

Course Outline

COURSE: JLE 175 **DIVISION:** 50 **ALSO LISTED AS:**

TERM EFFECTIVE: Fall 2021 **CURRICULUM APPROVAL DATE:**12/8/2020

SHORT TITLE: DISPATCH ACADEMY

LONG TITLE: Basic Public Safety Dispatcher Academy

| <u>Units</u> | <u>Number of Weeks</u> | <u>Type</u> | <u>Contact Hours/Week</u> | <u>Total Contact Hours</u> |
|--------------|------------------------|-------------|---------------------------|----------------------------|
| 3 | 18 | Lecture: | 1.7 | 30.6 |
| | | Lab: | 5 | 90 |
| | | Other: | 0 | 0 |
| | | Total: | 6.7 | 120.6 |

COURSE DESCRIPTION:

This 120 hour Basic Course satisfies the Commission on Peace Officers Standards and Training (POST) minimum training requirements for entry level dispatchers. The course also prepares each student for the fundamental principles, procedures, techniques, and duties of a public safety dispatcher within the law enforcement agency including: Ethics and Professionalism, Criminal Justice System, Workplace Communication, Telephone Technology and Procedures, Missing Persons, Domestic Violence, Community Policing, Cultural Diversity, Law enforcement Technologies, Radio Technologies and Procedures, Critical Incidents, and an overview of many other aspects of public safety.

PREREQUISITES:

COREQUISITES:

CREDIT STATUS: D - Credit - Degree Applicable

GRADING MODES

L - Standard Letter Grade

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

02 - Lecture and/or discussion

03 - Lecture/Laboratory

04 - Laboratory/Studio/Activity

STUDENT LEARNING OUTCOMES:

By the end of this course, a student should:

1. Explain how crimes are defined and classified; the difference between civil and criminal issues; different types of crimes; and an understanding of the dispatcher's liability and relationship to law.
2. Demonstrate a professional demeanor and ethical behavior and the ability to effectively communicate by displaying various techniques for handling callers and maintaining control of conversations.
3. Identify techniques for dealing with diversity issues; summarize what classifies a hate crime.
4. Identify various resource materials used in the Communications Center and demonstrate techniques for using maps and providing specific directions and the various telecommunications and radio technology systems and how they interact, while demonstrating techniques for handling the radio in a professional manner.
5. Demonstrate the ability to handle critical incident calls, summarize the mutual aid systems, and list resources available through mutual aid, Identify sources and symptoms of stress, and identify techniques for dealing with stressful situations.

CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS

Curriculum Approval Date:12/8/2020

LECTURE CONTENT:

I. ROLE AND FUNCTIONS OF THE PUBLIC SAFETY DISPATCHER (8 hours)

Students will demonstrate professional demeanor and ethical behavior and the ability to effectively communicate during class exercises.

A. The Job/Career

1. Civilian position
2. Call taker
3. Dispatcher
4. Additional duties of smaller agencies

B. As a Part of the Law Enforcement System

1. To the public
2. To our officers

C. To our agency

D. Other departments

II. FUNCTIONS OF THE COMMUNICATIONS CENTER (1 hour)

A. Organizational Structure within the criminal justice system

1. Link between law enforcement and criminal justice systems
2. First point of contact

III. TYPES OF DISPATCH CENTERS (3 hours)

A. Single Agency

1. Center funding

B. Joint Powers

1. Agreement between participating cities/county
2. Funding
3. Governed by an advisory board or users board

C. Contract Center

1. Agreement between contracted agencies/cities/county
2. Funding

3. Governing board

IV. PROFESSIONAL DEMEANOR AND ETHICAL BEHAVIOR (2 hours)

A. Definition of Standards of morale conduct

B. Ethics, Values, Principles/Integrity

1. What does this mean for dispatchers

C. Impact of Conduct

1. Hostile work environment

2. Sexual harassment

3. Ethical Dilemmas

4. Personal and professional values

5. Agency values and expectations

V. COMMUNICATING WITH THE PUBLIC, CO-WORKERS, FIELD PERSONNEL AND SUPERVISORS (1 hour)

A. Sub-culture

1. Jargon, codes, language

2. Intergovernmental agency relations

3. Us vs. Them attitude

VI. WORK FLOW IN THE COMMUNICATIONS CENTER (8 hours)

A. Sources of calls

1. Public

2. Officers

3. Other department personnel

4. Other agencies

5. Media

B. Types of Calls

1. Crimes

2. Civil problems

3. Fires

4. Medical emergencies

5. Information only

C. Types of Callers

1. Hysterical/Emotional

2. Hostile/Angry

3. Intoxicated/Medicated

4. Relaxed/Matter-of-Fact

5. In shock

D. Evaluating and Processing calls

1. Transfer

2. Prioritize

3. Documentation

VII. CHAIN OF COMMAND AND ORGANIZATIONAL STRUCTURE (2 hours)

A. Defined

1. Ascending and descending order ascending and descending order for directives, discipline, and grievances and applies

to both sworn and non- sworn personnel

2. Correct flow for information

B. Sworn Personnel

1. Quasi-military organization

- 2. Formal rank structure
- 3. Highest ranking officer
- C. Civilian Personnel

- 1. Job duties
- 2. Financial considerations
- 3. Specialization
- D. Protocol

- 1. Order

VIII. AGENCY POLICIES AND PROCEDURES (1 hour)

A. Agency Expectations

- 1. Public vs. Private sector differences
- 2. What your agency expects from you
- 3. What can you expect from your agency

IX. CAREER DEVELOPMENT (2 hours)

A. Opportunities

- 1. Tactical Dispatcher/Incident Dispatcher
- 2. Hostage Negotiator
- 3. CTO
- 4. CSO
- 5. Peer Counseling
- 6. Promotions
- 7. Instructor
- 8. Professional organizations

X. Criminal Justice System (4 hours)

Students will integrate knowledge learned during mock trial exercises.

