 - PIN is required to access the Voice Message Center. [REDACTED]
 - Write down the number assigned to save the voice message.
1. Call the Emergency call Relay Center (ECRC) to initiate the event.
 - (800) 664-5231
 2. The ECRC asks if you are calling about an emergency event launch or a support question. Tell the ECRC this is an emergency event launch
 3. The ECRC asks for:
 - Your contact phone number
 - The voice message number
 - The type of event that you want to launch

Written by Garry Wells and Anthony Arakelian	Communications Sect. Approval Charles Milks
Title Comm. Manager and Emer. Service Coordinator	Title Captain

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4. The ECRC asks for specific information regarding your event:
 - Address Radius Event: Provide: house number, street name, community, or radius distance.
 - Intersection and Radius Event: Provide: first street name, second street name, community, radius distance.
 - Preplan Event: Preplan ID
 - Call List Event: Call List ID
 - Call Back Event: Event ID
 - Abort Event: Event ID
 - User Drawn Event: Not available when initiating events over the phone.
5. The ECRC confirms message content with you.
6. The ECRC tells you the number of telephone numbers in the selected event. Make sure that you recorded that information in the CAD incident for this event.
7. The ECRC asks if you want to launch the event.
8. Request EVENT LAUNCH, or ask to change or cancel the event.
9. The ECRC will provide you with the Event ID for the launched event; again record that information in the CAD incident. The ECRC will ask if you want to remain on the line for ongoing event status. **No**, you don't need to stay on the phone unless told by supervision. The ECRC will ask if you want a faxed summary report following the event or if you will access your report through the Web site. **Yes**, request a faxed summary report to dispatch and forward that summary to the Emergency Service Coordinator with a copy of the CAD incident.

9 Step Web Launch Instructions

1. Call the Voice Message Center and record the message to be delivered.
 - Using an unblocked phone line call (800) 451-2979
 - PIN is required to access the Voice Message Center. XXXXXXXXXX
 - Write down the number assigned to the saved voice message.
2. Open your browser
3. Go to the URL WWW.WARNNOW.COM

Written by Garry Wells and Anthony Arakelian	Communications Sect. Approval Charles Milks
Title Comm. Manager and Emer. Service Coordinator	Title Captain

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4. The system asks for:
 - Your User ID: [REDACTED]
 - Your Key Code: **Use the Key Fob to get this number**
 - Your Fixed Password: [REDACTED]
5. From the Main Menu, select the event type you want to initiate:
 - Address and Radius Event
 - Intersection and Radius Event
 - Preplan Event
 - Call List Event
 - Call Back Event
 - Abort Event
 - User Drawn Event
6. Complete the fields' specific to your event:
 - Enter the voice message number
 - Enter the Pre-launch Message Verification Number
 - Enter the TDD Text
 - Enter the event description
 - Enter your name
 - Enter your contact phone number
 - Click on the **Initiate Event button**
7. The system shows the number of telephone numbers and the map of the selected event, except Call List events.
 - Verify event parameters, telephone number count and message number
 - Place Pre-launch Message Verification Call

Written by Garry Wells and Anthony Arakelian	Communications Sect. Approval Charles Milks
Title Comm. Manager and Emer. Service Coordinator	Title Captain

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- When you receive the message verification call, make sure the message that was delivered contains the complete information you want delivered to the public.
8. Select LAUNCH, or EDIT EVENT PARAMETERS, or CANCEL.
 9. The system provides you with the Event ID for the launched event and the status report.
 - You can remain on-line for on-going event status or log off, the event will continue.
 - The system will create summary and detail reports following the completion of the event.
 10. Messages may be cancelled at any time.

Written by Garry Wells and Anthony Arakelian	Communications Sect. Approval Charles Milks
Title Comm. Manager and Emer. Service Coordinator	Title Captain

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Introduction

The First Responder Notification System (FRNS) is the internal, first responder alerting and callback part of the Community Emergency Notification System (CENS). Unlike the CENS, which is dependent on the state 911 data and a web-based GIS-interface, the FRNS works by accessing pre-set call lists for contacting responders.

Responders will have to be manually entered into the system, which is a fairly quick process. Once the responders are in the system, they can be formed into pre-set groups. Responders can then be contacted in these groups or individually in response to an emergency.

The major use of this system is for alerting and callback of first responders in response to an emergency. Examples of such uses could be a TOU incident, EOC activation, large structure fire, or a hazardous materials incident.

The purpose of this document is to create a Standard Operating Procedure for use of the First Responder Notification System. This SOP will cover acceptable uses of the system, authorization for use, and the actual procedure for using the system.

Uses of the FRNS

Unlike CENS, the First Responder Notification System is not used for alerting the public. FRNS is an internal alert and notification system. FRNS should not be used for non-emergency purposes, such as notifying responders about available overtime shifts. Acceptable uses of the FRNS are:

- **Major Incident/Disaster Operations:** Major incidents create the need to call back to duty large numbers of first responders, as well as activation of the EOC. FRNS is a quick, efficient way to activate the EOC, or perform an emergency callback of personnel.
- **Activation/Callout of Specialized Teams:** FRNS can be used to call out specialized teams such as Traffic Enforcement, Police or Fire Volunteers, CERT team, TOU, ENT and others.

Authorization of the use of FRNS

Authorization for use of the FRNS is similar to that of CENS. Authorization must come from a Lieutenant or higher rank in the Police Department, the on-duty Watch Commander, or the on-

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Lieutenant

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scene Incident Commander. From the Fire Department, authorization must come from a Chief Officer, or the on-scene Incident Commander.

Entering personnel into FRNS

The first step that must be completed before the FRNS can be used, is personnel must be entered into the system. Anyone entered into the system can receive notifications. Personnel who are in the system and can receive notifications are called **recipients**. Adding recipients is a quick and easy process, which starts off with logging into the Intrado System, just like using CENS. Next:

- On the left-hand side of the screen, under the **First Responder** heading, click on **Responder Events**.
- On the following screen, on the left-hand side is the **Recipients** heading. To add a new entry, click on **Add New Recipient**. To check the complete list of responders entered into the system, click on **Show All**.
- On the next screen, type in the responder's first and last names, and job title. Next to the **Company** option, enter Escondido Police Department or Fire Department, as appropriate. Make sure that **Time Zone** is set to **Pacific (USA)**.
- The next step is to enter in the responder's contact numbers. The drop-down list on the left shows every conceivable type of device, from mobile phone, work phone, home phone, pager, fax, email, and others. Choose the appropriate device, then enter the contact number in the box next to it, marked **Number/Address**. Then, simply move on to the next device. If a responder has more than three contact numbers, click on the **More Devices** option on the bottom of the screen. This will bring up three more entry boxes for contact information. The **More Devices** option can be clicked several times.
- Once all of the contact information is entered, click on **Save** on the bottom right-hand corner of the screen, and the responder will be entered into the system.

Creating groups

Once personnel are entered into the system, they can be organized into groups to simplify callbacks. To add a Group to the system, go to the **Recipient Groups** option on the left-hand side of the screen, and click on the **Add New Group** option. To view all groups currently in the system, click on the **Show All** option.

- The next step to creating a group, after clicking on the **Add New Group** option, is to enter a name for the group on the following page. Enter the name into the box called **Title**.

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Title Communications Manager	Lieutenant

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- Once your group has a name, scroll through the list of responders and click on the check box beside the names of the responders you wish to add to the group. Note that names that are in **Bold Type** are existing groups, not single responders.
- When all the responders you wish to add to the group have been checked, simply click on the **Save** button at the bottom right-hand corner of the screen. The new group will be created. Note that a responder must already be entered into the system before being placed into a group.

Procedure for sending notifications

To send a notification out, the first step is to go to the **Notifications** heading on the top-left corner of the screen, and click on the **Add New Notification** option. Next:

- Create a name for your notification. Enter this name in the box marked **Title**.
- Choose a notification method. There are two methods to choose from:

Broadcast: Used to alert large numbers of recipients about an event at the same time. When the user chooses this option, he or she must choose a specific broadcast duration. The broadcast is the maximum amount of time the system will continue to call responders and deliver the notification message. The broadcast will terminate when every responder on the chosen list has been notified and has responded to the notification, or the broadcast duration expires.

Broadcast is the method that should be used to send out a notification for an EOC activation, or a massive callback of emergency personnel in response to a major incident.

Call-Out: Used to alert or activate specific groups or teams of personnel. Not meant to be used for a massive notification. When making a Call-Out notification, the user must specify how many responders are needed, and also how many times the system should try to reach recipient before ending the notification. The system will continue to make notification calls until the specified number of successful responses, or the system has made the maximum number of calls to each recipient.

For example, a notification for TOU team members might specify that 22 are needed. The Call-Out option will result in the system notifying the team members until 22 members answer that they will respond. Once the 22 successful responses are received, the system will terminate the notification.

Call-Out is the method that should be used to activate specialized teams such as TOU or ENT, or to call back to work small numbers of personnel.

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- **Extended Options:** Below the notifications method is decided, the user will see an option that says **Extended Options**. This should be left alone, the default settings are acceptable.
- **Compose Message:** In this box, the user should enter the message that want delivered to the recipients. The system will read the written message with an automated voice recording. Note that this feature is not available in the CENS system, where users have to record their own voice message.

There are a few points to consider when composing a message: first use punctuation wherever possible. Commas and periods will slow the pace of the recorded message and make it easier for recipients to understand. Also, when using acronyms (such as TOU, ENT, etc.), the system will try to pronounce them as word rather than as acronym. To solve this problem, capitalize each letter and include a space in between letters for each acronym (T O U instead of TOU etc.)

Response Options: Notification messages, in particular emergency personnel callbacks, should end with a question, such as “Can you respond?” or “Can you come in to work?”. The question should be a “yes” or “no” response type of question. If a message ends with a question, this allows the recipient to respond back and let the user know if they will come back in to respond to the incident. To answer, the recipient must press the button on their telephone that matches up with the appropriate response option (Press 1 for yes and 2 for no, for example). After the notification message is composed, the user should set the response options for the recipients, unless the intent is that the recipients shouldn’t respond to the notification.

There are three text boxes for including response options. Generally, one text box should be marked “Yes”, the other will be marked “No”. If a third response option is available, the user can use the third text box for that option. Each yes or no answer is saved by the system and included in a report that the user can view to find out how the recipients are responding to the notification.

The user can also include follow-up questions for each response option. To add a follow-up question, go to the drop box marked **Action**, and choose the **Follow Up** option. For a “yes” response option, a typical follow-up question might be “How soon can you come in?”. For each follow-up question, the user can include three response options. An example might be “20 minutes”, “40 minutes”, and “60 minutes”. It should be noted that response options, and follow-up questions, are **optional**. The user does not have to include them in the notification, especially if the user is in a hurry.

Choose Recipients: When the notification message and response options (if necessary) are complete, the user should click the **Next** option at the bottom of the screen. The next step is to select the recipients to receive the message. On the following screen should come up a

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Title Communications Manager	Lieutenant

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list of all the recipients and groups in the Escondido database. Groups are in bold type, individuals are in regular type.

The user must simply click on the check box next to every group and recipient he or she wants to receive the message. Again, when all recipients are checked, click on the **Next** option at the bottom of the screen.

Send: The user will be directed to a screen that gives a summary of the recipients chosen and the options chosen. If everything looks correct, simply click **Send** at the bottom of the screen and the notification will be sent.

The system will automatically direct the user to a status page, where he or she can track the progress of the notification. For more detailed notification status information, the user can click on the **View Details** option on the bottom of the page.

Reports: to view a more detailed summary of the notification, the user can click on the **Reports** option at the top of the page.

Canceling a Notification: After a notification has been launched, it can be cancelled and the notification calls can be terminated by clicking on the **Terminate** button of the screen.

Note that if the internet connection is down, notifications can also be launched via telephone by calling Intrado's Emergency Call Relay Center (ECRC) at (800) 451-2979.

Step-by-Step First Responder Notification Instructions

1. Log on to Intrado website at www.warnnow.com
2. Once logged in, on left-hand side of screen, under **First Responder** heading, click on the **Responder Events** option.
3. Go to the **URL** WWW.WARNNOW.COM
4. The system asks for:
 1. Your User ID: XXXXXXXXXX
 2. Your Key Code: XXXXXXXXXXXXXXXXXXXX
 3. Your Fixed Password: XXXXXXXXXX

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5. Choose a notification method, either **Broadcast** or **Call-Out**. **Broadcast** is used to alert large number of people, such as an entire department, or to activate the EOC. **Call-Out** should be used to notify specialized teams, such as **TOU** and **ENT**.
6. Compose a message. Remember to add in punctuation, and to add spaces between each letter if using an acronym (T O U, or E N T). When calling staff back into work, end message with the question,
7. Response Options. Enter 1 for Yes, 2 for No. Include response options for every notification sent. When finished, click on **Next** option at the bottom of the screen.
8. Choose recipients. Select a group, individuals, or both. Place a check next to each group or individual to receive the notification. When finished, click on the **Next** option at the bottom of the screen.
9. Click on **Send** option at bottom of screen. This will start the notification.
10. While notification is in progress, the notification can be cancelled by clicking on the **Terminate** option at the bottom of the screen.
11. The next screen will be status update screen, To view a more detailed status report, click on the **View Details** option.
12. If the internet connection is down, notifications can also be launched via telephone be calling Intrado's Emergency Call Relay Center (ECRC) at (800) 451-2979.

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Title Communications Manager	Lieutenant

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Priority three and four calls at City Hall will be modified to priority two and three calls. This will provide better customer service to the City Employees and public at City Hall and quicken Police responses to City Hall needs and requests.

Regarding notifications to City Hall employees, this will be done by calling the City Manager's Office in the following order:

Joyce Masterson	City Info Officer	Desk: 4621	Cell: [REDACTED]
Clay Phillips	City Manager	Desk 4577	Cell [REDACTED]
[REDACTED]			
Charlie Grimm	Assistant City Mgr.	Desk 4541	Cell [REDACTED]
Gail Sullivan	Deputy City Manager	Desk 4587	Cell [REDACTED]

All notifications of the City Manager's Office must be documented in a CAD incident. When does Dispatch call the City Manager's Office?

- Reported armed subject(s) inside or outside City Hall.
- Any call of a mental or suicidal subject(s) inside or outside City Hall.
- Any call for service that could harm or endanger the well being of a City Hall employee or the public at City Hall.
- Use of the Community Emergency Notification System, during normal business hours.

Request by the Watch Commander or field supervision.

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Title Communications Manager	Lieutenant

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- I. The communications operator is responsible for maintaining radio communication with Escondido Police/Fire units and monitoring all radio frequencies in Communications.
 - A. Dispatchers working at call-taker positions shall select and listen to Police and Fire dispatch talkgroups if available and have their CAD status monitors configured to monitor both Police and Fire incidents. The following talkgroups, if not selected, should be set at a volume level of 5 and monitored through the unselect speaker: LE N CMD, RCS/SDPD1, BLUE 1, COUNTY CALL, CITYWIDE, LAW CC and FIRE CC.
 - B. Dispatchers working radio positions shall ensure their headset microphones are positioned properly and shall monitor the RCS radio vu meter to ensure the volume level display reaches at least 0 (zero) when transmitting.

- II. Upon receiving a telephone call for service, the operator will:
 - A. Gather all pertinent information and either enter a call for service or refer the caller to the proper agency.
 - B. Make a C.A.D. entry on all calls for service on which a record of occurrence will be needed:
 - C. Unless otherwise requested by a supervisor, CAD incidents that have been dispatched will not be re-opened at a later time. A new incident will be copied off the previous incident. If the incident was closed as an advised (ADV) or cancelled (CAN) call prior to dispatching units, it may be re-opened provided that it is within a 24-hour period.

- III. Keeping the watch commander and field sergeant advised of major occurrences and incidents shall be the responsibility at all times of the Communications Shift Supervisor or the Senior Public Safety Dispatcher.

- IV. Upon arrival for duty each day, the communications operator will:
 - A. Read the current Activity Log.
 - B. Check his/her GroupWise during his/her first day back to work.
 - C. Fill out his/her timesheet which will be kept up to date daily.

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Title Communications Manager	Title Lieutenant

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- V. Communications operators are responsible for:
 - A. Sending all Teletypes requested by field units and all Teletypes as required by the stolen vehicles section. Operators are also responsible for sending all Teletypes on stored and repossessed vehicles and sending all Teletypes on missing persons.
 - B. Routing all paperwork to the proper divisions and personnel.
- VI. Communications operators are required to read all material relevant to the operation of the Communications Division such as:
 - A. California Penal Code
 - B. Vehicle Code
 - C. City of Escondido Municipal Code
 - D. Teletype Manuals
 - E. Dispatch Information Book
 - F. Communication Manual
- VII. Communications operators are responsible for reporting any malfunctions of communication equipment.
 - A. Report it to your immediate Supervisor.
 - B. If a Supervisor is unavailable, enter it into the "Equipment Problem Log" and call the appropriate repair personnel.
- VIII. Communication operators will work all applicable work positions in the course of their workweek. Communication operators will rotate work positions every four fours and will attempt to balance the number of hours worked at each position during the week. Communication Supervisors shall have the discretion as to what rotation or duty assignment is best for the section and the department at any given time.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 3.2
SUBJECT: USE OF RADIOS AND FREQUENCIES		Page 1 of 6
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I. PURPOSE

The purpose of this instruction is to provide for the use of the 800 MHz radio system. When requesting cover units from another agency or sending cover units to another agency, it will be necessary to determine the talkgroup the units are to respond on.

II. POLICE TALKGROUP GUIDELINES

A. ESC P DISP 1 (Zones 1-4, Mode 1)

The primary function of ESC P DISP 1 is the dispatching of all normal and emergency radio traffic between Communications and police units, or unit-to-unit hailing. After emergency or tactical situations are stabilized, personnel will be directed to another channel by Patrol supervision or Communications. Do not use the term "PD1" when referring to the ESC P DISP1.

B. ESC P DISP 2 (Zones 1-4, Mode 2)

This talkgroup is an alternate or secondary channel to be used for routine traffic when ESC P DISP 1 is being used for emergency traffic. This talkgroup can also be used when personnel have longer messages or radio traffic that must be given. Communications does not routinely monitor ESC P DISP 2.

C. ESC P Inquiry (Zones 1-4, Mode 3)

This talkgroup is used for teletype requests, including "rolling" requests, requests for phone calls to be made, issuance of case numbers, or any other informational requests. Communications will advise units in the field when Inquiry is up, dependent on staffing levels. This talkgroup is not for unit-to-unit traffic.

D. ESC P Cars (Zones 1-4, Mode 4)

This talkgroup is used primarily for unit-to-unit radio traffic. This talkgroup is not routinely monitored by Communications.

E. ██████████ (Zones 1-4, Mode 7)

This talkgroup is used for extended emergencies, tactical situations, or for departmental-wide events. (Not to be confused with ESC P Ptac1 [Patrol

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Tac1)). This talkgroup is operated only at the direction of Communications or Patrol supervision and is not routinely monitored.

F. [REDACTED] Zones 1-4, Mode 8)

Same definition as ESC P Tac 1; also has encryption abilities (for properly equipped radios).

G. [REDACTED]

Tactical talkgroups to be used by the respective divisions. All are located in different modes/zones, depending on the fleetmap.

H. ESC P Inv 1/ESC P Inv 2

These talkgroups are assigned to Investigations units for unit-to-unit traffic. Not routinely monitored by Communications.

I. [REDACTED]

These talkgroups are assigned to Special Investigations Unit personnel for unit-to-unit traffic. Not routinely monitored by Communications.

J. [REDACTED]

These talkgroups are for use of the Incident Commander and staff during a critical incident, if requested. Not routinely monitored by Communications.

K. [REDACTED]

These talkgroups are assigned for use by Emergency Negotiating Team members during a critical incident. Not routinely monitored by Communications.

L. [REDACTED]

These talkgroups are assigned for use by Tactical Operations Unit team members during their operations. Not routinely monitored by Communications.

M. CAR 1/CAR 2/CAR 3

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Direct, line of sight talkgroups, not repeated, and not accessible on the console. Cannot be monitored by Communications.

III. CITYWIDE TALKGROUP GUIDELINES

A. ESC City Wide

This talkgroup is for Citywide communications, and is available on any City of Escondido radio. Talkgroup is primarily used for hailing units from different departments within the city (i.e., Public Works calling police dispatch). No unit-to-unit traffic is permitted. This talkgroup is always monitored.

B. ESC City Tac 1/ESC City Tac 2/ESC City Tac 3

These talkgroups are for use between departments within the City of Escondido. These channels are used for unit-to-unit traffic, and can also be used for coordination of units from different departments during an emergency.

C. ESC PW Disp

This talkgroup is used for hailing personnel from different Public Works divisions in the event they are not answering on ESC City Wide. This talkgroup is not routinely monitored by Communications.

IV. LAW ENFORCEMENT MUTUAL AID TALKGROUP GUIDELINES

A. LE N CMD/LE S CMD/LE E CMD

These talkgroups are the command channels for each of their respective regions. They are used for interagency pursuits, regional BOLs, and hailing of units from different law enforcement agencies.

B. LE N TAC 1/LE N TAC 2/LE N TAC 3/LE N TAC 4

These talkgroups are the North Regional tactical channels. They are for unit-to-unit traffic between units from different agencies and a common talkgroup to be used for coordinating incidents involving multiple agencies. (Note: There are 4 Tac channels for each of the other command channels [LE S TAC 1, LE E TAC 1, etc.]

C. LESDCMD/Blue 1

This talkgroup is the primary countywide pursuit and BOL channel.

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D. ClemarsV/Blue 2

This talkgroup is the secondary countywide pursuit and BOL channel.

E. RCS/City1; RCS/City2

These talkgroups are used to patch in SDPD and CHP to any other RCS talkgroup.

F. LawCC

This talkgroup is for use between law enforcement dispatch centers.

G. Law Air

This talkgroup is used to hail and communicate with law enforcement air units (ASTREA and ABLE).

V. COUNTYWIDE MUTUAL AID AND MISCELLANEOUS TALKGROUP GUIDELINES

A. CO CALL

This talkgroup is primarily used for hailing other **non-police** agencies or units. It can also be used to hail police units from different regions (i.e., Coronado PD wants to speak with a deputy in Borrego Springs).

B. CO TAC 1-4

These are the tactical talkgroups assigned to all county agencies. They are used for unit-to-unit or dispatch-to-dispatch traffic between different types of agencies.

C. CLEMARS

This talkgroup is the 800 MHz version of the California Law Enforcement Mutual Aid Radio System. It can be used to contact other law enforcement agencies in the area that are NOT on the RCS system.

D. CLEMARS VHF

This talkgroup is the VHF version of CLEMARS.

E. SDMARS

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This talkgroup is another 800 MHz-based resource, defined as San Diego Mutual Aid Radio System.

F. ICALL (and ITAC 1-4)

These talkgroups are internationally available 800 MHz mutual aid channels. ICALL is the command channel, and ITAC 1-4 are the associated Tac channels.

G. ICS 1-7

These seven talkgroups are additional mutual aid channels assigned as needed.

H. EMER 1-4

These four talkgroups are additional mutual aid channels for use by Emergency Operations Centers and are assigned as needed.

VI. MISCELLANEOUS FUNCTIONS AND PROCEDURES

A. Emergency Button

1. The emergency button is used solely for emergency radio traffic (i.e., to interrupt when the air is busy or in an 11-99 situation when you are unable to safely transmit on your radio). Once the emergency button is activated, the following will occur:
 - Communications receives an audible alarm and a visual alarm on the talkgroup where the emergency button was activated.
 - If the activation is accidental, the officer will immediately advise that the activation was accidental, (i.e., "H" 4M accidental activation).
 - Communications will activate the tone alert (Tone #1 on RCS Elite Consoles) and announce "All units, emergency activation, 4M, from Washington and Aster." If location is unknown, Communications announces "All units emergency activation, 4M, unknown location."
 - Communications will hail the unit one time. If no response, one unit will be dispatched Code 3 to the location and additional units will be dispatched, no Code 3, to assist.

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- After assistance has been sent, the dispatcher will continue to try to reach the unit. If the unit is contacted, an 11-52 check will be given. The cover units will be cancelled only if the unit gives the correct response [REDACTED]

B. Non-Primary Transmissions

When you initiate a transmission other than on the primary channel, the unit should begin the transmission by designating what channel/talkgroup he/she is on. Example: "H, 242 on Inquiry," or "897, Parking 2 on Cars."

C. Call Alerts

Communications has the ability to send call alerts to units in the field on their portable radios and on their mobile radios. This is NOT a private call, but just a method of getting the officer's attention to answer the radio. If you receive a call alert, the display will read "Page Received." To clear the display and stop the beeping from the page, just press any key on the radio.

VII. OPERATING PROCEDURES FOR MOBILE AND PORTABLE RADIOS

Please refer to the San Diego County RCS Field Reference Guide.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 3.3
SUBJECT: REGIONAL RADIO CODE		Page 1 of 2
Originating Date: November 1979	Revision Date: July 2003	

I. PURPOSE

In order to standardize the radio codes used by San Diego County law enforcement agencies, these codes have been adopted by the County Chiefs.

II. ORDER

It shall be mandatory that all members using the police radio systems use these codes.

ACCEPTED SAN DIEGO COUNTY REGIONAL RADIO CODES

10-1	Receiving poorly	11-24	Abandoned Vehicle
10-2	Receiving well	11-27	Felony record-No want
10-4	Acknowledgment	11-28	Misd. record-No want
10-6	Busy	11-29	No record-No want
10-7	Out of service	11-30	Incomplete phone call
10-8	In service	11-31	Calling for HELP
10-9	Repeat	11-40	Notify if ambulance needed
10-10	Remain(ing) in service	11-41	Ambulance needed
10-13	Advise Road/Weather Conditions	11-42	Ambulance not needed
10-16(M/F)	Prisoner	11-44	Coroner's case
10-17	Reports	11-45	Attempt suicide
10-19	Return(ing) to Station	11-46	Report of death
10-20	Location	11-47	Injured person
10-21	Phone call	11-48	Furnish transportation
10-22	Disregard	11-49	Vehicle stop/No License Check
10-23	Stand by	11-50	Vehicle Stop/License Check
10-26	No wants	11-51	Pedestrian stop/F.I.
10-28	Registration check	11-52	Are you O.K.? (If response is other than code word, cover will be sent.)
10-29	Want check		
10-34	Are you clear?		
10-35	Dangerous person alert	11-53	Security check
10-36	Check time	11-55	Hazardous or Chemical Spill
10-87	Meet the officer 10-10	11-60	Investigate water leak
10-88	Request for cover unit	11-66	Signals out of order
10-89	Bomb threat	11-71	Fire
10-97	Arrived at scene	11-80	Serious injury
10-98	Finished assignment	11-81	Slight injury accident
11-6	Firearms Discharge	11-82	Non-injury accident
11-7	Prowler	11-83	No-detail accident
11-8	Person down	11-84	Traffic control
11-10	Conduct an Investigation	11-85	Tow truck
11-11	Check the area	11-86	Special detail
11-12	Injured animal	11-88	Citizen assist
11-13	Dead animal	11-99	Officer needs HELP
11-14	Dog Bite		
11-15	Ball game in street	Code 1	Suspicious Sounding Call
		Code 2	Urgent (Obey traffic laws)

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.3
SUBJECT: REGIONAL RADIO CODE		Page 2 of 2
Originating Date: November 1979	Revision Date: July 2003	

Code 3 Emergency (Red lights & siren)
Code 4 No further help needed
Code 5 Stakeout
Code 6 Stay clear of the area
Code 7 Meals
Code 10 SWAT (To Station)
Code 11 SWAT (To Scene)
Code 14 Outlaw motorcycle
Code 37a Dangerous Person Alert
 M - Misdemeanor
 F - Felony
 T - Traffic
 I - Infraction
Code BLUE Cab/Bus in trouble
Code 100 Station under Attack

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.4
SUBJECT: ACTIVATION OF THE COMMAND VAN OR EMERGENCY OPERATIONS CENTER (EOC)		Page 1 of 3
Originating Date: August 1991	Revision Date: October 2009	

I. PURPOSE

To establish a policy for overall communications operations during the activation of the command van or the emergency operations center.

II. COMMAND VAN

- A. Notify the Communications supervisor as soon as possible.
- B. Immediately call in personnel to staff the Communications Center with at least five operators, one being a shift supervisor (at no time will the Communications Center be staffed with less than four operators during the initial activation).

If there are five operators on duty, one may be released to initially staff the van. However, you will usually have time to call in personnel and send two operators. If not, the second operator will report to the station for transportation to the van, unless the second operator chooses to report directly to the scene. It is best not to park your personal vehicle in the area of the incident (due to access and liability). Both operators assigned to the van by the shift supervisor should be Communications Operator II or Shift Supervisors, if at all possible.

- C. The Communications supervisor will handle ongoing staffing needs as the situation warrants. Some considerations are:
 - 1. Length of time on duty and fatigue. Length of time on duty should not exceed 12 hours unless it is a major disaster.
 - 2. Staffing needs of the next shift in case the operation will affect them.
 - 3. Breaks, food and psychological stress (if mandatory relief is needed).
 - 4. Possible need of peer counseling.

III. MATERIALS TO BE TAKEN TO THE VAN

- A. CAD Information/Index book from Communications.
- B. A copy of the Fire Department maps and the street index located near PD06.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 3.4
SUBJECT: ACTIVATION OF THE COMMAND VAN OR EMERGENCY OPERATIONS CENTER (EOC)		Page 2 of 3
Originating Date: August 1991	Revision Date: October 2009	

- C. A Thomas Brothers map.
- D. Communications' set of command van keys (located in our file cabinet).
- E. Portable radio, if available.

IV. DUTIES IN THE COMMAND VAN

- A. As the situation develops, you may be called on to assist not only with radio and communications operations, but filling in as scribe (until one arrives) (time keeping of events is extremely important for major events). You may be needed to make copies or provide other assistance to the operation commander. In the event two operators cannot handle all duties, a third should be called out. We are there to maximize efficiency in any way we can.

V. EMERGENCY OPERATING CENTER ACTIVATION

- A. The "Universal Communications System" (UCS) will be used to make the initial activation of the EOC and should be the primary means of activating the EOC. The Shift Supervisor or lead Communications Operator II will make the notification and create a CAD incident with the type code of "EOC" (EOC Activation).

If the internet is down or the Universal Communication System is unavailable, refer to the EOC call-out list located in the "Emergency Information Guide" see section "D".

The three levels of EOC activations are:

Level 1 – A minor to moderate incident where a **Local Emergency** may or may not be proclaimed.

Level 2 – A moderate to severe incident where a **Local Emergency** will be proclaimed and a **State of Emergency** may be proclaimed.

Level 3 – A major disaster where a **Local and State Emergency** will be proclaimed and a **Presidential Declaration of Emergency or Major Disaster** will be requested.

- B. EOC Activation Procedures

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 3.4
SUBJECT: ACTIVATION OF THE COMMAND VAN OR EMERGENCY OPERATIONS CENTER (EOC)		Page 3 of 3
Originating Date: August 1991	Revision Date: October 2009	

1. Login into UCS system <http://ucs.tfcci.com> or just simply click on the Reverse 911 Icon in your Novell applications window.
 2. User ID: [REDACTED] Password: [REDACTED]
 3. Hit **continue** button under **Send a Message Now**
 4. Enter "EOC Activation" under **Description**. Under **Message delivery** check **Outdial**. Then click **contacts** under **Audience Type** and click **Add Audience**.
 5. Select which EOC group you want to send the message to then click **Finish**.
 6. Select **yes** to **create new message** then click **Next**.
 7. Enter text of your message and let the system convert typed message to speech or record your own message via phone.
 8. Change **caller ID** field to show **EPD phone number** then click **Next**.
 9. Choose time you want to send out your message then click **Next**.
 10. Review then click **Activate** to send out your EOC activation call-out.
- C. Notify the Communications Manager as soon as possible of the EOC activation.
- D. When the "Emergency Information Guide" is used to make the initial alerting phone calls, the Shift Supervisor or lead Communications Operator II will make the alerting assignments and create a CAD incident the type code of "EOC" (EOC Activation). The EOC alerting procedures are found in the last section of the Emergency Information Guide. All notifications shall be documented in the CAD incident created for the EOC activation, with the name of the employee who was notified and/or message was left. When calling employees after business hours the dispatcher must call, the home phone number first, then the cell phone number before calling the next employee on the list. Upon activation of the EOC, staffing will be the same as initial activation of the Command Van (see II. A & B). Conditions will dictate ongoing staffing needs and duration needs.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 3.5
SUBJECT: REPORTING REPLACEMENT/REPAIR OF TRAFFIC REGULATORY SIGNS		Page 1 of 1
Originating Date: October 1995	Revision Date:	

I. PURPOSE

To establish a policy for reporting damaged or missing traffic regulatory signs.

II. REGULATORY SIGNS

Any regulatory signs, including stop, yield, curve, one-way, do not enter, or speed limit will be reported as soon as possible to Public Works during normal business hours or the stand-by person after hours.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.6
SUBJECT: Elevator Alarms		Page 1 of 1
Originating Date: May 1999	Revision Date:	

I. Purpose

The purpose of this instruction is to provide procedures for automated alarm activation's from elevators within the City of Escondido.

II. At several locations in Escondido, which are listed below, there are elevators in the facilities and they are equipped with alarms that automatically dial the police department with a pre-recorded message. When the phone call is received, it states the location of the elevator. The dispatcher taking the phone call will make a call for service and then try to contact an employee or representative from the location to check and see if emergency services are needed.

A. California Center for the Arts, 340 N. Escondido Blvd. – Call Security

B. City Hall, 201 N. Broadway – Call the Maintenance Supervisor

C. Escondido City Library, 237 S. Kalmia St. – Call the Library

D. Dr. Lisa White, 1201 E. Valley Pkwy.

If no one can be contacted for the location, then a police or fire unit will be dispatched to check on the possible problem.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.7
SUBJECT: THE CRISIS RESPONSE AND ADVOCACY TEAM		Page 1 of 1
Originating Date: May 1992	Revision Date: May 2009	

- I. The Center for Community Solutions of the EYE Counseling and Crisis Services has worked closely with the Escondido Police Department to provide a valued and much-needed community service. Our relationship is a mutual one which is highly valued. Volunteers predominantly staff the after-hours hotline and in-person response teams.

- II. The EYE is a state designated rape crisis and domestic violence center. These calls receive top priority in terms of response. The crisis team volunteers are also trained to provide suicide intervention, resources and family support in cases of child abuse, general trauma intervention and SIDS death support.

