

Communications Unit

802.1 PURPOSE AND SCOPE

This policy establishes guidelines for the basic functions of the Communications Unit. It addresses the immediate information needs of the Department in the course of its normal daily activities and during emergencies.

802.2 POLICY

It is the policy of the Fremont Police Department to provide 24-hour telephone service to the public for information and for routine or emergency assistance. The Department provides two-way radio capability providing continuous communication between Communications Unit and department members in the field.

802.2.1 CONTROL OF COMMUNICATIONS CENTER RECORDINGS

- (a) The Communication Center is the assigned repository for communication tapes, disks or digital communications recordings, and the following procedures have been established to:
 1. Ensure effective, efficient use and control of communication recordings and their maintenance pursuant to the provisions of Government Code § 34090.6 and City of Fremont Resolution Number 5594
 2. Provide uniform control of communication recordings
 3. Prevent loss or misplacement
 4. Maintain a proper chain of possession when a communication recording is placed in evidence.
- (b) Procedure:
 1. Communication recordings shall be retained for 730 days (2 year).
 2. Communication recordings are saved to the radio logger server. The server is programed to auto delete recordings after 730 days (2 years).
- (c) In order to retrieve recordings from the radio logger server the following must occur:
 1. The Chief of Police, Deputy Chief, Captain, Lieutenant, Communication Manager, Internal Affairs Sergeant, Sergeant or Communications Manager shall authorize the retrieval of the recording.
 2. The Communication Supervisors shall maintain a log. The following information shall be collected on the log when a recording is retrieved for the purpose of forwarding it outside of the Fremont Police Department.
 - (a) Date and time of removal
 - (b) Authority for removal (name of person)
 - (c) Person receiving recording, tape, disk or digital information or e-mail

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- (d) Date recorded
 - (e) Applicable police report number
- (d) Communication recordings, which are to be used for evidentiary purposes, shall be removed pursuant to:
 - 1. Request of Investigating Officer through the staff described above.
 - 2. Written request of the District Attorney via a District Attorney's Evidentiary Request Form approved by the Communications Manager.
 - 3. Written Court order.
- (e) Recordings removed for evidentiary purposes shall be documented in the associated police report in accordance with departmental report writing procedures.
 - 1. When a Court order has been issued, or a District Attorney's request form used, it will be the responsibility of the Subpoena Specialist to file the original with the police report.
 - 2. When a Court order has been issued for the preservation/reproduction of a recording, a "Communication Recording Erasure Policy" form (see attached) will be filled out. The original shall be retained with the police report. A duplicate will be forwarded along with the reproduction to the requesting attorney.
- (f) The Communication Dispatch Supervisor who copies recordings for evidentiary purposes will complete an evidence tag. The evidence tag will be attached to the recording and both will be sent to Property/Evidence.
 - 1. The evidence tag will contain the date, report number, charge(s), date of recording, officer's name, and badge number. The evidence box will be checked and the tag initialed.
 - 2. Property/Evidence will hold the recording and evidence tag until notification by the Court that a case has received a disposition.
 - 3. Property/Evidence will be responsible for destroying the recording when the case is over.
- (g) In those cases where further retention is questionable, the case shall be reviewed with the District Attorney or Court, if an order exists, or referred to the Division Commander.
- (h) Recordings held in evidence on criminal cases shall remain in evidence for 90 days after the disposition of the criminal case.
- (i) Requests for reproduction of recordings from law enforcement agencies or the District Attorney's Office will not be subject to fees. All other requests will be charged appropriate fees, including the cost of the tape/disk needed to reproduce the requested information. For applicable fees, refer to the Master Fee Schedule.
- (j) Control of Information:
 - 1. Copies of phone calls and radio traffic will only be copied/ transmitted with the authorization of the Chief of Police, the Deputy Chief, a Captain, a Lieutenant, Sergeants, Communications Manager or Communications Manager.

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2. Copies of phone calls and radio traffic may be transmitted via e-mail or disk.
3. In all cases, copies of digital conversations shall not be altered, changed, or enhanced.
4. Anyone receiving a copy of phone calls or radio traffic shall treat this information as confidential and shall only use this information for official business, training, investigation etc.
5. The information shall not be copied or shared with anyone who does not have the right to know and the need to know.

802.2.2 ACCESS TO COMMUNICATIONS CENTER

- (a) To create an atmosphere conducive to the effective performance of individuals working in the Communications Center. Access to the Communications Center is restricted to authorized personnel only.
 1. The Communications Center is a restricted area except for the following authorized individuals:
 - (a) Staff Officers (Chief of Police, Deputy Chief, and Police Captains)
 - (b) Lieutenants
 - (c) Communication Manager
 - (d) Sergeants, as duties require
 - (e) Assigned personnel during scheduled work hours
 - (f) Radio, Computer, and maintenance service personnel, as duties require
 - (g) Individuals or personnel authorized by the Chief of Police, Deputy Chief, Captains, Communication Manager, and Watch Commanders
 2. It will be the responsibility of assigned personnel to see that the doors to the Communications Center are kept closed at all times, unless a malfunction of heating/air conditioning equipment requires that they be open.
 3. All personnel shall only enter the Communication Center when they have specific business to be conducted. When business is to be conducted, it should be expedited and with the least possible disruption to the Communication Dispatchers.
 - (a) All personnel entering the Communication Center shall attempt to contact the Communication Dispatch Supervisor prior to contacting an on-line Communication Dispatcher.
 - (b) If a Communication Dispatch Supervisor is unavailable, the officer should contact the Communication Dispatcher assigned to the telephone position or the back-up position.
- (b) Orders received from the Communication Center are official department orders and will be treated as such. Personnel receiving such orders shall comply. In the event of a dispute between a Communication Dispatcher and any field personnel, the dispute

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shall be referred to the Watch Commander or his/her designee, who shall, in turn, confer with a Communication Dispatch Supervisor, or with on-duty personnel when necessary, for immediate resolution. Any such instances shall be reported to the Communication Manager or the appropriate command personnel responsible for the Communication Center.

802.3 RESPONSIBILITIES

802.3.1 COMMUNICATIONS MANAGER

The Chief of Police shall appoint and delegate certain responsibilities to a Communications Manager. The Communications Manager is directly responsible to the Patrol Division Commander or the authorized designee.