A. Functions of law enforcement in the criminal justice system.

- 1. Local
- 2. State
- 3. Federal

B. Corrections

- 1. County and City Jails
- 2. State / federal prison
- 3. Parole and Probation

C. Public Safety Dispatcher's Role in the Criminal Justice System

- 1. First Point of Contact
- 2. Documentation
- 3. Courtroom preparation and testimony
- 4. Civil Cases
- 5. Criminal Prosecutions

D. Introduction to Law

- 1. Definition of a Crime
- 2. Types of Crimes
- 3. Concepts of Evidence
- 4. Probable Cause
- 5. Court Orders
- 6. Civil Liability and Criminal Negligence

E. National Crime Information Center Answer

LAB CONTENT:

Because of the integrated nature of the lab/lecture method of instruction, the content for both lecture and lab are infused in all subjects.

XI. INTRODUCTION TO LAW (12 hours)

Students will have an opportunity to analyze codified law, then based on the law determine if a crime occurred during role play scenarios.

A. Definition Of A Crime

1. A crime or public offense is an act committed or omitted in violation of a law forbidding or commanding it, and to which is annexed, upon conviction.

B. Types Of Crimes

1. Felony

2. Misdemeanor

3. Wobbler

4. Infraction

C. Corpus Delicti

1. Term is Latin and means body of crime

2. Corpus delicti of every crime consists of all elements of that crime, as specified in the statute defining the crime.

3. Human culpability must be established to prove the act was caused by a human being and not the result of a natural

phenomenon (i.e., lightning, earthquake, etc.) or an animal acting on its own accord.

4. Non-elements

D. Probable Cause

1. Sufficient facts to cause a person of ordinary care and prudence to honestly believe and strongly suspect the person being

arrested may have committed a crime.

2. Lines of questioning that generate probable cause

E. Concepts of Evidence

1. Dispatcher is the first link in the chain of evidence

F. Confidentiality Of Communications Data/Privileged Information

1. Need to Know vs. Right to Know

2. Information pertaining to officer citizen/safety

3. Vehicle Code Sections 20008-20012

4. Government Code Sections 6251-6255

G. Obligation To Release Public Information

1. Freedom of Information Act (FOIA) Title 5, Section 522

2. Departmental policies

H. Evidentiary Value Of Communications Data

1. What is subject to subpoena

2. Tape recorded confessions

3. Dispatcher court appearances

I. Civil Liability And Criminal Negligence

1. Civil liability

2. Criminal negligence

J. Codified Law

1. Laws, rules, and regulations reduced to a system of codes

K. Case Law

1. Body of law based on prior judicial decisions

2. Purposes of case law

L. Parties To A Crime

1. Principals
2. Accessories
3. Accomplices

M. Court Orders

1. Restraining or stay away orders
2. Child custody orders
3. Child visitation orders

N. Local Ordinances

1. Local ordinances change from jurisdiction to jurisdiction
2. May be more restrictive than state or federal laws, but not broader
3. Violation of local ordinances are generally an infraction punishable

O. Criminal And Civil Law

1. Criminal law deals with the violation of a criminal statutes, called a crime
2. Civil law deals with non-criminal violations of the law

P. Statutory Law Vs. Case Law

1. Statutory law is written law enacted by the legislative body of a nation, state, county or city
2. Case Law is a body of law based on prior judicial decisions

Q. Spirit of the Law vs. Letter of the Law

1. Legal system throughout most of the United States was derived from the English common law system
2. California legal system is, for the most part, based on English common law system

R. Criminal Intent Vs. Criminal Negligence

1. Criminal intent
2. Criminal negligence

XII. WORKPLACE COMMUNICATION SKILLS (4 hours)

Students will develop and maintain better personal and professional relationships during class exercises.

A. Career Satisfaction and Success

1. Better understanding of the job
2. Better understanding of what is required

B. Better Relationships

1. Personally
2. Professionally

C. Improved Personal Health

1. Less stress if you know your parameters
2. Happier with self and job

D. Liability

1. Personally
2. Professionally

XIII. HOW COMMUNICATION WORKS? WHAT IS IT? (4 hours)

A. The Communications Process

1. Transmission of an idea from the mind of one to the mind of another with understanding

B. Elements of Communication

1. Content
2. Nonverbal
3. Voice

C. How Does Communication Work?

1. You need a sender and a receiver

2. Its accomplished by speech, sign or symbol
3. Sender and receiver sending informal and formal message
4. Content
5. Mechanics
6. Verbal
7. Non-verbal
8. Context in which it was said ? in dispatching context is everything
9. Delivery
10. Style
11. Flexible
12. Attentive
13. Precise
14. Dominant
15. Relaxed
16. Argumentative

D. Active Listening

1. Definition and purpose
 2. Elements of active listening
 3. Obstacles in listening
- #### E. Barriers to Communication