- III. Officers send a referral to the Center for Community Solutions. The Center does not have the employees available to response to scenes to meet with officers in the field to help with their crisis counseling.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 3.8
SUBJECT: CODE 5 PROCEDURE		Page 1 of 1
Originating Date: October 1979	Revision Date: May 1999	

- I. There are instances when a law enforcement unit or agency is conducting surveillance in a specific area. Under these circumstances, the unit may wish to put into effect a Code-6, advising patrol vehicles to stay out of the immediate area unless responding to a definite incident. Be sure to ascertain if surveillance personnel are armed or not.
- II. Under the above circumstances, the unit or agency will contact Communications and advise the dispatcher that a Code-5 will be in effect at the stated address.
 - A. Upon receipt of a Code-5 request, the dispatcher will immediately contact the watch commander and/or sergeant and advise them of the nature of the investigation and the officer in charge. Dispatch shall notify the beat officer by either CAD or telephone. The dispatcher should attempt to determine from the original unit an estimate of how long the Code-5 is expected to be maintained. If a Code-5 is in effect near the end of the watch, Communications shall alert the oncoming watch commander so that the next shift can be advised of the situation.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.9
SUBJECT: PRIVATE DETECTIVE AGENCY NOTIFICATION		Page 1 of 1
Originating Date: October 1979	Revision Date: May 1999	

I. PURPOSE

Representatives of private detective agencies conducting investigative activities within the Escondido City limits will, on occasion, call the Escondido Police to make them aware of their activities. This notification is a courtesy and is not required by law.

II. Upon receipt of a call from a private detective, the dispatcher shall attempt to obtain the following information and enter an "info" C.A.D. entry.

- A. Name of the detective
- B. Name of his employing agency
- C. Description of his vehicle
- D. Location of his investigation
- E. Anticipated duration of his business in Escondido.

III. Notify the watch commander concerning all calls from private investigators. All information obtained in II above shall be given to the watch commander. Notify the appropriate beat unit by phone or CAD.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.10
SUBJECT: INCIDENTS INVOLVING MILITARY PERSONNEL		Page 1 of 1
Originating Date: October 1979	Revision Date: December 1993	

- I. Upon arrest or detainment of a person who is determined to be an active member of a branch of the military, the arresting officer or his superiors may request that Communications notify the Military Police.
- II. The telephone numbers for military police can be found in the info/index.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.11
SUBJECT: REQUEST FOR TOWING SERVICE		Page 1 of 2
Originating Date: October 1979	Revision Date: November 2002	

- I. Requests for towing service for disabled vehicles generally fall into three categories, each of which may require a different procedure for the communications operator.
 - A. Calls in which the driver of the vehicle requests a specific towing service. Call that service.
 - B. Calls in which the driver does not specify a particular towing firm. Call duty tow.
 - C. Calls initiated by the police officer. Call a dispatch duty tow.

II. CALLS FOR TOWING SERVICE

Obtain the following information and relay it to the tow service dispatcher.

- A. Vehicle license number and description, if the officer is not going to stand by until the tow agency arrives.
- B. Special equipment that may be needed; i.e.
 - 1. If the vehicle is oversized
 - 2. If the vehicle is without wheels
 - 3. If the vehicle might be damaged by ordinary towing equipment.

III. Calls for other driver specified towing agencies.

- A. Obtain the following information and relay it to the towing agency specified, if the officer is not going to stand by.
 - 1. Type of vehicle
 - 2. Vehicle license number
 - 3. Location of vehicle.

IV. When towing service is required and the driver has no preference, the dispatcher shall call the "Duty" towing service.

- A. Refer to the "duty" towing service for that week in CAD.
- B. The location and type of vehicle involved needs to be given if the officer is not going to stand by.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.11
SUBJECT: REQUEST FOR TOWING SERVICE		Page 2 of 2
Originating Date: October 1979	Revision Date: November 2002	

- V. When a duty tow is requested by a police officer, the following information is needed for the entry into the SVS (Stolen Vehicle System):
 - A. Description of the vehicle (color, year, make and model)
 - B. License plate number and confirm last four numbers of the VIN
 - C. Authority for the impound, such as (CVC22651 or 14602/6A)
- VI. In all cases, it is important to specify to the towing service the type of vehicle to be towed so that they can dispatch a unit of appropriate capacity for the disabled vehicle.
- VII. DELAY IN RESPONSE OF DUTY TOWING SERVICE
 - A. Section 27-12 of the City Code of Ordinances states, "Each tow truck or towing service shall have the duty to inform the police dispatcher if, for any reason, said service will be delayed in responding to a dispatch."
 - B. Section 27-13 states: "If in the judgment of the police dispatcher, the eligible tow truck service will be delayed in responding to a dispatch, said dispatcher shall redirect the dispatch to the next eligible tow truck or towing service according to the rotation schedule."
- VIII. All police towing agencies have been notified that they are not to put police dispatchers on "hold" when they are calling for tow service. As there are many processes and duties to handle in an emergency, you cannot tolerate a delay. If you call the next eligible service and they also put you on hold, call the next service.
- IX. The Escondido City Council awards bids for police emergency towing service, and it is especially imperative that accurate records are maintained on these companies. Whenever a tow is requested, it shall be entered into the C.A.D. record of that call. The tow company's name should always be entered and the Vehicle Code section authorizing the tow or "citizen's request."

If there is an unreasonable delay, incompetence of the operator taking the call or other general lack of competent service, this should be reported as soon as possible to the communications supervisor. Any information not included in the call should be written up on an inter-office memo, giving names, dates, time of day and location.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.12
SUBJECT: MECHANICAL WARNING SIGN OFFS AND VEHICLE IDENTIFICATION NUMBER VERIFICATIONS		Page 1 of 1
Originating Date: October 1979	Revision Date: January 2000	

I. MECHANICAL WARNING SIGN OFF:

- A. If the vehicle in question is driveable and the caller lives within the Escondido area, ask him/her to bring the vehicle to the station during normal business hours.
- B. If the vehicle is not driveable and the calling party is within the City limits of Escondido, refer the call to the CSO II to be handled when he is free or by the beat officer if no CSO II is available.
- C. If someone comes to the station after normal business hours or on a day when the station is closed, input a CAD call for service and have a CSO or Patrol Officer handle the call.

II. VEHICLE IDENTIFICATION NUMBER VERIFICATIONS:

- A. Prior to registration in California, a vehicle previously registered in another state must be inspected for possible VIN tamper. This service is available at the Department of Motor Vehicles, 725 North Escondido Boulevard (741-2811), AAA Automobile Club (for AAA members) or at any vehicle verifier as described in the Vehicle Code.
- B. In cases where a crime may have been committed, the person attempting to register the vehicle will either be referred to us or we will be called by a D.M.V. employee.
 - 1. We will respond to those cases where a crime may have been committed.
 - 2. If there is no irregularity and it is a simple verification, refer the citizen to one of the agencies described in A.
 - 3. We may still verify the VIN if we choose to.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.13
SUBJECT: NON-SWORN PASSENGERS IN POLICE VEHICLES		Page 1 of 1
Originating Date: October 2, 1979	Revision Date: November 2001	

- I. On occasion, civilian personnel will be passengers in police vehicles.
 - A. When an officer is accompanied by non-sworn personnel, it is his/her responsibility to notify Communications that he/she has an authorized rider on board (this person has already been approved through the chain of command).
 - B. Dispatch will enter the name of the rider into the officer's CAD history.
 - C. Dispatchers shall wear civilian attire while accompanying officers on a ride-along.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.14
SUBJECT: USE OF REAR AND SIDE DOORS OF FACILITY		Page 1 of 1
Originating Date: October 1979	Revision Date: December 1993	

- I. Only authorized City of Escondido personnel should be admitted through the rear and side electronic doors of the facility.
- II. NEVER admit someone through the electronic doors without knowing who he/she is.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.15
SUBJECT: PRESS RELEASE GUIDELINES		Page 1 of 1
Originating Date: May 1992	Revision Date: July 1993	

- I. The guidelines for releasing information to the press are:
 - A. During normal business hours, the public information officer (Investigations commander) will be responsible for responding to inquiries from the media. Other than normal business hours, the watch commander shall function as the public information officer. If a major incident occurs, a press release will be prepared.
 - B. If you are asked a specific question about an incident, you may give out information that has gone out on the air. Never speculate about the situation. You may jeopardize the investigation. If the reporter wants more information and the public information officer or watch commander is not available, take a phone message.
 - C. It is important that we maintain good relations with the press, but our function is not to act as a press information source.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.16
SUBJECT: CALL IN OF OFF-DUTY PERSONNEL		Page 1 of 2
Originating Date: February 1979	Revision Date: November 2000	

I. OFF-DUTY PERSONNEL

There will be times when it is necessary to call in off-duty personnel. The authorization to call in must come from:

- A. The watch commander;
 - B. In his absence, the sergeant in charge;
 - C. If there isn't a watch commander or sergeant on duty, then the authorization must be obtained from the captain of the Uniform Bureau.
 - D. The Escondido Police Department's Tactical Operations Unit (T.O.U.) is a specialized unit that responds to calls that cannot safely and effectively be handled by the "day-to-day officer." These calls include:
 - Barricaded subject(s)
 - Hostage situations
 - High-risk warrant service
 - VIP protection
 - Any other situation when an Incident Commander (IC) judges that the deployment of the T.O.U. would be necessary or helpful in neutralizing an incident.
1. When requested to respond by the on-duty Field/Detective Supervisor, or Patrol Division Watch Commander, the procedure for activating the T.O.U. is as follows:
 - a. Notify the T.O.U. Commander by phone and/or pager.
 - b. In the absence of the T.O.U. Commander, notify one of the on-call team sergeants.
 - c. The T.O.U. Supervisor must notify the Bureau Captain of the TOU activation.
 - d. In the event that the T.O.U. Commander and the T.O.U. team leaders (Team Sergeants) are in the field or unable to make the callout notifications themselves, the communications section may be requested to make these calls. Utilizing the Internet based Alpha Paging system, send a group page to the gang page number [REDACTED], and include in the text field any information given by the T.O.U. Commander/Team Leader(s). This information will usually include:

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.16
SUBJECT: CALL IN OF OFF-DUTY PERSONNEL		Page 2 of 2
Originating Date: February 1979	Revision Date: November 2000	

- *Code 10 or Code 11
 - Type of incident (i.e. barricade, hostage, etc.)
 - Location of incident
 - Tactical staging area
 - Command post location
 - Safe route of approach
 - Any other special information/instructions as given
 - *Note: While it is possible to do this all on one page, depending on the amount of information, two pages may need to be sent. Maximum characters per page are 240.*
- e. When requested to call-out T.O.U. Tactical Medics, contact the Escondido Fire Duty Chief, and they will handle the notification from there.
- f. All other notifications will be in compliance with the Escondido Police Department Instruction 1.16, Notification of Administrative and Investigative Personnel.

II. ASTREA/ABLE

The same chain of command must be used to request the assistance of the San Diego County Sheriff's helicopter, ASTREA or San Diego Police helicopter, ABLE.

III. PROCEDURE

The procedure for the call-in of off-duty personnel will be obtained from the watch commander's copy of the Unusual Occurrence Manual.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.17
SUBJECT: MAJOR INCIDENT FORM		Page 1 of 1
Originating Date: February 1979	Revision Date: July 1993	

- I. The attached form is intended to be an accurate and quick reference form for use in any major incident. This form enables the quick accurate gathering of all pertinent information and can be retained for further broadcasting.
- II. The form further eliminates the error factor, which can occur during an emergency situation and can be filled out quickly and more efficiently in proper order during a high stress incident.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.18
SUBJECT: SICK/INJURED PRISONER PROCEDURE		Page 1 of 1
Originating Date: October 1979	Revision Date: July 1993	

I. PURPOSE

This procedure would be used in the event a prisoner is found to be sick or injured within the police facility.

II. WATCH COMMANDER NOTIFICATION

- A. An officer will be dispatched immediately to the location of the sick or injured person.
- B. The watch commander will be notified immediately (or the supervising officer on duty at that time).

III. FIRE RESCUE REQUEST

- A. If the person is found to be sick or injured, the officer or supervisor may request that Fire Rescue be dispatched. If the Fire Rescue is dispatched, the dispatcher should open the garage door so that they will have immediate access to the facility.
- B. If the sick or injured person is a person in custody, an officer should be dispatched to accompany the prisoner to the hospital. If the prisoner is violent, it may require more than one officer to assist in transporting and for standby at the hospital.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.19
SUBJECT: [REDACTED] /POLICE BUILDING ALARMS		Page 1 of 1
Originating Date: October 1979	Revision Date: August 2009	

- I. [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 3.20
SUBJECT: BUILDING SAFETY AND EVACUATION PLAN		Page 1 of 1
Originating Date: October 1979	Revision Date: May 1999	

I. PURPOSE

Hazardous conditions existing within the Communications area that could prove detrimental to the well being of occupants shall be reported immediately to the police watch commander.

II. FIRE ALARMS

- A. All personnel shall become familiar with available fire fighting equipment and operation of fire alarms in their work area.
- B. Upon the sounding of a fire alarm bell in the building, the dispatcher shall immediately dispatch a "structure response" to the Fire Department.

III. PROCEDURE

In the event of a fire in the Communications Center, the following action shall be taken immediately.

- A. Immediately dispatch the Fire Department.
- B. Proper fire fighting action should be taken.
- C. The police watch commander should be notified of the location and type of emergency.
- D. The communications supervisor should be notified.
- E. Evacuate personnel only when necessary for their immediate safety.

IV. AFTER EVACUATION

Keep in mind that once the Communications Center is evacuated, the citizens will lose immediate emergency contact with police services. A mobile police radio should be considered for usage by Communications in the parking lot.

- A. If there is going to be an extended interruption of services, activate the bringing of the Command Van to the station. Further, see about transferring the 911 calls to Carlsbad Police in an Emergency Status.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.21
SUBJECT: SEARCH AND SEIZURE INDEX		Page 1 of 1
Originating Date: October 1979	Revision Date: May 1999	

I. PROCEDURE

The San Diego County District Attorney's Office periodically distributes a list of persons who have been placed on probation and have waived their right to the Fourth Amendment of the U. S. Constitution. (Search and Seizure)

- A. A copy of the list is kept in Communications.
- B. The list specifies whether a person is subject to search of his person/auto residence/property.
- C. The officer may ask you to check the S&S list or index for a subject stopped in the field. Be sure to check the expiration date on the list; an illegal search may mean a lost case in court and possible lawsuit.
- D. The expired "Search and Seizure" list will be sent to S.I.U.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.22
SUBJECT: VEHICLE REPOSSESSION		Page 1 of 1
Originating Date: February 1979	Revision Date: September 2003	

I. LAW

California Vehicle Code Section 28 requires that persons who repossess vehicles shall, one hour after taking possession of the vehicle, notify the City police department having jurisdiction where the repossession occurred.

II. PROCEDURE

Upon receipt of a call of repossession, a C.A.D. entry will be made with the following information:

- A. Name of person calling and the name of the person making the repossession, if different.
- B. Business name of repossession firms, address and phone number.
- C. Description of vehicle.
 - 1. License number. Run the number for legal and registered owner and wants.
 - 2. Vehicle Identification Number.
 - 3. Make, model and year of the vehicle.
- D. Registered and legal owner's name and address.
- E. Location where vehicle was repossessed.

Also: Determine if the registered owner is aware of repossession.

Enter into State Vehicle Computer File.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.23
SUBJECT: REMOVAL OF VEHICLES FROM PRIVATE/PUBLIC PROPERTY		Page 1 of 2
Originating Date: February 1979	Revision Date: September 2003	

I. PURPOSE

Many property owners are not familiar with the lawful method of removing vehicles from their private property. This instruction will provide the basic procedure that must be followed.

II. PRIVATE PROPERTY - APARTMENTS, BUSINESS

California Vehicle Code Section 22658 requires that persons who are owners or in lawful possession of private property may remove a vehicle in this manner:

- A. The owner must have a sign posted in plain view on the property, prohibiting public parking and containing the phone number of the local police agency.
- B. The owner must advise the police agency of the removal of the vehicle and where it is stored.
 - 1. Dispatch will obtain the vehicle description, license number, etc.
 - 2. Dispatch will also request the name of the person authorizing and the reason for the tow.
- C. The owner must have vehicle moved to nearest storage facility.
- D. The person causing removal must give immediate notice to the legal and registered owner in writing of the fact of such removal, the grounds therefore and where the vehicle was moved from. A copy of this notice will also be given to the proprietor of the storage facility. The vehicle mileage will be contained in the notice (VC 22850).
- E. If the owner cannot be contacted for notice as provided in VC 22852, and the vehicle is not released within 120 hours, the person who had the vehicle removed must send written notice of the removal to the Department of Justice, in Sacramento, and file a copy of the notice with the proprietor of the garage where the vehicle is stored. The report will be made on a form provided by the Department of Justice with information required in VC 22853.
- F. Upon notification by the tow company of a private property impound, Communications will enter the information into the SVS system, putting the location the vehicle was towed from in the miscellaneous field.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.23
SUBJECT: REMOVAL OF VEHICLES FROM PRIVATE/PUBLIC PROPERTY		Page 2 of 2
Originating Date: February 1979	Revision Date: September 2003	

III. PRIVATE PROPERTY

- A. Abatements from private property are handled by Building Code Enforcement.
- B. All questions regarding the process should be referred to them.
- C. When a Code Enforcement Officer is impounding a vehicle, they will call in and Dispatch will create an advised call. We will get the location and order a duty tow for them. Dispatch will obtain all of the required information for the impound and it will be handled like a private property impound. We will use the incident number for the case number.

IV. PUBLIC PROPERTY - STREETS

The process and procedures are handled by the CSO's and are published in the Department Instructions.

- A. Red Tag - 72-hour notice.
- B. Notice of hearing sent to registered and legal owners.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.24
SUBJECT: ABANDONED VEHICLES/ILLEGALLY PARKED VEHICLES		Page 1 of 1
Originating Date: February 1979	Revision Date: September 2001	

I. ABANDONED VEHICLES

A. PUBLIC PROPERTY

1. If the vehicle is not stolen/wanted, refer the complainant to the CSO handling the vehicle abatements at 839-4755. After hours, the complainant may leave a message on the CSO's answering machine.

B. PRIVATE PROPERTY

1. Run check for stolen wanted.
2. If no wants, refer the citizen to California Vehicle Code Section 22658 for legal removal or have them call 839-4755 for the CSO.

C. REMOVAL BY CODE ENFORCEMENT OFFICER

1. Code Enforcement personnel shall contact dispatch to request a duty tow for the removal of inoperative or abandoned vehicles. Dispatch will be provided with the appropriate information regarding the vehicle and the authority section for the removal. The impound information will be entered into the SVS system as soon as possible.

II. ILLEGALLY PARKED VEHICLES

- A. Dispatch the beat officer or a service officer to determine if the vehicle is a hazard or what the disposition is.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.25
SUBJECT: LANDLORD/TENANT PROBLEMS		Page 1 of 4
Originating Date: October 1979	Revision Date: January 2005	

I. The dispatcher will handle many calls relating to landlord and tenant problems. Many times the dispatcher can avoid sending an officer by answering a few questions.

A. When can the landlord raise the rent?

If you have a written lease, your landlord cannot raise the rent during the term of the lease unless the lease specifically says that the rent can be raised.

If you do not have a written lease but pay an agreed amount of rent each month, the law says you have a mouth-to-mouth oral lease. This means that your lease runs out at the end of each month and that a new lease starts at the beginning of the next month. Your landlord may request a higher rent each month.

B. Does the tenant need receipts?

Yes, the tenant should always get a written rent receipt when he pays the rent. Unless he pays by check, it is almost impossible to prove payment without the receipts.

NOTE: The tenant should get and keep any receipts for cleaning deposits. The receipts should state exactly what the deposit is for and whether it is refundable.

C. How much notice need be given to evict a tenant?

A periodic tenancy (month to month) can be terminated by the landlord by giving the tenant advanced written notice. If a tenant has lived in the rental unit for a year or more, the landlord must give 60 days advance written notice that the tenancy will end.

However, the landlord can give 30 days written notice in the following situations:

- A tenant has lived in the rental unit less than or year, or

- The landlord has contracted to sell the rental unit to another person who intends to occupy the unit for at least a year after the tenancy ends. In addition, all of the following must be true in order for the selling landlord to give you a 30 day notice:

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.25
SUBJECT: LANDLORD/TENANT PROBLEMS		Page 2 of 4
Originating Date: October 1979	Revision Date: January 2005	

- The landlord must have opened escrow with a licensed escrow agent or real estate broker, and
- The landlord must have given you the 30 day notice with 120 days after opening escrow, and
- The landlord must not previously have given you a 30 day or 60 day notice, and
- The rental unit must be one that can be sold separately from any other dwelling unit.

** The landlord usually isn't required to state a reason for ending the tenancy in the 30 day or 60 day notice.

A three day advanced written notice can be served by the landlord to the tenant when the tenant has done any of the following:

- Failed to pay rent.
- Violated any provisions of the lease or rental agreement.
- Materially damaged the rental property ("committed waste").
- Substantially interfered with other tenants ("committed a nuisance").
- Used the rental property for an unlawful purpose.

3. Which court should one use for small claims?

Municipal courts no longer exist. They were absorbed into the Superior Court system.

- The claims are limited to disputes up to \$5000.00.
- The filing fee is only \$20.00. It is paid by the plaintiff to the clerk. Since the limits on the claim and the filing fees are subject to change by legislative action, you should check with your local court or small claims advisor or small claims court clerk to determine the correct filing fees and the current limits on claims.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.25
SUBJECT: LANDLORD/TENANT PROBLEMS		Page 3 of 4
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LEGAL AID DOES NOT REPRESENT TENANTS IN EVICTION PROCEEDINGS IF THE TENANT'S RIGHTS HAVE NOT BEEN VIOLATED.

II. LANDLORD'S PROBLEMS:

- A. Tenant is behind on rent and won't move out. The landlord may not evict the tenant without a court order, even though the tenant is behind in his rent, or has violated his rental agreement. If the landlord tries to forcibly evict a tenant, or changes locks on the doors, or otherwise keeps the tenant out, he is in violation of a criminal law, Section 418 PC.
- B. Tenant has destroyed landlord's property. This destruction, if willful, would fall under 594 PC (Malicious Mischief). The difficulty is in proving that the destruction is willful, as opposed to accidental.
- C. Tenant Rents to One Person and More Than One Person Moves In. A three-day notice may be given and eviction proceedings commenced, if there is no compliance.

III. TENANT'S PROBLEMS:

- A. The tenant has been evicted forcibly, without a court order. If a tenant has been given a 30-day notice to move, or a three-day notice if in violation of the rental agreement, he should comply. However, if he believes he should not be evicted for any reason, he may choose to stay until the landlord produces a court order. Any landlord who changes the locks or otherwise forces a tenant to leave without the tenant's permission is guilty of a crime, Section 418 PC.

In this case, advise the tenant of his legal rights, and, if possible, call the landlord. An explanation of the law on eviction procedures to the landlord should suffice. Tell the landlord to let the tenant back into his apartment/house until he gets a court order. If he refuses, inform him that he may be subject to arrest by the tenant for 418 PC. If the law is explained properly, police units should not have to be sent to this type of disturbance.

- B. The landlord seizes the tenant's property in lieu of rent payment. This is clearly a violation of 418 PC. No one may seize property without a court order. If the landlord does, he is subject to arrest. Tell him to give it back, since he will be subject to arrest if he doesn't. Again, a police explanation of the law is all that should be needed.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.25
SUBJECT: LANDLORD/TENANT PROBLEMS		Page 4 of 4
Originating Date: October 1979	Revision Date: January 2005	

- C. The landlord enters the tenant's apartment to "snoop around." In California, at least 24 hours notice is required for each intended entry. There is no special notice needed in emergencies. Specifically allowable reasons are needed for each entry. (See CA. Civil Code 1954) The right of entry must not be abused.

Civil Code 1954:

- A landlord may enter a dwelling unit only in the following cases:

- (a) In case of emergency.
 - (b) To make necessary or agreed repairs, decorations, alternations or improvements, supply necessary or agreed services, or exhibit the dwelling unit to prospective or actual purchasers, mortgagees, tenants, workmen or contractors.
 - (c) When the tenant has abandoned or surrendered the premises.
 - (d) Pursuant to court order. Except in cases of emergency or when the tenant has abandoned or surrendered the premises, entry may not be made during other than normal business hours unless the tenant consents at the time of entry.
- D. The landlord refuses to give the cleaning deposit back. In the absence of criminal fraud, deposit disputes are civil. The tenant should be advised to file in Small Claims Court for the return of his deposit.
- E. Failure to make repairs. There are certain sections of the Civil Code, which enable tenants to make repairs themselves and then deduct the cost of those repairs from the rent, after having made a demand for repair on the landlord. For more information on this situation, advise the caller to contact his attorney or Legal Aid.

If the defect in the tenant's building involves a possible violation of the Building Code, the San Diego County Health Department may be contacted.

NOTE: This is a guideline of California's Landlord/Tenant laws. This is a civil matter and citizen's inquiring should be urged to contact California Dept. of Consumer Affairs if they need a more detailed response.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.26
SUBJECT: UNDOCUMENTED PERSONS POLICY		Page 1 of 1
Originating Date: October 1979	Revision Date: July 1993	

- I. The Escondido Police Department shall not arrest or apprehend any undocumented persons unless it falls within the following situations:
 - A. The individual is known to be wanted for a crime or crimes violating state or local statutes.
 - B. The individual is observed committing a violation of a state or local statute. The individual shall then be subject to the same prescribed handling as a citizen of the United States.
 - C. The individual is needed as a witness or informant to a crime of which he/she has or may have knowledge.
 - D. The individual as a result of a legal traffic stop is found to be either the driver of the vehicle or a passenger in said vehicle.
 - E. The individual is seen at nighttime, under conditions, which would require normal police contact.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.27
SUBJECT: ABBREVIATIONS		Page 1 of 3
Originating Date: February 1979	Revision Date: May 1999	

Due to the limited amount of space available on some forms and reports, it may be necessary to use abbreviations to conserve space. Following is a partial list of accepted abbreviations. Others may be used if necessary and appropriate; per dictionary listing:

ABBREVIATIONS

MEANINGS

ABS	Abstract
* ADW	Assault With a Deadly Weapon
* AKA	Also Known as: Alias
* APB	All Points Bulletin
APTS.....	Apartments
ATC	Attempt to Contact
* BA	Blood Alcohol
BKD.....	Booked
B/T.....	Between
BO	Bad Order (Defective)
* CCW	Carrying Concealed Weapon
* CDL	California Driver's License
* CII	Criminal Identification & Information
* CLETS	California Law Enforcement Telecommunications System
* CVC	California Vehicle Code
* CYA	California Youth Authority
* DDL; DL	Driver's License
DESC.....	Description
* DMV	Department of Motor Vehicles
* DISPO.....	Disposition
* DOA.....	Dead on Arrival
* DOB	Date of Birth
DOJ	Department of Justice
* DUI.....	Driving Under the Influence
DUPL.....	Duplicate
DWI	Driving While Under the Influence
E/O	East of
* ETA	Estimated Time of Arrival
* ER	Emergency Room (Palomar Hospital)
* EOS or EOW.....	End of Shift or End of Watch
FEL.....	Felony
* FI.....	Field Interview
FP.....	Found Property
FTA.....	Failure to Appear
* GOA.....	Gone on Arrival

* An asterisk (*) indicates APPROPRIATE FOR USE ON THE RADIO.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.27
SUBJECT: ABBREVIATIONS		Page 2 of 3
Originating Date: February 1979	Revision Date: May 1999	

ABBREVIATIONS

MEANINGS

* HBD	Has Been Drinking
HDLE BY	Handled By
HGT	Height
* H&R	Hit and Run
* H&S.....	Health & Safety Code
* ID	Identification
* INFO	Information
INJ	Injury or Injured
JEO	Just east of
JNO	Just north of
JSO	Just south of
JUVE.....	Juvenile
JWO	Just west of
LIC	License
LOC	Location
* M/C.....	Motorcycle
* MO	Method of Operation
MOD.....	Model
MISD	Misdemeanor
MSG	Message
* NCIC.....	National Crime Information Center
NBR.....	Number
N/O	North of
NO	Number
NSA	No Such Address
* NSF	Not Sufficient Funds
OBS.....	Observe or Observation
* OD.....	Overdose
OFCR.....	Officer
OP LIC.....	Operator's License
* OR	Own Recognizance
* PC	Penal Code/or Probable Cause
PAWC	Party Advised Will Comply
* PED	Pedestrian
PLS.....	Please
PMC.....	Palomar Medical Center
PMH	Palomar Memorial Hospital
P/R.....	Parks & Recreation, City of Escondido
PROP	Property

* An asterisk (*) indicates APPROPRIATE FOR USE ON THE RADIO.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

SUBJECT: ABBREVIATIONS

Originating Date: February 1979

Revision Date: May 1999

ABBREVIATIONS

P/U	Pick-UP
* P/W	Public Works Department, City of Escondido
* RD	Road
REC	Received
* R/P	Reporting Party
RES	Residence
* R/O or RO	Registered Owner or Reserve Officer
RWS	Reporting Party Will Sign
* SDMO	San Diego Marshal's Office
* SDSO	San Diego Sheriff's Office
SER or S/N	Serial Number
S/O or SO	South of or Sheriff's Office
SUBJ	Subject
S or SUS	Suspect
SSN-SOC	Social Security Number
* T/C	Traffic Collision
TKS	Thanks
TTR	To the Rear
UNK	Unknown
UR	Your
UTL	Unable to Locate
* VC	Vehicle Code
V; VICT	Victim
VIN	Vehicle Information Number
WARR or WRNT	Warrant
W; WIT	Witness
* W/C	Watch Commander – Welfare Check
W&I	Welfare & Institutions Code
W/O	West of

* An asterisk (*) indicates APPROPRIATE FOR USE ON THE RADIO.

Written by
Garry Wells

Communications Sect. Approval
Mark Wrisley

Title
Communications Manager

Title
Lieutenant

		Section # 3.28
SUBJECT: VOLUNTEER PATROL DUTIES		Page 1 of 2
Originating Date: April 2000	Revision Date: January 2005	

- I. The following is a list of calls for service you can assign to the Volunteer Patrol officers in the field. They have been given this information and are expecting the calls. If they hear officers responding to these calls, they will volunteer to respond if they are 10-8.
 - A. Traffic Control – Fixed post or fluid traffic control with supervision (11-84 assignments).
 - B. Citizen Assistance.
 - C. Assisting in missing/lost person searches (flier distribution, etc.).
 - D. Transporting equipment (flares, car seats, radios, PASS devices, etc.).
 - E. Picking up CWs (juvenile and adult prisoner meals).
 - F. Crime scene protection/posts.
 - G. Transportation of small children to the station (PC 300 cases).
 - H. Parking citations, handicapped and fire lane parking regulations/red tags/code enforcement referrals.
 - I. Furnish Transportation. Non-violent or non-criminal (11-48).
 - J. Mark and assist in abating unattended or abandoned vehicles.
 - K. Assist in writing/completing CHP 180's and waiting for the tow (11-85).
 - L. Cameras and Film, Polaroid ad 35mm available for crime scene photos.
 - M. Assist with Graffiti documentation and reporting. (Pictures and reports)
 - N. Assist Search and Rescue.
 - O. Impound/recover property and transport to Property Room.
 - P. Assist Fire Department and Public Works Department in Emergencies.
 - Q. Knox Box and Gate Keys.
 - R. Court Runs with documentation.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.28
SUBJECT: VOLUNTEER PATROL DUTIES		Page 2 of 2
Originating Date: April 2000	Revision Date: January 2005	

- II. During emergency situations, the Volunteer Patrol can be called out to assist Patrol. Each month, two volunteers are selected to be on standby, and their names, with phone numbers, will be given to Dispatch. Whenever a callout is necessary, or any incident involving a volunteer, the Volunteer Coordinator, Officer Lew Shaver, must be notified.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.29
SUBJECT: COMMUNICATIONS CONTINGENCY PLAN FOR EMERGENCIES		Page 1 of 1
Originating Date: November 2001	Revision Date:	

Level One – Notification to the Communications Center of Circumstances That Could Possibly Affect the City.

The on-duty Shift Supervisor or Senior Public Safety Dispatcher will notify the on-duty Watch Commander for direction (i.e., Stage 1 electrical emergency).

Level Two – Notification to the Communications Center of An Event Pending That May Affect the City and Communications Center.

The on-duty Shift Supervisor or Senior Public Safety Dispatcher will notify the on-duty Watch Commander, Fire Department Duty Chief, and any other City departments that may be affected by the pending event. The Shift Supervisor or Senior Public Safety Dispatcher, if needed, will call in additional staffing, and the Dispatch Manager will be notified as soon as possible (i.e., Stage 2 electrical emergency).

Level Three – In the event a worst-case scenario has occurred, the Communications Center, with approval of the on-duty Watch Commander, will start the activation of the Emergency Operations Center (E.O.C.) and immediately notify the Dispatch Manager. The Dispatch Manager will insure that additional staffing is called in as needed to meet the needs of the Department and City (i.e., power outages that affect large portions of population causing additional needs of police or fire service).

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.30
SUBJECT: EMERGENCY NOTIFICATION SYSTEM FOR CHILD ABDUCTION		Page 1 of 1
Originating Date: August 2002	Revision Date: August 2005	

1. When notified by the Watch Commander to activate a Child Abduction Alert, Dispatch responsibilities are:
 - A. Broadcast a countywide BOL over RCS radio talk groups BLUE1 and County Call. This broadcast shall continue every hour for a 12-hour period.
 - B. Notify U.S. Border Patrol (I-5 and I-15 checkpoints and both U.S./Mexico border crossings).
 - C. Send an EDIS message via CLETS. An administrative message (AMMR) to group code 4500. This group code is to be used for child abduction and will send a message to all Law Enforcement agencies Statewide and the OES Emergency Digital Information System (EDIS). The first line of the text should read **EDIS FLASH** followed by "**CHILD ABDUCTION ALERT**". The message should contain a brief description of the incident and available physical descriptors of the victim, suspect, and vehicle, Escondido Police Department, and the telephone numbers of 760-839-4913 or 760-839-4722. The message should end with the characters **NNNN**. The text between the **EDIS FLASH** and **NNNN** will be automatically forwarded to media agencies statewide via the OES Emergency Digital Information System for immediate public release.
 - D. CLETS messages will be sent to bordering state agencies when there is a potential for a victim to be transported across state lines.
 - E. If needed, the Federal Aviation Administration (FAA) can be reached at 202-493-5100; also see Section #2.14 for additional FAA phone numbers.
 - F. Dispatch shall document the completion of the above into the CAD incident and maintain copies of all teletypes until the incident has concluded. All cancellations shall also be documented into the CAD incident along with any other requested services. Upon conclusion of the incident, the teletypes shall be forwarded to the Records Division.

2. When Dispatch receives a teletype of an "**AMBER ALERT**" from another department, Dispatch will broadcast information to our units, make a CAD incident of information, add the information to the Activity Log, and notify the Watch Commander. For consistency all "Amber Alerts" will be entered into CAD as a BOL and a copy of the CAD incident will be put in the Missing Person Book. When the person is located the original CAD incident and Activity Log will be updated and the CAD incident in the MP book removed.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.31
SUBJECT: AFTER HOUR CALL OUT FOR CITY DEPARTMENTS		Page 1 of 1
Originating Date: February 2003	Revision Date: November 2005	

- I. For after hour emergencies page or call the appropriate City standby person. A list of telephone and or pager numbers are maintained in the CAD INFO file and the Vesta speed dial. If no CAD incident exists at the time of call out, create a CAD incident using CAD type code PW. Document in the incident that the standby person was paged and the call sign of the standby person that responded to the page.