The responsibilities of the Communications Manager include, but are not limited to:

- (a) Overseeing the efficient and effective operation of Communications Unit in coordination with other supervisors.
- (b) Scheduling and maintaining dispatcher time records.
- (c) Supervising, training and evaluating dispatchers.
- (d) Ensuring the radio and telephone recording system is operational.
 - 1. Recordings shall be maintained in accordance with the established records retention schedule and as required by law.
- (e) Processing requests for copies of Communications Unit information for release.
- (f) Maintaining Communications Unit database systems.
- (g) Maintaining and updating Communications Unit procedures manual.
 - 1. Procedures for specific types of crime reports may be necessary. For example, specific questions and instructions may be necessary when talking with a victim of a sexual assault to ensure that his/her health and safety needs are met, as well as steps that he/she may take to preserve evidence.
 - 2. Ensuring dispatcher compliance with established policies and procedures.
- (h) Handling internal and external inquiries regarding services provided and accepting personnel complaints in accordance with the Personnel Complaints Policy.
- (i) Maintaining a current contact list of City personnel to be notified in the event of a utility service emergency.

802.3.2 ADDITIONAL PROCEDURES

The Communications Manager should establish procedures for:

- (a) Recording all telephone and radio communications and playback issues.
- (b) Storage and retention of recordings.
- (c) Security of audio recordings (e.g., passwords, limited access, authorized reviewers, preservation of recordings past normal retention standards).

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- (d) Availability of current information for dispatchers (e.g., Watch Commander contact, rosters, member tracking methods, member contact, maps, emergency providers, tactical dispatch plans).
- (e) Assignment of field members and safety check intervals.
- (f) Procurement of external services (e.g., fire suppression, ambulances, aircraft, tow trucks, taxis).
- (g) Protection of essential equipment (e.g., surge protectors, gaseous fire suppression systems, uninterruptible power systems, generators).
- (h) Protection of radio transmission lines, antennas and power sources for Communications Unit (e.g., security cameras, fences).
- (i) Handling misdirected, silent, and hang-up calls.
- (j) Handling private security alarms, if applicable.
- (k) Radio interoperability issues.

802.3.3 DISPATCH SUPERVISORS

Dispatch Supervisors report to the Communication Manager. The responsibilities of the dispatch supervisor include, but are not limited to:

- (a) Scheduling and maintaining dispatcher time records
- (b) Supervising, training and evaluating dispatchers.
- (c) Post overtime and cover any staffing shortages to maintain staffing minimums
- (d) Processing request for audio/radio recordings
- (e) All the tasks of a dispatcher
- (f) Monitor training of new dispatchers by CTO's
- (g) Training and evaluating new dispatchers

802.3.4 DISPATCHERS

Dispatchers report to the Communications Manager. The responsibilities of the dispatcher include, but are not limited to:

- (a) Receiving and handling all incoming and transmitted communications, including:
 1. Emergency 9-1-1 lines.
 2. Business telephone lines.
 3. Telecommunications Device for the Deaf (TDD)/Text Telephone (TTY) equipment.
 4. Radio communications with department members in the field and support resources (e.g., fire department, emergency medical services (EMS), allied agency law enforcement units).
 5. Other electronic sources of information (e.g., text messages, digital photographs, video).

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- (b) Documenting the field activities of department members and support resources (e.g., fire department, EMS, allied agency law enforcement units).
- (c) Inquiry and entry of information through Communications Unit, department and other law enforcement database systems (CLETS, DMV, NCIC).
- (d) Monitoring department video surveillance systems.
- (e) Maintaining the current status of members in the field, their locations and the nature of calls for service.
- (f) Notifying the Watch Commander or field supervisor of emergency activity, including, but not limited to:
 - 1. Vehicle pursuits.
 - 2. Foot pursuits.
 - 3. Assignment of emergency response.

802.4 CALL HANDLING

This Department provides members of the public with access to the 9-1-1 system for a single emergency telephone number.

When a call for services is received, the dispatcher will reasonably and quickly attempt to determine whether the call is an emergency or non-emergency, and shall quickly ascertain the call type, location and priority by asking four key questions:

- Where?
- What?
- When?
- Who?

If the dispatcher determines that the caller has a hearing and/or speech impairment or disability, he/she shall immediately initiate a connection with the individual via available TDD/TTY equipment or Telephone Relay Service (TRS), as mandated by the Americans with Disabilities Act (ADA).

If the dispatcher determines that the caller is a limited English proficiency (LEP) individual, the dispatcher should quickly determine whether sufficient information can be obtained to initiate an appropriate response.

If a dispatcher isn't a City of Fremont certified interpreter for the language needed the dispatcher will contact the contracted telephonic interpretation service and establish a three-party call connecting the dispatcher, the LEP individual and the interpreter.

Dispatchers should be courteous, patient and respectful when dealing with the public.

802.4.1 EMERGENCY CALLS

A call is considered an emergency when there is an immediate or potential threat to life or serious property damage, and the timely arrival of public safety assistance is of the utmost importance. A

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person reporting an emergency should not be placed on hold until the dispatcher has obtained all necessary information to ensure the safety of the responding department members and affected individuals.

Emergency calls should be dispatched immediately. The Watch Commander shall be notified of pending emergency calls for service when department members are unavailable for dispatch.

802.4.2 NON-EMERGENCY CALLS

A call is considered a non-emergency call when there is no immediate or potential threat to life or property. A person reporting a non-emergency may be placed on hold, if necessary, to allow the dispatcher to handle a higher priority or emergency call.

The reporting person should be advised if there will be a delay in the dispatcher returning to the telephone line or when there will be a delay in the response for service.

802.5 DETAIL ASSIGNMENT

Police Communications Dispatchers will make a reasonable effort to evenly assign details. Police Communications Dispatchers must reasonably assure that the workload is distributed equally among the workforce. Police Communications Dispatchers will use the procedure outlined as follows when assigning details to field units.

802.5.1 PROCEDURE FOR ASSIGNING DETAILS

Every effort will be made by Dispatch to assign reports to the appropriate zone. However, if no units are available in the zone, other adjoining zone units will be assigned.