1. Noise
2. Filters
3. Physical location

F. Effects Of Nonverbal Communication

1. Person to person

XIV. HOW DOES ALL OF THIS IMPACT THE WORKPLACE? AND, HOW DOES THIS WORK FOR YOU? (4 hours)

A. Professional Conduct

1. Remember your role and who the customer is
2. Civil Behavior
3. Courtesy
4. Voice tone
5. Word selection
6. Body Language
7. Dealing with work related stress

B. Driving Your Own Career

1. 97% of all law enforcement communications is verbal
2. Success

C. Promoting A Safe Workplace, Free From:

1. Discrimination and harassment
2. Occupational hazards
3. Emotional/psychological hazards
4. Verbal misconduct
5. Gossip and rumor
6. Unacceptable behavior

D. Promoting A Tolerant Workplace

1. Valuing and respecting diversity
2. Perception

3. Treating others how you want to be treated

E. Reacting To Verbal Altercations

1. Verbal deflection

2. Refocus/re-direction

3. Advantages of coping positively with negativity

F. Ignore Your Inner Voice!

1. Angel or Devil on your shoulder

2. Remember, there is always an open microphone somewhere

3. Telephone lines are taped

G. Personal Impacts

1. Better relationships

2. Liability

XV. TELEPHONE ANSWERING PROCEDURES and TECHNOLOGY (12 hours)

Students will participate in a scenario-based group activity to develop a series of questions to ask a caller so that a mental picture of a scene can be developed and an accurate dispatch can be performed.

A. 9-1-1

1. History of 9-1-1

2. CA law suggests this line should be answered within three rings

3. Cannot transfer a 9-1-1 call more than once

4. Terminology

5. Wireless 9-1-1 (cellular)

6. N11 Issues

B. Seven-digit Emergency Lines

1. Published emergency lines

C. Business Lines

1. Centrex

2. 7 digit lines

3. Ring-down lines

4. Inter-agency contact line (non-published numbers)

D. Intercoms

1. Console to console

2. Inter-agency i.e., Records to Communications Center or Dispatch Center to Dispatch Center

E. Microwave Lines

1. Back-up or contingency phones

F. Phone Answering Greetings

1. Agency identifier (Name of agency)

2. Operator name or number

3. Type of line i.e., 9-1-1 emergency, etc

XVI. INTERVIEW TECHNIQUES AND CALL TYPES (12 hours)

A. Primary Information - 5 W?s

1. Where

2. What

3. When

4. Who

5. Why (How)

6. Weapons

B. Secondary Information

1. Subject/Suspect descriptors

2. Vehicle description

3. Scene information

C. Specific Caller Techniques to best provide customer service under these circumstances:

1. Calming a caller in crisis

2. Shock

3. Hysterical callers

4. Crank/Nuisance calls

5. TDD/TTY

6. Non-English speakers

7. Witnesses

8. Victims

9. Suspect

10. Anonymous/Informant

11. Abrasive

12. Frightened

13. Hurried

14. Politically demanding

15. Intoxicated

16. Very young

17. Very old

18. Rambling

19. Foreign

20. Frustrated

21. Hostile or unapproachable

D. Types of Incidents/Obtaining information and advising citizens of actions to take

1. Criminal

2. Traffic

3. Medical

4. Fire

5. HazMat

6. Evacuations

7. Civil

8. Alarms

E. Call Processing

1. Call prioritization

2. In-progress

3. In progress versus cold reports

4. Managing multiple calls

5. Routing time sensitive information to the radio dispatcher

6. Performance standards

F. Advice to Citizens

1. Reassuring the caller

2. Explaining policies/procedures and legal guidelines

G. Communications Skills

1. Clear voice projection

2. Good diction

3. Proper modulation

4. Active listening

- 5. Detecting and interpreting (background) voices and noises
- 6. Use of proper terminology
- 7. Control the call
- H. Conveying Direction and Instructions to the Public, i.e., building exit instructions
 - 1. Clear and accurate
 - 2. Empathetic
 - 3. Responsive
 - 4. Liability
 - 5. Creating special relationships with the caller
 - 6. Relaying what your instructions are to the radio dispatcher
- I. Developing the Mental Picture
 - 1. Painting the picture for the responder
- J. Customer Service
 - 1. Providing the service
 - 2. Impacts of poor customer service

XVII. TELEPHONE TECHNOLOGY (8 hours)

- A. Audio Recorders
 - 1. Main logging recorder
 - 2. Instant play back
- B. Manual or computer-based telephone systems
 - 1. Analog versus digital
- C. Other technology
 - 1. Automated mapping
 - 2. Alpha-numeric paging
 - 3. Manual query
 - 4. Automated Cross directories
 - 5. Internet/Intranet searches
 - 6. Phone company trace
 - 7. Reverse 9-1-1
 - 8. Manual trace
 - 9. Contacting chief special agent
 - 10. Intelligent workstations
 - 11. Voice activated alarms

XVIII. MISSING PERSONS (2 hours)

Students will develop techniques for proper handling of missing persons calls.