- II. For after hours emergencies involving broken windows at either private homes or businesses, the field unit at the scene with the help of Dispatch, will attempt to locate the owner or agent of the property to notify them of the damage. If unsuccessful in locating a responsible party or if the responsible party has an extended arrival time, then dispatch will contact Kings Glass (Open PSA with the City) to respond. If Kings Glass is unable to respond then the Public Works street standby person will be paged. Once the designated Public Works employee has arrived at the scene and been briefed on the situation, that employee will take responsibility of the location. Officers should remain on the scene with Kings Glass and or Public Works personnel if the security of the responding personnel could be at issue do to the lateness of the hour or if potential threats exist in the neighborhood. The length of time that officers are required to remain on the scene will be at the discretions of the Watch Commander, based on the potential for loss and liability.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 3.32
SUBJECT: OPERATIONAL CONDITIONS GUIDE		Page 1 of 3
Originating Date: September 2003	Revision Date: June 2004	

I. PURPOSE

This document provides general guidelines for Communications during critical incidents and significant events, including the dispatching of Police resources, implementing security measures and appropriate staffing levels for Communications during different operational readiness levels.

II. BACKGROUND

OPCONS are phased increases in operational readiness levels and security. OPCONS may be initiated for terrorist threats and/or attacks, violent protests, riots, natural disasters, significant events, and other emergencies. Normally the Chief of Police is responsible for determining when an OPCON level should be implemented. In the event that the Chief of Police or Deputy Chief is not available, any Captain has the authority to implement any OPCON level. In an emergency, the Watch Commander can declare an OPCON level. Once the determination has been made to go to a specific OPCON level, the Watch Commander will initiate implementation and make the initial notifications. Only the **CHIEF** or his designee can **cancel or modify** an OPCON once it has been initiated.

All personnel are responsible for the successful implementation of an OPCON. A CAD incident must be established for the event that encompasses all communications, instructions and responses generated during the incident. Any crime or arrest reports generated from the incident will be cross-referenced to the original CAD incident number.

ONLY THE CHIEF OF POLICE OR HIS DESIGNEE CAN AUTHORIZE THE RELEASE OF THE INFORMATION CONTAINED WITHIN THIS SECURITY DOCUMENT.

III. OPERATIONAL CONDITIONS GUIDE FOR COMMUNICATIONS



Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

SUBJECT: OPERATIONAL CONDITIONS GUIDE

Originating Date: September 2003

Revision Date: June 2004

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Written by
Garry Wells

Communications Sect. Approval
Mark Wrisley

Title
Communications Manager

Title
Lieutenant

		Section # 3.32
SUBJECT: OPERATIONAL CONDITIONS GUIDE		Page 3 of 3
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| [REDACTED]

IV. OPERATIONAL CONDITION IMPLEMENTATION GUIDE FOR COMMUNICATIONS

ALPHA Normal operation, calls dispatched as normal, however all OPCON measure broadcast

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.1
SUBJECT: GENERAL RADIO PROCEDURES		Page 1 of 2
Originating Date: October 1979	Revision Date: August 2005	

- I. The first responsibility of a radio dispatcher is to the officer in the field. He/she must be alert to all transmissions.
- II. Superfluous radio transmissions and indecent, obscene or profane language on the radio is prohibited by the Federal Communication Commission.
- III. Whenever practical, calls should be dispatched on CAD (i.e., 241 routing a CAD call, 351 sending a call via CAD). Brevity on the radio is of the utmost importance. Information voiced on the average police incident should be limited to the following information:
 - A. Location of the incident
 - B. Nature of the incident

The dispatcher must exercise common sense and discretion in dispatching a call to assure that additional pertinent information is given to the units, depending on the nature of the incident.

- A. Description of suspect
 - B. Description of vehicle
 - C. Direction of travel
 - D. Time element
 - E. Weapons involved
 - F. Any additional information that might assist the officer or ensure his safety.
- IV. RADIO CODES VS PLAIN LANGUAGE
 - A. It is the policy of the Escondido Police Department to utilize coded messages when broadcasting on the radio system. In time of emergency, plain language can be used for expediency.
 - B. Dispatchers must exercise care not to use code on the Fire or Public Works frequencies, because they will not be understood.
 - C. Code should likewise not be used on any other law enforcement frequency. Escondido Police codes may be different from codes used by other law enforcement agencies.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.1
SUBJECT: GENERAL RADIO PROCEDURES		Page 2 of 2
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- V. Emergency Traffic is used to limit radio traffic on a specific radio talkgroup for a specified incident. Emergency Traffic may be requested by a unit in the field or initiated by the radio dispatcher. To declare Emergency Traffic, the radio dispatcher will multi select all appropriate talkgroups, sound the RSC radio alert tone, and broadcast the necessary information which will include the nature and location of the incident (i.e., "all units emergency traffic on DISPATCH 1 for building search at 123 E Grand"). Only units associated with the incident will remain on DISPATCH 1. All other units will switch their radios to DISPATCH 2 for normal dispatching. The radio dispatcher will periodically advise over the radio that Emergency Traffic is continuing (i.e., continuing Emergency Traffic on DISPATCH 1). When an emergency situation is moved to a TAC talkgroup, the radio dispatcher should also switch to the TAC talkgroup. DISPATCH 1 will then be cleared for normal traffic and another dispatcher will be assigned to DISPATCH 1. To terminate Emergency Traffic, the radio dispatcher will multi select all appropriate talkgroups, sound the RCS radio alert tone and broadcast the necessary information (i.e., "all units normal traffic on DISPATCH 1").
- VI. Acknowledgements
- A. When acknowledging radio traffic from a field unit, the dispatcher must not just say 10-4. The appropriate response is 10-4 (and the unit number or location). For example: 10-4 341 or 10-4, Quince and Mission.
- B. If a call is dispatched to a unit on CAD without any radio transmissions, the dispatcher will note such in the incident (i.e., dispatched on CAD).
- C. Where the status of a field unit is in question an 11-52 (are you okay) check may be given to the unit. [REDACTED]
- VII. Units should not be dispatched as the primary unit to call for service within 20 minutes of their scheduled end of shift. They may be dispatched as a backup or cover unit. If no other units are available and they are dispatched as primary, a patrol supervisor shall be notified.
- VIII. CAD incidents that have been dispatched must be cleared by that officer so that we have the total amount of time that officer is on that particular call. That includes being at the station with a prisoner, follow-up and impounding property at 800 W. Grand. If the officer didn't clear themselves from a call, ask them before changing their status.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.2
SUBJECT: COMMON PENAL/VEHICLE CODES USED IN DISPATCHING		Page 1 of 1
Originating Date: February 1979	Revision Date: May 1999	

I. A reference copy of the California Penal and Vehicle Codes as well as the City of Escondido Municipal Code is maintained in the Communications Center. All personnel are encouraged to become as familiar as possible with the various code sections.

II. Following is a list of the more common Penal/Vehicle Code Sections, which the operator should have committed to memory.

PC 187	Homicide	CVC 10851	Auto Theft
PC 207	Kidnapping	CVC 10852	Vehicle Tamper
PC 211	Robbery	CVC 23152	Driving Under Influence of
PC215	Carjacking		
PC 242	Battery		Alcohol/Drugs
PC 245	Assault with a Deadly Weapon	CVC 20002	Hit and Run Property Damage
PC 246	Shooting at dwelling	CVC 20001	Hit and Run Injury/Death
		CVC 23110	Reckless
PC 247	Shoot Firearm at Unoccupied Vehicle	W&I 5150	Mental Case
PC 261	Rape	H&S 11350	Possession of Dangerous Drugs
PC 273a	Child Abuse or Neglect	H&S 11357	Possession of Marijuana
PC 273.5	Domestic Violence with Injury		
PC 273.6	Violation of Domestic Violence Court Order		
PC 288	Child Molest/Sex Offense		
PC 314	Indecent Exposure		
PC 415	Disturbance (Specify Type)		
PC 417	Brandishing a Weapon		
PC 451	Arson		
PC 459	Burglary		
PC 470	Forgery		
PC 488	Petty Theft		
PC 487	Grand Theft		
PC 496	Possession of Stolen Property		
PC 537	Defrauding Innkeeper		
PC 594	Malicious Mischief		
PC 597	Cruelty to Animals		
PC 602	Trespassing		
PC 647f	Drunk in Public		
PC 647g	Drunk, protective custody		
PC 653m	Annoying, Obscene, Threatening Phone Calls		
PC 12020	Possession of Illegal Weapon		
PC 12025	Carrying Concealed Weapon		

III. Never delay dispatching a call to look up the Code Section. Broadcast the call in plain language such as "Malicious Mischief in Progress."

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.3
SUBJECT: DETERMINING CALL PRIORITY/HANDLING OF DELAYED RADIO CALLS		Page 1 of 4
Originating Date: February 1979	Revision Date: May 2006	

I. PURPOSE

- A. The purpose of this Operating Procedure is to establish a policy for handling delayed calls in an efficient and expeditious manner while maintaining beat-officer responsibility and not appreciably affecting the health and welfare of any citizen.

II. POLICY

- A. The guidelines set forth in this policy define the type of calls that can be delayed (stacked) for the beat officer and the calls of an emergency or urgent nature necessitating immediate response. In the event it becomes necessary to break units to handle calls always voice in your dispatch that you are asking them to break, i.e.; 241 to break, 241 and 242 to break.
- B. In the event that an unusual occurrence or emergency arises that disrupts the designation of delayed calls, the dispatcher will notify the watch commander or, in his absence, the field supervisor. The watch commander or field supervisor will have the authority to evaluate and direct all calls to coordinate the delayed call activity, considering priorities, manpower, and the need for efficiency of operation.
- C. If no units are available to be dispatched to priority one or priority two calls, broadcast the information pertaining to the call over the radio and notify a patrol supervisor or watch commander by telephone or radio. Also, document who was advised in the CAD incident.
- D. Priority One calls are emergency situations and will be dispatched immediately.

Priority Two and Priority Three calls are of an urgent nature and will be limited as to the length of time they can be delayed.

Priority Four calls are least urgent and may be held for the beat officer with some few exceptions. The dispatcher, upon receipt of the call, shall advise the complainant of a response (in person or by telephone) within two hours. The dispatcher will determine if the complainant wishes a call back if we can't respond within the two hours. If the response by the beat officer will be longer than that, another officer will be assigned the call and advised the call is delayed.

Example: "241, delayed call on the 44 beat at 1900 E. Valley ..."

III. EXAMPLES OF PRIORITY DESIGNATIONS FOR RADIO DISPATCHING:

<u>PRIORITY</u>	<u>DESCRIPTION</u>
1	Officer needs assistance (11-99) All lifesaving calls (11-40s, 11-83s, 11-80s)

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.3
SUBJECT: DETERMINING CALL PRIORITY/HANDLING OF DELAYED RADIO CALLS		Page 2 of 4
Originating Date: February 1979	Revision Date: May 2006	

PRIORITY

DESCRIPTION

2

All crimes in progress or just occurred, where a possibility of apprehension of suspects exists.
 Robbery or burglary alarms.
 Incomplete calls for help.
 Lost children of "tender" years.
 Bomb Threats and 415s involving weapons or violence.
 Prowler call (suspect seen).
 Domestic Violence - Threatened, imminent, or ongoing domestic violence, and the violation of any protection order and restraining orders. Dispatchers are not required to verify the validity of the protective order before responding to the request for assistance.

10851 reports when the vehicle is equipped with LOJAK or On-Star.

PRIORITY

DESCRIPTION

3

Disturbances (verbal disputes, loud party with citizen willing to sign complaint).
 Non-injury accidents blocking traffic or where the participants are standing by waiting for the police.
 Prowler call (heard only).
 Child abuse (not in progress).
 In-custody persons from private agencies.
 Drunks.
 Lost children.
 Parking violations with traffic blockage.
 Checks for suspicious persons or vehicles.
 Take a report (citizen standing by other than residence or place of employment).

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.3
SUBJECT: DETERMINING CALL PRIORITY/HANDLING OF DELAYED RADIO CALLS		Page 3 of 4
Originating Date: February 1979	Revision Date: May 2006	

PRIORITY

DESCRIPTION

4

Take a report of a cold crime.
Blocked driveways (people not trying to leave).
Loud music, barking dogs, loud vehicles.
Abandoned vehicles.
Recovered property.
All remain-in-service assignments.
All parking violations not covered above.
Override: Circumstances of the call; i.e., physical or emotional state of the complainant, public relations, chronic nature or other mitigating circumstances, may necessitate the handling of the call as a higher priority.

IV. STATION OFFICER

A. If an officer is assigned station duty he shall be responsible for:

1. Station reports
2. Telephone reports
3. All priority four calls that can be handled over the telephone
4. Dispatcher support in emergencies
5. Any other duties assigned by the watch commander.

V. STATION REPORTS

A. When a complainant comes to the station to report a crime and no station officer is assigned to station duty:

1. If applicable, offer to have a mail-in crime report mailed to the complainant's home. If not applicable, create a CAD incident and have a patrol officer or CSO respond to the station.
2. If the crime the complainant is reporting is one where evidence may be collected, the dispatcher should suggest that he meet the officer at the crime scene to have a report taken there.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.3
SUBJECT: DETERMINING CALL PRIORITY/HANDLING OF DELAYED RADIO CALLS		Page 4 of 4
Originating Date: February 1979	Revision Date: May 2006	

VI. MAIL-IN REPORTS

- A. In an effort to streamline our workload, become more efficient and maintain quality service to the community, we have developed a mail-in report form (ESPD form #5) which will be sent to victims of certain crimes to complete and return. Victims of 488, 487 (less than \$5,000.00) and 594 (except graffiti) with no suspect information may be mailed this form. Victims of 459 vehicles with no suspect information, workable physical evidence or if the victim would be unable to identify the stolen property may be sent this form. Mail-in reports are acceptable for coin-operated machines or receptacle with no suspect information or workable physical evidence. Victims of 594 graffiti, other than window etchings or where the need exists to immediately paint over the graffiti, shall be referred to the City graffiti hot line, 839-4633.
- B. If the victim insists, an officer or CSO may be dispatched to their location for a report, or the station officer may handle the report over the phone. If a mail-in report is to be sent to the victim, the communications operator will enter a CAD incident with the appropriate information. The CAD incident will be printed and forwarded to the Records Division who will ensure the report form is mailed to the victim.
- C. Because we do not have forms for victims who read and speak only Spanish, we will need to either send an officer to their home or have them come to the station.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.4
SUBJECT: RADIO TONE ALERT		Page 1 of 1
Originating Date: October 1979	Revision Date: February 2002	

I. PURPOSE

- A. The purpose of this instruction is to establish a procedure in the use of the Radio Tone Alert (beeper).
- B. The tone alert is needed to obtain the attention of the field officers prior to an urgent or a critical message being broadcast from the base station.

II. PROCEDURE

- A. The tone alert will be used at the discretion of the dispatcher based on circumstances and information available.
- B. The alert will consist of single tone (RCS #1) followed by the broadcast.
- C. Examples of messages that may require an alert:
 - 1. Officer needs help.
 - 2. Possible 211 in progress.
 - 3. Possible 459 in progress.
 - 4. Major assaults or crimes against persons in progress.
 - 5. Major traffic or industrial accidents.
 - 6. Information of a priority nature.
 - 7. Other circumstances requiring a general alert of all officers.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.5
SUBJECT: IN-PROGRESS CRIMES/FELONY CRIMES		Page 1 of 2
Originating Date: February 1979	Revision Date: October 2000	

I. PURPOSE

The purpose of this instruction is to facilitate the expeditious dispatching of in-progress or felony crime calls.

II. DISPATCHING

- A. As soon as the information is available, give the field units the kind of incident, and the location. (The time element is always a critical factor on all "hot" calls.)
- B. Additional information is collected by keeping the calling party on the phone. Give that additional information to field units as soon as available.
- C. If possible, keep the calling party on the phone until units arrive. You may be able to advise units of possible escape routes.
- D. While collecting information, determine if the calling party has a weapon. If he/she does have a weapon, ask him/her to put it aside if he/she is not in immediate danger and advise the responding units.
- E. Advise the watch commander.

*New F. POSITION DUTIES DURING PURSUITS OR PRIORITY SITUATIONS:

- 1. Police Radio: Handles PD1 and logging or events.
- 2. Police Back-up: Handles traffic on PD2, i.e., answering requests of units involved in the situation and if necessary dispatching of other priority calls. Makes calls as requested by police radio or which pertain to the emergency. Does not answer incoming business calls and limited emergency calls (only if they cannot be handled by other personnel).
- 3. Fire Dispatcher: Handles majority of incoming business and emergency telephone calls. This means putting calls on hold to relieve the supervisor of handling non-emergency calls. The "Fire" dispatcher should also monitor the situation on PD1.
- 4. Telephone Position(s): Handles majority of incoming emergency and business lines.
- 5. Supervisor: Coordinates operations, i.e., makes sure all outgoing pertinent calls are made and operations concerning the emergency run efficiently. Handles coordination of operations with supervisors and other involved sections.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.5
SUBJECT: IN-PROGRESS CRIMES/FELONY CRIMES		Page 2 of 2
Originating Date: February 1979	Revision Date: October 2000	

6. Tactical Situations: May be switched to the "supervisor" position. When an emergency situation is moved from PD1 to TAC1, the PD1 dispatcher should also switch to TAC1 and another dispatcher assigned to PD1.

III. TACTICS

- A. This should be the responsibility of the supervisor and responding units. In most cases, a minimum of two units will be dispatched and usually the beat officer assigned to take necessary reports.
- B. Monitor the radio carefully and note the location of the units as they arrive at the scene. In most situations where a major crime is occurring, the first two units will take opposing sides of a structure. The third unit will join the unit at the front for cover.
- C. Other units may begin making searches for suspects in the surrounding area but this direction will be handled by the supervising officer or the officer at the scene collecting information.
- D. If in doubt as to how many units to send, it is better to send too many than too few.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.6
SUBJECT: ROBBERY, BURGLARY AND THEFT CALL CLASSIFICATION		Page 1 of 1
Originating Date: February 1979	Revision Date: January 1996	

- I. Many persons do not understand the difference between robberies, burglaries, and thefts. Thus, there is a tendency for the public to call the dispatcher and report, "I've been robbed," even though they may be reporting a burglary or theft situation. A few simple questions from the dispatcher will generally result in determination of the proper call classification without embarrassing the caller. The questions are:
 - II. Did the suspect leave on foot or drive away?
 - A. If it is a robbery, this question will provide you with valuable information.
 - B. If the caller answers that he doesn't know because it happened over the weekend while he was away, the dispatcher should realize that the incident is very likely to be a burglary or theft rather than a robbery.
 - III. Was the suspect armed? What kind of weapon was used?
 - A. This question is designed to elicit the same type of information as outlined in II "A" and "B" above. Therefore, it can be used instead of #II above if desired.
 - IV. If the situation is determined to be a robbery, enter the call and provide updates as given by the reporting party.
 - V. If the situation is determined not to be a robbery, the following question should be asked to determine if the incident is a burglary or theft.
 - VI. How did the suspect enter the premises?
 - A. If the caller answers that the structure or vehicle was not entered, the dispatcher should realize that the incident was a theft rather than a burglary. Dispatch the call as a 459, if the incident is a burglary. If it is a theft, dispatch it as a 488 or 487.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.7
SUBJECT: ROBBERY AND BURGLARY ALARMS		Page 1 of 2
Originating Date: October 1979	Revision Date: April 2007	

- I. The purpose and policy of alarm responses are set forth in Department Instruction 4.21, response for burglar and armed robbery alarms.
- II. PROCEDURE - Armed Robbery/Financial Institutions, Commercial Businesses
 - A. Use the alert tone and dispatch the two nearest units.
 - B. Advise the watch commander and field supervisor.
 - C. After responding units have arrived, the dispatcher will call the business/institution and ask to speak with the manager or assistant manager. Advise them of the activation of the alarm and ask that they carefully visually check the interior of the business for suspicious actions. Advise the responding party not to put you on hold, but to lay the phone down so that you may hear what is going on in the building.
 - D. Dispatch will request the covering units to select on exit through which a representative may be directed and the exact location he/she is to meet the officers, if everything appears to be normal.
 - E. The representative should not be advised to leave until units request it.
 - F. Alarms at AUTOMATED TELLER MACHINES will not be dispatched as a 211A (robbery) but as an activation of the alarm to the machine.
 - G. We will respond to the scene, even if cancelled, on all financial and commercial 211A's.
 - H. Residential robbery alarms (DURESS) - two units will be dispatched. The alarm may be cancelled at the request of the alarm company.
 - I. 211 Alarms/Major Stores - Try to ascertain what area of the store the alarm covers; most major department stores will have an alarm that covers the money room/vault and another that covers the jewelry department. Find out the location inside the store and if the alarm is from one of the major stores in North County Fair, find out the level.
 - J. Welfare checks requested by alarm monitoring companies (DURESS) – two units will be dispatched. This will normally be a request made by a monitoring company, such as Lifeline, when a subscriber has activated a help button and the monitoring company is unable to reach the subscriber by telephone. The alarm may be cancelled at the request of the monitoring company.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

SUBJECT: ROBBERY AND BURGLARY ALARMS

Originating Date: October 1979

Revision Date: April 2007

III. PROCEDURE - Burglary

A. Silent Alarms - [REDACTED] d.

B. Audible Alarms - [REDACTED]

C. [REDACTED]

D. Cancellation can be made only by the alarm company.

1. Any cancellations, or attempted cancellations from the alarm company must be documented in the incident. This includes cancellations that are received after a unit has gone on scene. This information assists the Crime Prevention CSO in properly briefing property owners.

Written by Garry Wells	Communications Sect. Approval Mark Wisley
Title Communications Manager	Title Lieutenant

		Section # 4.8
SUBJECT: FIRE, RESCUE AND AMBULANCE		Page 1 of 1
Originating Date: October 1979	Revision Date: May 1999	

I. PURPOSE

The purpose of this instruction is to alert public safety dispatchers of the need to monitor the fire dispatching and coordinate calls for service.

II. FIRE COMMUNICATIONS MONITORING

A. The fire dispatcher will keep the police dispatcher informed of all fire and rescue units rolling Code 3, if the police units are also rolling Code 3.

B. When fire or rescue units are being dispatched to a major fire or emergency, where police assistance might be required, the police dispatcher will send the appropriate unit(s).

III. COVERING FIRE RESCUE

A. When paramedics request cover on a full arrest heart failure, a patrol unit will be dispatched Code 3 to assist in CPR.

B. All other requests will be handled Code 2 unless otherwise requested.

IV. ADVISEMENT ON UNITS ROLLING CODE 3 IN THE CITY

*New A. If the Police Department and the Fire Department are both rolling Code 3, they should be notified of each other's originating point.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.9
SUBJECT: BOMB INCIDENTS/THREATS		Page 1 of 2
Originating Date: September 1979	Revision Date: January 1996	

I. BOMBS OR EXPLOSIVES ARE LOCATED:

- A. This type of incident will be handled as a priority one call.
- B. Advise the person to clear the area and not touch the bomb.
- C. Advise the person to meet the officer(s) at a nearby location.
- D. Dispatch a patrol unit and notify the field sergeant.
- E. Notify the watch commander.
- F. Dispatch an engine company and paramedic unit to a nearby location for standby.
- G. Contact the San Diego County Sheriff's Department Bomb Squad or Emergency Military Ordinance personnel when requested to do so by the field sergeant.

II. BOMB THREATS:

Upon receiving a bomb threat or information regarding a threat, the dispatcher should use the format on the "BOMB THREAT CHECK LIST" (see 4.9 2 of 2). A supply of these forms should be kept at each dispatch position.

- A. This type of incident will be handled as a priority two call.
- *New B. Dispatch a patrol unit and advise the field sergeant and watch commander. Advise the Fire Department for their information.
- C. During normal business hours, the Investigations Division will provide assistance when requested by the field sergeant or watch commander.

III. DISPATCHERS SHOULD REALIZE:

- A. Most bomb threats are false; therefore, companies will have to decide whether to evacuate or not. The police will not order an evacuation unless a bomb has been found or there are other extenuating circumstances.
- B. Some bombs can be exploded by radio signals transmitted close by. This will mean that officers will not respond by radio from the scene.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.9
SUBJECT: BOMB INCIDENTS/THREATS		Page 2 of 2
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BOMB THREAT CHECK LIST

Call received by _____

Date & time of call _____

RECORD THE EXACT LANGUAGE OF THE THREAT:

QUESTIONS TO ASK:

1. WHEN IS IT SET FOR? _____
2. WHERE IS IT? _____
3. WHAT KIND OF BOMB IS IT? _____
4. WHY ARE YOU DOING THIS? _____
5. WHO ARE YOU? _____

VOICE: Man _____ Woman _____ Child _____ Age _____

Intoxicated _____ Speech Impediment _____

Accent _____ Other _____

BACKGROUND NOISE:

Music _____ Children _____ Airplane _____

Talk _____ Traffic _____ Other _____

Typing _____ Machines _____

Attach to log card:

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.10
SUBJECT: DISPATCHING ACCIDENTS		Page 1 of 2
Originating Date: September 1979	Revision Date: May 2007	

I. PURPOSE

To establish guideline for handling traffic accidents.

II. INFORMATION NEEDED FOR DISPATCHING TRAFFIC ACCIDENTS

- A. Determine the exact location of the accident. When not on a roadway, get a description of immediate area.
- B. Determine if there are any injuries and the extent of the injuries.
- C. If the accident is out of our jurisdiction, give the reporting party the phone number of the proper agency. If they are unable to call, be sure you have the correct location and call for them.
- D. Always ask the reporting party if he/she is an involved party or witness. If so, get his/her name, address and phone number. If an incident already exists, enter this information into the incident.

III. SERIOUS INJURY ACCIDENTS.

- A. Police Department
 - 1. Dispatch two units. The closest unit will be dispatched Code 3.
- B. Fire Department
 - 1. Dispatch Fire Department to all serious injury accidents.

NOTE: Either the first arriving Fire or Police unit may change the level of code response to units still responding. Such change will be considered an order by all safety units and complied with immediately.

IV. MINOR INJURY ACCIDENT, NON-INJURY ACCIDENT AND NO-DETAIL ACCIDENTS.

- A. No-Detail accidents: No code response for PD.
- B. Minor injury accident: No Code response for PD. If medics needed make a combined call for FD (VEHACC).
- C. Non-injury accident: Advise parties to exchange driver's license, registration and insurance information and to contact their insurance companies. If either party does not have the required documents, dispatch a patrol officer to assist. If both parties have the required documents but

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.10
SUBJECT: DISPATCHING ACCIDENTS		Page 2 of 2
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the vehicles are not drivable and are blocking traffic, dispatch a CSO or patrol officer to assist.

V. HIT-AND-RUN.

- A. Injury: Dispatch two units, the closest one CODE 3. One of the units should be a Traffic unit, if available.
- B. Non-Injury plus no suspect information: Dispatch a CSO if available.
Non-Injury plus workable suspect information: Dispatch one unit. This should be a Traffic unit, if available.
- C. If H&R just occurred: Get the suspect vehicle description, area of and type of damage, color of paint transfer, etc., direction of travel, license number and description of driver, and broadcast information to field units.

VI. OTHER.

A. School Buses

- 1. Dispatch appropriate units for type of call.
- 2. If a public school bus with students on board, then California Highway Patrol will investigate.

B. Government Vehicle

- 1. Dispatch appropriate units for type of call.
- 2. Traffic unit will take the report, if available.
- 3. Notify watch commander and/or field supervisor, if Escondido Police unit is involved.
- 4. If accident involves Escondido Police unit outside the city limits, also notify the appropriate agency.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.11
SUBJECT: AUTO THEFT PROCEDURE		Page 1 of 3
Originating Date: September 1979	Revision Date: July 2007	

- I. Prior to dispatching a unit to take an auto theft report, the dispatcher will check the following items:
 - A. Determine that the caller is the registered owner of the vehicle or his/her agent.
 - B. Determine that the vehicle was taken from within the city limits of Escondido. If not, refer the caller to the correct agency. A courtesy report can be taken.
 - C. While the caller is on the phone, check the license to ascertain if the vehicle has been impounded or repossessed.
 - D. Determine if the vehicle was loaned to someone and not brought back at an agreed time. If so, this would be embezzlement.
 - E. Determine if the caller checked with friends or relatives who might be using the vehicle without his/her knowledge.
 - F. Determine if the vehicle is equipped with LOJAK or On-Star. If so, note that information in the text of the call and make the incident a Priority 2 call if the victim is standing by a location other than their home or place of employment. If the vehicle was taken during the night and the victim is now just reporting the theft, make the incident a Priority 3 so that the SVS entry can be entered as soon as possible.
 - G. Obtain from the caller a complete description of the vehicle including color, year, make, model, style, license plate number and number of plates on the vehicle. Also obtain two 24/7 telephone number(s) that the registered owner/victim can be reached at when the vehicle is located. This information will be recorded on the ESPD #71 form and included in the SVS entry.

- II. All auto theft report calls will be broadcast to field units as soon as the radio operator receives the call. The full vehicle description will again be re-broadcast when the call is dispatched. The auto theft incident will be sent to units via their MCT's, via a "TOPOL" message. After broadcasting the full description of the vehicle and sending out a "TOPOL" message to units the radio operator will "m" those comments into the CAD incident. i.e. (Inc# m, bolo and topol to units).

- III. After the officer has a signed stolen report, he/she will immediately relay to Dispatch with any additional information. If necessary, Dispatch will rebroadcast the vehicle description. The vehicle information will then be entered into SVS (Stolen Vehicle System).

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

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SUBJECT: AUTO THEFT PROCEDURE		Page 2 of 3
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IV. One copy of the incident will be printed, attached to the white copy of the SVS entry and sent to Records. A description of the vehicle, where it was taken from, and the case number will be put on the daily activity log.

V. RECOVERIES:

A. When a stolen vehicle is recovered, Dispatch will attempt to locate the registered owner. If the owner is available and can respond in a reasonable amount of time the vehicle will be released in the field to the registered owner. If the registered owner cannot be located or cannot respond within a period of 30 minutes, the vehicle will be impounded, however the Watch Commander or Patrol supervisor has the discretion of changing the amount of time allowed to respond.

B. When another agency's stolen vehicle is recovered, a locate message will be sent immediately. Teletypes will be forwarded to Records.

C. When a stolen vehicle is recovered by our department, which was reported stolen to our department, a clear teletype will be sent immediately. It will also be noted on the daily activity log that one of our stolen vehicles has been recovered and the location of said recovery.

D. When one of our stolen vehicles is recovered attempt to telephone the registered owner/victim to advise of the recovery and the location of the vehicle. This will be documented on the bottom portion of the ESPD #71 form. If unable to make contact by telephone note on the ESPD #71 form what numbers were called and if a message was left. The Records division will later attempt to notify the registered owner/victim by mail.

VI. GLOBAL POSITIONING SATELLITE [REDACTED] PROGRAMMING REFER 4.28 DEPARTMENT INSTRUCTIONS

BACKGROUND

[REDACTED]

[REDACTED]

A. Communications Center

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.11
SUBJECT: AUTO THEFT PROCEDURE		Page 3 of 3
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1. [REDACTED]

[REDACTED]

[REDACTED]

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.12
SUBJECT: DISTURBANCE CALLS		Page 1 of 2
Originating Date: October 1979	Revision Date: May 2007	

I. PURPOSE

The purpose of this instruction is to offer some guidance in the dispatching of disturbance calls. An alert dispatcher will recognize that most calls of this nature will be routine; however, the potential for violence is great in others.