- (a) Dispatchers shall select an appropriate unit for dispatch to the detail.
 - 1. The support software is programmed to recommend the first unit in a "zone" for the next detail.
 - 2. Until a unit requests a report number, the software will continue to recommend the same unit, which could result in one unit being assigned an unfair number of details.
 - 3. Police Communications Dispatchers should be aware of the logic employed by the software and make a reasonable effort to evenly assign details and assure the workload is distributed equally among the workforce.
 - 4. The software override transaction is performed by entering "D Unit" into the control area of the dispatch screen.
- (b) If, after dispatching a unit, a second unit or a supervisor suggests the use of a different unit, such correction may be made.
- (c) A Field Supervisor may reassign a detail in order to best utilize patrol resources.
- (d) When a detail requires a cover unit, Police Communications Dispatchers shall assign the units simultaneously, e.g. 1A1 with 1A3 to cover.
 - 1. Officers shall not cancel an assigned cover officer without receiving approval from a Field Supervisor.

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802.5.2 DISPATCHING PROCEDURES

- (a) When dispatching calls, Dispatchers shall select an appropriate unit for dispatch to the call and dispatch adequate cover.
 - 1. No officer shall knowingly be sent to any call without adequate cover.
 - 2. When known details require a cover unit, Police Communications Dispatchers shall assign the units simultaneously, e.g., 1A1 with 1A3 to cover.
 - 3. If a Zone Unit is unavailable, a unit from an adjoining zone will be directed as a cover unit.
 - 4. Generally, no open dispatching will be allowed for assignment of the primary unit. If sufficient units are available in the zone of incident occurrence, those units should be designated as primary and cover unit.
- (b) In the event of an "in-progress" or "just-occurred" Priority 1 call when all units in the zone of incident occurrence are unavailable, Dispatch should attempt to break a Zone Unit and assign them the primary response:
 - 1. For example: if all Zone One Units were unavailable, Dispatch would tone alert the Priority 1, Zone One call, broadcast the call and ask for a Zone One Unit to break and handle - "A 211 just occurred at Washington Hospital."
 - 2. If there is an affirmative response from a Zone One Unit, that unit should be assigned as the primary unit.
 - 3. In the absence of an affirmative response, the Dispatcher should send the closest available unit as the primary unit.
 - 4. In the event no unit responds to the initial broadcast, Dispatch should break officers from lower priority calls from the impacted zone first, and then adjoining zones, until sufficient units are en route to the Priority 1 event.
 - 5. In an effort to standardize Dispatch procedures and to maintain a uniform flow of information, all in-progress calls will be dispatched from the hot-seat position.
- (c) Open dispatching is permissible in order to locate and assign cover units on all Priority 1 calls and Priority 2 calls when there is a reason to believe a violent act will occur without immediate police intervention.
 - 1. An example of the broadcast would be -"1A1 with an available unit to cover."
 - 2. The primary unit should not be put en route to the call until adequate cover has been identified and is en route to the call.
 - 3. When possible, the primary unit, while awaiting assignment of a cover unit, should not be reassigned to any other calls unless the urgency of a subsequent event is greater than the original call.
 - 4. Officers should weigh the proximity of cover units and the objectively known circumstances of the incident in deciding whether to initiate contact at the scene of an incident or stage in the immediate area.
- (d) Directed units shall acknowledge their response and location.

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1. Any available unit that is closer for cover than the designated unit should advise Dispatch of their location.
 2. After considering any extenuating factors, such as priority response procedures, officer safety, and availability of units, the Dispatcher may reassign the cover assignment.
 3. The first unit arriving on the scene shall advise on conditions and assume coordinating responsibility until relieved by the initially assigned officer or appropriate supervisory authority.
- (e) Most 980's will be initiated by officers unless Dispatch receives additional information, which indicates there is a probable or actual danger of bodily harm or loss of life to any individual.
1. Every effort will be made to advise the officer of all pertinent information prior to his or her arrival at the scene, but if critical information is received after the officer's arrival, Dispatch will broadcast a 980 and relay the necessary information.
- (f) Every effort will be made by Dispatch to assign reports to the appropriate zone. However, if no units are available in the zone, other adjoining zone units will be assigned.
- (g) In order to minimize overtime for report writing, every effort will be made to minimize the details assigned to officers during the last hour of their shift.
1. Factors such as the availability of units and established priority response procedures must be considered and when necessary, Patrol Units may be assigned cover unit calls, minor report writing calls, and any in-progress or hazardous type calls during the last hour of their shift.
- (h) Every effort will be made to ensure scheduled Code 7 and flex time are met.
1. All personnel should be aware that priority response procedures and availability of units must be considered prior to, and during, Code 7 or flextime.

802.5.3 PROCEDURE FOR PREMISE HISTORY ENTRY

- (a) Immediate Premise History Entry
1. Officers obtaining history on a premise that would be vital for other officers' safety when responding to that premise shall give the information to their Sergeant or Watch Commander.
 2. The Sergeant or Watch Commander will review the information to ensure the need for immediate entry into the Premise History file.
 3. If the Sergeant or Watch Commander agrees that the information should be entered, he/she will have it entered into the system by the Communications Supervisor. He/she should also put an ending date if there is an anticipated date for the premise history file to purge.
- (b) Premise History Not Requiring Immediate Entry

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1. History of premise that would be important for entry in the Premise History file, but does not need immediate entry, shall be handled as follows.
 - (a) The requesting officer will document the need for entry and information to be entered in the file. This request will be approved by the Sergeant or Watch Commander.
 - (b) Upon approval of the information for entry in the Premise History file, the Sergeant or Watch Commander will have the information entered into the system by the Communications Supervisor.
- (c) Purge of Premise History file
 1. The Communications Supervisors will be responsible for purging the Premise History file.
 - (a) When Communications receives information that specific premise history needs to be purged, the Communications Supervisor will remove the information for the Premise History file.

802.6 9-1-1 DISCONNECTS OR NO RESPONSE

The Department will provide an effective and professional manner of handling 9-1-1 open lines or 9-1-1 disconnected calls. The procedure to follow when these types of calls occur apply in the event there is no response from the caller or the line is disconnected, whether from a landline or wireless phone system.