- A. Background And Legislative Intent
 - 1. Missing children/adults history in the state that leads to today's legislation, response, and search techniques
 - 2. Legislation
- B. Types Of Missing Person
 - 1. At-risk categories
 - 2. Involuntary missing
 - 3. Abductions
 - 4. Child
 - 5. Runaway
 - 6. Unknown missing
- C. Statutory Requirements Associated With Response
 - 1. Accepting or assisting the reporting party, regardless of jurisdiction

2. Prioritizing the response
3. Initiating an investigation
4. Complying with Department of Justice requirements for obtaining dental/medical records and photographs.
5. Notifying involved agencies
6. Entering and updating required databases

D. Critical Call Taking And Dispatcher Responsibilities And Requirements

1. Empathy and compassion
2. Information needed to assist initial response action
3. Classifying missing person situations
4. Accurate and timely ?Be on the Lookout? information
5. Actions required when a missing person is located

E. Role Of Officers And Missing Person Investigators

1. Reasons for making a thorough search
2. Resources and investigative tools

XIX. DOMESTIC VIOLENCE (4 hours)

Students will demonstrate techniques for handling domestic violence calls.

A. Provisions of the Penal Code

1. PC 13700 criteria
2. Conduct of involved parties

B. Domestic Violence Legal Definitions And Terminology

1. Domestic
2. Abuse
3. Cohabitant
4. Family violence
5. Primary aggressor

C. Law Enforcement's Responsibility In Response

1. Stress the enforcement of the laws to protect the victim
2. Communicates the attitude that violent behavior in the home is criminal behavior not to be tolerated
3. Response indicates that domestic violence is a serious crime against society
4. Response and arrest has been shown to be a deterrent regardless of whether or not the case is prosecuted

D. Role Of The Public Safety Dispatcher

1. First in line of assistance/contact for victims.
2. In handling domestic violence incidents, it is important to
3. If appropriate, advise the victim an arrest might help prevent future violence and can lead to forced help for the batterer.
4. Explain to the victim the impact of violence on children in the home

E. Referral Agencies And Resources

F. Community resources and provide resource information to the victim, which includes public, private, and/or local government resources.

G. Domestic Violence Overview

1. In 2000, 147 murders were committed as a result of intimate partner violence
2. Law enforcement received 196,406 domestic violence calls in 2000, with weapons, including firearms, and knives, involved in 135,156 of these cases
3. Domestic violence arrests rose from 38,200 in 1989 more than 51,200 in 2000
4. In 2000, California DOJ issued 197,360 restraining orders involving domestic violence

5. Abuse in relationships exists among all classes, races, and cultural groups.

H. Historical Background Of Domestic Violence Laws

1. Historical Perspective

2. Other Historical Factors

3. Legislative Intent

I. Nature And Extent Of Domestic Violence

1. Frequency of occurrence/escalating nature and lethality

2. Impact on victims

3. Cycles of violence

J. Legal Rights And Remedies Available To Victims

1. Emergency Protective Orders (EPO) became effective July 1, 1988

2. Ex Parte Restraining Orders (RO) is a restraining order issued without prior notice or hearing and is usually valid until the

Order to Show Cause (OSC) hearing date

3. Domestic Violence Temporary Restraining Order (DVTRO) is the most frequently obtained ex parte restraining order

4. Terms of order or what restraining orders issued by civil court can do for victims

K. Tenancy Issues And Domestic Violence

1. Often the victim is forced to leave his/her primary residence to escape the violent situation

2. Transportation arrangements to shelters

L. Impact On Children

1. Children learn violence is an acceptable and expected part of relationships

2. Children may be injured in the conflict

3. Children often learn to use violence to express frustration, anger and needs

4. Children may blame themselves for the problem

5. Children may be emotionally or physically neglected

M. Assisting Victims

N. Assist in obtaining appropriate medical attention

1. Providing a civil stand-by

2. Personal safety options

O. Importance Of Call Taking Procedures

1. Dispatcher's courtroom testimony in domestic violence cases

2. Effective questioning includes asking specific questions

3. Proper documentation can have a positive impact

XX. COMMUNITY ORIENTED POLICING/CULTURAL DIVERSITY/HATE CRIMES/GANG AWARENESS (8 hours)

Students will identify techniques for dealing with diversity issues; summarize what classifies a hate crimes during class exercises.

A. History of Community Policing

1. Sir Robert Peel Metropolitan Police Act of 1929

2. 1900's police lost sight of the original concept

3. Social distancing

4. Upheaval and reform

B. Community Policing Defined

1. Both a philosophy and an organizational strategy

C. Benefits Of Community Policing To Organization, Community And Employee

1. Benefits

2. Benefits to employee

D. Role Of The Public Safety Dispatcher In Community Policing

1. First point of contact
 2. Elicits information from the citizen to determine police response
 3. Provides educational information about the department and neighborhood programs that may better serve complaints
- E. Customer Service
1. Police related referrals
 2. Non-police related referrals
- XXI. CULTURAL DIVERSITY (8 hours)
- A. Culture And Cultural Diversity Defined
1. Culture defined as the total life way of a people
 2. Cultural diversity under the law, means members of all racial and cultural groups specifically including gender and sexual orientation. (PC 13519.4)
- B. Changing Terminology Associated With Diversity, Ethnicity, And Human Relations
1. Diversity
 2. Ethnicity
 3. Human Relations
 4. Nationality
- C. Cultural Composition Of California
1. California's past
 2. California's present
 3. California's Future
- D. Changing Law Enforcement Service
1. Demands create a greater need for law enforcement personnel
- E. Benefits Of Valuing Diversity
1. Within the law enforcement organization and within the community it serves
- F. Definitions Of And Differences Between
1. Prejudice
 2. Discrimination
 3. Prejudice vs. Discrimination
 4. Stereotyping
- G. Possible Barriers To Cross-Cultural Communications
1. Cultural perceptions of law enforcement
 2. Law enforcement's perception of cultural groups.
- H. Strategies For Effective Communication
1. Verbal communication
 2. Active listening
- I. Cross Cultural Behaviors During Telephone Contacts
1. Effective cultural contacts cannot be reduced to a "recipe style" approach
 2. Valuable to recognize any personal preconceptions that exist
 3. How to avoid stereotyping
- XXII. HATE CRIMES (1 hour)
- A. Hate Incident
1. Involve behaviors that, though motivated by bias against a victim's classification in protected classes, are not criminal acts
- B. Hate Crime (PC 13519.3)
- C. Statutes
1. Federal criminal statutes

