

## CARLSBAD POLICE DEPARTMENT DIRECTIVE

<b>SUBJECT:</b> <b>COMMUNICATION PERSONNEL STANDARDS</b>	<b>DATE:</b> 02-29-04	<b>PAGE</b> 1 OF 2	<b>NO. ADMIN</b> 1.1
<b>RELATED POLICY:</b> CPD P&P 802.4, Protocol 1.6	<b>UPDATES:</b> 02-29-04, 04-26-09, 2/14/2019		

### **PURPOSE:**

To establish policy and standards for communicators' duties and responsibilities. The goal is to ensure equal standards among all personnel and the efficient processing of necessary record data. There shall be a minimum of three communicators on duty at all times. (Also see Protocol 1.6 "Minimum Staffing in the Communications Center"). Communicator positions will be primary radio, inquiry radio, and call taker. All communicators, regardless of position, should remember they are striving to provide the highest level of service and assistance to the field units and the citizens of Carlsbad. At any time, there could be an overlapping of duties to ensure a cooperative teamwork environment within the communications center.

#### **A. The primary Radio Communicator is responsible for:**

1. Dispatching all police units and shall have the authority (within the communications center) to determine unit assignment of calls and priorities of calls. The primary radio communicator will keep CAD entries current and correct and be responsible for unit status.
2. Keeping the watch commander advised of high priority incidents.

#### **B. The Inquiry Radio Communicator is responsible for:**

1. Teletype inquiry and entry generated by the field units. This would include, but is not limited to: accessing the stolen vehicle, missing person, property, criminal history and other Law Enforcement Databases such as NCIC/CLETS/ARJIS databases. Also responsible for incoming Administrative Messages.
2. Provide assistance and callback requests to support the Primary radio communicator.
3. Provide radio backup to the Primary radio communicator by taking control of field units as necessary during critical incidents.
4. Monitoring mutual aid channels and answering phone calls when necessary to assist the call taking communicator.

**C. The Call Taking Communicator(s) is responsible for:**

1. In a timely manner answer and process all incoming 911 and administrative phone lines.
2. If there are four communicators present in the communications center, there will be two communicators assigned into the position of call taker with overlapping and shared responsibility for both 911 and administrative phone lines. These positions will manage and process the call volume of the communications center.
3. The call taker will also monitor required Mutual Aid radio channels and provide assistance to both radio positions as necessary.

# CARLSBAD POLICE COMMUNICATIONS PROTOCOL

SUBJECT: <b>RELEASE OF INFORMATION BY COMMUNICATIONS</b>	DATE: 03-11-05	PAGE 1 of 2	NO. ADMIN 1.2
RELATED POLICY: CPD P&P 810 RELEASE OF RECORDS	UPDATES:04-26-09		

## **PURPOSE:**

To establish guidelines when communications personnel receive requests from the public for information regarding police activity.

## **BACKGROUND:**

The California Public Records Act, Government Code Sections 6250-6265, provides for the release of information to the public.

## **PROTOCOL:**

Although most requests for information should be handled by the Records Division, communications personnel may handle requests as follows:

### **1. Information that WILL NOT be released.**

- A. Communications personnel will not release any requests for the following information without authorization from the records custodian:
  - 1. Any incident or activity related to a juvenile offender.
  - 2. Any information pertaining to a sex crime.
  - 3. Any information related to a victim of a crime.
  - 4. Any information which would jeopardize an ongoing, active investigation.
  - 5. Any requests for Criminal Offender Records Information.

### **2. Information that CAN be released.**

- A. *Information regarding calls for service.* When a citizen or media calls and requests information regarding police responses the information that can be released is as follows:

1. Type of call
2. Location of call (residential responses block number and street name)
3. Date of call
4. **Factual** information surrounding the incident maybe released

**B. Adult Arrestee Information:**

1. When a subject is arrested the public has the right to know. Communicators may release arrestee name, date and time of arrest, charges and detention location.

# CARLSBAD POLICE COMMUNICATIONS PROTOCOL

SUBJECT <b>COMMUNICATIONS SIT-ALONG</b>	DATE: 04-26-09	PAGE 1 of 2	NO. ADMIN 1.3
RELATED POLICY: CPD P&P 410 RIDE-ALONG POLICY	UPDATES: 04-26-09		

**PURPOSE:**

To establish a sit along protocol for the communications center.