- (a) When a 9-1-1 call originates from a landline or wireless phone and there is no response from the caller and/or the line was disconnected, the procedure for handling is as follows:
 1. Upon receipt of a 9-1-1 call where it appears no one is on the line, a priority 1 call shall be initiated.
 2. Enter the call as an "Ascertain the Problem," priority 1 status (AP for landline, W911 for wireless).
 3. If the address cannot be verified, use the address obtained from the Automatic Location Identification (ALI) display.
 4. Update the incident as quickly as possible with any pertinent information.
- (b) Upon receipt of a 9-1-1 where the caller hangs up without speaking, a priority 1 call shall be initiated. It is extremely important for Communications to receive and dispatch these calls for service as rapidly as possible.
 1. Enter the call as a "911D", priority 1 status (911D for landline, W911D for wireless).
 2. Use the address obtained from the ALI display.
 - (a) In the event there is no ALI display, but there is an Automatic Number Identification (ANI) display, it is possible the address can be obtained using the DBR program on the phone.

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- (b) In the event there is no ALI display and the number was not located using the DBR, the address may be queried in the RapidSOS NG 911 Clearinghouse and Rapid Deploy cloud based mapping system.
- 3. Immediately attempt to call back the caller to obtain additional information.
- 4. Update the incident as quickly as possible with any pertinent information.
- (c) When an open wireless 9-1-1 call occurs:
 - 1. If the caller can be heard in the background and no problem is indicated, the Dispatcher should disconnect the call and attempt a callback. If the callback is unsuccessful, no additional response is warranted and no message shall be left on an answering system.
 - 2. If it is a silent open-line call, the Dispatcher shall do a TTY query, in compliance with US Federal Public Law, 101-336 (Americans with Disabilities Act). If no response, the Dispatcher should disconnect the call and attempt a callback. If the call back is unsuccessful, no additional response is warranted and no message shall be left on an answering system.
 - 3. Dispatch personnel should pay close attention to background noise, tone, and word usage of the caller (if any) as additional clues to assist with determining the status of a W9-1-1 call. The time of day and location of the caller may be additional clues to indicate whether a response is necessary. In any situation where the Dispatcher is uncertain if an emergency situation exists, an officer response shall be initiated.
 - 4. On an open-line call in which the Dispatcher believes there is an emergency, the Dispatcher shall enter a call for service into CAD as a "W9-1-1", and an officer shall be dispatched to the area to attempt to locate the caller.
 - (a) The Dispatcher shall include all Phase II information provided (e.g., meters and percentage of accuracy).
 - (b) The Dispatcher shall leave the line open and utilize the "RTX" function to update the longitude/latitude of the caller.
 - (c) The Dispatcher shall attempt to contact the Wireless Service Provider (WSP) to obtain subscriber information for the wireless number.
 - (d) Thorough attempts to locate a wireless 9-1-1 caller will be made in all instances where an emergency is clearly indicated.
- (d) When a disconnected wireless 9-1-1 call occurs:
 - 1. On a wireless disconnect, the Dispatcher shall attempt a callback. If the call back is unsuccessful, no additional response is warranted and no message shall be left on an answering system.
- (e) When updating, transferring or canceling 9-1-1 calls, the following procedure should occur:
 - 1. 9-1-1 Updated Calls:

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- (a) When information obtained from the caller requires Police, Fire, and Medical response, the call shall be immediately upgraded to the appropriate crime type.
 - (b) Communications will obtain all information that is appropriate for the crime type, update the incident as quickly as possible, and notify Fire Communications.
 - (c) Communications will advise the caller they will be transferred to the Fire Department, so the calling party can provide the Fire Department with the current status of the person requiring medical attention.
 - (d) Communications will stay on the line until contact is established between the Fire Department and the calling party.
2. 9-1-1 Updated Calls to an Outside Jurisdiction:
- (a) If the calling party describes a situation outside our jurisdiction, which requires the services of another Emergency Services Agency, Communications shall immediately transfer the call to the proper agency.
 - (b) Communications will stay on the line until contact is established between the proper agency and the calling party.
3. Canceling 9-1 -1 Calls:
- (a) If a call for service was entered into CAD due to an open 9-1-1 line or an abandoned 9-1-1 line, a Dispatcher may cancel the call for service when a responsible person, who can be reasonably identified via telephone, at the number that was dialed states there is no emergency response required and provides an explanation for the errant call.
 - (b) The Dispatcher must concur that there is no need for police, fire, or medical services.
 - (c) Communications personnel shall not cancel a 9-1-1 call unless they have considered the totality of the circumstances of the call.
 - (d) Special attention should be given to background noise, the tone of voice of the caller, the language used by the caller, prior history at the location of the call, and prior history of the caller.
 - (e) Field Officers should not attempt a call back on 9-1-1 calls of any type and shall not cancel a 9-1-1 call for any purpose

802.7 TEXT TO 9-1-1

- (a) A dispatcher who assumes responsibility for an incoming Text-to-91-1 shall:
 - 1. Handle one text session at a time.
 - 2. Immediately ask for the location of the texter and/or the location where help is needed.

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3. Ask if it is safe for the texter to receive a voice call from 9-1-1. If so the dispatcher should call the texter and end the session when a voice conversation is established.
 4. Use the dropdown list of pre-defined messages whenever possible to expedite the conversation.
 5. Text in plain English and do not use jargon, slang, abbreviations, acronyms, emoji's, etc.
- (b) If it is determined that the police will be dispatched, the dispatcher will create an incident following established policies and procedures. The first line of the incident comments should indicate the information was received via Text-to-9-1-1. When the text session is ended, the dispatcher shall indicate "TEXT SESSION ENDED" in the comments section of the call
- (c) Non-Response Text Messages/Unknown Trouble:
1. If an initial Text-to-9-1-1 message is received with language indicating a legitimate emergency, but the dispatcher is unable to determine the location due to no response from the texter, the dispatcher shall create a call for service based upon the information given using the location from the NG 9-1-1 Clearinghouse, if there is no location data use GPS coordinates received during the text session.
- (d) Non-Emergencies Received via Text-to-9-1-1
1. If it is determined that the situation presented during a text session does not meet the criteria for a priority 1 or 2 call for service or transfer to another agency, the following message from the drop-down menu shall be sent to the texter "9-1-1 is for emergencies only. Please call our non-emergency number to report this non-emergency at 510-790-6800 for Fremont or 510-471-1365 for Union City",
- (e) Accidental Text
1. If an initial Text-to-9-1-1 message is received that doesn't not indicate there is an emergency, or that it was an accidental text, and there is no response from the texter, the dispatcher shall send the following message: "We received a message that does not appear to be an emergency. If you have an emergency call or text 9-1-1. No one is being dispatched at this time." The dispatcher may end the text session.
- (f) Transferring to Outside Agencies
1. A texter is attached to the originating PSAP until the dispatcher ends the text session or transfer to another PSAP that accepts text messages. When a texter is reporting an incident outside of our jurisdiction and the outside agency accepts Text-to-9-1-1, advise the texter that they are being transferred to another agency. If the outside agency does not accept text messages, the dispatcher shall:
 - (a) Maintain an active session with the texter.
 - (b) Make a telephonic notification of the incident and relay information to the outside agency.