2. Federal civil statutes

3. State civil statutes

XXIV. GANGS (1 hour)

A. Identifying Characteristics And Crime Trends Associated With Criminal Gangs

1. Criteria should be considered in determining whether or not a hate crime has occurred

B. Methods Gang Members Use To Communicate

1. Graffiti

2. Tattoos

3. Other types of communication

C. Dispatcher's Role In Enhancing Officer Safety On Gang-Related Calls

1. Gathering Information

2. Dispatching Calls

XXV. CHILD, ELDER, AND DEPENDENT ADULT ABUSE (4 hours)

Students will list types of child abuse and elder abuse.

A. An Overview Of Child Abuse

1. Child abuse in California

2. Understanding the effects of child abuse

B. Types Of Child Abuse

1. Neglect

2. Sexual abuse

3. Physical abuse

C. Laws Related To Child Abuse

1. 273 PC Child Abuse

2. 288a PC Lewd act with a child under 14 years of age

3. 288b PC Lewd act with a child under 14 years of age, force involved

D. Crimes Associated With The Abuse Of Children

1. Domestic Violence

2. Sexual Misconduct in multiple child homes

E. Resources, Services And Facilities Available To Victims

1. Local sheriff or police department

2. Child abuse and neglect hotlines, council or center

3. The Child Protective Services Unit

4. Local Welfare or Social Services Department

5. Human Resources Agency, Department of Public Social Services

6. Department of Health and Human Services, Department of Public Assistance

7. Local/County juvenile probation department

F. An Overview Of Elder/Dependent Adult Abuse

1. Currently more than 4.9 million Californians over 60

2. Estimated that one of every 20 elderly people is the victim of neglect or physical psychological or financial abuse

G. Types Of Elder/Dependent Adult Abuse

1. Physical Abuse

2. Emotional Abuse

3. Sexual

4. Fiduciary

H. Laws Related To Elder/Dependent Adult Abuse

1. Welfare & Institutions Code, 15656

2. Welfare & Institutions Code, 15600 et seq.

- 3. Welfare & Institutions Code, 15630
- 4. Welfare & Institutions Code, 15636
- 5. Welfare & Institutions Code, 15630(h)
- I. Crimes Associated With The Abuse Of Elders And Dependent Adults
 - 1. Domestic violence
 - 2. Elders can also be a helpless victim who lives in a residence where other illegal activities may be occurring
- J. Resources, Services And Facilities Available To Victims Of Elder/Dependent Adult Abuse
 - 1. Alta Regional Center
 - 2. Adult Protective Services
 - 3. National Center on Elder Abuse

XXVI. LAW ENFORCEMENT TELECOMMUNICATIONS (6 hours)

Students will identify various telecommunications systems and how they interact during class exercises.

- A. Criminal Justice Information Systems
 - 1. Developed as result of growing need for vital information in a timely manner
- B. Available Systems
 - 1. CLETS
 - 2. CJIS
 - 3. DMV
 - 4. NCIC
 - 5. NLETS
 - 6. LEDS (Oregon)
- C. Access To Information
 - 1. Governed by geographical area
- D. State & Federal Laws/Policies CONTINUED

- 1. Employees with access or input to the network
- 2. Liability
- E. Procedures
 - 1. Maintain integrity of CLETS and ensure security
 - 2. Maintaining records
- F. Computer Information Systems
 - 1. Departmental
 - 2. Regional
 - 3. Specialized

XXVII. CALIFORNIA LAW ENFORCEMENT TELETYPE SYSTEM (CLETS)

- A. Mnemonics
 - 1. Identify terminal
 - 2. Identify agency
- B. Administrative messages
 - 1. Restrictions
 - 2. Considered confidential
- C. All Points Bulletins (APB)
 - 1. Expanded group routing
 - 2. Highway, geographical error or crime specific

XXVIII. CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)

- A. Wanted Persons System (WPS)
 - 1. Records pertaining to fugitives and arrest warrants

2. Retention Periods

3. Inquiries

4. Returns

5. Confirmations

B. Stolen Vehicle System (SVS)

1. File of stolen/felony/stored vehicles; stolen/lost/ felony plates; stolen vehicle parts, vehicles associated w/missing persons

2. Vehicle types:

3. Vehicle parts

4. Retention Period

5. Inquiries

6. Returns

C. Automated Boat System (ABS)

1. File of boats/watercraft that are stolen, lost, repossessed, stored and stolen parts

2. Kind of watercraft in ABS

3. Boat parts

4. Retention period

5. Inquiries

6. Returns

D. Automated Property System (APS)

1. File of serialized property stolen, lost, found, held for evidence, under observation or pawned

2. Kinds of property

3. Retention Period

4. Inquiries

5. Responses

E. Automated Firearm System (AFS)

1. File pertaining to law enforcement status of serialized weapons - stolen, lost, found; historical records with names of persons associated with firearms - CCW license, dealer's record of sale, pawns, and voluntary registration