- A. Barking Dogs: Escondido Police Department will respond to barking dog noise complaints between the hours of 2200 to 0700 hours whenever a reporting party is willing to sign a complaint form, these calls will be input into CAD with a type code 415DS. We will not respond when the reporting party wishes to remain anonymous and or does not wish to sign a complaint form. These callers will be told to contact the Escondido Humane Society during their regular businesses hours.
1. During their contracted business hours, 0700 to 2200 all barking dog complaints will be referred to the Escondido Humane Society.
- B. Noise Complaint/Loud Music:
1. When a reporting party is willing to sign a compliant form if necessary, input the call with CAD type code 415NS.
 2. When a reporting party is not willing to sign a complaint form and no crime or EMC violation would apply the reporting party will be told that an Officer will be dispatched to evaluate and ask that the noise/music be turned down. The reporting party will also be informed that in order for the Officer to respond to the location a second time someone would need to be willing to sign a complaint form. These calls will be input with CAD type code 415N.
 3. Dispatch a beat officer.
- C. Loud Parties:
1. Dispatch two officers.
 2. If the complaint involves a large party, advise the Patrol supervisor.
- D. Family Disturbance:
1. Collect as much information as possible to determine if there is a weapon involved or a weapon on the premises, the mental condition of the person causing the disturbance and if there is a violent crime occurring or about to occur.
 2. Dispatch two officers.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.12
SUBJECT: DISTURBANCE CALLS		Page 2 of 2
Originating Date: October 1979	Revision Date: May 2007	

3. Advise the watch supervisor if the situation warrants.

E. Exceptions: Officers will not be dispatched routinely to:

1. Injured wild or domestic animals: Will be referred to the Escondido Humane Society between 0700-2200 hours. Between the hours of 2200-0700 hours a police officer or CSO will be dispatched to attempt to locate the animal. If the animal is located, the on-call Animal Control Officer will be notified.
2. Repossessions: Refer to the court unless there is likely to be a confrontation.
3. Landlord - tenant problems: (See Manual Instruction 3.26) Unless there is likely to be a confrontation.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.13
SUBJECT: CODE 3 RESPONSE		Page 1 of 1
Originating Date: October 1979	Revision Date: June 2000	

- I. The purpose and policy of pursuits are set down in Department Instruction 1.15, Emergency Vehicle Operation.
- II. CODE 3 RESPONSE
 - A. This response may be made whenever a serious danger to human life exists.
 - B. This response may be designated by the dispatcher or requested by a field unit.
- III. SOME OF THE CIRCUMSTANCES UNDER WHICH A CODE 3 RESPONSE SHOULD BE DISPATCHED
 - A. 11-99 - Only units within a reasonable distance should respond CODE 3.
 - B. 11-80 - Only one Escondido Police unit should respond CODE 3 initially.
 - C. FELONY ASSAULT IN PROGRESS
 - *New D. ASSIST FIRE DEPARTMENT ON FULL ARREST HEART ATTACK OR NON-BREATHING BABY
 - *New E. CRIME SCENE WITH INJURIES
 - *New F. EMERGENCY ACTIVATION – ONLY ONE UNIT SHOULD RESPOND CODE 3 INITIALLY
- IV. When the dispatcher gives a field unit a CODE 3 response the unit will respond by giving the location from which his response will be made. The radio operator will then repeat the location and the fact the unit is responding CODE 3. This will alert other units in the event there is a unit closer.
- V. When the radio dispatcher receives information that another agency is responding through or within the City limits, the agency and route will be broadcast if one of our units is also rolling Code 3.
- VI. RESPONSE TO PRIORITY 1 and 2 CALLS

On all calls where additional help may be needed on priority 1 and 2 calls, units should always give their location from which they are responding to alert other units who may be closer to handle the call.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.14
SUBJECT: PURSUITS		Page 1 of 6
Originating Date: February 1979	Revision Date: April 2002	

- I. The purpose and policy of pursuits are in Department Instruction 1.10, Escondido PD Pursuit Policy/San Diego County Regional Pursuit Policy.
- II. When advised of a pursuit by a field unit, the dispatcher will immediately use the alert tone (Tone #1 on RCS Elite Consoles) and advise units of the pursuit, and that there is emergency radio traffic only.
- III. Upon termination of the pursuit either the shift supervisor, or the police radio operator will make two copies of the incident and forward one copy each to the Deputy Chief of Police, and one copy to the Dispatch Manager.
- IV. The pursuing unit will advise Dispatch of the following information as soon as practical and Dispatch will record the information.
 - A. Direction of the pursuit and the route during the pursuit.
 - B. Complete description of the vehicle being pursued and the license number.
 - C. Reason for the pursuit, including the crime involved.
 - D. Number of occupants and some description, if possible.
- V. The police radio dispatcher (or other dispatcher) will:
 - A. Immediately enter the pursuit information into CAD.
 - B. Dispatch an adjacent patrol unit to assist.
 - C. Notify the field sergeant and watch commander of the pursuit.
 - D. Ascertain the location of ASTREA and advise the watch commander and/or field supervisor.
 - E. If the pursuit is continued outside the city limits, notify the agencies into which the pursuit is continuing.
- VI. The pursuing officer, or, if possible, the second unit in the pursuit, shall keep the dispatcher advised of his/her location and direction of travel.
- VII. The dispatcher will run the license number of the vehicle being pursued for wants and registration. Dispatch will only relay information, which would be of benefit to the pursuing unit(s), retaining all other information for use after the termination of the pursuit.
- VIII. In the event that the pursuit will be leaving the city limits, the police radio dispatcher (or other dispatcher) will:

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Title Communications Manager	Title Lieutenant

		Section # 4.14
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- A. Pre-alert using RCS Tone #1 and announce on the appropriate talkgroup (and/or LAW CC) that Escondido PD units are in pursuit and will be using LE N CMD. For pursuits leaving the "North" (radio cell) area, see Section 8. (NOTE: Pursuit notifications policies are in Section 9.)
 - B. Advise units in the pursuit that LE N CMD will be patched to ESC P DISP 1 and RCS CITY 1 or 2 (or another talk group, if applicable).
 - C. Patch and Multi-select LE N CMD, ESC P DISP 1, and any other talkgroups as required to facilitate mutual aid.
 - D. Continue with coordination and control of the pursuit for the duration or until otherwise told to relinquish/terminate the pursuit.
 - E. Once mutual aid units are involved (SDSO, CHP, SDPD, etc.), another dispatcher shall get all the call signs of units involved to give to the radio dispatcher.
 - F. Once the pursuit goes static, advise the units involved to switch to the appropriate regional area Tactical channel, and clear all unnecessary patches.
 - G. Refer to the Pursuit Operations diagram and Mutual Aid patching diagram (attached) for further information.
- IX. In the event the pursuit will be leaving the NORTH (radio cell) area, the police radio dispatcher (or other dispatcher) will:
- A. Pre-alert using RCS Tone #1 and announce on BLUE 1 (LESDCMD) or BLUE 2 (CLEMARSV) that Escondido PD units are in pursuit and will be using BLUE 1 or BLUE 2.
 - B. Advise all units in the pursuit to switch to BLUE 1 or BLUE 2, and to switch their portables also.
 - C. Drop all patches and multi-selects for ESC P DISP 1, LE N CMD, and any other applicable talkgroups.
 - D. Patch and Multi-select BLUE 1/BLUE 2 to RCS/City 1 or 2 for aid from CHP and SDPD.
 - E. Continue with coordination and control of the pursuit for the duration or until otherwise told to relinquish/terminate the pursuit.
 - F. Once the pursuit goes static, advise the units involved to switch to the appropriate regional area Tactical channel, and clear all unnecessary patches.

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- G. Refer to the Pursuit Operations diagram and Mutual Aid patching diagram (attached) for further information.

X. INTER-AGENCY PURSUITS

The guidelines formulated for inter-agency pursuits are designed to provide for the safe coordination of pursuits involving more than one agency. Agencies requested to assist or receive the transfer of a pursuit from another agency will continue to balance the interests of public safety in determining whether or not to provide the requested assistance or receive the transfer.

A. Notification

1. When a pursuit is approaching or entering another jurisdiction, the agency with primary responsibility for the pursuit shall notify the appropriate agency for that jurisdiction.
2. Communications will notify the respective agency/jurisdiction of the pursuit in the following manner:
 - a. "This is ESCONDIDO PD. This is a pursuit **NOTIFICATION.**" (Notification will not be construed as a request for assistance.)
 - b. "This is ESCONDIDO PD. This is a pursuit **STANDBY.**" (This is a message requesting that an agency monitor the pursuit, move into appropriate position, and be prepared to assist if requested.)
 - c. "This is ESCONDIDO PD. This is a pursuit **MESSAGE REQUESTING ASSISTANCE.**" Specify assistance requested (i.e., assisting unit(s), air support, K9, or other specialized units.)
 - d. "This is ESCONDIDO PD. This is a pursuit **MESSAGE REQUESTING TRANSFER OF A PURSUIT.**"
3. When the initial call is made, Communications will transmit to that agency the following information:
 - a. Direction of travel, location, and speed;
 - b. Vehicle and suspect description;
 - c. Officer safety considerations;
 - d. Type of crime;
 - e. Number of occupants;

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- f. Number of units involved;
 - g. Unit designator of supervisor involved;
 - h. Radio frequency(s)/talkgroup(s) being used;
 - i. Air support being used/or requested;
 - j. Unit designator(s) of officer(s) involved.
4. The primary pursuit unit or pursuit supervisor should specify if assistance is needed and the type of assistance requested.
 5. The allied agency(s) will assist the initiating agency only by specific request, and will provide only the specific services requested.
 6. On all requests for assistance or transfer, the agency receiving the request shall identify the supervisor accepting or declining the request.

B. Communications

1. Communication operators (dispatchers) should clarify any requests for assistance with the requesting agency and obtain pertinent information as previously listed.
2. Communications shall notify a sworn supervisor of the request and receive direction for the degree of involvement provided to the requesting agency.
3. In addition to a formal request by an allied agency, officers may be summoned by hand/arm gestures and/or verbal requests.
4. During pursuits involving allied agencies, communication centers shall provide coordination between pursuing units and allied agencies, including:
 - a. Continuously monitoring progress of the pursuit, transmitting pertinent information and updates;
 - b. Coordinate radio communication on the appropriate mutual aid frequency(s)/talkgroup(s)
 - c. Relay information via telephone if radio communications from car-to-car fail.

C. Procedures

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

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SUBJECT: PURSUITS		Page 5 of 6
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1. Units shall not join in an active pursuit unless specifically requested and then only with the approval of a supervisor or as authorized by communications.
2. Once a pursuit has been initiated, the initiating agency will generally retain jurisdiction and control of the pursuit, even when the pursuit enters another jurisdiction.
3. When entering another law enforcement jurisdiction (including a military installation), the pursuit shall be discontinued immediately when a supervisor of that agency recognizes a condition that constitutes an immediate and life-threatening danger to the officers or public and recommends discontinuance.
4. The California Highway Patrol (CHP) may respond to a specific request for assistance on pursuits conducted on the freeway system. Once in place, the CHP will assume control of the pursuit until they relinquish it. When CHP has control of the pursuit, all other units not needed will discontinue their involvement.
5. When entering another agency's jurisdiction, the primary pursuit unit or the pursuit supervisor should determine if the allied agency should be requested to assume the pursuit.
6. An allied agency, which accepts responsibility for the pursuit, may elect to proceed or discontinue the pursuit.
7. The officer with initial probable cause and/or that officer's supervisor should trail the pursuit at reduced speed.

D. Transfer

1. There is no legal requirement for an agency to assume a pursuit. A supervisor may determine it is in the best interest of public safety and/or the agency to refuse acceptance. Once responsibility is assumed, the pursuit may be discontinued by the assuming agency at anytime.
2. The supervisor of the assuming agency should notify the initiating agency, in the most expedient fashion, that control has been assumed.
3. Responsibility for a pursuit transfers when:
 - a. The pursuing agency request the transfer, and

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

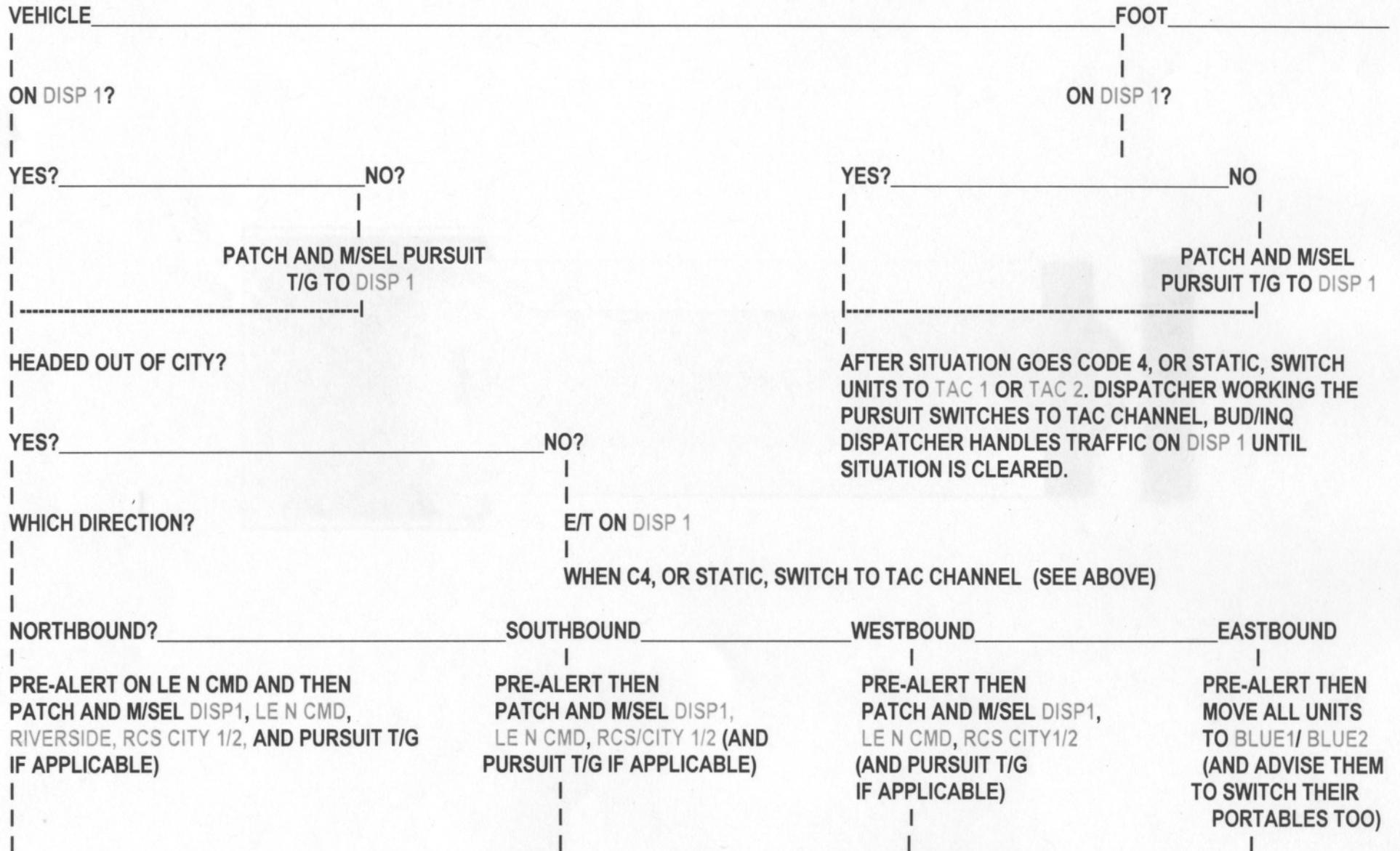
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- b. A supervisor of the assuming agency agrees to accept the pursuit, and
 - c. A unit of the assuming agency becomes the primary pursuit unit.
4. An agency accepting transfer and assuming the primary pursuit unit position should have sufficient resources to control the pursuit.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

PURSUIT OPERATIONS

WHAT KIND OF PURSUIT?



WHEN PURSUIT STOPS AND IS C4 AND/OR
 STATIC, SWITCH ALL UNITS TO LE N TAC
 CHANNEL, AND IF SD COUNTY, DROP PATCH
 TO RIVERSIDE AND DISP 1, AND KEEP
 PATCH FOR ESC TAC 1 TO LE N TAC CHANNEL.

APPROACHING HWY 52?

(SEE NORTHBOUND
 PROCEDURES)

YES? _____ NO?

PRE-ALERT AND
 SWITCH ALL UNITS
 TO BLUE 1 OR BLUE 2.
 (SWITCH PORTABLES!)

STATUS QUO

WHEN SITUATION IS CODE 4, HAVE ALL UNITS
 SWITCH TO APPROPRIATE REGIONAL AREA
 TAC CHANNEL (LE E TAC OR LE S TAC).¹

PATCH BLUE 1/BLUE2
 TO RCS/CITY 1 ALSO

WHEN SITUATION IS
 CODE 4, HAVE ALL
 UNITS SWITCH TO
 APPROPRIATE
 REGIONAL AREA TAC
 CHANNEL (LE E TAC
 OR LE S TAC).¹

NOTES:

1. ESC DISP1 will not work 100% of the time with the East Cell's Intelli-repeaters, or on the South Simulcast sites.
 - It is necessary to M/SEL **AND** patch the talkgroups that you are working, to eliminate any problems with different types of talkgroups.
 - Because the units will have to be switching to a Talkgroup they are not normally used to, you might have to instruct the field units how to switch their radios to the other Regional Area TAC Channels.
 - If the pursuit is going to involve the California Highway Patrol, be sure to add the RCS CITY 1 or RCS CITY 2 resource to the patch(es) you have set up. See the "EsPD 800MHz Mutual Aid Patching Diagram" for further information on this.
 - It is not necessary to do a roll call when switching all units to BLUE1 or BLUE 2, because at this point only 3 units should be leaving the city for the pursuit (or 2 and a supervisor). It would be appropriate however, to do a roll call when switching from BLUE to the Regional Area Tacs.
 - The only Talkgroup changes that the officer(s) should be making are the switch to BLUE or to ESC TAC 1 or an area Tac channel.
 - After you have added Riverside to a patch, you need to call Riverside Sheriff's Communications to tell them we have the patch to their Resource.
 - After you have added RCS/CITY1 (or RCS/CITY2) to a patch, SDPD needs to be called so they can patch their appropriate area command to RCS/CITY1 (or CITY2) on their end.

RCS Agencies

- Carlsbad Police Department
- Chula Vista Police Department
- Coronado Police Department
- El Cajon Police Department
- Escondido Police Department
- La Mesa Police Department
- San Diego Sheriff Department

LE S CMD Blue1/LESDCMD
 LE N CMD or
 LE E CMD Blue2/Clemars V

**NON-RCS Agency Units
 (With RCS talk group Capabilities)**

- National City Police Department
- Harbor Police Department

You will usually have to set up communications with these agencies by landline.

Patch

Multi-Select

**RCS/ City 1
 RCS/ City 2**

- San Diego Police Department
- California Highway Patrol

For CHP patches, landline SDPD and request a BORTAC patch with CHP to RCS City 1 or 2.

CO TAC 1

Border Patrol

Landline Border Patrol and request their units to switch to their SDC 1 channel.

Border Patrol SDC 1 is always Patched with County Tac 1

CLEMARS VHF

Oceanside Police Department

Landline Oceanside PD, and request their units to switch to CLEMARS VHF

Ensure that the proper repeater is selected. (CLV LSMP is the closest to us.)

		Section # 4.15
SUBJECT: ALL UNITS BROADCAST		Page 1 of 2
Originating Date: October 1979	Revision Date: May 2002	

I. PURPOSE

There will be crimes or incidents that will require a broadcast to all units. These broadcasts should follow a logical sequence.

A. Missing and Wanted Persons:

1. Determine scope of broadcast. Does it need to go to just Escondido PD units; does the whole North County need to hear it; or is it important enough for the entire county to hear it?
2. For BOLs in the North County, pre-alert on LE N CMD. "All units on LE N CMD, stand by for a BOL from Escondido PD (pause)." If needed, you can patch LE N CMD to ESC P DISP 1 so that you or the patrol officer can give the BOL simultaneously on both talkgroups.
3. For BOLs countywide, pre-alert on BLUE1/LESDCMD or BLUE2/CLEMARSV. "All units on BLUE1 or BLUE2 (include the LESDCMD or CLEMARSV name also), stand by for BOL from Escondido PD (pause)." If needed, you can patch BLUE1/BLUE2 to ESC P DISP 1 so that you or the patrol officer can give the BOL simultaneously on both talkgroups.
4. Alert field units of pending broadcast.
5. Advise where person is missing from or wanted by, name of agency or jurisdiction, and the reason for the want and time element.
6. Give name of person.
7. Give description – race, sex, physical, and clothing (head to foot).
8. Give possible destination.
9. Give additional information regarding weapons, vehicle description, etc.
10. If information is received from another agency, enter it into the CAD system.

B. Crime or Incidents:

1. Determine scope of broadcast. Does it need to go to just Escondido PD units; does the whole North County need to hear it; or is it important enough for the entire county to hear it?
2. For BOLs in the North County, pre-alert on LE N CMD. "All units on LE N CMD, stand by for a BOL from Escondido PD (pause)." If needed, you can patch LE N CMD to ESC P DISP 1 so that you or the patrol officer can give the BOL simultaneously on both talkgroups.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.15
SUBJECT: ALL UNITS BROADCAST		Page 2 of 2
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3. For BOLs countywide, pre-alert on BLUE1/LESDCMD or BLUE2/CLEMARSV. "All units on BLUE1 or BLUE2 (include the LESDCMD or CLEMARSV name also), stand by for BOL from Escondido PD (pause). If needed, you can patch BLUE1/BLUE2 to ESC P DISP 1 so that you or the patrol officer can give the BOL simultaneously on both talkgroups.
 4. Alert field units of pending broadcast.
 5. State type of crime or incident.
 6. Give name of agency reporting crime/incident, and location of occurrence and time element.
 7. Give suspect(s) name(s) and description(s).
 8. Give vehicle(s) description(s).
 9. State type of weapon used (if any).
 10. Give evidence or property description that would associate suspect with crime.
 11. If information is received from another agency, enter into the CAD system.
- C. Recovered Property or Cancelling Broadcast:
1. Alert units of pending broadcast.
 2. Refer to original broadcast (on same talkgroups the original broadcast was made on).
 3. Give information that will cancel all or portion of the original broadcast.
 4. Update automated system(s) as needed.
- D. Other Agency BOLs
1. When an allied agency puts out a major crime BOL on a command or countywide frequency, dispatch will copy the information into a CAD incident, in order to keep a copy of the information in case there are questions that arise, for ease of tracking and updating, and to put on the daily activity log (if necessary).

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.16
SUBJECT: TRAFFIC STOP FOLLOW-UP/FAILURE TO REPORT		Page 1 of 1
Originating Date: October 1979	Revision Date: May 1999	

- I. Upon receipt of notification of a traffic stop by field unit, the dispatcher shall make the following entry into C.A.D.
 - A. Field unit number.
 - B. Location of stop.
 - C. License number of violator's vehicle.

- II. The dispatcher shall carefully monitor units involved in traffic stops to help assure officer safety. If the officer is not heard from within 15 minutes after a stop, the dispatcher shall attempt to contact the unit by radio to determine if assistance is needed.
 - A. If the officer does not respond to calls, the dispatcher shall assign the nearest unit to check on the officer.
 - B. Advise the field sergeant regarding the circumstances.
 - C. If a garbled radio message is received or an unidentified radio message is heard where it is possible that a police officer is in trouble, it is recommended that a roll call of the units be made.

- III. Dispatchers must be constantly aware of the length of time a police unit is off the air. If a unit is off the air for an unusually long period of time (one hour for patrol units), the dispatcher shall attempt to contact the unit by radio. If the unit cannot be contacted, the dispatcher shall immediately inform the field sergeant and the watch commander.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.17
SUBJECT: EMERGENCY CALLS - OUTSIDE JURISDICTION		Page 1 of 1
Originating Date:	Revision Date: May 1999	

I. PURPOSE

The purpose of this instruction is to establish a procedure in the use of emergency calls outside the jurisdiction of Escondido.

A. Serious Injury or Possible Death Calls:

1. If the call is a matter of serious injury or possible death, Escondido units will be dispatched if it is reasonable to believe we will be the first to arrive and prevent death or injury.
2. The agency having jurisdiction will be advised and asked if we are to continue to cover the call. Once at the call, Escondido units will stand by until the appropriate agency arrives and assistance is no longer needed.

B. Mutual Aid Calls:

1. Calls from other agencies requesting assistance will be handled in the following manner:
 - a. Obtain name, rank and agency making the request.
 - b. Determine nature of the request and if this is a cover call or if we are to handle.
 - c. Determine how many units are needed. In most situations, a minimum of two units should be dispatched (one patrol unit and field supervisor).
 - d. Watch commander and field sergeant will be notified.
 - e. Any request for fire, ambulance, tow vehicle or other service will be referred to the agency being assisted.
 - f. On calls outside the city, be prepared to assist with direction to the units. A current Thomas Bros. map is provided in Communications.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.18
SUBJECT: POLICE PROCEDURE CONCERNING CITY LIMITS, INCLUDING MUTUAL AID CALLS		Page 1 of 1
Originating Date: February 1979	Revision Date: July 1993	

I. CALLS FOR SERVICE OUTSIDE JURISDICTION

Upon receipt of a call for police assistance from a location which is know to be in another jurisdiction, the dispatcher shall observe the following procedure:

- A. If the incident is of a serious nature, take the necessary information and notify the appropriate agency.
- *new B. If the call concerns an Escondido Police Department case; i.e., located stolen property or vehicle, or wanted person, and is in proximity to our city limits, check with the watch commander about dispatching one or more units to recover "our" stolen property and/or contact the suspect.
- C. If the incident is not of a serious nature, the caller should be advised that the location is not in the city limits of the City of Escondido, and give the caller the name and telephone number of the appropriate jurisdiction.
- D. If there is any question concerning the location of the incident with respect to the city limits, an Escondido unit should be dispatched to evaluate

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.19
SUBJECT: MAJOR INCIDENT NOTIFICATION - ADJACENT JURISDICTIONS		Page 1 of 1
Originating Date: February 1979	Revision Date: July 1993	

I. PENDING EMERGENCY

Upon receipt of information regarding a major emergency, such as fire, plane crash, civil disturbance, etc., in progress in a neighboring community, the dispatcher shall notify the following personnel if there is a possibility that Escondido units might be called upon for mutual aid.

- A. Chief of Police and/or Operations/Services commanders (during normal business hours).
- B. Watch commander and/or field supervisor.

II. UPDATING

Communications shall monitor the progress of the incident via the receiver built into the console. Updated information should be given to the above commanders, as it becomes available.

III. NOTIFICATION OF BUREAU COMMANDER

Some incidents and occurrences, because of their propensity for violence and other forms of negative ramification, will require notification and the Administrative section of the Department.

For procedure, see Department Instruction 1.16 Administration-Notification of Bureau Commander.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.20
SUBJECT: CLOSING OF ROADWAY		Page 1 of 1
Originating Date: February 1979	Revision Date: April 2002	

I. PROCEDURE

When the Communications Center has been notified that a thoroughfare will be blocked because of repairs, construction, etc., the dispatcher will observe the following procedure:

- A. If the information comes from a private contractor or a utilities company, the fire department must also be notified.
- B. Broadcast the closure to all police field units, if the closure is to occur before their end of watch.

II. C.A.D. ENTRY

A C.A.D. entry must be made and must include an accurate location for the closure, the time and date that the closure will commence and the estimated time and date that the thoroughfare will be restored.

- A. The C.A.D. incident will be "topol" to all field units and route/bcst to all the terminals in dispatch. This will insure that all field units and all dispatchers will be aware of the information.

III. ROAD OPENING

Advise all personnel listed in Item I above when you have been notified that the thoroughfare has been restored.

IV. MEDIA NOTIFICATION

It may be advisable for the watch commander to contact the media to alert citizens of major roadway closures that will exceed 30 minutes.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.21
SUBJECT: DEFECTIVE SIGNS, SIGNALS, ROAD CONDITIONS, PUBLIC RIGHT-OF-WAY, RAILROADS		Page 1 of 2
Originating Date: February 1979	Revision Date: August 2005	

I. STATE HIGHWAYS

A. Any defects in signs, signals, roads that are State controlled will be reported to CALTRANS.

1. Escondido: [REDACTED]
2. San Diego: 0700-1700 [REDACTED], 1700-0700 [REDACTED]
3. CHP (after CALTRANS business hours) [REDACTED]

B. State-maintained roadways are:

1. Interstate 15 (I-15)
2. Highway 78 (routed through Escondido from the north at Broadway, south on Broadway to Washington, east on Washington to Ash, and south on Ash to San Pasqual Valley Road just south of Oakhill).

II. CITY STREETS AND RIGHT-OF-WAY

A. Any defects or hazards with signs, signals, roads, or other property owned or controlled by the City of Escondido will be reported to:

1. During business hours, call Public Works.
2. For after hour emergencies, page or call the appropriate City standby person as listed in CAD under Public Works, or in the VESTA speed dial. If no CAD incident exists at the time, create a CAD incident using type code PW and document all necessary information into the incident.
3. Patrol units may be dispatched to investigate the report of a malfunctioning traffic signal, CAD type code 1166, and asked to advise if a Public Works call-out is needed.
4. Any situation that presents a hazard to a citizen or property will be brought to the immediate attention of a Patrol supervisor. When traffic signals are reported out due to a power outage, or reported as not working properly, the call taker will enter a call for service with the CAD type code "11-66" Traffic Signal Check. A unit will be dispatched to check and will inform the Watch Commander and dispatch if further action is required. If needed Public Works will be notified and this will be noted in the CAD incident.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.21
SUBJECT: DEFECTIVE SIGNS, SIGNALS, ROAD CONDITIONS, PUBLIC RIGHT-OF-WAY, RAILROADS		Page 2 of 2
Originating Date: February 1979	Revision Date: August 2005	

III. HAZARD OUTSIDE OUR JURISDICTION

Report hazard to government agency that has jurisdiction.

IV. RAILROADS

A. Accidents or crimes involving railroad equipment or property will be handled by the appropriate emergency service (police/fire).

B. Accidents or crimes will be reported to the Rail Service.

SAN DIEGO NORTHERN RAILWAY, [REDACTED]

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.22
SUBJECT: ANIMAL REGULATION/ANIMAL BITES		Page 1 of 3
Originating Date: October 1979	Revision Date: May 2008	

- I. Animal Control – is handled by the Escondido Humane Society. (See CAD Info/Index for hours and phone numbers.)
 - A. The following calls are considered to be of an emergency nature and will be handled after hours.
 - 1. Bite animals that are: At large, caught by the victim or a citizen and being held (owner on the scene but not a resident of the city of Escondido, or a resident of the city but does not have a phone at their residence).
 - 2. If the bites to the victim are major or life threatening, the Animal Control officer will respond to the scene. If they are not, the dispatcher will provide the Animal Control officer with as much of the following information as possible: name, address and phone number of the victim; name, address and phone number of the dog's owner; circumstances of the incident; location on body and severity of the bite; and description of the dog. The Animal Control officer will telephone the dog's owner and advise him/her of the various quarantine requirements.
 - 3. Any sick/injured animal where the owner is not known.
 - 4. Any vicious animal.
 - 5. Any loose livestock.
 - 6. Any Escondido Police Department call/impound.
 - 7. Some nuisance wildlife. If in doubt, contact Animal Control officers and advise. They will make determination.
 - 8. Snakes or wild animals inside a residence, however, not in an attic, under a closed-in porch or any other area that is not accessible.
- II. Dead Animal Removal – is handled by a company named DAR (Dead Animal Removal) – (See CAD Info Index for phone number)
- III. Dog Licenses –Escondido Humane Society for residents of the City of Escondido and City of San Marcos, North County Animal Control for all other North County residents.
- IV. North County Animal Shelter: All County animal problems, with the exception of the City of San Marcos, will be handled by North County Animal Shelter, 2481 Palomar Airport Road, Carlsbad, [REDACTED] Citizens in San Marcos may

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Dispatch Manager	Title Lieutenant

		Section # 4.22
SUBJECT: ANIMAL REGULATION/ANIMAL BITES		Page 2 of 3
Originating Date: October 1979	Revision Date: May 2008	

be directed to the Escondido Humane Society during business hours or the San Diego Sheriffs Department after hours.

- V. Upon receipt of a call concerning a person bitten by an animal: Dispatch a police officer, if the animal is loose and endangering other citizens.
- VI. Dispatch the Animal Control officer(s) to:
 - Injured animals with the owner not present at the scene.
 - Dangerous nuisances; i.e., snakes, disabled bats, roaming wildlife.
 - Loose, unsupervised Pit Bulls and/or aggressive dogs.
 - Other animal-related problems that citizens believe to be a danger to the public
 - Snakes inside a residence

After hours, call-out of an Animal Control officer:

The following procedure is to be followed (to cover the time delay):

- A. Calls regarding potentially dangerous animals are to be given a priority 1, 2, or 3 status based on the potential hazard to the public.
- B. An officer will be dispatched to the location to determine if the call is valid and evaluate the need to call out an Animal Control officer. The officer will keep the animal under observation until the Animal Control officer arrives.
- C. Advise the Animal Control officer that a police officer is on the scene awaiting his/her arrival and request an E.T.A.
- D. When Animal Control is requested to respond to an existing Police or Fire type call; i.e., domestic violence, traffic stop, subject being arrested, 11-44, etc., a separate CAD incident will be created using type code HUMANE and cross referenced with the original incident. This will ensure that only pertinent information is included in the HUMANE CAD incident that will be FAXED to the Humane Society. If a CAD incident that is faxed to the Humane Society has any CORI or DMV information in the text of the incident, then the information must be blocked out.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Dispatch Manager	Title Lieutenant

		Section # 4.22
SUBJECT: ANIMAL REGULATION/ANIMAL BITES		Page 3 of 3
Originating Date: October 1979	Revision Date: May 2008	

VII. The Escondido Humane Society will also be providing animal control to the City of San Marcos and will hail the Sheriff Department on County Call Frequency. The Escondido Police/Fire Dispatcher will call the Escondido Humane Society at 888-2290. If no answer, then the dispatcher will hail the Animal Control Officer on Citywide Talkgroup. If unable to reach the Animal Control Officer by phone or radio, the dispatcher will call the Supervising Animal Control Officer at home. (See CAD Info/Index for phone numbers.)

VIII. The following CAD incidents will be faxed the next business day at 0700 hours to the Escondido Humane Society [REDACTED] for follow-up.

1. 415D - Disturbance Noise Dog
2. 415DS - Barking Dog Noise With Signer
3. Animal - Vicious Animal
4. Humane - Animal Control - Call Out
5. 597 & 597R - Cruelty to Animals

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Dispatch Manager	Title Lieutenant

		Section # 4.23
SUBJECT: JAIL ALARM PROCEDURES		Page 1 of 1
Originating Date: October 1979	Revision Date: December 2010	

- I. Areas throughout the Jail are equipped with alarm buttons, which will cause an ALARM to sound on the RCS Monitor in the Communications Center whenever an alarm button is activated.
 - A. In addition to the ALARM sounding, the "Jail Panic" button under the doors and alarms folder on your RCS monitor will turn red.
 - B. Once a Code 4 has been broadcast follow the procedure to reset the jail alarm utilizing the Remote Link on the Kantech System, followed by clearing the Jail Panic Alarm on the RCS.

- II. Upon receipt of an alarm from the jail, the dispatcher shall observe the following procedure:
 - A. Immediately initiate emergency traffic, broadcast the alarm and location on Dispatch 1 and dispatch the nearest units from the field.
 - B. If necessary, the closest unit in the field should respond Code 3. If requested the dispatcher can open the garage doors for easy access to the jail area.
 - C. Announce over the paging system, "JAIL ALARM ACTIVATED," repeat the message. Even if the dispatcher is unaware of any on-duty personnel being in the station, there may be other off-duty personnel to assist if an emergency exists.
 - D. Notify the watch commander.

- III. The dispatcher shall attempt to determine the exact location and nature of the incident by referring to the jail cameras on the dispatch video wall. Additional details can be given to responding station personnel via the paging system.

Written by Martha Ellis	Communications Sect. Approval Robert Benton
Title Communications Manager	Title Captain

		Section # 4.24
SUBJECT: EMERGENCY OR DEATH MESSAGE DELIVERY/ "TARASOFF" NOTIFICATIONS		Page 1 of 2
Originating Date: February 1979	Revision Date: September 2001	

I. EMERGENCY MESSAGES:

- A. Delivery of emergency messages will be limited to:
 - 1. Notifications of hospitalization and imminent death of a relative.
 - 2. Other emergency situations requiring immediate contact.
- B. Request shall be accepted by telephone. However, if the dispatcher has reason to believe a harassment situation exists, the requestor may be directed to his/her local police authority for a teletype request to our agency.

II. DEATH MESSAGES:

- A. Upon receipt of a death message call, the dispatcher shall obtain all the information possible regarding the deceased and the person to be notified. If the dispatcher has reason to believe a harassment situation exists, the requestor may be directed to their local police authority for a teletype request to our agency.

The following would be the minimum acceptable information:

- 1. Full and complete name (deceased and the party to be notified).
- 2. Complete address (deceased and the party to be notified).
- 3. Age (deceased and the party to be notified).
- 4. Relationship of the deceased to the person to be notified.
- 5. Date, time, location, and the cause of death.
- 6. Full name, address, telephone number and relationship (or position) of the person requesting notification.
- 7. Physical and mental condition of the person to be contacted.
- 8. Location of the remains.
- 9. Who should next of kin contact.
- B. Relay information (preferably by telephone) to an area patrol unit for delivery.
- C. The Coroner's office will make contacts and nearest of kin advisement in most local deaths.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.24
SUBJECT: EMERGENCY OR DEATH MESSAGE DELIVERY/ "TARASOFF" NOTIFICATIONS		Page 2 of 2
Originating Date: February 1979	Revision Date: September 2001	

III. "TARASOFF" NOTIFICATIONS

- A. A "TARASOFF" notification is made when an individual or a group is threatened.
- B. The District Attorney's office advises our responsibility is:
 - 1. If we receive notification that a group of people are being threatened; i.e., the Elk's Lodge, we have no duty to make notification.
 - 2. If we receive notification that a specific individual is being threatened, Communications will dispatch an officer to notify the individual. A case will be made for a permanent record of the notification.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.25
SUBJECT: ODOR COMPLAINTS		Page 1 of 1
Originating Date: July 1993	Revision Date: September 2004	

- I. The City has established the City's Resource Recovery Facility as the central receiving point for odor complaints received from citizens.