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1. Remain on an open line with the outside agency, providing updated information as needed, until the agency advises we can disconnect and end the text session.
- (g) Transferring for Fire/EMS Services
1. At this time the Alameda County Regional Emergency Communication Center (ACRECC) does not accept Text-to-9-1-1 calls. When a texter is reporting a medical emergency or the need for the fire department, and it is apparent that no police response is necessary, the dispatcher shall:
 - (a) Maintain an active session with the texter.
 - (b) Make a telephonic notification of the incident and relay information to ACRECC.
 - (c) Remain on an open line with the dispatcher, providing updated information as needed, until the dispatcher advises we can disconnect and end the text session.
- (h) Text Messages in a Foreign Language
1. Only text messages in English will be processed. If a dispatcher receives a text message that appears to be in a foreign language, the following message from the drop-down menu shall be sent to the texter: "Only text messages in English can be accepted at this time. This text session is being ended. Please send messages in English or make a voice call to 9-1-1." Once the pre-defined message has been sent, the dispatcher may end the text session.
- (i) Text Messages Containing Links or Multimedia Content:
1. SMS technology does not allow a texter to attach multi-media (i.e. photo, video or audio file) to a 9-1-1 text message. It is possible, however, for the texter to send an internet link to a multi-media file or other web location. In the event a text message contains multi-media content or an internet link, the dispatcher shall not open the attachment, or click any link or dialog box, or copy and paste the link into a web browser. The dispatcher shall indicate in the comments section of the incident that the original text message contained multi-media or a link.
- (j) Ending Call
1. Address Confirmation
 - (a) Before ending the text session, the dispatcher should confirm the address where the assistance is requested. For example, "Officers will be dispatched to 2000 Stevenson Blvd in Fremont" Dispatchers do not have the ability to initiate contact with the reporting party once the text session has concluded. Prior to releasing the call, the dispatcher should advise the caller that the text session has now ended.

802.8 EMERGENCY 9-1-1 SWITCHING

The Fremont Police Department will provide for around-the-clock service for emergency 9 1 1 calls. In the event that 9-1-1 telephone service is interrupted or the Communications Center

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personnel must evacuate the workplace, 9-1-1 service to the community will continue by ensuring the following procedures.

802.8.1 EMERGENCY 9-1-1 SWITCHING PROCEDURES

In the event of interrupted 9-1-1 or an evacuation of Communications Unit, technology and agreements exist to transfer the 9-1-1 calls to a predetermined location. In the event of such a situation, the following procedure will be followed:

- (a) Fremont Police Department's predetermined location for 9-1-1 calls is the Hayward Police Department.
- (b) Fremont Police Department Communications Center personnel, or Duty Supervisor, will immediately notify Hayward of the need to transfer calls.
- (c) The Hayward Police Department's Communication Center is equipped with a switch that, when activated, immediately accepts all of the Fremont 9-1-1 calls.
- (d) Communication personnel should refer to the Communication Continuity of Operations Plan (COOP) to determine if its feasible to deploy the Mobile Command Vehicle (MCV) to restore 9-1-1 call processing. If we deploy the MCV, notify Hayward PD we will not be sending personnel and we will notify them when we are operational to deactivate the switch.
- (e) If we are unable to deploy the MCV a Fremont Police Communications Dispatcher, or trained employee, will respond immediately to the Hayward Police Department to monitor and redirect calls.
 1. The Fremont Police Department employee will take a hand pack and an additional fully charged battery and the CAD laptop..
 2. If other phone lines are functional, the Fremont Police Department employee can direct Fremont Fire Department calls by calling in on their back-up emergency line: (925) 447-6880. The Fremont Police Department's emergency back-up phone numbers are: (510) 791-4200, (510) 791-4204, and (510) 791-4207.
 3. If phone communication is not feasible, the employee will use the hand pack.. Channel FPD 2 will be used, and Fremont Police Department personnel will be advised to restrict their traffic to the primary channel
- (f) In addition to the above action, and when the need to transfer arises from a faulty line or service, the AT&T priority phone office will be notified at (877) 500-4911.
- (g) The Fremont Police Department has an agreement with the Newark Police Department to accept their 9-1-1 calls when necessary. Newark will provide adequate personnel to handle their diverted 9-1-1 calls when the agreement is activated. If Fremont is disabled while accepting Newark's calls, ALL the calls will transfer to Union City once they activate the switch.

802.9 MANUAL DISPATCHING

When the Computer Aided Dispatching System fails, dispatching will be done manually, as outlined in this section. It is designed to provide a uniform procedure for dispatching during computer aided dispatch failures.

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802.9.1 PROCEDURES FOR MANUAL DISPATCHING

- (a) When the CAD System fails, the Police Communications Dispatch Supervisor, or senior Police Communications Dispatcher on duty, will be responsible for notifying one of the Information Systems personnel. Until the CAD System can be started (booted), the procedures listed below for implementation of the manual dispatching system will be put into effect:
1. When CAD fails, Communications will advise all police units of the failure and have them hold all but emergency traffic until advised. The Watch Commander will be notified as soon as possible and then determine the need to implement service reductions.
 2. Communications staff will take the manual status boards from the storage location and place them between the main and back-up consoles. They will remove radio control cards from storage space under status board. Distribute radio control cards to appropriate consoles.
 3. The backup Police Communications Dispatcher will set the status board up while the Hot Seat Police Communications Dispatcher or complaint Police Communications Dispatcher records unit status from CAD monitor onto green cards. If the monitor board is blank, attempt to recreate as closely as possible. Immediately begin a welfare check of every unit on the street and record each unit's activity and location.
 4. Once the unit status board is set up and all unit statuses recorded, clear all units for normal traffic, unless the Watch Commander has deemed it necessary to implement service reductions.
 5. The Police Communications Dispatcher Supervisor, or senior Police Communications Dispatcher, on duty will contact maintenance people for the computer. A callout during non-regular hours is authorized if necessary to repair the system.
- (b) When operating on the manual system, the radio cards will be used in the below listed manner:
1. Use white cards for all assignments
 2. Zone- enter the number of the zone where the call for service occurred.
 3. Unit Assigned- enter the call sign of the field unit assigned.
 4. Location- enter the address or cross streets of the call for service.
 5. Incident- enter the appropriate code as specified in the CAD process.
 6. Priority- indicate whether the call is priority 1, 2, or 3.
 7. Reporting Person- enter the name of the person reporting the incident.