2. Kinds of weapons

3. Record Types

4. Retention Periods

5. Inquiries

6. Responses

F. Master Name Index (MNI)

1. File containing personal descriptor records for all subjects on file in criminal history

2. Inquiries

3. Responses

G. Automated Criminal History System (ACHS)

1. Centralized automated system designed to provide authorized criminal justice agencies with criminal history records or rap sheets

2. CH summaries available

H. Manual Criminal History

1. Files that have not been automated

2. Inquiries made by phone, teletype or mail

I. Missing/Unidentified Persons File (MUPS)

1. Files of missing/unidentified persons from California or surrounding states
2. PC 14205 requires local agencies to accept any report of a missing person, including runaways without delay and forward copy of report to agency with jurisdiction over residence, or place last seen and DOJ
3. If under 12 years of age or "at risk", entry must be within 4 hours
4. Unidentified persons is living or deceased persons and body parts

J. Sex/Narcotic & Arson Registration File

1. Statewide file on convicted persons required to register with local agency by law
2. Information contains: Name, physical characteristics, types of offense, registration history
3. Service available by mail, teletype or telephone

K. Child Abuse Central Index

1. Statewide file of known and suspect child abuse cases reported to DOJ by investigating law enforcement, welfare or probation agencies
2. Information includes:
3. Service available by mail, teletype or telephone

L. Command Center

1. Provides criminal record information 24 hours a day
2. Provides assistance 24 hours a day

M. Miscellaneous Manual Files

1. Parent locator
2. Motorcycle gang
3. Terrorists

XXIX. DEPARTMENT OF MOTOR VEHICLES (DMV)

A. Automated Name Index (ANI)

1. Two part file - Driver's License and Vehicle Registration
2. 38% of all CLETS inquiries

B. Automated Management Information System (AMIS)

1. Two part file - Driver's License and Vehicle Registration

C. Driver's License file

1. Types of license
2. Basic record - Name, DOB, AKA's, Address, DL #
3. Status Driving Privilege - Issued date, expiration, reapplications, mailings, special conditions
4. Legal history - legal actions taken against driver and reinstatement information
5. Abstracts of Court Proceedings - violation date, conviction date, statute violated, docket number, court, court action, disposition, vehicle license
6. Description of Legal Actions - includes cases of failures to appear
7. Record of Accidents - Dates, location, vehicle license, citations, report numbers
8. Endorsements & Certifications - Type, date, expiration, applications, Bates number
9. Identifying information - physical description, known addresses, AKA's

D. Vehicle Registration File

1. Vehicle description

2. Name of owner both registered and legal
 3. Address of owner both registered and legal
 4. Current legal status of vehicle
 5. Parking violations
 6. Owner-as-of-information
 7. Occupational licensing - driving schools/officers/salesmen
- E. Driver's license inquiry
1. Search by DL number
 2. Search by name
- F. Vehicle/Vessel Registration Inquiry
1. Search by license number, VIN, OAN, hull or boat registration number
- XXX. NATIONAL CRIME INFORMATION CENTER (NCIC)
- A. Article File
1. Stolen property not meeting entry criteria for other files
 2. Accessed through CJIS
- B. Boat File
1. Stolen/Embezzled boats
 2. Stolen boat parts
 3. Accessed through CJIS
- C. Vehicle File
1. Stolen vehicles
 2. Loaned/Rented/Leased vehicles not returns
 3. Felony vehicle used in the commission of a crime
 4. Stolen vehicle parts
 5. Accessed through CJIS
- D. License Plate File
1. Stolen license plates
 2. Accessed through CJIS SVS
- E. Gun File
1. Any weapons which readily expels a projectile
 2. Access through CJIS AFS
- F. Wanted Persons File
1. Persons with outstanding felony, federal or serious misdemeanor warrants
 2. Access through CJIS WPS
- G. Missing Persons File
1. Locates missing persons, 70% of file is juveniles
- H. Unidentified Persons File
1. Assists investigators with unidentified found bodies and unidentified living persons (Amnesia victims)
- I. Securities File
1. Includes currently, certificates considered to be evidence of debt, documents of subscription rights, certificates of bond, stock, commodities or security exchange, money orders, traveler's checks, warehouse receipts, savings certificates, interest coupons on stocks and bonds
- J. Foreign Fugitive File
1. Outstanding foreign-issued warrants
- K. U.S. Secret Service Protective File
1. Provides investigative leads on whereabouts of individuals who may pose a

threat to a protectee and criminal activity which may be related to a protectee

2. Instruction: Not to arrest or detain the individual based solely on the information furnished in the hit

3. Criminal justice information only

L. Interstate Identification Index (III)

1. Automated with 20 states and FBI

2. Provides interstate exchange of criminal history

M. ORI

1. Agency name files

2. Numbers assigned by the FBI

N. NCIC - Off Line Search

1. Special technique to gain information not obtainable by an on-line search

2. Inquiry accesses active records, historical data, transaction data

3. Staff assistance if needed

XXXI. NATIONAL LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (NLETS)

A. Switching system similar to CLETS but links all states, Puerto Rico, District of Columbia and several federal agencies together