Main Number..... 839-6290

Duty Operator Cell Phone ... XXXXXXXXXX)

Mon. - Fri. 839-6287

Weekends 839-6288

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.26
SUBJECT: CODE 7 - COFFEE BREAK PROCEDURE FOR PATROL UNITS		Page 1 of 1
Originating Date: February 1979	Revision Date: May 1999	

I. CODE - 7 - Meal Break

- A. Meal break consists of a 30-minute period. Patrol units are required to take their CODE 7 in their sector. In the event of a life-saving or high priority call in their sector, the dispatcher should clear that unit for response.

II. COFFEE BREAKS

- A. Coffee breaks should consist of no longer than 20 minutes. Coffee breaks are taken on a 10-10 (in-service) basis. Officers will advise the dispatcher when they go out on a 10-10 and their location.

- III. Before clearing a unit for a CODE 7 or 10-10 break, the dispatcher shall take into consideration the volume of activity currently being experienced.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.27
SUBJECT: FIELD STOP - WARRANT CHECK		Page 1 of 1
Originating Date: April 1983	Revision Date: January 1999	

I. SAN DIEGO COUNTY WARRANTS:

- A. When a one-officer unit requests warrant information on a field stop, and you receive the initial teletype response indicating a possible "hit," advise the officer:
1. Felony/Misdemeanor Arrestable Warrant: "Code 37 Frank" or "Mary" will be used to alert the officer that he/she has a subject stopped with an arrestable warrant for county jail. The dispatcher will respond a cover unit and when the officer advises he/she is ready to receive the information, advise the charges and bail amount.
 2. Misdemeanor/Traffic/Infraction Non-Arrestable Warrant: The dispatcher will advise the officer of the amount of the warrant and charge. If the dispatcher feels this information may compromise the officer's safety, the radio Code "10-35" (Dangerous Person Alert) should be used. When the officer has acknowledged the "10-35" and given the go ahead, the dispatcher will then relay the information.
- B. The abstract(s) of the warrant(s) should be requested from the San Diego County Marshal and given to the transporting officer or watch commander.

II. NCIC-NATIONAL CRIME INFORMATION CENTER/OR OUT OF COUNTY WARRANTS:

- A. If an out-of-county warrant is verified, the warrant would most often be abstracted directly to Vista Detention. This information should be confirmed with the arresting officer.
- B. Failure to appear warrants on driver's license information printouts should be confirmed with the county in question by checking for the proper jurisdiction in the court roster (AMIS-CLETS) manual. If the warrant is confirmed, the abstract should be teletyped directly to Vista (VSH) unless the person is being brought to our station for bailout.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.28
SUBJECT: ONE UNIT CALLS/INITIAL DISPATCH		Page 1 of 2
Originating Date: May 1984	Revision Date: May 2007	

I. PURPOSE

To establish a policy for the dispatching of one unit for evaluation or handling of calls.

II. The following are examples of types of calls that one unit shall be dispatched to for evaluation. The officer in the field shall call for assistance anytime he feels the situation requires it.

A. Suspicious Person(s)/Vehicle(s)

Dispatch shall obtain all information as to the nature of the activity that will be helpful to the responding unit. A cover unit can be dispatched if the responding officer wishes cover.

B. Keep the Peace

One party wishing only to retrieve property. Officer meets the party in area before going to scene. The officer will evaluate situation and call for cover unit if deemed necessary.

C. Citizen's Arrest

The subject arrested is being detained peaceably.

E. Bomb Threats

Follow normal dispatching procedure during normal business hours. One unit should be dispatched to evaluate.

F. Accidents (Traffic/Hit-and-Run/Industrial)

One unit will be dispatched to non-injury, minor injury and no-detail accidents. The responding officer shall advise if assistance is needed.

G. DISTURBANCE CALLS:

1. Loud Music/Parties Noise Complaints

A. When a reporting party is willing to sign a complaint form if necessary, input the call with CAD type code 415NS.

B. When a reporting party is not willing to sign a complaint form and no crime or EMC violation would apply the reporting party will be told an Officer will be dispatched to evaluate and ask that the noise/music be turned down. The reporting party will also be

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.28
SUBJECT: ONE UNIT CALLS/INITIAL DISPATCH		Page 2 of 2
Originating Date: May 1984	Revision Date: May 2007	

informed that in order for the Officer to respond to the location a second time someone would need to be willing to sign a complaint form. These calls will be input with CAD type code 415N.

H. FAMILY DISTURBANCE:

One unit shall be dispatched if only one party is at the scene (i.e., hostile party has left scene and the remaining party is reporting incident or injury).

I. CORONER'S CASE (11-44):

Under normal circumstances one unit shall be dispatched. Patrol Supervision shall be notified of the call as soon as possible. If a Patrol Supervisor is 10-8, the notification may be done at the time the call is dispatched. If not 10-8, the Patrol Supervisor shall be notified by telephone.

III. If the volume in Communications does not allow for verbal communication between the phone operator and the radio operator, the phone operator should indicate on the C.A.D. screen if the call is a "one-unit evaluation" or "two (or more) unit call."

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Dispatch Manager	Title Lieutenant

		Section # 4.29
SUBJECT: MISSING PERSONS		Page 1 of 1
Originating Date: August 1986	Revision Date: August 2004	

I. PURPOSE:

The purpose of this instruction is to establish guidelines for handling reports of missing persons by Communications.

- A. Local Police and Sheriff's Departments are required to accept all missing persons reports, including telephonic reports and reports of runaways, without delay and without regard for the missing person's residence or the place last seen.
- B. An officer will be dispatched to handle all missing person reports or to handle telephonic requests for reports. Handling of missing person reports shall be given priority over handling of property crimes (PC14205).
- C. A description of the missing person will be broadcast on the initial dispatch if the subject is of "tender" years. For consistency any juvenile under 12 years of age will be considered of "tender" years and the CAD type code of "MJ" will be used. If a report is taken on any missing person, it will then be broadcast.
- D. Reports concerning juveniles less than 16 years of age or any "at risk" missing person will be approved by a supervisor immediately and forwarded to Communications where the information will be entered into the MUPS system without delay. The MUPS entry will contain all pertinent information from the report to include but not limited to AKA's, Social Security number, Scars Marks and Tattoos, clothing and jewelry. A "Be On the Lookout" (BOL) Teletype will be sent at the time of the MUPS entry within the four-hour requirement as stated in PC14205.
- E. "UNKNOWN CIRCUMSTANCES" MISSING PERSONS - The Department of Justice advises that the correct entry category for persons who are missing without an indication of it being "involuntary" is "endangered," with an entry of "welfare check" in the miscellaneous field.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.30
SUBJECT: RECEIPT OF CONFIDENTIAL INFORMATION OR INFORMATION ON DANGEROUS PERSONS OVER THE RADIO, OR SUBJECTS WITH FELONY OR MISDEMEANOR WARRANTS		Page 1 of 3
Originating Date: June 1989	Revision Date: April 2007	

I. PURPOSE:

To establish a policy for transmitting dangerous or confidential information or information on subjects with Felony or Misdemeanor warrants.

II. If an officer is within a suspect's hearing, and receiving confidential information may place the officer in an awkward or dangerous position:

A. Radio Code [REDACTED] should be used to alert the officer that he/she is about to receive the information. When the dispatcher advises [REDACTED] the officer will move to a more advantageous location and advise the dispatcher to go ahead when he/she is ready to receive it. Radio code [REDACTED] does not mean a subject is wanted, only that there is a dangerous person alert.

B. Radio Code 37 (Subject Wanted) should be used to alert the officer that he/she has a subject stopped that has a felony warrant, misdemeanor commit warrant, or a misdemeanor warrant that the local county jail will take. When the officer is advised Code 37, the dispatcher is to give the unit a chance to respond before giving him/her any other information about the warrant(s). If the information is passed on the Inquiry Frequency, then that dispatcher will advise the primary dispatcher of the unit and location, and a cover unit will be sent by the primary dispatcher. Inquiry will wait for the officer's go ahead before confirming the warrant. If there is no Inquiry Frequency, then the primary dispatcher will respond a cover unit to the location and stand by until advised by the officer to confirm the warrant. Radio code "Code 37" means that the officer has a wanted subject with an arrestable warrant.

C. Radio codes "Code-37" and [REDACTED] have different meanings, and they should NEVER be used together or substituted for each other.

D. If the subject being detained has a misdemeanor warrant that is not a commit warrant, or an arrestable warrant in the local county jail, the dispatcher will advise the officer of the amount of the warrant and the charge. This is not a "Code-37" situation. In cases where the warrant is for a weapons charge, battery on a police officer, or a criminal offense that the dispatcher feels may compromise the officer's safety, then radio code [REDACTED] should be used. The information will not be put out until the officer has acknowledged the [REDACTED] and given the go ahead.

III. STOLEN VEHICLES:

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.30
SUBJECT: RECEIPT OF CONFIDENTIAL INFORMATION OR INFORMATION ON DANGEROUS PERSONS OVER THE RADIO, OR SUBJECTS WITH FELONY OR MISDEMEANOR WARRANTS		Page 2 of 3
Originating Date: June 1989	Revision Date: April 2007	

- A. If, at anytime, a unit in the field runs a 10-29 on a vehicle and that vehicle comes back stolen, the dispatcher will advise the unit "Code 37 Victor". The dispatcher will give the unit a chance to respond before giving him/her any other information. The radio operator will dispatch a cover unit and go to emergency traffic. If the officer advises he/she is Code 4, the radio operator can cancel the cover unit and resume normal traffic.

IV. VGTOF – Violent Gang and Terrorist Organization File

- A. The VGTOF is maintained by the FBI's Terrorism Watch and Warning unit and entered by them into the NCIC database. When a VGTOF 'hit" is received advise the Officer that the subject is [REDACTED]. This will alert the Officer that the subject is possibly dangerous, may be a terrorist or affiliated with terrorist organization. A cover unit, if not already enroute, should be dispatched to the Officer's location. In most cases the FBI does not want the individual alerted to the VGTOF information. When the Officers are ready to receive the information ensure that they are in the "blind" before broadcasting the information to them. The appropriate handling code as shown below will be relayed to the Officer. After the information is given to the Officer it will be necessary to call the Terrorist Screening Center at the number provided on the "hit". If the Officer has a cellular telephone provide the number to the center so the Officer may be contacted directly. The Counter Terrorism Watch personnel may have you ascertain information from the Officer about the subject and may give you instructions oh how they want the situation conducted.

B. Handling Codes in VGTOF

- 1. [REDACTED]

[REDACTED]

- 2. [REDACTED]

[REDACTED]

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.30
SUBJECT: RECEIPT OF CONFIDENTIAL INFORMATION OR INFORMATION ON DANGEROUS PERSONS OVER THE RADIO, OR SUBJECTS WITH FELONY OR MISDEMEANOR WARRANTS		Page 3 of 3
Originating Date: June 1989	Revision Date: April 2007	

A. [REDACTED]

[REDACTED]

[REDACTED]

3. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.31
SUBJECT: HANDLING OF COMPLAINTS OF PC 653M - OBSCENE, THREATENING OR ANNOYING TELEPHONE CALLS		Page 1 of 1
Originating Date: May 1992	Revision Date: July 1993	

- I. When a complainant calls and advises a suspect is calling and saying nothing, or making lewd suggestions, etc., advise the complainant to notify the phone company. Also advise the victim to start a phone log. It is not necessary to send an officer out to take a report on these calls.
- II. When the suspect has made threats over the phone, or the victim feels threatened because of something said over the phone, dispatch an officer.
- III. If you have any doubt as to whether to dispatch an officer or not, dispatch one.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.32
SUBJECT: CITIZENS FOLLOWING POSSIBLE DRUNK DRIVERS		Page 1 of 1
Originating Date: March 1999	Revision Date: June 2003	

- I. In cases where a citizen calls in on a cell phone to the Police Department to report that they are following a possible drunk driver.
 - A. Create a CAD incident and include in the text "Citizen following possible 23152 (or Deuce)" along with description of vehicle (CYMBAL) and direction of travel.
 - B. All dispatchers must advise the calling party that they must obey all traffic laws while following a possible drunk driver.
 - C. They are not to disobey the law in their attempt to stay up with the suspected drunk driver.
 - D. As additional information is collected on the suspected drunk driver, that additional information will be updated and given to field units as soon as possible. When possible, the call taker will switch to ESC P DISP2, as will the field units, and the call taker will update the units directly, until a unit has made contact with either the vehicle or the reporting party.
 1. Things to consider when having the call taker switch to Dispatch 2 include the position they are currently working, the activity level, and the current staffing level in the communications center. If the call taker is working the fire position and doesn't have any current incidents working, it is acceptable to have that dispatcher switch to Police Dispatch 2 and keep the fire talk groups, or have another dispatcher assume the Fire Radio until the resolution of the suspected drunk driver is over.
 - E. If the calling party can no longer see the suspected drunk driver vehicle, the dispatcher will end the conversation after getting a phone number for the calling party.
 - F. If the suspected drunk driver is stopped by a police unit, have the calling party pull over a safe distance behind the police unit and turn on their emergency lights and wait until they are contacted by one of the officers.
- II. Reminder—you cannot build a "special relationship" with the caller; they must obey all traffic laws while following the suspected drunk driver. This will prevent any possible City liability if they are involved in a collision while following the suspected drunk driver.
- III. When dispatching the call the radio operator shall include in the transmission " Citizen following possible 23152 (or Deuce)" Ie: 141 with 142 at El Norte and Ash CITIZEN FOLLOWING POSSIBLE 23152 (or Deuce) North bound on Ash from El Norte Blu 85 Ford p/u 1A23456. If no units are available the radio operator shall broadcast "2 units to break from a CITIZEN FOLLOWING A POSSIBLE 23152 (or Deuce) followed by the direction of travel and vehicle description (CYMBAL).

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.33
SUBJECT: DISPATCHING 9-1-1 HANG-UP CALLS		Page 1 of 1
Originating Date: June 2000	Revision Date: August 2005	

I. PURPOSE:

To establish a clear policy on the acceptable method of dispatching 9-1-1- hang-up calls.

- II. Upon receipt of a 9-1-1 call for service, the radio operator will determine if the call originated from a payphone. If so, it is acceptable to dispatch a single patrol unit to check the location of the call.
- III. If the 9-1-1 hang-up was from a residence or business, and the call-taker was unable to determine the nature of the emergency, two patrol units will be dispatched to the location.
- IV. While calling back a 9-1-1 hang-up, if the 9-1-1 turns into something else, modify the incident to the correct type code.
- V. Also see Telephone Procedures, Section 2.1 – Basic Telephone Techniques and Procedures.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 4.34
SUBJECT: POLICY & PROCEDURES FOR ALARMS AT 800 W. GRAND, SUITE C – PROPERTY FACILITY		Page 1 of 1
Originating Date: June 2000	Revision Date: August 2009	

For the purpose of this policy, normal business hours will be those kept by the front desk/business office.

- I. Alarm notification during normal business hours
 - A. Call extension [REDACTED] first to reach Property staff. If UTL,
 - B. Contact Wayne Pitcher

All alarms received by Dispatch regarding 800 W. Grand should be handled like any other alarm.

If the alarm is valid, contact Wayne Pitcher.

If it is a false alarm, notify Wayne Pitcher via GroupWise.

Written by Garry Wells	Communications Sect. Approval Tom Albergo
Title Communications Manager	Title Lieutenant

		Section # 4.35
SUBJECT: PROCEDURES FOR 11-99'S		Page 1 of 1
Originating Date: April 2002	Revision Date: June 2004	

An 11-99 Situation is a situation in which an officer needs immediate assistance. This is an automatic Code-3 response. Refer to Department Rules and Regulations, Section 1.15, Page 5 of 6, Paragraph III, regarding 11-99's.

In the event an 11-99 is called the following should occur:

1. The Police Radio Dispatcher shall activate Tone alert (Tone #1 on RCS Elite Consoles) and announce the 11-99, the location of the incident, and the call sign of the unit requesting. (Example: "(Tone) all units, 11-99, 500 Aster St for 234M.")
2. At the soonest possible moment any available dispatcher should re-broadcast the request for 11-99 (and any applicable details) on LE N CMD (Tone #1, "All North County units, Station H/Escondido PD advising 11-99 at 500 Aster St for 234M, Shots Fired). Also advise that LE N CMD will be patched to our primary channel.
3. Any available (preferably Police Radio) dispatcher shall Patch **and** Multi-select: ESC P DISP1 with LE N CMD, and RCS/CITY 1 (or RCS/CITY 2). The RCS/CITY resource is used to communicate with SDPD and CHP. Someone will need to call SDPD if they are needed and/or close by to advise them of the 11-99 situation, and to patch RCS/CITY with the appropriate frequency on their system. If CHP is going to be responding, they will also need a follow up phone call to advise of the 11-99 and the SDPD will patch BORTAC to the RCS/CITY resource.
4. At the appropriate time, when the emergency situation no longer exists, the dispatcher who set up the patch, shall move the patch from LE N CMD to LE N TAC1 if the mutual aid channel is still needed for allied agency personnel.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 5.1
SUBJECT: COMPUTER SYSTEMS		Page 2 of 4
Originating Date: October 1979	Revision Date: March 2007	

B. (Continued)

Criminal History System (CHS)

Criminal history information is provided to criminal justice agencies on a right-to-know and need-to-know basis for their official duties. Criminal history information will not be used for licensing, employment, and certification, or accessed to be reviewed or challenged by the subject of the record. All requests must be logged showing the case number and/or type of criminal investigation along with the requesting officer's name. This log will be maintained for a minimum of three years.

Stolen Bicycle System (SBS)

Department of Motor Vehicles - Sacramento System

Registration Information

Driver's License Information

C. The nation system (NCIC) contains systems for:

Stolen Vehicles and Boats

Wanted/Missing Persons

Firearms

Property

Securities

D. There also is a national automated system for motor vehicle and drivers license information, known as the RQ and DQ system.

E. Administrative messages and Local Broadcasts can be sent through our computer terminal within our county, state or nationally, as the case may be.

NOTE: The state of Oregon has an on-line computer system that is accessed from DMV information.

F. All computer entries into the SVS (Stolen Vehicle System) and the NCIC (National Crime Information Center) system must be double-checked for accuracy. The verifying dispatcher will put his/her operator number on the appropriate form or printout.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 5.1
SUBJECT: COMPUTER SYSTEMS		Page 3 of 4
Originating Date: October 1979	Revision Date: March 2007	

- G. Ten Minute Hit Confirmation Policy — (NCIC Operating Manual, Introduction, Section 4, III[A])

"An originating agency must within ten minutes furnish, to an agency requesting a record confirmation, a response indicating a positive or negative confirmation [from the original case jacket] or a notice of the specific amount of time necessary to confirm or reject.

Refer to the NCIC Operating Manual, Part 7, Section 5.6.

An agency requesting confirmation which fails to receive a response to the first request shall generate a second request with a copy to its CTO or SC and to the CTO or SC of the state in which the agency holding the record is located.

A CTO or SC designee of a system which services an originating agency of a record will institute appropriate action to ensure proper response to a hit confirmation request and to comply to system standards. This appropriate action may include canceling the record by the CTA.

Failure of a CTA to ensure compliance with this policy will result in imposition of sanctions as approved by the NCIC Advisory Policy Board."

- H. ARJIS (Automated Regional Justice Information System) is a San Diego County computer system containing files input by local agencies on:

MOI11 — Police contacts including arrests, traffic and misdemeanor citations, crime cases, field interviews, pawn slips, traffic accidents, worthless documents.

PROP1 — Stolen and pawned property serialized and nonserialized.

JURIS/DISTRICT ATTORNEY FILES — Court records by named individuals, court case or DA case number, criminal history, assessor information and etc.

NOTE: ARJIS also contains other regional files.

III. PRIVACY, SECURITY PROVISIONS, AND MISUSE OF CLETS (CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEMS) INFORMATION AND CITY OF ESCONDIDO COMPUTER SYSTEMS

- A. Persons who access and misuse CLETS information risk their career, criminal prosecution, and civil liability. Unlawful inquiries to any CLETS data base, such as a criminal justice employee who accesses a criminal record for his/her part-time employer or provides CLETS information to a

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former peace officer who is now a private investigator or uses CLETS for personal reasons, is in violation of California Penal Code Section 502. This section contains subsections defining computer-related crimes as either a misdemeanor or a felony. For instance, a violation may be punishable by a fine not exceeding ten thousand dollars (\$10,000) or by imprisonment in the state prison for up to three years or both fine and imprisonment.

- B. Precedents for prosecution have been established. For example, a department head was fined and removed from office; a police sergeant was dismissed, prosecuted, and received jail and probation time; a detective pleaded no contest to a felony count of illegally using the police computers; and a private party who posed as a peace officer and received unauthorized information over the telephone from criminal justice agencies was arrested and prosecuted. In addition, an employee of a state agency was sentenced to three years in state prison for computer theft and conspiracy.
- C. City of Escondido computer systems (including the computer aided dispatch system) will be used for City business only. Misuse of these systems for messages of a personal nature may be grounds for disciplinary action. (Refer to City Manager's Administrative Directive No. 27.)
- IV. For your own protection, you should sign off any time you leave a computer position. You will be questioned in any investigation into misuse of the system where you are signed on.
- V. Unless otherwise approved by the Communications Manager, printers and computer equipment should not be disconnected and laptop computers shall not be connected to printers.
- VI. All CAD computer terminals should be restarted at approximately 0400 hours daily.
- VII. The Communications Manager or his/her designee shall verify at a minimum of every 90 days that all employees are able to access all applicable computer systems and files through the use of a secure password. It is the employee responsibility to see that they can access all applicable computer systems and files need for their job duties in Dispatch.

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RADIO SYSTEM OVERVIEW

The Escondido Police Department is a member of the San Diego County-Imperial County Regional Communications System (RCS). The Escondido Police Department utilizes the RCS for its day to day and mutual aid communications needs.

The RCS system is a Motorola SmartZone 800 MHz trunked radio system, which handles both digital and analog voice communications and a separate radio network for mobile data communications. The heart of this system located in a small building next to the Sheriff's Communications Center. This building is called the Primary Systems Center (PSC).

In the trunked radio system, there are 43 transmitters (7 in the north simulcast area, 7 in the south simulcast area, and 29 Intelli-Repeaters in the east county areas). There are also other transmitters for conventional frequencies used for mutual aid communications. All of the transmitters are connected to the PSC and each other via a microwave network.

Microwave

This microwave network connects each RCS user agency to all of the 43 transmitter sites used for voice communications, and 11 sites for mobile data. Although failure is possible, the system is built with redundancy. If one microwave path fails, in most instances the system will automatically reroute to another microwave path. When there is a microwave failure, it is generally localized in nature. For example, the microwave path for the north simulcast system could fail while all other areas remain fully functional. During most failures, the dispatcher(s) affected would no longer be able to communicate via their CentraCom Console. The use of the W-7 Astro radio is required to communicate to field units for the duration of the failure.

Dispatch Consoles

The Communications Center accesses this radio network via CentraCom Gold Elite consoles, using a GUI (graphical user interface) computer system. Each console loads a program called a configuration. The configuration has a predetermined set of communications resources, or radio channels in it. Each configuration layout is similar, but is configured to each function (PD, FD, Supervisor, etc.)

The Communications Center has a console designated for each primary channel (talkgroup). Even though the consoles have the ability to load any configuration, under normal operation, the configuration, the configuration loaded will be the same as the console designation (i.e., PD radio console will have the PD configuration, the FD radio console the FD configuration etc.) Each field radio has a unique identification number that the system recognizes to allow the radio to use the system. Most all of the field radios have an alias assigned to them, making it easier on the dispatcher to identify

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who the radio belongs to. When a radio transmits, the radio's identifying number or alias is shown on the talkgroup that the transmission occurred.

Patching and Simulcasting

The CentraCom consoles allow dispatchers the ability to patch together any communication resources in their configuration. Both trunked talkgroups and conventional frequencies can be patched together. Each console can have three different patches running at a time, with up to 20 resources in one patch. Patching allows field radios on different resources to communicate with each other.

Dispatchers can simulcast, or Multi-Select, on up to 20 communications resources. This allows dispatchers to make one broadcast over several different talkgroups or frequencies at one time. If one dispatcher were going to assume the dispatch duties for more than one resource (i.e. Escondido P DISP 1 and Escondido P TAC 1.

Tape System

Radio communications resources and phone lines are recorded by a Racal logging recorder. These tapes are kept for two years and are subject to review and subpoena.

CENTRACOM GOLD ELITE RADIO CONSOLE OPERATION

The following covers the basic operation of the CentraCom Gold Elite Radio Console. These consoles allow access to several different radio resources, including trunked *talkgroups* to *conventional* frequencies.

Folders

Each console may have up to 6 folders. Tabs just below the tool bar on the screen represent each folder. Each tab is labeled indicating what kinds of communications *resources* can be found in a particular folder. Dispatchers are able to move between the folders without affecting which talkgroup is *selected*, or the ability to monitor any unselected audio.

Selecting a Resource

To *select a resource*, move the pointer on the screen over to the talkgroup or frequency you want to select. Left click on the open blue area of the talkgroup/resource. The resource will turn white with a green border. Only one resource can be selected at a time. Selecting a resource will automatically un-select the previously selected resource. When selecting a resource, be sure not to click on either the Instant Transmit button, or the Resource Expand button.

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Multi-Selecting

Multi-Selecting is the function of designating two or more talkgroups/frequencies to transmit over simultaneously. (Example, if you *Multi-Select ESC DISP 1 and LE N CMD* talkgroups, when you transmit from your foot pedal or the general transmit button, you will broadcast on both at the same time)

Steps for Multi-Selecting

- Select the *Multi-Select* folder you want to place the talkgroups/frequencies into by clicking one of the tabs labeled "Mse11, Mse12, Mse13" – (PD Config. has M/SEL1 labeled: PD ET) (FD Config. has M/SEL1 labeled FIRE)
- Click on the Edit button, which turns the *Multi-Select* folder green.
- To add talkgroups or frequencies to this *Multi-Select* group, click on the resources, up to 20, that you will need. When clicking on the resources, click on the blue area, not on the Instant Transmit button (lightning bolt), or the Resource Expand (down arrow).
- Leave the folder in the Edit mode, or where the color shows green. This will ensure that you are set to broadcast on all the resources you added when you transmit.

Patching

Patching is the function of placing two or more talkgroups/resources together so field units on one talkgroup/resource can hear transmissions made from another talkgroup/resource. NOTE: A talkgroup or resource can only be patched by one console at a time.

Steps for Patching

- Select the patch folder you want to place the talkgroups/frequencies into by clicking on one of the tabs labeled "Patch1, Patch2, Patch3"
- Click on the Edit button, which turns the patch folder blue.
- To add talkgroups or frequencies to this patch group, click on the resources, up to 20, that you will need. When clicking on the resources, click on the blue area, not on the Instant Transmit button (lightning bolt), or the Resource Expand (down arrow).
- After adding all the talkgroups/frequencies you need to this patch group, click the edit button again to turn off the edit mode (patch folder will no longer be blue).

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Unlike the Multi-Select function, the patch folder does not need to remain in the edit mode to maintain the patch.

Transmitting

There are three different ways of transmitting. When transmitting, pause for at least one half of a second before speaking. This allows the trunked radio system to identify all the radios selected to that talkgroup and assign a frequency. The symbol of a red lightning bolt will appear on the resources you are transmitting on.

If a field unit transmits while the dispatcher is transmitting, the dispatcher will still hear the unit's broadcast. This ensures that an urgent transmission from the field will not be missed. Only the dispatcher will hear that broadcast however, while other units continue to hear the dispatcher broadcast.

Using the Foot Pedal

Transmitting from the foot pedal will transmit on all selected resources. Use your foot to press firmly down on the pedal. After pausing for one half second, begin speaking. When finished, release the foot pedal.

Using the General Transmit Button

Transmitting from the general transmit button will transmit on all selected resources. The general transmit button is the red button located on the front of the Console Interface Electronics (CIE) box underneath the radio monitor. Press and hold the general transmit button, pause one half second, then begin speaking. When finished, release the button.

Using the Instant Transmit Button

Each resource has a button on it with a lightning bolt. This button is the Instant Transmit button. This button allows you to transmit on that resource regardless whether it is selected or not. Move your pointer over to the Instant Transmit button for the resource you need to broadcast on. Left click and hold the Instant Transmit button, pause for one half second, then begin speaking. When finished, release the button.

Talk Prohibit and System Busy

Our radio system has two conditions that on occasion may occur which will not allow a transmission to be made given certain circumstances.

Talk Prohibit (No affiliated radios)

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Each time a dispatcher transmits on a trunked resource, the Zone Controller identifies each field radio that is selected to that resource, and assigns a frequency at only the necessary repeater sites to complete the broadcast. If there are no field radios selected to a resource that a dispatcher attempts to transmit on, no transmission will be made and the dispatcher will hear a single low, steady tone. When this occurs, the dispatcher can attempt the broadcast in a few seconds, or attempt to transmit on another resource that a field radio is selected to.

System Busy

A System Busy occurs when the dispatcher attempts to transmit on a talkgroup, and all trunks or frequencies are in use by other talkgroups. When this happens, the dispatcher will hear a repeating tone (*beep-beep-beep-beep*, etc.), similar to a telephone busy signal, and no transmission is made.

If you attempt to transmit and this happens, stop transmitting. The Zone Controller knows that you attempted to transmit and puts you "in queue", or in line for a transmission. When a frequency becomes available (typically in a few seconds), the system will give you a "call back" tone (three quick beeps), and will allow you to transmit.

Volume Adjusting

There are three different controls that allow the dispatcher to adjust volume

Overall Headset Volume

On the bottom of each headset jack there are two volume dials. The first dial, closest to the dispatcher, controls overall radio audio volume to the headset. The second, furthest away from the dispatcher, controls overall phone audio volume to the headset.

Individual Resource Volume

Each resource has the ability to have its volume independently adjusted. To adjust a resources individual volume, click on the resource's Expand Resource button (with the down arrow symbol). This will show a volume slider on the screen. Click and drag the slider to the desired volume. 0 is the lowest, and 7 is the highest.

NOTE: When a resource is selected. its individual volume automatically is set to the highest level. 7.

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CIE Speaker Volume

When you are on the phone, all radio audio is routed to the CIE's left speaker. Next to the speaker is a volume knob. This adjusts overall volume for radio audio when using the phone. Select audio will be heard through this speaker. Unselect audio will be heard from the right speaker.

Expand Resource

Each resource has an Expand Resource button on it. This button has a down arrow symbol on it. When the dispatcher clicks on this button, the resource expands allowing access to the individual volume control, emergency window, and the "Stack." The "Stack" is a listing of the last 12 radios that transmitted on this resource.

Call-Alert Paging

A Call-Alert page can be initiated from any dispatch console. The Call-Alert page sends off a series of 4 repeating beeps to an individual radio, and its display will indicate "PAGE RECEIVED". The radio will continue to beep until it is manual cleared. This can be done to either vehicle or handheld radios, regardless which talkgroup the field radio is selected to.

To activate a Call-Alert, find the Call-Alert resource(in the City OPS Folder), left click on the button with the symbol of a radio on it. An alias list appears. Select an alias you want to send the page to. Or if you want to send the page by entering the radio's system identification number, left click the button with label "1-9'. Then using the virtual keypad, enter the radio's six-digit identification number. After entering a number or selecting an alias, click on the send button. The Call-Alert resource will indicate selecting an alias, click on the SEND button. The Call-Alert resource will indicate "ACKNOWLEDGED" if the page was successful. If a low tone is heard, then the page was unsuccessful. This usually indicates that the radio is turned off or out of range.

When a Call-Alert is sent to a radio, the officer is unable to tell who sent the page. Officers are instructed to come up on their primary talkgroup when a Call-Alert page is received.

Site Trunking and Failsoft Operation

In the event the Regional Communications Radio system has a failure, the system will automatically switch to a backup mode of operation for communications. The type of failure will determine which type of backup operation the system will revert to. There are two backup operations for the system, called *Site Trunking* and *Failsoft*.

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Operations during Site Trunking conditions:

When the *Zone Controller* for the radio system is unable to control or communicate to any particular repeater site (usually due to microwave failure), the affected site will revert to *Site Trunking*. When this occurs, the site will still perform the *trunking* process of radio transmissions, but is unable to communicate to radios *affiliated* to other sites. The dispatcher will have no indication that the system is operating in *Site Trunking*, other than when attempting to transmit, they may hear a *talk-prohibit* tone.

To communicate to field units affected during Site Trunking, the dispatcher will need to utilize the appropriate backup resources or the W-7 Back-up radio, and ensure that it is selected on the primary talkgroup. To transmit, press the transmit button (indicated with a lightning bolt) on the desk microphone.

Operations during Failsoft conditions:

When a repeater site has a failure where it is unable to perform the trunking process, the affected site will revert to *Failsoft*. When this occurs, each frequency at that site performs like a conventional frequency. With the limited number of frequencies at each site, several talkgroups are combined together to accommodate the lack of space. For example, if the North simulcast cell went into *Failsoft*, radios selected to ANY of the Trunked Escondido Police RCS Channels would communicate on the same frequency. All Fire Department and Public Works channels would share a second separate frequency.

On each dispatch configuration there is a white box labeled "Failsoft North," located in the PD Primary folder. These boxes indicate if the north simulcast cell is in the failsoft condition. When in failsoft, inside the box an orange colored triangle will appear. These boxes will not indicate to the dispatcher a failsoft condition for any of the IntelliRepeaters outside of the simulcast cell.

To communicate to field units affected during Failsoft, the dispatcher will need to turn on the W-7 Back-up radio (if the backup resources aren't working) and ensure that it is selected on the primary talkgroup. To transmit, press the transmit button (indicated with a lightning bolt) on the desk microphone.

FAILURE OF NORTH SIMULCAST

Should all the RCS resources fail, including the back ups, and W7's, but the console is STILL OPERATIONAL: We have kept the old repeater frequencies for use. They are located in the CHV/VHF folder (On All Configurations Except Supervisor). For field units EPD repeater frequency is located on Zone 5 Mode 16, and field units portable radios must **"not"** be set on encrypted if they have that feature. After switching their portables to ES5 PD RPTR on Zone 5, if they have arrow inside the brackets to the right

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“Z” (scan feature) they must hit **“dir”** button then **“rptr”** button to release the site to site feature. Only then will their portables radios work correctly. Dispatch must select the folder with **“CNV/MA/VHF”** to get the PD repeater on Hubbard Hill, then select talk group **“ESC PD RPTR”** not **“ESC PD RPTR PD”** which is the location 1019. Only then will the dispatcher be able to talk with field units on the conventional repeater at Hubbard Hill.

RADIO SYSTEM DEFINITIONS

Affiliate or Affiliation -The process where a field radio automatically searches for a control channel, then registers with the *Zone Controller* it's unique radio identification, and which talkgroup it is selected on. The *Zone Controller* keeps track of which repeater sites has which radios affiliated to them and what talkgroup they are currently selected to.

Busy - (or System Busy) -A condition that occurs when all frequencies or "trunks" at a particular repeater site are in use at a given moment. When a busy occurs, the radio attempting to transmit produces a repeating tone, similar to a busy signal received on a telephone.

CentraCom Gold Elite Console -Computer interface with a touch-screen monitor allowing control of radio resources.

Channel - (See *talkgroup*)

Console Interface Electronics (CIE) - Device below the CentraCom Gold Elite radio monitor which contains external speakers for select and un-select audio, VU meter, and a general transmit button.