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8. N/C- check this space on the card if the reporting person does not want contact.
 9. Address- enter the address of the reporting person.
 10. Telephone- enter the telephone number of the reporting person.
 11. Received by- enter the employee number of the person receiving the call.
 12. Dispatched by- enter the employee number of the person dispatching the call.
 13. Remarks- enter information necessary to ensure safe and proper response to the call for service.
 14. Document the time on the card for each action taken during the dispatch of the detail.
 15. R- Time received
 16. D- Time dispatched
 17. A- Time arrived
 18. C- Time completed
 19. FU- Time off on follow-up
 20. C- Time follow-up completed.
- (c) If, at the time of the crash, the last report number is known, continue to issue report numbers by the use of the manual stamp machine.
1. If the last report number is unknown at the time of crash, and cannot be ascertained, and the ETA to recovery of the system is under three (2) hours, discontinue issuance of report numbers.
 2. When the computer is back on line, enter the details requiring report numbers in order received and issue numbers.
 3. If there is an extended ETA to the computer being on-line again, ascertain the last number as closely as possible and add ten, then issue report numbers from there via manual stamp.
 4. When computer is back on line, issue report numbers on a mock detail until you reach the point at which manual numbering began, then enter the white cards for numbering corresponding to the manual numbers issued. Notify Police Records in writing of the mock report numbers so they can be properly written off. This should prevent duplicate report numbers.
 5. Should the computer stay down past midnight, restart sequential numbering system via the manual stamp at midnight. In the event of planned down time, ascertain the last report number prior to going to use of the manual system, then continue to issue sequential numbers via the manual stamp.

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- (d) When the Computer System returns to normal service, the following procedures shall take place:
1. Enter the assignments accumulated on white cards during the down-time into the computer. This is the CAD "PACT" process.
 2. When the CAD computer transfers an incident to the RMS computer, the computer generated report number will be added to the white card.
 3. The white cards will be delivered to Records.
 4. Records will be responsible for updating the report numbers on those police reports written during the manual dispatch process.
 5. Re-log all units in CAD.
 6. Extra radio control cards are to be placed in the status board storage compartment. Status boards are to be returned to the appropriate storage location.

802.10 COMMUNICATION CENTER SHIFT SELECTION PROCEDURE

To provide a scheduling procedure that meets the needs of the Police Department, and the Police Communications Dispatchers assigned to Communications Unit, and ensures proper deployment of available staffing, guidelines for the systematic selection and assignment of shifts for Dispatchers assigned to Communications Unit are established in accordance with departmental policy and current memorandum of agreement.

- (a) Selection Process:
1. Prior to the commencement of the annual selection process, the Communication Manager will determine the precise number of Communication Center slots available for selection by the supervisors and dispatchers.
 2. Dispatch Supervisors and dispatchers will select shifts and slots on the basis of seniority. The most senior dispatch supervisor will select his/her assignment first, and the second most senior dispatch supervisor will follow the process will continue until all dispatch supervisors have made their selections. Once the dispatch supervisors have selected their shifts, the most senior dispatcher will select his/her assignment first, and the second most senior dispatcher will follow. This process will continue until all dispatchers have made their selections.
 3. Mid-interval assignments of less than 3 months will not count against selection criteria. Mid-interval assignments of 3 months or more will be considered a complete interval for the purposes of shift selection criteria, unless approved by the Communication Manager.
 4. Shift selection occurs once a year, and rotations occur at 6-month intervals. Each year dispatch supervisors and dispatchers, based on their seniority, may select their shifts. A dispatch supervisor and a dispatcher may not select and remain on the same shift for a period longer than shown on the following table. They must complete 6 months on another shift before returning to the previous shift:

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1-14	12 months
15-19	18 months
20-24	24 months
25-30+	30 months

802.10.1 COMMUNICATIONS CENTER SHIFT SELECTION RESTRICTIONS / SWAPPING

- (a) Dispatchers Supervisors and Dispatchers will consider these restrictions when selecting their schedule assignments:
1. Schedule selections are not complete until entered into the master schedule by the Scheduling Dispatch Supervisor (S.D.S.). Any disagreements in selection procedure between a dispatch supervisor or dispatcher and the S.D.S. will be appealed to the Communication Manager.
 2. Each dispatcher participating in the selection process will be assigned an exact date and time span to make his/her choice known to the S.D.S.
 3. Each participating dispatcher will contact the S.D.S. during the assigned time span by telephone or in person.
 4. If a dispatcher cannot make his/her choice during the assigned time, he/she may contact the S.D.S. in advance and provide a list of preferred selections.
 5. The S.D.S. will, in turn, make the assignment at the appropriate time, based on availability.
 6. If a dispatcher provides the S.D.S. with selections that are already filled, he/she will be dropped to the bottom of the seniority list. In providing advance preferences, it is incumbent upon the dispatcher to provide sufficient choices to avoid losing the opportunity to select.
 7. The time necessary for the dispatchers to select a schedule is voluntary, and there is no provision for payment of overtime as the time involved is not required work. A dispatcher may choose to bypass the procedure and, in turn, would be assigned a slot.
- (b) Seniority:
1. Dispatch Supervisor seniority will be determined by date of promotional appointment. Dispatcher seniority will be determined by the date of hire as a full-time, non-probationary Fremont Police Communications Dispatcher. In the event of a re-hired employee, the most recent date of hire will determine seniority. Probationary dispatchers will be eligible to participate in shift selection once they have completed one (6-month) shift rotation; until then, they will be placed on shifts based on staffing needs in the Communication Center.
- (c) Composition of Team Responsible for Shift Schedule Preparation:
1. The watch schedule will be completed each year by the Scheduling Dispatch Supervisor, with final approval by the Communication Manager.
 2. Vacancies Occurring on Schedule and Slot Additions to Schedule:

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- (a) Slot vacancies and slot additions to the schedule will be filled by staff decision.
- (d) Swapping Slots:
 - (a) Each requested change of shift will be determined on its individual merit, subject to staff approval. When a dispatch supervisor or dispatcher, based on good cause, finds it necessary to change shifts, he/she will submit the request in writing to the Communication Manager. The memorandum will include the reason for the request and the shift desired (early or late if applicable).
 - (b) Upon approval of the request, the Communication Manager will prepare a memorandum announcing the request for change of shift. The memorandum will give ten days for the dispatch supervisors or dispatchers on the requested shift to respond and agree to a swap. The responding dispatcher with the most seniority will be selected to complete the swap.
 - (c) The swapping of slots will not relieve a dispatcher from shift selection restrictions as noted in III.A.4.
- (e) Time Off for the Holidays:
 - (a) Except as a Primary Vacation: Time off for the five major holidays (Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve, and New Year's Day) will not be approved prior to October 1st of each year.
 - (b) Approval for requests will be considered in order of submission.
- (f) Schedule Modifications:
 - (a) Schedule alterations and modifications will continue to be at the discretion of the Chief of Police or designee.
 - (b) To meet the needs of the Department, the particular skills of the dispatcher, or by supervisory recommendation, the Chief of Police or designee may modify or restrict the schedule selection procedure for the individual dispatchers.
 - (c) It is conceivable that some adjustments to the schedule may be necessary, causing the movement of dispatchers to other slots.

802.11 COMMUNICATIONS TRAINING PROGRAM

To implement standards of Communications training and evaluation of Police Communications Dispatcher Trainees, and set forth the selection of Communications Training Officers and Communications Training Supervisors a formalized Communications Training and Evaluation Program is established. The purpose of the program is to produce well-qualified Police Communications Dispatchers to assume the duties and responsibilities of a Police Communications Dispatcher and to establish and define the selection, duties, and responsibilities of Communications Training personnel.

Communications Training Program Guidelines:

- (a) Administrative control of the program shall be located in Community Policing Patrol.

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- (b) The program will be administered on a day-to-day basis by the Communications Training Supervisor and the Communications Manager.
- (c) The program will consist of a 35-39-week training and evaluation period:
 - 1. During the 35-39weeks, the trainee and trainer will complete daily journals. The trainee will be evaluated weekly.
 - 2. Communications Training Officers from the shifts to which trainees are assigned will attend evaluation sessions as needed to discuss progress and specific problems.
 - 3. The last three weeks of the training period will be a final evaluation with the Communications Training Officer or Dispatch Supervisor evaluating, but not training, the trainee.
- (d) All trainees will be trained on the three different positions during the training program: 3-week administrative In-House, 10 weeks on the phone position, 8 weeks on the backup position, 10 weeks on the hot-seat position, and a three- week "shadow phase." During the training process, the trainee should also attend a three-week P.O.S.T. Certified Dispatcher Academy. If the trainee is not sent during the training program, he/she will be sent to a P.O.S.T. Certified Dispatch Academy as soon as possible after completing the training program.
- (e) If the assigned Communications Training Officer is unavailable to train the trainee due to illness or any other reason, the Communications Manager will assign the trainee to another trainer on the same shift; or, if no Communications Training Officer is available, the Communications Manager will make alternative training arrangements. Trainees will not be utilized as solo Police Communications Dispatchers.
- (f) Communications Training Officers will follow the weekly performance standards, weekly objectives, and administer weekly tests. Communications Training Officers will complete their weekly evaluations at the end of their workweek.
- (g) Communications Training Officers will develop and update the trainee checklist and standardized evaluation guidelines.
- (h) Police Communications Dispatcher trainees will be evaluated on the basis of increasingly demanding performance criteria from the 1st through the final week.
- (i) The responsibility for recommending termination and documenting recommendations rests with the Communications Training Officers and the Communications Manager.
- (j) Communications Training Officers will be selected by the process and criteria defined in this policy.
- (k) A curriculum committee composed of Communications Training Officers and the Communications Training Supervisor will be established to ensure the ongoing validity and relevance of the training materials and formats used in this program.
- (l) The Communications Training Officers may develop and present in-house training when one or more Police Communications Dispatchers are in the training process.
- (m) The overlap time between shifts may be used for specialized training for individual trainees.

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802.11.1 COMMUNICATIONS TRAINING OFFICER

The Communications Training Officer directs trainees assigned to Communications and performs the duties and responsibilities of the Police Communications Dispatcher position.

Duties and Responsibilities of the Communications Training Officer:

- (a) The Communications Training Officer has three roles to fulfill:
 - 1. That of a Police Communications Dispatcher with full responsibilities.
 - 2. That of a trainer demonstrating the necessary skills.
 - 3. And, that of an objective evaluator of the standards of performance.
- (b) The Communications Training Officer must have the requisite skills necessary to become a reliable evaluator of the trainee's performance and to submit additional documentation as required.
- (c) The Communications Training Officer leads and directs trainees toward the attainment of the responsibilities and duties associated with the position of Police Communications Dispatcher.
 - 1. The Communications Training Officer explains and demonstrates proper Communications procedures and departmental procedures.
 - 2. The Communications Training Officer explains and complies with Departmental goals and objectives while maintaining and fostering a positive relationship with the trainee.
- (d) The Communications Training Officer establishes a business-like, yet friendly relationship with the trainees. The Communications Training Officer observes and evaluates the trainee's behavior, in accordance with prescribed departmental procedures.
- (e) The Communications Training Officer provides on-going instruction, utilizing innovative and practical techniques. The trainer has a responsibility to formulate, with the trainee, remedial training when necessary due to performance deficiencies. The trainer is further charged with the responsibility of recommending termination of the trainee when objective evaluation and documentation indicates that reasonable remedial training has not been successful.
- (f) On a regular basis, the Communications Training Officer prepares a verbal/written report on the relative progress of the trainee, presenting the report to the Communications Shift Supervisor, training team, Communications Training Supervisor, and the Communications Manager.
- (g) When the Communications Training Officer believes the trainee has gained sufficient skill and knowledge to operate as a solo Police Communications Dispatcher at the end of the 35-39th week, the Communications Training Officer or Communications Shift Supervisor shall make such a recommendation to the Communications Manager.
- (h) With the concurrence of the Training Supervisor and the Communications Manager, the trainee will be assigned as a solo Police Communications Dispatcher.