1. Provides free text administrative messages

B. Provides access to out of state files

1. Vehicle registration - must have #, state issued and type of vehicle minimum

2. Driver's license - must have # or name and DOB

3. HazMat File - on line info by "UN number"

4. FAA/TECS Aircraft Tracking System (ACTS)

5. FAA/TECS Aircraft Registration System (ACRS)

6. ORION

7. Help Files

8. National Center for Missing and Exploited Children (NCMEC)

9. Canadian Police Information Center (CPIC)

10. International Criminal Police Organization - INTERPOL

11. Criminal History Inquiry

XXXII. OREGON LAW ENFORCEMENT DATA SYSTEM (LEDS)

A. Through CLETS allows direct inquiry into Oregon files

1. Vehicle registration

2. Driver's license

3. Stolen vehicle

4. Gun article

5. Wanted persons

B. More timely than going through NLETS

C. Vehicle Registration File

1. By license or VIN

2. Includes boat registration

D. Driver's License File

1. By license number or name and DOB

2. Provides complete violation and conviction not available through NCIC or

CLETS

E. Stolen Vehicle File

1. Stolen vehicles, parts and plates

2. Vehicles used in felony
 3. Impounded, repossessed and missing vehicles
 4. Inquiries by plate number, VIN or part number
- F. Wanted Persons File
1. Persons wanted by felony warrant, felony warrant pending, and misdemeanor warrants
 2. Inquiries by name, DOB and race using NCIC race code
- G. Gun File
1. Records of stolen, lost, pawned and recovered guns
 2. Inquiries by serial or OAN number.
- H. Article File
1. Inquiries on stolen property by serial or OAN number
 2. Type field is mandatory
- I. Administrative messages
1. Must be routed through NLETS

XXIII. CRIMINAL OFFENDER RECORD INFORMATION (CORI)

- A. PC 11075 is summary information relating to arrests, pretrial proceedings, sentencing information, incarcerations, parole and probation.
1. Release of information governed by the FBI
- B. PC 11120-11127 allows subject of record to obtain a copy of his/her criminal history in order to ensure the accuracy and refute any erroneous information contained in the record
1. Application form must be completed
 2. Application fee (waived if indigent)
 3. Return mailed from DOJ
 4. Errors must be corrected within 30 days
- C. PC 13320-13326 gives the subject the right to review his local summary record maintained by a local agency
1. Errors must be corrected within 60 days
 2. Agency must notify all other agencies furnished with incorrect information of the error
 3. Subject can also obtain copy of FBI record
- D. Authorized Agency List
1. Attorney General maintains
 2. PC 11105 requires record of agencies or individuals who shall or may have access to CORI.
- E. Other Related Laws/Court Decisions
- F. Recommendations
1. Determine if person or agency is authorized to receive CORI
 2. Reason CORI is being requested (Need to know rule)

12 Hours

XXXIV. RADIO TECHNOLOGY & PROCEDURES

Students will identify radio technology systems and how they interact and demonstrate techniques for handling the radio in a professional manner during role playing exercises.

- A. Communication Center Radio Equipment
1. Components and their functions
 2. Back-up radios/microphones
- B. Technology

1. Radio system
2. Mobile radios
3. Radio interference
4. Audio Recorders
5. Wireless technology
- C. FCC Regulations
 1. Proper licensing
 2. Use of periodic station identifier, date and time
 3. No profanity
 4. Unauthorized use warning
- D. Codes versus Clear Text
 1. Codes
 2. Clear text
 3. Interoperability concerns
- E. Professional Radio Demeanor
 1. Standards
 2. Techniques
- F. Broadcasting Directions And Instructions
- G. Responder Safety Considerations
- H. Managing the Frequency
 1. Emergency traffic
 2. Unit initiated activity
- I. Prioritizing Calls For Service
 1. Based on agency policy, procedure, protocol
 2. Unit allocation/Dispatching strategies
- J. Calls That Require More Than One Unit
 1. Calls where policy dictates multiple response
- K. Tracking And Monitoring Unit Status
- L. Electronic Messages
- M. All Points Bulletins/Be on the lookout
 1. Receiving from a field unit
 2. Broadcast rules

4 Hours

XXXV. RESOURCE MATERIALS

Students will compose an overview of the various resource materials used in the Communications Center and demonstrate techniques for using maps and providing specific directions.

- A. Manuals
 1. General orders/Department manual
 2. Telecommunications
 3. Policy and Procedures
 4. Computer
 5. Equipment
- B. Directories
 1. Telephone / TTY
 2. Community Services
 3. Agency
 4. Cross / Reverse
 5. Government

C. Code Books

1. Penal
2. Vehicle
3. Welfare & Institutions
4. Health & Safety
5. Business & Professions
6. Government Code
7. Municipal / County
8. Other(s)

D. Maps and Street Guides

1. Thomas Guide
2. City / County
3. District / Beat / Run / Sector
4. Geographic Information Systems (GIS)
5. Township & Range

E. Importance of Familiarization with Jurisdictional Geographic characteristics

1. Adjoining boundaries
2. Commonly used names for location

F. Troubleshooting unknown or unclear locations

1. Alternatives

XXXVI. REFERRAL SERVICES

A. Public Services

1. City / County Maintenance
2. City, County, State, & Federal Government
3. Health / Welfare / Social Services
4. Private Services

5. Mortuary

6. Towing

XXXVII. ALLIED AGENCIES

A. Local

B. State

C. Federal

XXXVIII. MAP READING/GEOGRAPHY

A. Basic Map Orientation

1. Legend/key
2. Grid
3. Techniques

B. Types of Maps

16 Hours

XXXIX. CRITICAL INCIDENTS

Students will identify techniques for handling critical incident calls and summarize the mutual aid systems.