Conventional - Conventional, or non-trunked operation means the radio will always transmit and receive on the same frequency.

Direct -Direct operation allow radios on a conventional frequency to bypass repeaters and talk directly to each other. The radios talking to each other must be in direct mode and should be in near proximity to each other (usually 1-4 miles) for best reception. When a field radio is operating in direct, dispatchers cannot monitor the communications.

Failsoft - A condition that occurs when a transmitter site that field radios are affiliated with fails and cannot perform trunking functions. When this occurs, the radio automatically switches to a predetermined frequency and acts like a conventional radio. Communications are limited to only other radios affiliated with the same site. During failsoft, communications are not possible from or to a dispatch console on the affected trunked resources. The use of the console's back-up radio is necessary for communicating with field units.

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"FAILSOFT" will be displayed on the back up (W-7) and field radios, and will beep every 10 seconds while in failsoft. When the problems is corrected, or when the radio is able to affiliate with a properly working repeater, the radio will automatically exit the failsoft mode.

Instant-Transmit -To transmit on a resource without selecting the resource. Each resource has its own instant-transmit button.

IntelliRepeater - A repeater located outside of a *Simulcast Cell*. IntelliRepeaters only make the necessary transmissions when a radio is *affiliated* with that repeater.

Master Communications Center (MCC) - The MCC coordinates and controls mutual aid communications and talkgroups throughout the RCS. The MCC is staffed and operated by the San Diego Sheriff's Communications personnel.

Mode - (See *Talkgroup*)

Multi-Select - To select two or more resources from a dispatch console. When a console has resources multi-selected, transmissions made from that console will broadcast on all resources in the multi-select group.

Patch - To combine two or more resources together. When resources are patched, users on any resource in the patch will hear users from other resources in the patch.

Private Line (PL) - Code transmitted when the PTT (Press- To- Talk) button is depressed. This allows other radios programmed with the same PL to hear the transmission. Radios using other PL's will not be able to hear the transmission. An example would be several different agencies using the same frequency. Each could use a different PL tone to hear only their own radio traffic. (Also known as Channel Guard/Continuous Tone Coded Squelch System)

Regional Communications System (RCS) - San Diego and Imperial Counties radio system comprised of, and managed by, city, county, state public safety and public service agencies.

Repeater - Radio hardware, usually on a mountaintop or other high point, that receives a radio signal and re-transmits the signal. This extends the coverage area for field radios.

Resource - Any communications path, such as trunked talkgroups, conventional frequencies, etc. Also known as a *channel* or *mode*

Select - To designate one resource on a CentraCom console as the primary resource. When depressing the foot pedal or the general transmit button, the transmission is broadcast on the selected resource. All other resources are considered un-selected. Only

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one resource may be selected at a time, unless resources are multi-selected (See *Multi-Select*)

Simulcast Cell - A set of transmitters that simultaneously transmit a radio signal to cover a large area. In the RCS, there are two Simulcast Cells, one north, and one south. Within each cell there are seven transmitters. The radio system considers these seven transmitters as one site, either North Simul or South Simul.

Site Trunking - A condition that occurs when a transmitter site that the field radios are *affiliated* with has lost the ability to communicate with the *Zone Controller*. When in Site Trunking, "SITE TRUNKING" is displayed on the radios and communications is limited to only radios affiliated with the same site. The user may not be able to communicate with their dispatcher or other units if they are a long distance away. During Site Trunking, communications are not possible from or to a dispatch console on the affected trunked resources. The use of the console's back-up radio is necessary for communicating with field units.

System Controller - (See *Zone Controller*)

Talk Prohibit Tone - A low, steady tone indicating that the transmission is not being broadcast. When this tone is heard while attempting to transmit from a dispatch console, it indicates that no field radios are *affiliated* to the talkgroup, not allowing the transmission.

Talkaround Mode - See *Direct*)

Talkgroup - A logical grouping of radio users who need to communicate. Commonly associated with the term channel or mode.

Talkgroup Types

Dispatch - Talkgroup designated for the routine and emergency communications for a designated agency.

Command or Hailing - Talkgroup designated for a person from one agency to contact another person from the same or another agency. Once contact is made, the conversation should be switched to an available tactical talkgroup.

Tactical - Talkgroup designated to hold conversations, or conduct tactical operations.

Transportable Radio Facility (TRF) - The TRF is a trailer mounted radio repeater system. It is used for special events or special/emergency operations, which require addition radio communications resources. (Refer to the San Diego County Mutual Aid Radio Plan, Section 3)

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Trunking - The method of using relatively few frequencies to accommodate many users. The RCS is a trunked radio system. When the PTT (Push-To-Talk) button is depressed, the radio tells the *Zone Controller* that a frequency is needed. The controller assigns all users on the talkgroup a frequency so the transmission can be heard. Upon completion of the transmission, the *Zone Controller* releases the frequency.

Zone Controller - Computer that coordinates the assignment of frequencies to radios on a talkgroup. (See *Trunking*)

TALKGROUPS and THEIR USAGE

BLUE 1

This countywide talkgroup is designed to replace the old LE SD CMD. The 'BLUE' is an easily recognized name, which will help reduce the confusion with other talkgroups. It will be used primarily for broadcast of mutual aid pursuits, spontaneous tactical mutual aid incident, and broadcast of countywide BOL's.

BLUE 1 must be monitored by ALL law enforcement communications centers, and should be scanned by ALL law enforcement field units. There will be very little traffic on the talk group other than pursuits, and BOL's.

BLUE 2

This countywide talkgroup is designed to take the place of CLEMARSV. The 'BLUE' is an easily recognized name, which will help reduce the confusion with other talkgroups. It will be used as a secondary talkgroup for pursuits, spontaneous tactical mutual aid incident, and BOL's when **BLUE 1** is being used.

BLUE 2 must be monitored by ALL law enforcement communications centers, and should be scanned by ALL law enforcement field units. There will be very little traffic on the talk group other than pursuits, and BOL's.

LAW AIR (L/AIR)

This countywide talkgroup allows field units or dispatchers on the RCS to hail the ASTREA helicopter base or the helicopter directly, without having to make a phone call to the Sheriff's Communications (Station M). Once ASTREA has the basic information on a call, they will switch to the talkgroup where the incident is occurring.

When ASTREA is hailed and accepts a call, they will confirm with Station M that Station M is aware of the incident. Station M will monitor this talkgroup, and will enter the event into their CAD system on their own.

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LE E CMD - Law Enforcement East Command

LE E CMD is an East county only law enforcement mutual aid talkgroup that has several purposes: 1) Broadcasting mutual aid pursuits, 2) Broadcasting BOLs, and 3) Any field unit to hail a law enforcement agency, law enforcement unit, or law enforcement communications center in the East county area.

LE E CMD **must** be monitored by ALL East County law enforcement communications centers (including Station M), and should be scanned by ALL law enforcement field units. There will be very little traffic on the talkgroup other than pursuits, and BOL's. Once contact has been made, non-essential radio traffic should be directed to an available LE E TAC (1-4) talkgroup.

LE N CMD - Law Enforcement North Command

LE N CMD is a North county only law enforcement mutual aid talkgroup that has several purposes: 1) Broadcasting mutual aid pursuits, 2) Broadcasting BOL's, and 3) Any field unit to hail a law enforcement agency, law enforcement unit, or law enforcement communications center in the North county area.

LE N CMD **must** be monitored by All North County law enforcement communications centers (including Station M), and should be scanned by ALL law enforcement field units. There will be very little traffic on the talk group other than pursuits, and BOL's. Once contact has been made, non-essential radio traffic should be directed to an available LE N TAC (1-4) talkgroup.

LE S CMD - Law Enforcement South Command

LE S CMD is a South county only law enforcement mutual aid talkgroup that has several purposes: 1) Broadcasting mutual aid pursuits, 2) Broadcasting BOL's, and 3) Any field unit to hail a law enforcement agency, law enforcement unit, or law enforcement communications center in the South county area.

LE S CMD **must** be monitored by All South County law enforcement communications centers (including Station M), and should be scanned by All law enforcement field units. There will be very little traffic on the talk group other than pursuits, and BOL's. Once contact has been made, non-essential radio traffic should be directed to an available LE S TAC (1-4) talkgroup.

COUNTY CALL (CO CALL)

County Call is a countywide talkgroup used to hail between other agencies other than law enforcement. For example, fire units or dispatches can use County Call to hail public service units or hail law enforcement. Law enforcement units or dispatchers can use County Call to hail fire or public service units. However, law enforcement should

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not use County Call to hail other law enforcement agencies or law enforcement dispatcher centers. Each discipline (fire, law enforcement, and public service) has their own channels for hailing each other, and these should be used in order to keep non-essential traffic off of County Call. Once contact has been made, non-essential traffic should be moved to a County TAC (1-4) channel.

All communications centers **MUST** monitor County Call actively, and ALL field units should be scanning County Call. There will be very little traffic on this talkgroup, as all conversations will be held on TAC channels.

LAW CC

This talkgroup is for Law enforcement communications centers to contact each other directly without using the telephone. This talkgroup does not appear in any hand held or vehicle radios, and is not accessible by field units. This talkgroup **MUST** be monitored by ALL law enforcement communications centers.

FIRE CC

This talkgroup is for Fire enforcement communications centers to contact each other directly without using the telephone. This talkgroup does not appear in any hand held or vehicle radios, and is not accessible by field units. This talkgroup **MUST** be monitored by ALL Fire enforcement communications centers.

TALKGROUP SCANNING & MONITORING

All dispatch agencies on the RCS system **must** monitor:
 Any and all local agency primary talkgroups,
 The following talkgroups, if not selected, will be set at a volume level of 5 and monitored through the unselect speaker,
 BLUE 1
 BLUE 2
 LE N CMD or LE S CMD or LE E CMD (depending on your agency)
 COUNTY CALL
 LAW CC or FIRE CC
 CITYWIDE

All field units on the RCS **must** scan:
 Your primary talkgroup Priority 2
 Your primary tactical Non-priority
 BLUE 1 Non-priority
 BLUE 2 Non-priority
 LE N CMD/LE S CMD/LE E CMD Non-priority
 (Depending on your agency)

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 5.2
SUBJECT: REGIONAL COMMUNICATIONS SYSTEM		Page 14 of 14
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COUNTY CALL

Non-priority

(Field units note: Priority 1 is assigned to the talkgroup you have selected to talk on. If you are on your dispatch channel, this is your priority 1 channel. If you change channels to your tactical, this now is your priority 1 channel.)

Remember that there will be very little radio traffic on all these talkgroups, other than units hailing, pursuits, or BOL's. Generally, the traffic will be of interest to you, or others in your area. This also reinforces the idea that conversations must be moved immediately off the CMD channels and to the Tac channels.

EXAMPLE of 'hailing' on County Call

Sheriff's Unit: "San Diego Sheriff's 25 T1B to Rancho Santa Fe Fire"Dispatch

RSF dispatch: "Rancho Santa Fe Fire copies, switch to County TAC 1"

Sheriffs Unit: "Sheriff's 25T1B copies, switching".

Both units switch to County Tac 1 for their conversation, freeing up County Call, and preventing those who have no interest in the conversation from having to listen to it while scanning and frees up the channel for other units if needed. If the talkgroup you switch to is occupied, units can advise each other to switch to County Tac 2,3 or if necessary.

For field units, if you happen to be scanning a channel where there is too much traffic, you can always use the "Nuisance Delete" feature on your radio to temporarily remove that channel from your scan list. (See Field Reference Guide on how to delete scanned talkgroups)

For dispatchers, keeping the volume down to low on talkgroups you don't want to monitor will prevent unwanted traffic.

NEW Tactical Patching Capability (RCS/CITY 1, RCS/CITY 2)

The RCS now has the ability to patch with many of the talkgroups on the City of San Diego Radio System. This has already been proven effective in increasing communications between the Sheriff's Department and San Diego PD in urgent mutual-aid situations such as pursuits, and when field units from one agency need to talk to field units from another.

Keep this tactical tool in mind when situations arise where communications between your agency and San Diego PD or San Diego FD would be beneficial. The patch takes less than one minute to activate, and is available twenty-four hours a day.

Written by Garry Wells	Communications Sect. Approval Mark Wrisley
Title Communications Manager	Title Lieutenant

		Section # 5.3
SUBJECT: TAPE RECORDERS/PRINTERS		Page 1 of 1
Originating Date: October 1979	Revision Date: January 2004	

I. RACAL – WORDNET – SERIES 2

This recorder is used to record all radio frequencies and phones in Communications. The time and channel are automatically recorded. These recordings will be used for criminal cases and research for department matters and are retained for 23 months.

A. To assure the continual recording operation of this equipment:

1. The recorder will be visually checked at 2300 hours each day by the Dispatch Manager, the Shift Supervisor, or the senior dispatcher on duty. The dispatcher will insure that the time is correct and percentage of recording usage is within set parameters.
2. Each time the tapes are changed, they will be labeled for future use.

II. CALL CHECKS

- A. The radio monitor screen is equipped with call check recorders which continually record the selected channels.
- B. If it becomes necessary to review a recent radio transmission, just select the "Show Call Check Window" and the "Radio Call Check" window will open and "Prev/Rewind" button can be selected to play back radio recordings.
- C. The dispatcher should not rely on the call check for radio transmissions. If he/she uses the tape recorder as a crutch, either the recorder or dispatcher may miss a critical transmission.
- D. To replay phone calls on the "VESTA" system, just press the "IRR" button in the toolbar and it will open the "IRR" window, then select the call you need to play back.

III. 9-1-1 COMPUTER MONITOR

- A. The 9-1-1 computer monitor will be checked at 0700, 1500, and 2300 hours each day by the Shift Supervisor, or senior dispatcher on duty. A visual check of the monitor, to ensure it is recording data is all that is required. Once checked, the log will be filled out with the date and time and the initials of the person doing the check.

Written by Garry Wells
Title Dispatch Manager

		Section # 5.4
SUBJECT: CITY RADIO TRANSMITTERS		Page 1 of 1
Originating Date: October 1979	Revision Date: November 2001	

I. LOCATION

The City of Escondido's VHF transmitters are located at:

[REDACTED]

[REDACTED]

[REDACTED]

The City of Escondido's R.C.S. main transmitters are located at:

[REDACTED]

[REDACTED]

Written by Garry Wells
Title Dispatch Manager

		Section # 6.1
SUBJECT: RADIO PROCEDURES		Page 1 of 3
Originating Date: July 1982	Revision Date: November 2009	

1. The Federal Communications Commission has issued the Escondido Fire Department a license to operate a radio for emergency service and day-to-day business. Our use of the radio must be confined to the scope of its intended purpose, and messages must be short, clear and concise, using clear text.
2. The Escondido Fire Department operates on the San Diego County's Regional Communication System (RCS). This 800 MHz system is used by most agencies in the County. The Escondido Fire Department and other agencies may operate on common talk groups as assigned. The VHF Green channel is dedicated to the Escondido Fire Department and may be used for mutual aid purposes as needed. During a local emergency or complete failure of the RCS (800 MHz) system, Escondido Fire Department has the ability to use VHF Green as a Command frequency and Grey and Red 2 as Tactical frequencies. Also, VHF White and Red 1 are utilized for mutual aid when the 800 MHz system is not available.
3. When transmitting to a unit in the field or to the base stations, it is not necessary to contact and receive acknowledgment from the unit called prior to stating your message. Each unit in the field is required to monitor their radio at all times. If, however, you call a unit and state your message and you do not receive a reply, then it will be necessary to call the unit or station until an acknowledgment is received.
4. Radio traffic to units in the field will be broadcast over the appropriate talkgroup (not over mutli-selected talkgroups) by the Fire dispatcher repeating the unit identifier and parroting the transmission (i.e. "Escondido Fire, Engine 1314 in quarters," Fire dispatcher: "Engine 1314 in quarters," Escondido Fire, Medic 1391 en route," Fire dispatcher: "Medic 1391 en route.") If the Radio transmission is lengthy it may be condensed as long as all the important information is repeated. On calls with multiple units responding the radio reports given by the first arriving unit will have weight in influencing decisions by other responding units and should be parroted back by the Fire dispatcher. When units are assigned to specific talkgroups the Fire Dispatcher will transmit information to those units over the assigned talkgroup, not over multi-selected talkgroups. Talkgroups shall be assigned as follows:

ESC FIRE DISP 2A- Used for the initial dispatching of incidents and assigned as the talkgroup for single unit responses such as Vehicle fires, Smoke checks, Odor Checks, Lock outs, Residential Fire alarms, etc.

Also used for routine radio traffic from units not assigned to calls.

ESC TAC 2C - Medical aid, Traffic collisions, Rescues.

If a Command talkgroup is requested the IC will be assigned ESC CMD 2B. The Fire dispatcher will switch from TAC 2C to the Command talkgroup for all radio traffic pertaining to the incident.

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.1
SUBJECT: RADIO PROCEDURES		Page 2 of 3
Originating Date: July 1982	Revision Date: November 2009	

ESC TAC 2I- Structure fires, Vegetation fires, Commerical Fire alarms.
 If a Command talkgroup is requested the IC will be assigned to Command 2H.
 The Fire dispatcher will switch from TAC 2I to this Command talkgroup for all radio traffic pertaining to the incident.

ESC TAC 2G- Secondary talkgroup which may be for additional structure/vegetation fires of other large incidents. Command 2F will be used if a Command talkgroup is requested.

Command 2J - Alternate Tactical talkgroup.

5. To eliminate confusion and the possibility of simultaneous radio transmissions when more than one unit is responding, the units should respond in numerical order. After the initial response from the station, then the first-in unit should be considered to have radio priority. If, for some reason, a unit cannot clear the station, then the Captain of that unit shall notify the dispatcher as soon as possible.
6. The dispatcher assigned to the Fire Dispatch position or relieving the Fire Dispatcher will assume responsibility of the position only from dispatch consoles PD03 and PD04. These are the only two consoles set up with all the Fire talkgroups necessary for dispatching. When relieving someone at the Fire Dispatch position, whether for a five-minute break or a four-hour rotation, the dispatcher will have a complete and thorough understanding of the status of all units, i.e. first out, second out, unavailable, moves, etc. before assuming responsibility for the position.
7. After assuming responsibility for that position the Fire dispatcher shall:
 - A. Ensure the work station has control of the Fire dispatch groups (AS F1 F2).
 - B. Ensure the CAD status monitor is configured to monitor Fire units and incidents.
 - C. Request a move display (MVD), cross man display (XMD), review all special contacts and check RCS radio volume settings.
 - D. Periodically review the CAD status monitor to ensure changes have not been made without your knowledge, i.e. 1312 logged off, 1315 moved back into Quarters at Station 5, etc.)
8. General CAD information:
 - A. The "ADD" command is used to request a specific type of unit for a call and to have CAD recommend that unit for dispatch on the Command line (ADD

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Chief

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SUBJECT: RADIO PROCEDURES		Page 3 of 3
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1311 U/1AM or ADD #F0123 U/1AM). This should result in the incident being recalled into the Waiting Incident window and the unit to be dispatched displayed on the Command line (D 1391). When the unit is dispatched on CAD, the appropriate Station and unit will be automatically paged and a printout of the incident will be sent to the Station printer. If, when using this command, the incident is not recalled into the Waiting Incident window, you will be unable to dispatch the recommended unit on CAD. It may then be necessary to use the "A" (assist) command to complete the dispatch (A 1311 1391). If you use the "A" command, you must manually page the appropriate station through the use of the RCS PAGE icon.

- B. The "A" (assist) command is used to add a specific unit to an incident (A1311 1391). The use of this command will not set off the PAGE for the Station or unit or send a copy of the incident to the Station printer.
- C. When working a combined call (Police and Fire) "sup" pertinent information into the incident rather "M"ing it into the incident, (i.e. 6 patients, child with head injury, subject trapped, staging due to male outside with an ax, etc.). This will result in both the Fire and Police radio operators receiving the information to update their units.
- D. Unit Contact (UC) timers may be established for any unit for any specified amount of time, (UC 1312 C/10) would establish a 10 minute timer for Engine 1312. A RED reverse video box will display over the specified units time display when the timer has expired. To start a new timer re-input the UC command. To terminate the timer on CAD, type the unit identifier followed by C4, (1312 C4).
- E. Fire units do not have CAD/MCT capability and, if dispatched while in the field, will not receive information pertaining to premise warnings. This information should be given to responding units over the radio. Pager messages may be sent to individual fire units through the use of their alpha pagers. Instructions for doing so are in CAD under GR LPHA PAGERS.
- F. Re-opening Fire Incidents: In order to properly reflect and track dispatch and response times, fire incidents may be re-opened for dispatching only if units were originally dispatched to the call. If the incident was closed as an advised (ADV) or cancelled (CAN) call, it may not be re-opened for dispatch. A new incident shall be created for dispatch and cross-referenced with the original incident
- G. Information may be sent to the Battalion Chief through the use of his Alpha Pager and information and instructions regarding the Alpha pagers are contained in the CAD GR under Alpha Pagers. The format for sending the CAD message is as follows: Page U/1304, "text of message".

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.2
SUBJECT: RECEIPT AND DISPATCH OF ALARMS		Page 1 of 4
Originating Date: July 1982	Revision Date: May 2009	

1. Receipt of alarm by telephone:
 - A. Obtain address and nearest cross street (confirm on 911 screen).
 - B. Determine type of emergency.
 - C. Obtain telephone number.
 - D. Make a CAD entry of the call.
 - E. Obtain additional pertinent information (lanes for vehicle fire, apartment numbers, etc., but get units on the way first).
 - F. Provide EMD pre-arrival instructions if appropriate. If not EMD trained, the call taker will attempt to have an EMD trained dispatcher take over the call for pre-arrival instructions. All medical calls must be given a Dispo of EMD or NOE. If NOE is used, a comment must be entered as to why EMD was not provided.
 - G. If there is a concern regarding the way an employee of a health facility provided information on a 911 call, refer the matter to a supervisor for review for forwarding to the EMS coordinator.

2. Receipt of Alarm by Other Means, or Private Alarm:
 - A. Determine location.
 - B. Make a CAD entry of the call.

3. Receipt of Still Alarm (any alarm not received by telephone, radio or alarm system, i.e., walk-in at fire station):
 - A. Station personnel will advise of type of emergency and location.
 - B. Dispatcher, upon receipt, will make a CAD entry of the call.

4. Transmit Dispatch
 - A. Review the recommendation window to ensure proper units have been recommended for the call.
 - B. Dispatch the call over CAD.
 - C. Activate the alert tone and voice type of call, (structure fire, heart attack, etc.), units being dispatched, address or location, nearest cross street, pre-

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Chief

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SUBJECT: RECEIPT AND DISPATCH OF ALARMS		Page 2 of 4
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arrival map page (fire map page if no pre-arrival map page), and assigned radio frequency/talk group.

- D. After the first Engine Company is en route again, voice the type of call, address or location, nearest cross street and pre-arrival map page or map page. Also voice any safety information that would be pertinent, **“observe BSI” (Body Substance Isolation)** for any blood hazard such as HIV positive, tuberculosis, hepatitis, (this information may be included in the text of the call but should not be voiced), guns on premise, etc. Verify that all responding units copied the information.
1. ESC FIRE DISPATCH: Used for the initial dispatching of incidents and assigned as the talkgroup for single unit responses such as Vehicle fires, Smoke checks, Lock out, Odor checks, Residential Fire Alarms, etc. Also used for routine radio traffic from units in the field not assigned to calls.
 2. ESC F TAC 1: Medical aid, Traffic collisions, Rescues. If a Command talkgroup is requested, the IC will be assigned ESC CMD 1. The Fire dispatcher will switch from ESC TAC 1 to this Command talkgroup for all radio traffic pertaining to the incident.
 3. IH NTAC 5: Structure fires, Vegetation fires, Commercial Fire alarms. If a Command talkgroup is requested the IC will be assigned NCMD 3. The Fire Dispatcher will switch from NTAC 5 to this Command talkgroup for all radio traffic pertaining to the incident.
 4. ESC F TAC 2: Secondary talkgroup which may be for additional structure/vegetation fires or other large incidents. ESC CMD 2 will be used if a Command talkgroup is requested. Also, TAC 2 may be used as an alternate TAC for all incidents if other talkgroups are too busy.
- ESC F TAC 3. Alternate Tactical talkgroup
- II NTAC 6: Alternate Tactical talkgroup
- E. Units will go en route on MCT or on the radio. If units do not show en route on MCT after two minutes, immediately contact them on the radio to confirm that they are en route. If unable to contact the units on the radio, immediately telephone the station. If there is no answer at the station or on the radio, immediately dispatch replacement units and notify the Battalion Chief.
- F. When a unit arrives on the scene of a Structure Fire and establishes an IC (Incident Command) Dispatch will immediately set up a 10-minute unit contact timer (UC 1304 C/10). When the 10 minutes expires, a reverse video box will appear over the elapsed time next to the unit’s call sign. When

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Chief

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this occurs, Dispatch will hail the IC on the radio and advise him of a 10-minute time check (Kingston IC Escondido Fire, 10-minute time check). After doing so, Dispatch will immediately set up another 10-minute timer (UC 1304 C/10) and again hail the IC with a time check (Kingston IC Escondido Fire, 20-minute time check). This cycle will continue until either the IC is terminated or the IC advises Dispatch to cease the 10-minute time checks.

G. When units become available from a call, they will return to the Dispatch talkgroup.

5. NOTIFY THE FOLLOWING:

A. Air-ambulance when requested, relay ETA to requesting unit.

6. BATTALION CHIEF NOTIFICATION

Responsible for the day to day operation of field units. Duties are similar to that of a Police Patrol Lieutenant, reports to the Duty Chief.

The Battalion Chief will be notified by an Alpha pager message of the following:

- A. Daily Burn information
- B. Units dispatched to or returning from Automatic/Mutual Aid calls
- C. When all medical units are out of service
- D. Units out of service due to equipment or mechanical problems
- E. Unusual occurrences such as multiple single engine fire calls (3 or more units); i.e., dumpster fires, units dispatched to toxic chemical spills or any other occurrence that the dispatcher feels the Battalion Chief should be made aware of.

7. DUTY CHIEF NOTIFICATION

Responsible for overall operation of Fire personnel and equipment. Duties similar to that of a Police Captain, reports to the Fire Chief.

- A. A working structure or vegetation fire
- B. Injury to fire personnel or civilian injury at fire incident.
- C. Building or site closure

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Chief

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- D. When the Battalion Chief, or another Division Chief, is returning to the City from an Auto/Mutual aid request; i.e., Strike Team Leader.
- E. Request for Zone Conference calls.
- 8. When in doubt, it is better to dispatch too much equipment rather than too little.
- 9. Never delay a dispatch because you are not sure what to dispatch. The Battalion Chief or Fire Captain is charged with seeing that adequate equipment is responded.
- 10. CANCELLING RESPONDING UNITS:
 - A. Advise units to cancel. Cancelled units will go available on CAD and return to dispatch channel.
 - B. When requested by an alarm company to cancel a residential or commercial fire alarm, always asks them for the reason for the cancellation and what caused the alarm to be activated. This information will be noted in the CAD incident and relayed to the responding engine company and the Engine Captain will decide if they wish to continue their response.
- 11. FINAL TYPE CODE:
 - A. Upon request of Fire Department personnel, the dispatcher will modify the CAD type code; i.e., UNKMED turns out to be ABDPN.

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.4
SUBJECT: CLASSIFICATION OF ALARMS		Page 1 of 2
Originating Date: July 1985	Revision Date: May 2009	

- I. The following definitions have been written to assist in classifying emergency incident reports. Your use of these definitions will help in establishing report uniformity within the Fire Department.
- A. STRUCTURE - Any fire in a building, or a vehicle fire within a covered parking area that exposes a building, also mobile homes.
 - B. VEHICLE - Autos, trucks, etc.
 - C. TRASH - Refuse in a container or open area.
 - D. OTHER FIRE OUTDOORS - When no other class applies.
 - E. MEDICAL EMERGENCY: (Rescue) - Where first aid or lifesaving measures are rendered. This includes the release of a person from any type of confinement or dangerous situation.
 - F. EMERGENCY - Any combination of circumstances other than fire or rescue which requires immediate action to protect life and property from a potential hazard. Examples:
 - Downed power line
 - Hot florescent light ballast
 - Overheated electric motor
 - Smoke odor check
 - G. NO SERVICES REQUIRED - Occurs when emergency units respond to an incident where their services are not required. This is usually the result of an honest mistake for smoke erroneously reported as a vehicle fire, or smoke from a backyard barbecue, erroneously reported as a structure fire.
 - H. SERVICE CALL - A response where non-emergency service is rendered. Examples: ring removals, water vacuuming assistance, or vehicles with child locked inside.
 - I. FALSE ALARM - Fire alarm activated by mechanical malfunction; alarm activated by a water surge in sprinkler system; alarm activated by alarm system repairmen; an alarm reported with malicious intent to deceive.
 - J. MUTUAL AID - Where the City of Escondido Fire Department renders aid to another governmental agency as per written agreement between the agencies or on approval of the City Manager. Mutual Aid is given when the requesting agency has exhausted its resources and is given on a "nearest responding unit" concept for in zone requests and 1317-1364 for out of zone requests. OES requests for a brush unit will be 8632

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Chief

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- K. POSSIBLE BOUNDARY LINE - Out of jurisdiction fires are emergencies which require investigation or action on the part of this Department to protect life and property within the Escondido Fire Department response area. When in doubt of jurisdiction, dispatch our units.

- L. AUTOMATIC AID - Where the City of Escondido Fire Department renders aid to another governmental agency as per written agreement between the agencies or on approval of the City Manager. Automatic Aid is filled on a "nearest responding unit" concept. If a request is made for a specific unit and that unit is not available, inform the requesting agency and they will decide if they want the next available closest unit.

- M. HAZARDOUS MATERIALS - "Hazardous Material" means any substance which is toxic, corrosive, flammable, an irritant, a strong sensitizer or which generates pressure through decomposition, heat or other means.

- II. Alarm Number Assignment - Each incident gets an assigned number no matter how few or how many units are involved.

- NOTE: When units provide different services at the same incident, a separate run number should be used for each.

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.5
SUBJECT: PRIORITY RESPONSE POLICE/FIRE		Page 1 of 1
Originating Date: July 1985	Revision Date: August 2000	

- I. Fire and Police units responding Code 3 to the same location should be advised of each other's starting location on the initial dispatch.

<u>INCIDENT TYPE</u>	<u>CODE 3</u>	<u>CODE 2</u>
A. FIRES	Fire	Police
B. SERIOUS INJURY TRAFFIC ACCIDENTS	Police/Fire	
C. ROLL-OVER TRAFFIC ACCIDENTS	Fire	Police
D. TRAFFIC ACCIDENTS OUTSIDE THE CITY (SERIOUS INJURY, ROLL-OVERS OR FIRES INVOLVED)	Fire/C.H.P. or S.D.S.O.	
E. MEDICAL EMERGENCIES INVOLVING CRIMINAL ACTIVITY OR DANGER TO FIRE PERSONNEL. ALWAYS ADVISE RESPONDING FIRE UNITS OF FULL DETAILS. THEY ARE TO STAND BY IN THE AREA UNTIL THE ARRIVAL OF POLICE UNIT/S.	Police/Fire	

- II. The ambulance service will notify the Communications Center of all Code 3 runs prior to leaving their business. They will advise:

- A. Destination.
B. Route of travel there.

This information should be broadcast on the Police frequency and on the Fire frequency, if the Escondido Fire unit/s are running Code 3.

- C. Private Duty Ambulances may not respond Code 3 to calls within our city unless specifically requested to do so by our Communication Center.

Written by Garry Wells	Communications Sect. Approval Scott Alvord
Title Communications Manager	Title Fire Division Chief

This guideline provides Escondido Fire Department procedures for responding to mutual aid and automatic aid requests. In all cases, the decision to respond to a mutual aid or automatic aid request must be based on assuring adequate coverage is available to the citizens of Escondido. If Department resources are not adequate, or there is some other precluding condition that would make response to these types of calls impractical, the request for aid shall be denied.

EQUIPMENT RESOURCES:

The resource level for the Department shall be three 24 hour and one 11 hour paramedic Ambulances, six structure Engines (Type I) and five Brush Engines (Type III), one Aerial Truck Company and one Battalion Chief.

MINIMUM EQUIPMENT/PERSONNEL DRAWDOWN:

Engines:

- The minimum draw down for the Department is two Type I engines and/or two Type III Brush Engines with a crew of three personnel each.
- For aid requests from the City of San Marcos and the Rancho Santa Fe Fire Protection District the minimum draw down is one Type 1 Engine and/or one Type III Brush Engine
- Training/Drill status will not be considered as part of the minimum resource draw down
- Before any resource request is denied the on-shift Battalion Chief shall be contacted with all applicable information.

Truck:

- Notify the Battalion Chief after the Truck has been dispatched to Automatic/Mutual Aid to the City of San Marcos, City of San Diego, Cal Fire or the Rancho Santa Fe Fire Protection District
- Any other Automatic/Mutual Aid requests for the Truck shall be approved by the Battalion Chief prior to dispatch

Ambulances:

- At least one ambulance must be available to cover calls.
- Two ambulances may be sent out on Automatic/Mutual Aid requests only when two ambulances are available in the City.

Special circumstances that may occur within the City and the Zone may require the Department to decline a Mutual/Automatic Aid request. Examples include special events such as the Fourth of July or the Holiday Parade, extreme weather conditions, or a significant number of emergency incidents being handled by Department and Zone resources.

The Battalion Chief shall be responsible for ensuring that appropriate resources are available to respond to emergencies within Escondido Fire Departments jurisdiction. As applicable and necessary, they shall consult with the Duty Chief regarding additional resource requests and resource availability.

RESOURCE REQUESTS FOR ESCONDIDO UNITS:

- **AUTOMATIC AID:**

The City of Escondido Fire Department has Automatic Aid agreements with the City of San Marcos, Cal-Fire in the Dear Springs Fire Protection District and the Valley Center Fire Protection District, the City of San Diego and the Rancho Santa Fe Fire Protection District.

The Escondido Fire Department will respond the closest unit to all requests for Automatic Aid.

- City of San Diego and Cal-Fire agreements:
 - 1 Type I Engine **OR** 1 Type III Brush Engine, **AND** 1 Truck, **AND** 1 Ambulance
- City of San Marcos and the Rancho Santa Fe Fire Protection District agreements:
 - 2 Type I Engines **OR** 2 Type III Brush Engines, **AND** 1 Truck, **AND** 1 Ambulance

The exceptions to this rule will be 1361 and OES 8632. These units will not participate in Automatic Aid.

- **MUTUAL AID:**

The City of Escondido will provide needed resources to other fire agencies in and out of the North Zone. These requests will normally be made by North Com Fire, the North Zone Coordinator.

- **Response Commitment:**

The Escondido Fire Department commitment to Mutual Aid is:

- 1 Type I Engine **AND** 1 Type III Brush Engine, **OR** 1 Truck **AND** 1 OES Type III Brush Engine **AND** 1 Ambulance.