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802.11.2 COMMUNICATIONS TRAINING SUPERVISOR

The Communications Training Supervisor will have the responsibility for the Communications Training Program.

(a) Duties and Responsibilities of the Communications Training Supervisor are:

1. The Communications Training Supervisor has three roles to fulfill: that of a Communications Manager with full supervisory responsibilities, and the coordinator of the Communications Training Program.
2. As trainees are assigned to the Communications Training Program, the Communications Training Supervisor will ensure that the training and evaluation process are carried out.
3. The Communications Training Supervisor will draft schedules of Training Officer assignments for each trainee. He/She will also coordinate the materials needed for the training program.
4. The Communications Training Supervisor will set dates/locations for Training Officer evaluation meetings and will chair the meeting.
5. The Communications Training Supervisor will be responsible for calling general staff meetings of the Communications Training Officer Program, including one to be conducted prior to each group of trainees entering the program.
6. The Communications Training Supervisor will maintain the training lesson plans and training aids.

(b) Duties and Responsibilities of the Communication Shift Supervisor are:

1. The Communications Shift Supervisor will be responsible for the weekly review of the trainee's training guide and evaluation. Open, ongoing verbal communication and appropriate feedback to both trainees and trainers are essential for positive motivation and to ensure proper employee development
2. The Communications Shift Supervisor will ensure that accurate, detailed documentation of the trainees training is maintained, addressing both satisfactory and deficient performance. This will provide a reference base regarding the substance of the program and/or the trainee's performance. Various methods and resources should be utilized to accomplish this task; review of the evaluation reports, oral communications with the trainer, the trainee, the patrol sergeants, and watch commanders, and other dispatchers are recommended. Verbal tests, personal observation of performance, review of CAD incident histories and monitoring pre-selected telephone and radio traffic from the 24-hour tape are also suggested methods to aid in this evaluation
3. The Communications Shift Supervisor should attend the various training sessions to obtain first-hand information concerning trainee's performance, and evaluate the instructional techniques of the Communications Training Officers. This will ensure the topic areas are properly covered and that Communications Training Officers follow current departmental guidelines.

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4. The Communications Shift Supervisor will monitor the training and evaluation of trainees to ensure that personality conflicts between a trainee and a Communications Training Officer are identified and corrected as needed.

802.11.3 COMMUNICATIONS MANAGER

Duties of the Communications Manager are:

- (a) The Communications Manager has the dual role of command responsibility for training program and commander of Communications.
- (b) The Communications Manager will have responsibility for the maintenance and security of all records relating to the trainee's development. All evaluations and memoranda concerning the trainee's performance will be kept electronically in LEAPS.
- (c) The Communications Manager will be responsible for informing the Community Policing Patrol Captain of the status of all recruits. All recommendations for termination or serious remedial training will be forwarded with a detailed explanation of the reasons for the recommendation.
- (d) The Communications Manager will be responsible to oversee a review and evaluation of the program, and to implement needed organizational changes when no recruits are in training.

802.11.4 SELECTION OF COMMUNICATIONS TRAINING OFFICERS

The selection process consists of three components: Communications Managers' staff evaluation, and an interview with the Communications Manager.

- (a) Periodic recruitment announcements for CTO's will be posted. Dispatchers will submit a memo of interest to be considered for the position.
 1. The trainer must possess a concern and the courage to objectively evaluate the performance of the developing trainee.
 2. The trainer must subscribe to the ethic of promoting a professional image through the adherence to standards of conduct and performance.
- (b) Selection of Supervisory Personnel
 1. Communications Training Supervisor will be selected from the supervisors expressing a desire to participate in the Communications Training Program. The selection will be made by the Communications Manager.

802.12 RADIO COMMUNICATIONS

The police radio system is for official use only, to be used by dispatchers to communicate with department members in the field. All transmissions shall be professional and made in a calm, businesslike manner, using proper language and correct procedures. Such transmissions shall include, but are not limited to:

- (a) Members acknowledging the dispatcher with their radio identification call signs and current location.
- (b) Dispatchers acknowledging and responding promptly to all radio transmissions.

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- (c) Members keeping the dispatcher advised of their status and location.
- (d) Member and dispatcher acknowledgements shall be concise and without further comment unless additional information is needed.

The Communications Manager shall be notified of radio procedure violations or other causes for complaint. All complaints and violations will be investigated and reported to the complainant's supervisor and processed through the chain of command.

802.12.1 FEDERAL COMMUNICATIONS COMMISSION COMPLIANCE

Fremont Police Department radio operations shall be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements.

802.12.2 RADIO IDENTIFICATION

Radio call signs are assigned to department members based on factors such as duty assignment, uniformed patrol assignment and/or member identification number. Dispatchers shall identify themselves on the radio with the appropriate station name or number, and identify the department member by his/her call sign. Members should use their call signs when initiating communication with the dispatcher. The use of the call sign allows for a brief pause so that the dispatcher can acknowledge the appropriate department member. Members initiating communication with other law enforcement or support agencies shall use their entire radio call sign, which includes the department station name or number.

802.13 DOCUMENTATION

It shall be the responsibility of Communications Unit to document all relevant information on calls for service or self-initiated activity. Dispatchers shall attempt to elicit, document and relay as much information as possible to enhance the safety of the member and assist in anticipating conditions that may be encountered at the scene. Desirable information would include, at a minimum:

- Incident control number.
- Date and time of request.
- Name and address of the reporting person, if possible.
- Type of incident reported.
- Involvement of weapons, drugs and/or alcohol.
- Location of incident reported.
- Identification of members assigned as primary and backup.
- Time of dispatch.
- Time of the responding member's arrival.
- Time of member's return to service.
- Disposition or status of reported incident.

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802.14 CONFIDENTIALITY

Information that becomes available through Communications Unit may be confidential or sensitive in nature. All members of Communications Unit shall treat information that becomes known to them as confidential and release that information in accordance with the Protected Information Policy.

Automated data, such as Department of Motor Vehicle records, warrants, criminal history information, records of internal police files or medical information, shall only be made available to authorized law enforcement personnel. Prior to transmitting confidential information via the radio, an admonishment shall be made that confidential information is about to be broadcast.

802.15 TRAINING AND CERTIFICATION

Dispatchers shall receive training consistent with minimum standards established by POST (Penal Code § 13510).