A. Types Of Critical Incidents

1. Natural disasters
2. Explosions
3. HazMats
4. Transportation accidents
5. Evacuations
6. Fires

7. Terrorist activity/weapons of mass destruction
8. Plane Crashes
- B. Resource Material
 1. Incident call out lists
 2. Disaster preparedness manuals
 3. Operational guidelines
 4. General orders
 5. Policy manuals
 6. North American Response Guidebook (DOT Hazmat)
 7. Maps
 8. Use of the media
- C. Emergency Operation Center (EOC)
 1. Location from which centralized emergency management can be performed
 2. EOC activation criteria
 3. EOC Guidelines
- D. Dispatcher's Role In Critical Incidents
 1. Obtaining and disseminating critical information
 2. Screening each call carefully
 3. Advise citizens of actions to take in hazardous situations or critical incidents
 4. Dispatching, deploying and tracking of units/resources
 5. Initiating internal and external call outs
 6. Maintaining flexibility
 7. Continually reviewing information received
 8. Reviewing of incident
- E. Components And Procedures To Activate The Standardized Emergency Management System (SEMS)
 1. Five basic components
 2. Organizational/Response levels and activation requirements
- F. Incidents Impacting Officer Safety
 1. Hostage/barricaded situations
 2. Suicidal callers
 3. Bomb incidents
 4. Bombs
 5. Bombings that have occurred
 6. High-risk stops/contacts
 7. SWAT call outs
 8. Officer-involved shootings
 9. CHP's MAIT Team
 10. FBI ? Civil Liberties Investigation Team
 11. Fatal incidents involving officers
 12. Civil disturbances
- G. Mutual Aid
 1. Definition and purpose
 2. Law enforcement mutual aid ladder
 3. Use of other public service departments or agencies as resources
 4. Mutual aid communication and equipment considerations
- H. Other Resources
 1. FEMA

2. National Guard
3. Volunteers
4. Search & Rescue
5. Amateur radio operators

4 Hours

XL. Wellness

Students will recognize sources and symptoms of stress, and identify techniques for dealing with stressful situations.

A. Defined

1. A non-specific response to any demand (as defined by Hans Selye)
2. Other clinical definitions

B. Symptoms of Stress

1. Physiological responses
2. Cognitive responses
3. Emotional responses

C. Sources of Stress

1. Personal/family life
2. Work Schedules
3. Balancing family and work issues
4. Callers and field units
5. Inter-departmental relationships
6. Training
7. Probation
8. Work Environment

D. Communicating Stress As A Line Dispatcher

1. Speaking out
2. Changing Attitude

E. Acute And Long-Term Effects Of Stress

1. First Level Stress Syndromes
2. Second Level of Stress Symptoms

F. Techniques To Promote Wellness

1. Lifestyle
2. Physical fitness
3. Nutrition

G. Resources

1. Peer support/counseling
2. Employee Assistance Programs (EAP)
3. Critical Incident Stress Debriefing (CISD) and Critical Incident Response Teams (CIRT)

METHODS OF INSTRUCTION:

Lecture, discussion and demonstration will serve as the medium of instruction. Individual guidance will be provided as required.

OUT OF CLASS ASSIGNMENTS:

Required Outside Hours: 30

Assignment Description:

Read and review instructor handouts and POST materials.

Read and review California Peace Officers' Penal Code.

Read and reiew Emergency Response Guidebook.

Read and review Emergency Telecommunicator Course Manual.

Required Outside Hours: 30

Assignment Description:

Written self assessment

Research Law Enforcement Information Systems and Public Safety Dispatch databases

Study Incident Command Systems processes and terms in preparation for practical scenarios

Study terms, definitions and penal codes

Prepare for quizzes and exams

METHODS OF EVALUATION:

The types of writing assignments required: 5% - 30%

Written homework

Essay exams

Term papers

The problem-solving assignments required: 5% - 25%

Homework problems

Quizzes

Exams

The types of skill demonstrations required: 5% - 25%

Class performance

Performance exams

The types of objective examinations used in the course: 5% - 25%

Multiple choice

True/false

Other category: 0% - 0%

None

REPRESENTATIVE TEXTBOOKS:

International Academies of Emergency Dispatch. Emergency Telecommunicator Course Manual. Priority Press,2019.

Reading Level of Text, Grade: 12th Verified by: Doug Achterman

QWIK_CODES, LLC. California Peace Officers' Penal Code. QWIK_CODES Criminal Justice Publication,2020.

Reading Level of Text, Grade: 12th Verified by: Doug Achterman

U.S. Department of Transportation. Emergency Response Guidebook. ACT,2016.

ISBN: 978-1680080742

Reading Level of Text, Grade: 12th Verified by: Doug Achterman

Verified by: Doug Achterman. Handouts and POST Material are provided.

ARTICULATION and CERTIFICATE INFORMATION

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Transferable CSU, effective 200230

UC TRANSFER:

Not Transferable

SUPPLEMENTAL DATA:

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 1 Program Applicable

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department:

CSU Crosswalk Course Number:

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: Y

In-Service: N

Occupational Course: B

Maximum Hours:

Minimum Hours:

Course Control Number: CCC000456129

Sports/Physical Education Course: N

Taxonomy of Program: 210550