- **Immediate Need Assignments:**

Immediate need requests are because the units are truly needed immediately and are relatively close to the scene geographically to make a difference in a short period of time. Resources must be able to reach the incident within 30 minutes from time of dispatch. The entire North Zone is considered immediate need unless specifically requested as "Planned Need".

- **IMMEDIATE NEED REQUESTS:**

- The Escondido Fire Department will respond the closest unit to all requests for Immediate Need.

- **Planned Need Assignments:**

- **PLANNED NEED REQUESTS:**

- For Type I Engine requests 1317 will be first up. If 1317 is unavailable the closest unit concept will apply.

- For Type III Brush requests 1363 will be first up. If 1363 is unavailable the closest unit concept will apply.

The exceptions to this rule will be 1361 and OES 8632. These units will not participate in Mutual Aid.

- **CAL-EMA, OES Type 3 Engine response:**

OES 8632 Engine, will respond to all requests made by the California Emergency Management Authority (Cal-EMA).

OES 8632 Engine will also be used within Escondido's fire jurisdiction on wildland and other types of incidents where its capabilities can be utilized.

The Cal- EMA Engine will be cross-staffed by the personnel from Engine 1314.

For Cal-EMA requests an additional firefighter will be deployed with the OES engine to make a crew complement of four personnel. The Battalion Chief shall be notified for further direction on the fourth person for the engine. Due to the contractual agreement between the Department and Cal-EMA, the Cal-EMA Engine will be sent immediately upon request by Cal-EMA. This will require Battalion Chiefs and Duty Chiefs to closely monitor draw down levels.

• **Specialty Requests:**

- Cal-EMA; OES 8632 Type III Brush Engine. Located at FS #4 and cross staffed by E1314.
- Confined Space/Trench Rescue Trailer: When a request is made 1371 will respond with the trailer and 1390.
- MDU-103 (Mass Decon Unit) Located at FS #6 cross staffed by E1315. E1315 will take both E1315 and MDU-103
- Search and Rescue dogs are available through El Cajon Fire. Contact Heartland Dispatch
- Swift Water Rescue Teams are requested through North Com Dispatch

STRIKE TEAM/TASK FORCE STAGING LOCATIONS:

The following list identifies rendezvous points for Strike Teams/Task Forces leaving the North Zone:

North on I-5:	Cristianitos Road @ I-5.
North on I-15:	I-15 & Hwy 76 (Park-N-Ride).
East on Hwy 78:	17001 San Pasqual Valley Rd. (San Pasqual Academy)
South on I-15:	16881 West Bernardo Drive (RB Transit Center)
South on I-5	I12971 Sorrento Valley Rd. (Park-N-Ride)
East on Hwy 76	16971 SR 76 CAL Fire Station 70 (Rincon Station)

PERSONNEL:

Personnel are not permitted to transfer from unit to unit for the purpose of avoiding mutual aid assignments. Special circumstances will be addressed by the Battalion Chief/Duty Chief. Personnel assigned to mutual aid assignments should plan on a minimum 5 days of work for both In-County and Out-Of-County assignments (Note: personnel may be assigned for up to

14 days without relief). A minimum of 3 on-duty personnel shall respond with each engine resource. OES 8632 is the only exception and will be staffed with four personnel.

RESPONSE INFORMATION:

Personnel will need the following information prior to departure:

- Incident type and name/designation
- Immediate need or planned need
- Response Location (map coordinates)
- Reporting Time
- Travel instructions
- Communication instructions
- Incident Check-In location/Staging Area
- Strike team number and leader
- Other units assigned to the Strike Team/Task Force
- Order and Request number

***Note:** Per North Zone Policy, all resources dispatched on a Strike Team/Task Force assignment must be formally responding within five (5) minutes of dispatch or are subject to being by-passed. Once units arrive on-scene of an incident, they shall contact the Dispatch Center and advise the unit is on-scene.*

OVERHEAD REQUESTS (Including Strike Team/Task Force Leader):

As a general rule, the Battalion Chief will handle Strike Team/Task Force requests. This may be subject to change based on Battalion Chief/Duty Chief availability. A Strike Team/Task Force Leader-Trainee may be used. The Trainee must meet all Trainee requirements and be listed in the North Zone Emergency Response Directory. All other Overhead requests shall be referred to the Duty Chief by the Battalion Chief.

ADDITIONAL INFORMATION:

Mutual Aid requests will only be honored if the resource level for fire engines is over the minimum level and there are no active incidents within the City. This does not pertain to automatic aid requests. An attempt shall always be made to honor all automatic aid requests.

In the event multiple Escondido resources are dispatched to an Automatic Aid incident, the Battalion Chief shall evaluate the response and cancel one of the Escondido units if there will be a significant gap caused by the response of multiple units.

Battalion Chiefs are to use sound judgment and refuse Mutual or Automatic Aid requests when deemed to be in the best interest of the City.

RESOURCE REQUESTS FOR OUTSIDE AGENCIES:

- All requests for Mutual Aid must go through the Zone Coordinator (North Com).
 - When requesting Mutual Aid, be prepared to give the following information:
 - Provide North Com with an **ORDER NUMBER** and **REQUEST NUMBER**.
 - The Order number will be ESC and our fire run number (ESC 11-1234).
 - The first Request number will be #5 and will be in numerical sequence for each subsequent request.
 - Requesting agency (Escondido Fire Department).
 - Type of emergency
 - Type of event (Immediate Need or Planned Need)
 - Incident location and nearest cross street
 - Thomas Brothers map page or Zone Map page and coordinates and staging area.
 - Type of units requested (Type I Engine, Type III Brush, Truck, etc),
 - Incident Commander's radio call name
 - Assigned Command and Tactical frequencies
 - Strike team travel channel will be ESC TRVL 2K.

		Section # 6.7
SUBJECT: DISPATCHING MEDICAL EMERGENCIES		Page 1 of 1
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- I. The primary responsibility of the Paramedics is to respond to all medical emergencies.
- II. DISPATCHING MEDICAL EMERGENCIES:
 - A. Dispatch ALS/or Engine per CAD recommendation.
 - B. If ALS units are out of service, call North Com.
 - C. For type code BEDAST dispatch only closest Engine Company.
 - D. If the Confined Space Rescue Trailer is requested add and dispatch 1371 to the call. Crew members from 1371 will use 1390 (utility vehicle) to take the trailer to the scene. Also call North Com. And request Mutual Aid for the San Marcos Confined Space Rescue Trailer.
- III. Assistance to the ALS units by an Engine company:
 - A. The units may request an Engine company to the scene of any medical emergency, depending upon the individual circumstances.
 - B. Truck 1371 may be requested to respond to specialized incidents (cave-ins, cliff rescue, rollover accidents, extrication, people trapped under a vehicle or house, etc.). If the Confined Space Rescue Trailer is requested add and dispatch 1371 to the call. Crew members from 1371 will use 1390 (utility vehicle) to take the trailer to the scene.
 - C. Truck 1371 and Utility Vehicle 1390 are equipped with Rescue tools.

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.8
SUBJECT: ENGINE COMPANY OPERATIONS/MULTIPLE ALARM ASSIGNMENTS		Page 1 of 1
Originating Date: July 1982	Revision Date: June 2007	

- I. ENGINE COMPANIES: Shall have a primary responsibility to respond to fires or fire-related calls.
- II. MOVE-UP AND COVER-OFF: Units will retain normal radio designations when covering other stations. Fire Stations #1 and #2 must be covered at all times. If the engines from either Station #1 or Station #2 will be out of service for an extended length of time an Engine from Station #3, #4 or #5 will be moved up to cover the appropriate station. If no Escondido Engines are available to move up North Comm will be contacted for an Automatic Aid Engine to move up and cover the appropriate Fire Station.

III. SECOND ALARM OR GREATER:

A "second alarm" occurs when, after the dispatch of a normal assignment to an incident, the officer in charge determines that more personnel and/or equipment are needed at the scene. The officer in charge will then notify the Communications Center that a second alarm assignment is needed and will inform Communications what the needs are.

Notify Battalion Chief when two or more fire units are out of service at emergencies, and all Mutual Aid or automatic requests. Notify the on duty Division Chief of all second alarms, firefighter injuries requiring hospitalization, firefighter/civilian fatalities. Notify North Comm. of Code "N" Emergencies. Notify Zone Dispatch of all requests for Zone Mutual Aid. Request for Mutual Aid should be specific, Engine, Truck, Brush equipment. Automatic aid requests are made directly to the dispatching agency.

NOTE: NORTH COUNTY ZONE UNITS - Respond on Esc 800 MHz North Command 3 TAC 5.
SAN DIEGO UNITS - Respond Esc. 800 MHz North Command 3 TAC 5.

IV. FIRE SEASON RESPONSE/BRUSH FIRES:

- A. Dispatchers are to enter "VEGHI" for all grass/brush assignments within our response area.

NOTE: It should be our practice to follow burn day information given by CDF.

V. HAZARDOUS SPILL NOTIFICATION

- A. If requested to notify the industrial waste inspector page Public Works Street Stand-by and they will contact the inspector.

Written by Garry Wells	Communications Sect. Approval Scott Alvord
Title Communications Manager	Title Fire Division Chief

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BEE -- (non-hostile) One Engine company

BOUNDARY LINE -- Same as type of call.

CAVE-IN -- Two Engine companies, ALS, or Truck, B/C (shoring equipment if requested from Public Works), same response as Rescue.

CHEMICAL SPILL ON STREET (small amount) -- One Engine company (B/C or Haz. Mat. Coordinator if requested by Engine company).

CHEMICAL SPILL ON PRIVATE PROPERTY (small amount) -- One Engine company (B/C or Haz. Mat. Coordinator if requested by Engine company).

COMMERCIAL FIRE ALARMS -- One Engine and One Truck, call inside number for business after units are dispatched, if canceled en route, the Engine may choose to continue to investigate.

CONFINED SPACE -- One Engine, One Truck, One Medic and the Battalion Chief. The Confined Space Rescue Trailer is a 24' enclosed trailer containing technical rescue equipment. This trailer is quartered with 1371. When the trailer is requested, crew members from 1371 will use 1390 (utility vehicle) to take the trailer to the scene.

DUMPSTER, TRASH, RUBBISH -- (next to a structure) -- First Alarm structure, Three Engine companies, One Truck, Paramedics, B/C. In open area -- One Engine.

EXTINGUISHED FIRE -- District Engine company.

GAS -- (Natural, Propane, Cylinder) One Engine company (small leak or odor only).

GAS -- (Natural, Propane, Cylinder) Two Engine companies (valve, line break).

GASOLINE FIRE OR LARGE QUANTITY -- Three Engine companies, Truck, ALS, B/C.

GASOLINE -- (Small spill from auto) One Engine company.

HIGH RISE STRUCTURE FIRE -- Fires or alarms -- Four Engines, One Truck, Two ALS and Battalion Chief.

GRASS OR BRUSH -- Follow first alarm grass assignment per CAD recommend.

MOBILE HOME -- Three Engine companies, ALS, One Truck, B/C.

MULTI-RESIDENTIAL FIRE ALARM -- Three Engines, One Truck, One ALS and Battalion Chief. Call inside contact number after units are dispatched, if canceled en route, the first in Engine may choose to continue to investigate.

MUTUAL AID -- Refer to Mutual Aid Section.

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Title Communications Manager	Title Fire Chief

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O.E.S. -- Refer to B/C (County or State Mutual Aid).

OTHER FIRE OUTDOORS -- One Engine company.

RESCUE (TECHNICAL) -- Two engines, One Truck, One ALS and Battalion Chief (cave ins, trench, confined spaces, high angle).

RESIDENTIAL FIRE ALARMS -- One Engine, call the inside number after unit is dispatched, if canceled en route, the Engine may choose to continue to investigate.

STILL ALARM -- Dispatch per type of Alarm.

STRUCTURES -- First alarm assignment per CAD, Three Engine companies, One Truck, ALS, B/C per policy.

SWARM (bee attack) – Two Engines and One ALS.

SWIFT WATER RESCUE – One Engine, One Truck, One ALS, Battalion Chief and Helicopter.

MOTOR HOME -- One or Two Engine companies as per information.

VEHICLE -- (inside structure) Three Engines, One Truck, One ALS and Battalion Chief

VEHICLE – (outside structure) One Engine company

WATER LEAKS -- WATER VACUUM -- One Engine company and One Truck if needed.

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.10
SUBJECT: EMERGENCY COVERAGE ON CENTRE CITY PARKWAY, I-15, AND HIGHWAY 78		Page 1 of 1
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- I. The Fire Department will cover I-15, Highway 78, and unincorporated areas as follows:
 - A. I-15 FREEWAY - In its entirety from Lake Hodges Bridge on the south, to the extreme north city limits at Centre City Parkway. Also, notify the appropriate agencies if a boundary line situation exists.
 - B. HIGHWAY 78 - Escondido Fire Department will cover Highway 78 from Nordahl to Broadway. For calls on Highway 78 between Nordahl and I-15, also request an Automatic Aid Engine from San Marcos through North Com.
 - C. UNINCORPORATED AREAS - Escondido Fire Department will respond to all reports of injury and no detail traffic accidents in the unincorporated County areas that are within our fire jurisdiction. Escondido Fire Department will also respond to injury and no detail traffic accidents on the I-15 and Highway 78 areas as shown above.

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.11
SUBJECT: BOUNDARY LINE RESPONSES		Page 1 of 1
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- I. On all boundary line emergencies, dispatch the appropriate City units and notify the proper adjoining agency.
- II. If the responding units arrive at the City boundary and determine that the emergency is outside the city, and out of sight, the responding units shall return to quarters after verifying through the dispatcher that the appropriate agency is responding. If the emergency is outside the city, but within sight, one City engine shall investigate the emergency and take appropriate action to stabilize the scene until the proper agency arrives.
- III. Extended Coverage
 - A. Lake Wohlford Road — From Valley Center Road to Oakvalle Road, also notify Cal Fire.
 - B. Valley Center Road —From Lake Wohlford Road to Ridge Ranch Road. Also notify Cal Fire.
 - C. If Escondido City units determine the incident is outside of the city, only one medic unit shall be taken out of the city. As soon as Cal Fire units are on scene and a transfer of command has occurred, every effort shall be made by Escondido units to return to service.
- IV. When responding to reports of a Vegetation Fire in the County portion of our Fire District, broadcast an announcement over Fire CC:

“North Com Fire/Monte Vista Fire/San Diego Fire, Escondido Fire on Fire CC. Our units are responding to the report of a vegetation fire in the area of San Pasqual Valley Road and Highland Road on Escondido TAC 2I.”

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Title Communications Manager	Title Fire Chief

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1. ACID SPILL (See Chemical Spill or Incident).
2. ACCIDENTS EN ROUTE TO ALARMS:
 - A. Dispatch cover apparatus to complete assignment.
 - B. Dispatch ALS or BLS, if requested.
 - C. Notify Battalion Chief.
 - D. Dispatch Police unit for report.
3. AGRICULTURAL SPILL (Pesticide):
 - A. Dispatch one Engine company.
 - B. Inform County Dept. of Agriculture, Pesticide Division at (858) 694-2748, Station M [REDACTED] after hours.
 - C. Notify Battalion Chief if requested (Haz. Mat. Coord./H.I.R.T./County upon request).
 - D. If large spill, notify Police field commander.
4. AIRCRAFT CRASH:

Dispatch per situation. Notify Federal Aviation Authority (FAA), Business & Public number (619) 557-5281, (Private) Regional HQ's 24 hr. [REDACTED]
5. AIR SUPPLY:
 - A. Station #1 primary, Station #2 secondary
 - B. Contact North Com.
6. AIR POLLUTION - BURNING REGULATIONS:
 - A. Compliance (858) 650-4550
 - B. Burn Day information, (858) 650-4777 (recorded), submenu 3.
7. ALARM SYSTEM - PRIVATE ALARM COMPANY:

Many major occupancies have private alarm systems connected to a central station receiving point, and then retransmitted to the Fire Department.

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8. AMBULANCE-SELECTIVE DISPATCHING:

The duty ambulance will be dispatched to medical calls when all Escondido ALS/BLS units are out of service and North Com Fire does not have an Auto Aid ALS unit available. The duty ambulance may also be dispatched when requested by Police or Fire units.

9. AREA FIRE COORDINATOR:

CAL FIRE Monte Vista is responsible for coordination of MUTUAL AID in San Diego County. Escondido fire requests Mutual Aid through North Com.

10. ARSON DETAIL:

State Fire Marshal (San Diego); (909) 782-4878, [REDACTED] or Monte Vista CDF Communications.

11. ASTREA: (SDSO Helicopter) Base phone number [REDACTED]

12. ATOMIC MATERIAL/NUCLEAR INCIDENT:

Notify Office of Disaster Preparedness (858) 565-3490) who will order radiation specialists to the area of the incident and make incident reports.

13. BOMB THREAT OR ACTUAL BOMB FOUND:

(See Section 4.9 for information on the Bomb Detail)

14. BURN CASES (Injury or Death)

Dispatch according to CAD. If requested, notify UCSD CENTER.

15. BURN PERMIT:

Refer to Fire Prevention Office at the administrative offices.

16. CALIFORNIA CONSERVATION CORPS (See Disaster) [(760) 765-3289 -3289 or 952-5627].

17. CAL-OSHA: (See Industrial Accidents)

18. CALIFORNIA STATE-OWNED OR OCCUPIED BUILDINGS:

The State Fire Marshal is required by law to investigate every fire or explosion in any state institution, state-owned building, or those portions of a building which

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are leased or rented by the state. In order for them to comply, they should be notified immediately. State Fire Marshal (916) 323-7390.

19. CAL-TRANS HIGHWAY EMERGENCIES:

Major accidents or spills on the highway between 0700-1700 hours call (858) 467-3087, between 1700-0700 hours call [REDACTED]

20. CASUALTY COLLECTION POINTS: (= Field Hospitals)

In the event of an area-wide disaster, the Office of Disaster Preparedness has designated several collection points for medical victims of the disaster. The collection points will be:

- A. Escondido High School.
- B. San Pasqual High School.

The American Red Cross will provide shelters for displaced people: Escondido (745-3221), San Diego (619-542-7642), 24 hours.

21. CAVE-INS

When we respond to the report of a cave-in, we will dispatch shoring equipment. Shoring equipment can be dispatched from Public Works.

Technical teams are also available through Public Works.

22. CHEMICAL SPILL OR INCIDENT

- A. Determine type and quantity.
- B. Dispatch one Engine company on small spill; Two Engine companies, One ALS, One Truck and Battalion Chief on large spill.
- C. If in the street, notify the Police Field Commander and Public Works or Caltrans on I-15 or Highway 78.
- D. If advised by Battalion Chief or company officer, call H.I.R.T. (Hazardous Incident Response Team).

CHEMTREC: A national source of assistance to organizations concerned with chemical emergencies. Immediate information can be supplied for the handling of a product. However, you must determine the chemical name and type of incident. See Hazardous Materials Emergency Response Guidebook, or Emergency Action Guidebook. Fill out "information for CHEMTREC" sheet before calling (800) 424-9300.

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D. Hazardous Material File (MQ)

A. On-line information on hazardous materials **can be obtained by sending a MQ message** through NLETS. The inquiry will be made on a four (4) digit internationally recognized code called a "UN number". This number, normally found on a placard on the vehicle, will relate directly to the hazardous material therein. The response will indicate a variety of information including:

1. Chemical name
2. Personal Safety precautions
3. General Handling procedures
4. Disposal methods
5. Degree of hazard to public health, and
6. Availability of countermeasure materials.

B. Although **CHEMTREC** does not have a direct link in this process, every response will direct the user to contact **CHEMTREC** at **(800) 424-9300** if an actual emergency exists. CHEMTREC not only can provide one on one contact, but may also have additional and/or more detailed information on the chemical in question.

NATIONAL RESPONSE CENTER: reporting agency for spill into a waterway. (800) 424-8802.

E.P.A. NOTIFICATION - (800) 300-2193

E. For flammable or hazardous material dumped/washed into the sewer system, notify the Sewer Treatment Plant immediately (X6290).

F. Information needed for Hazardous Spill Report: (See CHEMTREC Information sheet).

1. Location
2. Name of chemical (have unit on scene spell it)
3. Manufacturer
4. Type and condition of container
5. Injuries or exposures
6. Weather conditions
7. Description of area

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- 8. Name and telephone of caller
- G. Also notify (optional):
 - 1. State Office of O.E.S. (619-525-4287)
 - 2. County Department of Health Services, (619) 338-2222 (Division of Environmental Health Protection).
 - Water Resources
 - Air Quality Control
- H. Chevron Chemical (Chevron Products Toxicity Information) (800) 231-0623.
- I. It may be necessary to contact a company that will rid the area of contamination by a pesticide, chemical or large quantities of gasoline.

Should this be the situation, the Fire Department can contact the:

After Hours Cleanup Companies

NOTE: This is a partial list of cleanup companies, which will respond after hours. There are several other cleanup companies operating in San Diego County, which will provide after hour response services, phone book under Environmental and Ecological Services.

Action Cleaning
 1620 Newton Avenue
 San Diego, CA 92113
 CAD 980812978
 24-Hour Number: [REDACTED]
 Contact: None

American Processing Co. Inc.
 2468 Van Ness Avenue
 National City, CA 92050
 CAT 080013410
 24-Hour Number: [REDACTED]
 Contact: Tim Richardson

Chemical Waste Management
 35251 Old Skyline Road
 Kettleman City, CA 93239
 CAD 003986718
 24-Hour Number: [REDACTED]
 Contact: None

Pacific Trans
 1452 North Johnson Avenue
 El Cajon, CA 92020
 CAD 095894556
 24-Hour Number: [REDACTED]
 Contact: None

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These are private enterprises. They will bill the carrier, who is legally responsible for the spill.

BIO-HAZARD CLEANING COMPANIES:

Clancy Contracting Services (619-423-1453) will be used by Police/Fire for clean up of residues at a crime scene or trauma scene. The following companies may be provided for referral to the public. KEM is back-up if "Clancy" not available, KEM also has contract with Public Works for hazmat services.

KEM 619-409-9292	California Interior Services 619-232-7519
Cleanway Carpet Care 619-214-1900	McBrides Cleaning 619-584-9234
Trauma Crime Cleanup 888-305-1198	Susan Meyer Cleaning 619-476-1987
Jim Sutton Trauma Cleanup 619-562-2890	

J. CAL-TRANS Assistance:

For a spill on a highway, CAL-TRANS will barricade the highway, contact other emergency agencies as needed and stand by until their arrival, and generally take responsibility for the situation as needed.
San Diego 24-hour emergency number (619) 467-3087

23. CONFINED SPACE:

A person trapped or otherwise in an area that is not tenable for normal occupancy. Examples: Water Tank, Sewer Pipe, Storm Drain, Beneath a house.

Normal Working Hours: If requested contact Public Works to request the Confine Space Entry Team.

After Hours: Contact the on-call person for collections and request the Confined Space Entry Team respond.

If the Confined Space Rescue Trailer is requested, add and dispatch 1371 to the call. Crew members from 1371 will use 1390 (utility vehicle) to take the trailer to the scene. Also call North Com and request Mutual Aid for the San Marcos Confined Space Rescue Trailer.

24. DISASTERS:

- A. Office of Disaster Preparedness (619) 565-3490
- B. Annex "D" is the operational plan to help handle medical responses that are beyond local resource capability. When notified by on scene units that Annex "D" is to be activated, Dispatch will notify AMR (Ambulance Coordinator) (760) 726-4842 or (858) 492-8111 and the SDSO (Station M) (858) 565-5030 of the activation. When the on-scene Incident Commander

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requests medical transport units, Dispatch will call AMR direct with the request. Be prepared to provide AMR with the following information:

- Location of incident
- Nature of incident
- Number of injured/dead
- Ambulance staging area
- Route of response if needed
- Contact person and radio frequency (recommend County Mutual Aid Tac1-4)

When a suspected Weapons of Mass Destruction incident occurs and when requested by on-scene units, contact the SDSO (858) 565-5030 and request the Metropolitan Medical Strike Team (MMST).

- C. California Conservation Corps [(760) 765-3289 or (760) 765-0140 24 hours] is designed to offer assistance in the advent of a local emergency such as flooding, earthquake and dam failure.

25. ECHO I

Primary command and control center for San Diego Fire and Radio Network Systems. All inter-zone and OES mutual aid operations are handled through ECHO I under the direction of the area fire coordinator (CAL FIRE , Monte Vista).

ECHO II

Backup to ECHO I, located at San Diego County Operations Center in Kearny Mesa.

COMMAND VEHICLES

Escondido Command Van, San Diego Fire COMM I, and CAL FIRE communications command vans.

26. ELECTRICAL EMERGENCIES (including electrocution)

[REDACTED] 24-hour emergency, San Diego Dispatch Center-after hours).

27. EXPLOSIVES AND BLASTING PERMITS

Refer to Fire Prevention Office (X5400)

28. EXTINGUISHED FIRE

Dispatch one Engine company to take a report.

NOTE: If you are not positive the fire is out, dispatch a normal assignment per CAD.

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29. FIRE HYDRANTS

- A. Out of Service - Notify all stations
- B. KNOCKED OVER - Dispatch one Engine company; dispatch appropriate water district.
- C. Leaking - Profusely, one Engine company. Slightly, notify appropriate water district during normal business hours.

30. FIRE IN FOOD HANDLING OR SERVING ESTABLISHMENT (incl. grocery stores)

The Department of Health is notified of fires that occur in any establishments that sell or serve prepared or processed foods. These establishments must be inspected prior to reopening.

Department of Health ((760) 471-0730), business hours.

After hours: Station M [REDACTED]

31. GAS-LIQUID (L.P.G.)

Emergency contacts are:

- A. Natural Gas - SDG&E (888) 320-1906, if requesting gas shut off, ask that the "Gas on Duty" person call the Chief or Captain on their cell phone.
- B. Ferrell Gas - 107 S. Vinewood (760) 746-5500

32. HEALTH DEPARTMENT (See fire in food handling establishment).

33. HEAVY MOTIVE EQUIPMENT FOR EMERGENCY RESPONSE

Refer to Public Works call-out list for type of response. Also see Resource Manual.

34. HELICOPTER RESCUE SERVICE

- A. PALOMAR AIRPORT CONTROL TOWER [REDACTED]
[REDACTED]
Will need map coordinates and freq.
NAS North Island [REDACTED]

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B. AIR AMBULANCE

Dispatch Center 1-800-244-4249

C. SHERIFF'S HELICOPTER (ASTREA, COUNTY COPTER 10 AND 12) **1st Choice for Rescue**

Communications ([REDACTED] [REDACTED])

D. SAN DIEGO FIRE (CITY COPTER 1)

Dispatch Center [REDACTED]

35. INDUSTRIAL ACCIDENTS

CAL-OSHA (Occupational Safety and Health) 24-hour service (619) 767-2280 (Field officer to fill out form for death or hospitalization).

36. KNOX BOXES - (This symbol is entered on Run Card).

A locked box which contains a key to the door of a business or gates to private residences. It is intended for use only by the Fire Department, and only the Fire Department has a key to the boxes. This procedure assures entry to a building without doing damage to doors or windows.

Sta. #1 & #2 have an exterior box for MA cover units.

37. MAIL (U.S.) BOX FIRE - Notify - Postal Inspector (858) 531-8250 or (800) 729-3324

38. MASS CASUALTY APPARTAUS - Self-contained unit owned by the San Diego County Unified Disaster Council and transferred to local fire agencies. Requested through Zone Communications Center (North Com) and is equipped with stabilization supplies to transport 50 patients.

39. MASS DECONTAMINATION UNIT (ESC MDU103) - Self-contained unit owned by the San Diego County Unified Disaster Council and transferred to local fire agencies. Requested through Zone Communications center, however, for local incidents, ESC MDU103 can be dispatched by Escondido Fire and responded from Fire Station 5 and manned ESC MDU103. The MDU can handle up to 200 exposed victims needing decontamination via two decontamination tents.

40. MODEL ROCKET PERMIT - Refer to Fire Prevention Office

41. NEWS MEDIA - Coverage of Emergencies: (Code "N")

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Notify the following upon receipt of a fire fatality or if there is a fire of a magnitude that requires a second alarm or greater (verify with Incident Commander first):

- A. Notify Fire Chief and Duty Chief if not already on scene.
- B. If requested, notify North Com., of a Code "N" and they will handle all notifications.

42. NUCLEAR INCIDENT

- A. Notify Office of Disaster Preparedness (O.D.P.) (858) 565-3490 and State of California Radiologic Health Section (760) 237-7821.
- B. For Radiation: Notify
 - 1. O.D.P. – (858) 565-3490 San Diego
- C. Weapons:
 - 1. O.D.P. (Office of Disaster Preparedness) (858) 565-3490
 - 2. Navy Dispatch for EOD (619) 524-2006.

NOTE: Radioactive material licensees in the City of Escondido are:

- 1. Palomar Memorial Hospital, 550 E. Grand
- D. Hospitals equipped to handle radioactive contaminated patients (will be coordinated through the Office of Disaster Preparedness, O.D.P.):

43. OFFICE OF EMERGENCY SERVICES-FIRE AND RESCUE DIVISION (OES):

CAL FIRE Monte Vista, [REDACTED]

44. PALOMAR MEMORIAL HOSPITAL:

- A. All telephones in the Communications Center have a direct "hot" line to the switchboard of PMH.
- B. All pertinent information regarding the exact locations of alarms must be ascertained and relayed to responding units.

45. PERSONNEL ROSTER

A current roster of Fire Department personnel shall be located in the Fire Manual.

46. POISON CENTER: 1-800-876-4766

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Title Communications Manager	Title Fire Chief

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47. PUBLIC WORKS RESOURCES

Normal working hours 8 a.m. to 5 p.m., Monday through Friday - X4668. After hours, holidays, and weekends - refer to emergency call out lists (Information Manual).

48. RED CROSS - 311 E. Valley Pkwy, Escondido

Consult emergency call-out list (24-hour emergency 800-448-3543, Escondido Office (760) 745-3221). For emergency personnel call-out, see Fire Information Manual.

49. SAFELY SURRENDERED BABY – California’s Safely Surrendered baby law allows parents to legally surrender their baby 72 hours old or younger to an employee of a hospital emergency room or fire station without fear of arrest or prosecution, as long as the baby has not been abused or neglected.

50. SANDBAGS

(Will be in Emergency Resources Manual): Usually Public Works can provide what is needed.

51. SHORING EQUIPMENT - Call Public Works.

52. SMOKE DETECTORS

If a person calls with a smoke detector sounding, we only respond to an actual smell of smoke, sighting of fire, etc. There are frequently dead batteries or malfunction that make detectors sound unnecessarily.

53. SPRINKLER SYSTEMS-SHUTDOWN FOR REPAIR OR MAINTENANCE

Determine length of time for shutdown and exact portion of building affected. Report to all companies and to Fire Marshal. Obtain name of company and individual reporting the shutdown and their telephone number.

54. STILL ALARM

When a fire/medical emergency is reported directly to a fire station, collect and record all information as though you were receiving an emergency phone call. Once this is completed, dispatching is carried out in the usual manner.

55. STRIKE TEAM

Strike team is the term used for a group of like firefighting units with personnel who respond together to a major emergency. When we are involved in Mutual Aid,

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we will send a unit as part of the strike team, usually with one captain, one engineer, one firefighter.

56. WATER EMERGENCIES - FLOODING

The Fire Department will answer emergency situations involving water leaks and flooding only if the source of water is other than sewer water (toilet), etc.

57. WATER RESCUES

North Comm. – Swift Water Team
City of San Diego Lifeguard
San Diego Sheriff Helicopter (ASTRA)

58. **FUEL (GASOLINE AND DIESEL):**

ESCONDIDO MOTIVE DIV.

475 N. Spruce
(760) 839-4883 (City Shops)

Unleaded and diesel – fuel ring or authorizer required. Pumps available in the event of power failure, operate off emergency generators

ESCONDIDO FIRE STATION #2

421 N. Midway Dr.
(760) 839-4705

Diesel only. Fuel can be pumped using emergency generator power.

ESCONDIDO FIRE STATION #3

1808 Nutmeg St.
(760) 839-6233

Diesel only. Fuel can be pumped using emergency generator power.

ESCONDIDO FIRE STATION #4

3301 S. Bear Valley Parkway
(760) 839-4787

Diesel only. Fuel can be pumped using emergency generator power.

ESCONDIDO FIRE STATION #5

2319 Felicita Road
(760) 839-4708

Diesel only. Fuel can be pumped using emergency generator power.

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ESCONDIDO FIRE STATION #6

1735 Del Dios Road
(760) 839-6336

Diesel only. Fuel can be pumped using emergency generator power.

ESCONDIDO FIRE STATION #7

1220 N. Ash St.
(760) 839-6237

Diesel only. Fuel can be pumped using emergency generator power

COMMERCIAL:

PLAVAN PETROLEUM (CHEVRON PRODUCTS DISTR.)

321 S. Quince St.

(760) 745-6922	(Bus. Hrs.)	(Mon. – Fri.; 7 A.M. – 5 P.M.)
(760) 745-6922	(Emerg.)	(Jeff Lewis – Approx. 30 min. response time)
(760) 480-4834	(Emerg.)	(John Plavan – Approx. 30 min. response time)

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Chief

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I. AIRCRAFT SUPPORT FOR FIRE INCIDENTS:

Aircraft support may be requested by the Incident Command and/or Battalion Chief and will be specific in nature. We will need to provide the agency with normal mutual aid information, i.e. Escondido run number, type of incident, location, Thomas Brothers map page, ground contact and talk group.

Air Tankers: Requested directly though the California Department of Forestry (Emergency. number 619-442-1615). You will need to give them our City code (ESC) and our C.F.I.R.S. number (37070) along with the run number of the incident. Note: C.D.F. will also handle requests for bulldozers.

"Wildland Response" requested directly through CDF. Will result in CDF sending 5 Engines or Brush units, 3 helicopters, 2 fixed wing aircraft, 2 hand crews and a Battalion Chief. We will need to provide CDF with our Run #, TB Map page, IC, Radio talkgroup and Latitude and Longitude if possible.

ASTRA requested through SDSO and used primarily for rescues inside or outside the City limits.

II. ELEVATOR REPAIR:

Millar Elevator Service (858) 292-9324

III. WATER REMOVAL AND FIRE CLEANUP COMPANIES:

Rebels Rents - 142 W. Mission, 745-2741.

Yellow Pages

Written by Garry Wells	Communications Sect. Approval Scott Alvord
Title Communications Manager	Title Fire Division Chief

		Section # 6.13
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AMAKUS TOOL – Extrication tool (Jaws of Life) Aka HURST TOOL AND HOLMATRO TOOL

ALARM -- Signal or message from a person or device indicating an emergency.

APPARATUS -- Any Fire Department emergency vehicle.

AVAILABLE -- Term used when apparatus is free to respond.

BASE STATION -- Central dispatching station.

BATTALION CHIEF – Responsible for Day to Day fire fighting activities. 1st tier of emergency response and department operations, similar in rank as a Lt. in the Police Department.

BREATHING APPARATUS -- (B.A., Air Pack) Breathing device used in untenable conditions.

BRUSH TRUCK -- Fire apparatus designed to combat grass and brush fires, sometimes referred to as Type III engine.

CAPTAIN -- Officer in charge of a company.

CHAIN OF COMMAND -- Fire Chief, Division Chief, Battalion Chief, Company Captain, Engineer, Firefighter/Paramedic.

CHAPLAIN--Civilian Volunteer for the Fire Department personnel.

COMMITTED -- Term used when apparatus is engaged and unable to respond to another incident.

COMPANY -- A crew of members under the command of a Company Captain assigned to a station with apparatus.

CONFINED SPACE RESCUE TRAILER – A 24’ trailer containing technical rescue equipment, if requested crew members from 1371 will use 1390 (utility vehicle) to take the trailer to the scene. When an Auto/Mutual aid request is received for Confined Space Rescue Trailer, dispatch 1371. When the Confined Space Rescue Trailer is dispatched to a call in our City call North Com and asks for Mutual Aid with the San Marcos Confined Space Trailer.

CONTAINED -- The term used when a fire is confined to a definite area.

CPR -- Cardio-pulmonary resuscitation.

DISTRICT -- That area in which a company is normally the first to arrive.

Written by Wilma Daubman	Communications Sect. Approval Randy Licata
Title Communications Manager	Title Fire Division Chief

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DUMPSTER -- An industrial-size rubbish container.

DIVISION CHIEF -- Filled by a Division Chief on a rotating basis as the 2nd tier of emergency response. Will respond in the absence of the Battalion Chief. Similar to the rank of Captain in the Police Department.

EMERGENCY -- See "Classification of Alarms."

ENGINE -- See "Pumper."

ENGINE COMPANY -- Triple combination pumper and assigned personnel, may be referred to as a Type I Engine.

ENGINEER -- Fire Department member assigned to drive and operate apparatus.

EQUIPMENT AND APPLIANCES -- The inventory of a fire apparatus, used in all types of emergencies.

EXPOSURE -- Property endangered due to its proximity to fire.

EXTRICATION -- Term used meaning person unable to get out of a wrecked vehicle without assistance.

FALSE ALARM -- An alarm given with malicious intent or without reasonable cause, or mechanical malfunction.

FIRE MARSHAL -- Officer in charge of Fire Prevention Bureau.

FIRST IN DISTRICT -- See "District."

FIRE WATCH -- The assignment of one or more personnel to the scene of a fire which has been extinguished, but which requires monitoring because of a possible rekindle or vandalism.

FLANK -- Grass fire term used to designate a side of the main body of fire.

FULLY INVOLVED -- Term for structure or vehicle completely engulfed in flame.

HEAD -- Grass fire term used to designate the forward position of a fire.

HOSE LAYS -- Simulated fire ground exercise (AND HOSE EVOLUTIONS).

INCIDENT COMMANDER -- Officer in charge of an incident.

IN-SERVICE INSPECTION -- A company making an inspection while remaining available.

Written by Wilma Daubman	Communications Sect. Approval Randy Licata
Title Communications Manager	Title Fire Division Chief

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INVESTIGATING -- Term used when cause of emergency is being determined.

KNOX BOX -- A box attached to the outside of a building containing a key to the door of a building. A knox box key switch is used to open gates and other entrances.

LADDER COMPANY -- Aerial ladder or elevated platform and assigned personnel.

LAY A LINE -- Attaching hose to a hydrant, thus committing apparatus to an incident. (LAYING A LINE).

MASS CASUALTY APPARTUS—Self-contained unit owned by the San Diego County Unified Disaster Council and transferred to local fire agencies. Requested thru Zone Communications Center (North Com) and is equipped with stabilization supplies to transport 50 patients.

MASS DECONTAMINATION UNIT (ESC MDU103)—Self-contained unit owned by the San Diego County Unified Disaster Council and transferred to local fire agencies. Requested thru Zone Communications Center; however, for local incidents ESC MDU103 can be dispatched by Escondido Fire and respond from Fire Station 5 at 2319 Felicita Road. If Engine 1315 is not available and with the on-duty BC approval, another Engine Company can respond to Fire Station 5 and manned ESC MDU103. The MDU can handle up to 200 exposed victims needing decontamination via two decontamination tents.

MOVE-UP -- Movement of Fire companies to cover vacated stations.

MUTUAL AID -- Assistance given by one department to another on a prearranged basis.

NORMAL ASSIGNMENT -- (Full assignment) The predetermined response of companies and apparatus to an incident.

OFFICER -- Fire Department officers in order are: Fire Chief, Division Chief, Battalion Chief, Captain.

OUT-OF-SERVICE -- Apparatus unable to respond.

PAGE-COM -- Portable receiver, paging device.

PLATOON -- (Shift/Division) Entire firefighting personnel on duty during a 24-hour period commencing at 8:00 a.m.

PUMPER -- Basic apparatus of an Engine company.

QUARTERS -- See "Station."

RADIOLOGICAL MONITORING -- An instrument designed to measure radioactivity (radiation).

Written by Wilma Daubman	Communications Sect. Approval Randy Licata
Title Communications Manager	Title Fire Division Chief

SUBJECT: TERMS

Originating Date: July 1982

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RECALL -- The summoning of off-duty personnel back to duty.

REKINDLE -- When a fire has re-ignited after being apparently extinguished.

RESCUE SAW – A saw usually used in ventilating a building.

RESCUE TRUCK -- Fire apparatus with special rescue equipment.

RESPOND -- Answering of an emergency.

RUN -- Response to an alarm.

SALVAGE -- Work done to reduce losses from smoke, water, and weather during a fire.

SMOKE CHECK -- Investigation of smoke or smoke odor from an unknown source.

SNORKEL -- Apparatus with an elevating platform.

STAGING AREA -- Selected site for fire companies and apparatus to assemble near an emergency.

STATION -- (Quarters) The Fire station and its property.

STILL ALARM -- Any alarm not received by telephone, radio, or alarm system.

STRIKE TEAM -- A group of common firefighting units with personnel assigned to a major emergency.

STRIKE TEAM LEADER – Chief Officer assigned to a group of common firefighting units.

TASK FORCE -- A group of mixed firefighting units with personnel assigned to a major emergency. Similar to a Strike Team but with uncommon unit types.

TASK FORCE LEADER – Chief Officer assigned to direct operations of the task force.

TRUCK COMPANY -- See "Ladder Company."

UNIT NUMBERING -- Method of identifying apparatus; Zone (1 & 2 are North Zone) (1311-1= Zone, 3=City, 1=type of apparatus, 1-station of apparatus.

VENTILATE -- To remove smoke from a building.

ZONE -- Geographical division within the County which comprises a number of Fire Departments.

ZONE COORDINATOR -- One Chief selected by other Chiefs in the Zone to direct and coordinate operations.

Written by Wilma Daubman	Communications Sect. Approval Randy Licata
Title Communications Manager	Title Fire Division Chief

		Section # 6.14
SUBJECT: BEE CALLS		Page 1 of 1
Originating Date: April 1999	Revision Date: May 2005	

The calls you will receive will be for a variety of situations. Some will not be life threatening while others will be and may involve multiple victims. Most of the callers will be anxious and demanding, although in many cases there will be no real cause for alarm and you can help defuse the fear. It will be important to distinguish the difference between emergency and non-emergency type calls. The following questions will help:

1. Is anyone being attacked and are the bees stinging in large numbers?
 - A. YES – use CAD type SWARM to dispatch 2 Engines and 1 ALS, call or page out Public Works to respond.
 - B. NO – but the swarm is near a daycare, school or other high traffic area and people could be at risk: use CAD type BEE and dispatch 1 Engine to stand by for Public Works, call or page out Public Works to respond.
 - C. NO – and the swarm is not near a daycare, school or high traffic area and people are not at risk: If on City property, call or page out Public Works to respond. Once on scene, the Public Works employee may request that an Engine be dispatched to assist in securing the area and stand by until the bees can be removed. If on private property, the property owner should be advised to contact a professional bee removal company. If the property owner insists that a City employee respond to check the swarm, call or page out Public Works. Once on scene, if the swarm is determined to present a potentially significant hazard to public safety and the property owner is absent, unwilling or unable to call an exterminator immediately, the Public Works employee will contact the pest control company. The property owner will then be billed for the removal.

2. During normal business hours contact Public Works at Ext. 4668, on Saturdays and Sundays between 0630-1530 hours call City employee Rudy Leso cell 802-0367, after hours page out the Public Works street standby person. Normally Public Works will contact the pest control company. Western Exterminators (760) 741-3186 has a contract with the City and should be able to respond within one hour. If Western Exterminators are unable to respond, All Cities Bees and Pest (760) 489-1521 may be called.

Written by Garry Wells	Communications Sect. Approval Scott Alvord
Title Communications Manager	Title Fire Division Chief

		Section # 6.15
SUBJECT: BRUSH FIRE SEASON INFORMATION		Page 1 of 1
Originating Date: October 1999	Revision Date: June 2009	

1. At approximately 0800 hours, we will receive weather/burn information over the radio or from Rancho Fire (Zone Coordinator) by telephone. This information will cause different dispatch and staffing procedures. At approximately 0830 hours, Dispatch will page and advise the Battalion Chief over the Alpha pager of the daily burn information. When subsequently notified that the weather/burn conditions have changed, Dispatch will page and advise the Battalion Chief over the Alpha pager and will call each fire station to advise them of the change. During Brush Fire season, or at any other time as directed by the Battalion Chief, always use CAD type code VEGHI when inputting calls. This will result in an additional Brush or Engine company being added to the call. First in districts will respond with their choice of engine or brush unit and the second in district should respond on the brush rig. Rancho Fire must always be informed when any of our units are placed out of service.

2. WEATHER/BURN INFORMATION

Permissive Burn Day – Permits to burn brush and debris will be issued through Fire Administration for a specific date and time. Recipients will confirm with Fire Administration during normal business hours or with Dispatch during non-business hours that it is a Burn day prior to starting to burn.

No Burn Day – All burn permits are suspended.

Medium Wildland – Fire stations will limit outside activities that may cause a delayed response time.

Battalion Chief to evaluate need to cancel burn permits.

CAD type code VEG M

High Wildland – Battalion Chief to administer staffing of up to two off-duty page-com crews.

Stations will complete all outside company activities by 1000 hours.

Battalion Chief will cancel all burn permits and may cause Daley Ranch to close.

CAD type code VEGH

Red Flag – Issued by the National Fire Weather Service based on information from the U.S. Weather Service for areas where the wind speed is expected to be 25 MPH or more and the humidity is expected to drop to 15 percent or less.

Red Flag Warning – Issued for a period of 24 hours based on the above criteria.

Red Flag Alert – Issued following a Red Flag Warning when it has been determined.

Resources are critical and/or multiple incidents are occurring.

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.16
SUBJECT: CAD TYPE CODES		Page 1 of 1
Originating Date: May 2000	Revision Date: July 2009	

1. CAD Type Codes

- A. When the combined incident mask is received for an 1180 entry and the call is other than a Vehicle Accident (VEHACC), the Fire type code must be changed (i.e., VEHPEL VEHBK VEHYCYC VEHEXT VEHARO) prior to inputting the call.
- B. All medical calls at Daley Ranch will be input with type code DALEY. Always determine if units should respond to the La Honda entrance or Cougar Pass entrance, and always ensure that the park ranger knows we are responding.
- C. Type code HAZ will also be used to enter commercial hazmat alarms, HAZPMC for hazmat at Palomar Hospital, HAZEXP for explosions involving hazardous chemicals.
- D. Type code SFHIRI will be used for fires and alarms at designated high-rise structures in the city. In the event of a second alarm response being requested for this type call, it will be necessary to add, and page out, P1 (public information officer) and to call North Com to request a Type 1 Strike Team (five Engines) and 2 Trucks.
- E. Type code SWIFT will be used for swift water rescues. At time of dispatch, a helicopter will also be requested to respond. The helicopter will be requested based on availability in the following order; County Copter requested through San Diego Fire, ASTREA requested via Law CC or SDSO, Coast Guard Helicopter requested directly from the Coast Guard (619) 683-6471. While enroute or upon arriving on the scene, Fire units may request that a Swift Water Team be dispatched. The Swift Water Team is requested through North Com.
- F. Structure Fire Commercial Alarms (SFCA) – Notify the City of Escondido Water Department whenever an alarm is received for a business at Westfield Shopping Center (AKA North County Fair). During business hours, call Public Works at x4668, after hours, page the water standby person.

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.17
SUBJECT: STAGE 3 ELECTRICAL EMERGENCY		Page 1 of 1
Originating Date: October 2000	Revision Date: May 2005	

1. When notified by the Office of Disaster preparedness (ODP) or SDG&E that a Stage 3 Electrical Emergency may result in rolling blackout, Dispatch will notify the following:
 - A. Watch Commander
 - B. Fire Battalion Chief
 - C. Police Administration and Captain of Patrol (during normal business hours, Monday through Friday, 0800-1700 hours).
 - D. City Manager's office (Monday through Friday) extension 4631. After hours or weekends, contact Joyce Masterson at home (747-6340).
 - E. Public Works in the following order until one is contacted.
 - 1) Mike Emberton 
 - 2) Steve Thomas
 - 3) Rob Miller
 - 4) Ira Morgan

2. An advised CAD Incident will be created to document the fact that the notifications have been made. When notified by ODP or SDG&E that a Stage 3 Electrical Emergency has ended, Dispatch will notify the Fire Battalion Chief and Police Watch Commander and update the original CAD Incident to document that the notifications have been made. Also notify the Captain of Patrol during normal business hours.

Written by Garry Wells	Communications Sect. Approval Scott Alvord
Title Communications Manager	Title Fire Division Chief

		Section # 6.18
SUBJECT: FIELD USER RADIO PLAN		Page 1 of 3
Originating Date: October 2000	Revision Date: November 2009	

Field Users Radio Plan

- A. This section is intended to describe both routine and emergency use of talk groups by fire department units and Dispatch.

ESC DISP 2A	Escondido Fire Dispatch	Used by communications center to announce incidents and to contact field units not assigned to active calls. Used by field units to hail the communications center when not assigned to incident. Dispatchers may assign single unit responses such as Vehicle fires, Smoke Checks, Lock out, Odor checks, Residential Fire Alarms, etc.
ESC TAC 2C		Tactical talkgroup assigned for Medical aid, Traffic collisions, Rescues. If a Command talkgroup is requested the IC will be assigned ESC CMD 2B. The Fire dispatcher will switch from TAC 2C to this Command talkgroup for all radio traffic pertaining to the incident.
ESC CMD 2B		Assigned as the command talk group in conjunction with ESC TAC 2C. The IC and Dispatch shall use this talkgroup to pass information and makes requests. When a command has been established, Dispatch will monitor that talkgroup, instead of the Tactical talkgroup.
ESC TAC 2I		This tactical talkgroup assigned for structure fires, vegetation fires, or any first alarm responses with the potential to build to a multiple agency incident.
ESC CMD 2H		Assigned as the command talkgroup used in conjunction with ESC TAC 2I.

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Division Chief

		Section # 6.18
SUBJECT: FIELD USER RADIO PLAN		Page 2 of 3
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ESC TAC 2E		Secondary tactical talkgroup for structure fires, vegetation fires, or any first alarm responses with potential to build to a multiple agency incident.
ESC CMD 2D		Secondary command talkgroup used in conjunction with ESC TAC E.
ESC TAC 2G used with ESC CMD 2F		These talkgroups are essentially unassigned tactical talkgroup. <i>Dispatch will not normally monitor these talkgroups.</i>
ESC TAC 2J/TAC 2O		
2 P ESC EMG		Emergency Button – Fire Talkgroup used for Emergency Activations.
ESC P DISP 1	EPD Disp. 1 "Station H"	This talkgroup is the primary Dispatch talkgroup used by Escondido Police Department. Due to the high amount of radio traffic on this talkgroup, fire department units, at their discretion, may monitor it.
ESC CITY WIDE	City Wide	This talkgroup is for citywide communications and is available on any City of Escondido radio. This talkgroup is primarily used for hailing units from different departments within the City (i.e., Fire Department units, calling Public Works units). When hailing a unit on this channel, direct them to go to one of the City Tac channels. No unit-to-unit traffic is permitted on this talkgroup. This talkgroup is <i>always</i> monitored.
ESC CITY TAC1 ESC CITY TAC2 ESC CITY TAC3	City Tac 1 City Tac 2 City Tac 3	These talkgroups are for use between departments within the City of Escondido. These channels are used for unit-to-unit traffic, and can also be used for coordination of units from different City departments during an emergency.

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Division Chief

		Section # 6.18
SUBJECT: FIELD USER RADIO PLAN		Page 3 of 3
Originating Date: October 2000	Revision Date: November 2009	

FIRE AIR	Fire Air	VHF is the preferred radio communications link with aircraft during wild land fires. While not many aircraft have 800 MHz capability, this talkgroup is the 800 frequency to talk with those that do. However, San Diego and SDSO have 800 HMZ.
MED AIR	Med Air	This talkgroup is used to hail air ambulances. Requests for air ambulances shall be made through Dispatch on the assigned Command channel. When the airship is in the vicinity, it shall be hailed on this talkgroup. After contact, radio traffic may be moved to a tactical talkgroup.
TRVL 2K		This talkgroup is essentially an unassigned tactical talkgroup. It is typically used as a travel channel for Zone strike teams and team leaders. <i>Dispatch will not normally monitor this talkgroup.</i>
ALS PALOMAR	ALS Palomar	This talkgroup is used for contact with Palomar Hospital's MICN. Typically only ALS units or Medic Engines will use this channel. It is available countywide. <i>Dispatch will not normally monitor this talkgroup.</i>

B. Additional information and key points:

- Dispatch may assign different command and/or tactical talkgroups from those listed above. This will be based on the amount of radio traffic at the time on a given talkgroup or other factors.
- Dispatch shall assign a tactical talkgroup to every incident involving more than two units.
- Units without CAD shall announce "en route" or "responding," announce "on scene," etc. on the assigned command talkgroup.

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Division Chief

		Section # 6.19
SUBJECT: EMERGENCY ACTIVATION		Page 1 of 1
Originating Date: July 2002	Revision Date: March 2008	

1. All portable radios are equipped with an emergency activation button to be used by field personnel in the event of an emergency situation. Regardless of what talk group the radio is selected to, the emergency activation will always default back to the primary Escondido Fire Dispatch talk group. Fire units will always use clear text in their radio transmissions. Radio code [REDACTED] will not be used with Fire units.
2. In the event of an emergency activation from a unit where there is no Incident Command established, the Fire dispatcher will broadcast over all in use talk groups the fact that an emergency activation has been received giving the unit identifier and location (i.e. ALL UNITS EMERGENCY ACTIVATION FROM 1311 PORTABLE A AT 1240 N. ESCONDIDO BLVD). If the location is unknown (ALL UNITS EMERGENCY ACTIVATION FROM 1371 PORTABLE B FROM AN UNKNOWN LOCATION), the Fire dispatcher will make one attempt to reach the unit on the radio if there is no response, Police units will immediately be dispatched code 3 to the location. Responding Police units may only be cancelled if the Fire unit later comes up on the radio and advises that the activation was accidental or that no Police assistance is needed.
3. If an emergency activation is received from a unit assigned to an established incident command (i.e. Fig Street IC for a structure fire), the Fire dispatcher will immediately contact the incident command and advise of the emergency activation (Fig Street IC Escondido Fire, emergency activation from 1312 portable A). The incident command will determine what if any assistance is needed. If mutual/auto aid units are assigned to the incident and an emergency activation is received on another Fire agency's dispatch talk group, the Fire dispatcher will notify the incident command of the activation. Incident command will then ensure that all mutual/auto aid personnel are accounted for.
4. Fire units with an Emergency Activation will always use clear text to advise what type of assistance is needed (i.e. "Escondido Fire 1312 I need PD units for traffic control", "Escondido Fire 1313 send PD units Code 3 for a combative patient"). If the request is not clear, the Dispatcher will ask the unit if they need the Police units to respond Code 3.

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Division Chief

		Section # 6.20
SUBJECT: MMST Activation Procedure		Page 1 of 1
Originating Date: July 2004	Revision Date: July 2009	

The Metropolitan Medical Strike Team (MMST) is a rapid-response, multi-disciplinary, multi-jurisdictional team designed for support in the event of a terrorism incident involving chemical and radiological weapons of mass destruction. With over 180 members, the MMST can begin operations within 90 minutes of a terrorist incident or disaster involving hazardous materials. The MMST is composed of personnel and assets from fields of medicine, hazardous materials response, law enforcement (FBI, City and County Specialized Weapons Assault Teams and Bomb Squads), fire, and EMS agencies. The MMST is a self-contained entity with its own communications system, multiple detection and hazardous agent identification assets, medical treatment supplies, safety and decontamination gear, and personal protection equipment. In the event of an incident, the team would be rapidly integrated into an existing Incident Command System structure.

If a scene incident commander (IC) requests the MMST, communications agencies should activate this team by contacting the EMS Duty Officer via County Communications (SDSO). Primary information necessary for the activation includes location of response, and contact information for the IC. After hours, contact the EMS duty officer through County Communications (SDSO) at [REDACTED]

Written by Garry Wells	Communications Sect. Approval Mike Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.21
SUBJECT: Weapons of Mass Destruction Anti-Nerve Agents ChemPac Activation Procedures		Page 1 of 1
Originating Date: March 2007	Revision Date: December 2009	

Weapons of Mass Destruction anti-nerve agents are stored in a climate controlled secured room at [REDACTED]. The room is monitored by Progressive Technology with a fire and burglar alarm. If contacted by the alarm company, dispatch the appropriate Fire and Police units for the type of alarm. Also, notify the on duty Battalion Chief, and the Duty Chief of the activation.

If notified by the CDC or County EMS who monitor the interior of the room of an incident or problem with the temperature of nerve agents, or if the CDC or county EMS requests that the storage room be unlocked and or that the anti-nerve agents be transported. After the dispatcher receives the request and the details of the incident, the dispatcher will notify the on duty Battalion Chief of the request and then notify Duty Chief of the activation. The dispatcher will also provide the Battalion Chief and the Duty Chief with all the information concerning the request. Upon arrival at [REDACTED], the Battalion Chief will use the keys to open the ChemPac room and will also disarm the room's security system and prepare the ChemPac for deployment.

The following is a list of the Battalion Chiefs and their respective cell phone numbers:

- 1304A Battalion Chief Randy Brooks [REDACTED]
- 1304B Battalion Chief Herb Griffin [REDACTED]
- 1304C Battalion Chief John Tenger [REDACTED]

If Escondido Dispatch is unable to contact the on duty Battalion Chief, immediately contact the Duty Chief. If unable to contact the Duty Chief, please contact the off duty Division Chief. The following three names and numbers should be tried.

- 1302 Battalion Chief Russ Knowles 7 [REDACTED]
- 1303 Division Chief Peter Montgomery [REDACTED]
- 1305 Vacant

One of the three chiefs listed above will be covering the duty for the city from home and would be able to respond to access the ChemPac. As a last resort should none of the Duty Chiefs be available, the following names and numbers can be used to access the ChemPac.

- 1308 Debbie Murphy/EMS Coordinator [REDACTED]
- 1301 Fire Chief Mike Lowry [REDACTED]

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.22
SUBJECT: SENIOR VOLUNTEERS		Page 1 of 1
Originating Date: August 2007	Revision Date: June 2009	

Senior volunteers are trained to assist the Fire Department in various duties and are available for call out when needed. The Senior Volunteers will provide Dispatch with a monthly call out schedule showing which two volunteers are on duty or standby each day. Generally, the two volunteers will be on duty at Fire Station #1 from 0830-1300 hours, seven days per week and will carry cell phone [REDACTED]. They will be available for after hours call outs from 1300 hours until 0830 hours the following day. If requested to call the standby volunteers, check the monthly schedule in the Daily Fire Information book and call one of them at home. If a request is made to call out all the Senior Volunteers, they will be notified of the request by using "First Responder" notification system.

GENERAL SENIOR VOLUNTEER DUTIES:

Individual Senior Volunteer duties include but are not limited to the following:

- Provide basic fire prevention inspections and subsequent education required for City of Escondido business owners.
- Provide EFD office support to include filing, answering phones and computer data entry.
- Provide logistic support for fire station and fire administration supplies and equipment.
- Provide public citizen assistance (information and directions).
- Provide Vial of Life information to all Escondido mobile home residents.
- Assist department Fire Prevention Specialists with a smoke detector program for all residents living in mobile homes within the City of Escondido.
- Assist the department Public Information Officer with fire department public displays to include all activities during fire prevention week and other scheduled events.
- Assist with hydration and food supply support as well as re-filling breathing apparatus bottles for firefighting personnel at fires and other extended emergency response incidents.
- Perform map checks, Knox Box and opticom updates as needed throughout the City of Escondido.
- Assist Battalion Chiefs with daily projects as needed.
- Provide a chase vehicle for fire apparatus taken out of San Diego County for repairs and other services.

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Chief

		Section # 6.23
SUBJECT: SAFELY SURRENDERED BABY		Page 1 of 2
Originating Date: April 2008	Revision Date:	

Safely Surrendered Baby

1. California’s Safely Surrendered Baby law allows parents to legally surrender their baby 72 hours old or younger to an employee of a hospital emergency room or fire station without fear of arrest or prosecution, as long as the baby has not been abused or neglected. To ensure the safety of the newborn, the law does not allow the person to “just” leave the baby at the entrance of a Safe Surrender site. The parent must actually give the baby to a person at the Safe Surrender site.

There is a sign posted at every Escondido Fire Station (except temporary FS#1) instructing the parent to call 911 via the station’s emergency phone on the outside of the station if they are unable to contact an employee at the Fire Station. A parent does not have to give any information to the person taking the baby at a Safe Surrender site. However, the parent will be asked to fill out a questionnaire designed to gather important medical information, which is very useful in caring for the baby.

A parent can reclaim the baby within a 14-day time frame outlined in the Safe Surrender law. Within 14 days from the date of surrender, the parent should contact the hospital that received the baby or call the San Diego County Health and Social Services Child Welfare Services. A determination will be made as to whether or not the baby can be safely returned. An identification bracelet will be placed on the baby and a matching bracelet will be given to the parent. The bracelet assists social workers in determining who the parents may be in those cases where a parent requests the baby back.

2. When notified by fire station personnel that a baby has been received under this program, the Dispatcher shall:
 - a. Place the Engine out of service on a type code STILL call. The Engine Company Captain will advise if they want an ALS or BLS unit added to the call. Station tones are not to be activated at the station where the baby is located. If there is no ALS/BLS unit in the station, “ADD” the appropriate unit to the incident and dispatch them from another station.
 - b. Notify the Battalion Chief.
 - c. Notify the Operational Area Coordinator. This person may be contacted through North Com or Cal Fire, depending on who has the duty.
 - d. If a 911 call is received via the station’s emergency phone and the caller states they are unable to contact anyone at the Fire Station, and the station

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Division Chief

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SUBJECT: SAFELY SURRENDERED BABY		Page 2 of 2
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shows to be staffed, immediately telephone the station and advise them that the caller is at their door. If there is no answer on the telephone, immediately page the station using the RCS manual page ICON and tell them to call Dispatch. If the station is not staffed, create an incident and dispatch the appropriate Engine and an ALS unit from another station. After doing so, follow the steps as outlined above in paragraph B and C.

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Division Chief

		Section # 6.24
SUBJECT: Mass Decontamination Unit (MDU) ESC MDU103 and Mass Casualty Apparatus (MCA)		Page 1 of 2
Originating Date: July 2008	Revision Date:	

PURPOSE:

The purpose of this policy is to provide guidelines and information regarding the request, response and deployment of the Mass Decontamination Unit (MDU) and Mass Casualty Apparatus (MCA).

BACKGROUND:

The Mass Decontamination Unit (MDU) is a self-contained unit owned by the San Diego County Unified Disaster Council and transferred to local fire agencies. Presently there are three MDU locations:

San Miguel Fire Fire Station 14 3255 Helix Street Spring Valley (619) 463-6947 SMG MDU101	San Diego Fire Fire Station 31 6002 Camino Rico San Diego (619) 531-1594 SND MDU102	Escondido Fire Fire Station 5 2319 Felicita Rd. Escondido (760) 839-4708 ESC MDU103
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The Mass Casualty Apparatus (MCA) is a self-contained unit owned by the San Diego County Unified Disaster Council and transferred to local fire agencies. Presently there are five assigned MCAs and one un-deployed unit located in San Diego County:

San Diego Fire Fire Station 9 7870 Ardath Lane San Diego SND MCA101	Coronado Fire Fire Station 36 1001 Sixth Street Coronado CRD MCA102	Chula Vista Fire Fire Station 8 1180 Woods Dr. Chula Vista CHV MCA103
Un-deployed MCA 104	Oceanside Fire Fire Station 7 110 Jones Road Oceanside OCS MCA105	San Marcos Fire Fire Station 3 404 Woodland Py. San Marcos SMC MCA106

PROCEDURE(S)

Agencies that staff a MDU or MCA may activate the unit for local needs through their Local Agency Communication Center. The status change will be communicated through the Zone Communication Center (North Com), Operational Area Center and finally to the County Office of Emergency Services (OES).

Agencies that do not staff either a MCA or MDU will request a MCA or MDU through their Local Communication Center. The Local Communication Center will process the request through their Zone Communication Center. If a MCA or MDU is available through the Zone, the Zone Communication Center will dispatch the unit. The Zone Communication Center will then notify the Operational Center Fire and Rescue Coordinator who will notify the County OES of the unit's status change.

If no MCA or MDU is available through the Zone, the Zone Communication Center will request a unit through the Operational Area Coordinator who will process the request through normal channels. Upon dispatch of the MCA or MDU, the Operational Area Coordinator will notify the County OES.

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Division Chief

		Section # 6.24
SUBJECT: Mass Decontamination Unit (MDU) ESC MDU103 and Mass Casualty Apparatus (MCA)		Page 2 of 2
Originating Date: July 2008	Revision Date:	

RESPONSE

The MCA and MDU will respond within 20 (twenty) minutes of the alarm with a minimum of two qualified personnel. Personnel will have all required safety equipment and proper PPE as required by their local agency. Personnel will also be prepared with all necessary personal items for an extended deployment. Communications with the MCA or MDU can be made by either VHF or 800 megahertz radio channels.

DEPLOYMENT/CAPABILITIES

The MCA and MDU are designed to function for all-hazard, homeland security, civil defense and disaster preparedness or response purposes, including: mass casualty incidents threatening human life, properties vital to homeland security or the continuity of essential government or private sector services and operations; as well as mutual aid support to other jurisdictions or agencies; training of regular and auxiliary firefighters and other first responders.

The MDU may be assigned to the Medical Branch, Hazardous Materials Group or Treatment Unit depending on which units of the Medical Branch have been filled. MDU personnel have the primary responsibility for supervising the set-up, activation, technical operation, breakdown, rehabilitation and storage of the MDU equipment. The MDU personnel will **not** be assigned duties that will prohibit them from completing their primary function which is supervising the set up and technical operation of the MDU equipment. The MDU will need additional resources assigned but not limited to the following:

- The Incident Command Staff must supplement the MDU personnel with a minimum of 10 personnel who are familiar with the operation of the MDU.
- Water: The shower units require a constant water source such as hydrant or water tender.
- Disposal: The MDU contains two 500 gallon bladders for immediate storage of contaminated runoff from the two decontamination tents. Each tent produces 18 GPM of waste water at full shower operation; this allows for 28 minutes of waste water collection in a bladder before another disposal option must be implemented.
- Fuel: The generator and water heater require diesel fuel. The MDU carries a supply of diesel fuel and is capable of self support.
- Lighting: The MDU contains portable lighting and an electric generator capable of illuminating the decontamination corridor.
- Personal Protective Equipment: Splash suits, rubber boots, rubber gloves, PAPR, with Millennium Masks, CBRN Filer cartridges and N95 masks.
- A combination of 22 liters and Skeds for non-ambulatory victims, who can be processed through the central corridor of each tent on a litter conveyor.
- The MDU can handle 40 ambulatory and 15 non-ambulatory patients per hour through the two tents. Two hundred exposed victims is the maximum number of victims that can be decontaminated without additional supplies.

The MCA will be assigned to the Medical Branch and Treatment Unit depending on which units of the Medical Branch have been filled. Upon arrival, the MCA personnel will provide assistance as needed by utilizing the MCA and its equipment. The MCA personnel will have the primary responsibility for the set-up, activation, and technical operation of the MCAs equipment, and will provide ongoing assistance to Incident Staff as assigned by the Incident Commander. The MCA is equipped with stabilization supplies to transport 50 patients.

Written by Garry Wells	Communications Sect. Approval Michael Lowry
Title Communications Manager	Title Fire Division Chief

SUBJECT: Chempack Request

Originating Date: January 2014

Revision Date: January 2014

I. PURPOSE:

To standardize the procedure for a Chempack request in the event of a nerve or chemical agent release.

II. POLICY:

It shall be the policy of the Escondido Police and Fire Communications to adhere to the following procedures when a request for a Chempack is received. This is a confidential program which should not be shared with the public.

III. BACKGROUND:

As part of the Strategic National Stockpile program, two North Zone agencies are storage sites for medical assets in the event of a local or national emergency involving chemicals or nerve agents.

A. North Zone locations having the Chempack:

Both of these locations are climate controlled alarmed and secure, and can be accessed via a Knox box or key.

B. The following is an Authorized Requestor List:

- a. Incident Commander or Medical Branch Director
- b. Health Officer (Medical/health Operational Coordinator)
- c. EMS Agency Staff from any county
- d. CALEMA
- e. Regional Disaster Medical/health Coordinator or Specialist
- f. California Emergency medical Services Authority staff (EMSA)

C. CDC criteria that must be met for deployment of a Chempack:

- a. There needs to be a threat to the medical security of the community **and**
- b. Multiple lives must be at risk **and**
- c. The incident is beyond the local response capability **and**
- d. The materials contained in the Chempack are necessary to save human life

IV. PROCEDURE:**A. Chempack Request**

If an incident within Escondido Fire jurisdiction is requesting a Chempack, the dispatcher receiving the request will document all the details concerning the request in a CAD event and will notify the on-duty Battalion Chief and Duty Chief of the request.

Written by
Martha Ellis

Title
Communications Manager

Communications Sect. Approval
Chief Knowles

Title
Deputy Fire Chief

6/4/2014		Section # 6.27
SUBJECT: Chempack Request		Page 2 of 2
Originating Date: January 2014	Revision Date: January 2014	

The CAD event type code to be utilized for documentation of this event will be "CHEM". This type code will generate a combined incident for both police and fire. The police dispatcher will make notification of the event to the on-duty watch commander.

If the on-duty Battalion Chief and Duty Chief are unavailable to retrieve and transport the Chempack, contact should be made with the other Escondido Duty Chiefs.

If an incident is within the North Com JPA jurisdiction and all JPA/zone resources are unavailable to retrieve and transport the Solana Beach Chempack and the reflex time for a Chief Officer is greater than 30 minutes, Escondido Dispatch will be contacted to request the Escondido Chempack.

The Chief Officer will either transport or arrange for the transportation of the Chempack. The transporting authority will need to know who is requesting the cache, who is receiving the cache, and how many potential patients. (This information is part of the tracking paperwork for a Chempack deployment.)

Written by Martha Ellis	Communications Sect. Approval Chief Knowles
Title Communications Manager	Title Deputy Fire Chief