**GENERAL:**

Provide citizens of Carlsbad a venue to observe and achieve an understanding of governmental operations pertaining to Police Communications. A sit-along will also be granted to potential communications employees, city employees, or students who can provide documentation substantiating the need for a sit-along.

The sit-a-long generally is no longer than 2 hours.

**PROCEDURE:**

Complete all sections of the Sit Along Request Form and submit to on duty Communications Supervisor or Communications Manager for approval.

All sit along applicants are subject to a criminal history check. The criminal history check may include a local record check and a Department of Justice Automated Criminal History System check through CLETS prior to their approval for a Sit Along in the Communication Center, (provided that the Sit-Along is not an employee of the Carlsbad Police Department). CLETS Policies, Practices and Procedures Manual § 1.6.1. D.3.).

Dear Citizen:

As a public service and to improve citizens understanding the operation of a 911 Communications Center, eligible citizens are invited to “sit-along” with the Carlsbad Police Department.

The following individuals are eligible to participate in a sit-along: residents of the city of Carlsbad who are at least 18 years of age and who have no criminal record; individuals actively seeking employment with the city as a police department employee; a current (lateral) dispatcher with another agency; a city employee, family member or invited guest of a current police department employee; resident students who can provide documentation substantiating the need for a sit-along.

To request a sit-along, please complete the below request. Return completed request to the Carlsbad Police Department, Communications Center, 2560 Orion Way, Carlsbad, CA 92010. Sit-Alongs are permitted at any time with the approval of a Dispatch Supervisor or Communication Manager and are restricted to 2-hours.

Thank you for your interest in the challenging world of a public safety dispatcher!



\*\*\*COMPLETE ALL SECTIONS OF THIS FORM\*\*\*  
SIT-ALONG REQUEST

NAME: \_\_\_\_\_ DATE OF BIRTH: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ TELEPHONE: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

Reason for sit-along request: \_\_\_\_\_

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Date and Time you wish to participate: \_\_\_\_\_

How do you meet the eligibility requirement? \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## **CARLSBAD POLICE COMMUNICATIONS PROTOCOL**

<b>SUBJECT:</b> <b>TIME OFF REQUESTS</b>	<b>DATE:</b> 06-01-05	<b>PAGE</b> 1 of 3	<b>NO.</b> ADMIN 1.4
<b>RELATED POLICY:</b> CPD Policy 1056	<b>UPDATES:</b> 04-26-09, 04-29-11, 10-20-11, 2/12/19		

### **PURPOSE:**

To establish a guideline for submittal and processing of time off requests by Communications personnel.

### **PROCEDURE:**

- A. A Supervisor or most senior dispatcher must approve all requests for leave. The following steps outline how to request time off:
1. The employee is responsible for submitting a request for leave form that is signed and dated, with the specific type of time off requested. The request will also be entered in TeleStaff.
  2. Submit the leave request form to your Supervisor.
    - a. If your Supervisor is not available to approve the request, submit it another Supervisor.
    - b. If another Supervisor is not available, submit the request to the Communications Manager.
    - c. If the request for leave is for the same day the leave is needed, and there are no Supervisors from within the Communications Division available, submit the request to the senior dispatcher on duty.
  3. All requests for leave that have been approved will be signed and dated by the employee approving the request. The employee approving the request will place the request form in the scheduling book. The employee approving the request is responsible for keeping the dispatch schedule book up to date and accurate, as well as making any necessary changes in TeleStaff.

### **APPROVAL PROCESS:**

- A. Supervisors when considering approval of time off requests use the following guidelines and priorities:

**1. VACATION LEAVE**

- A. Every effort will be made to find coverage for vacation time off requests based upon staffing and scheduling. Coverage for staffing shortages due to vacation time may be mandated by the Department.
- B. Vacation time off submitted on the vacation bid sheet takes priority over routine vacation requests. The vacation bid sheet is based upon rank and seniority and must be submitted in blocks of one week or more.
- C. Vacation time off requests submitted 45 days in advance in blocks of one week or more are considered next and will be approved based on rank and seniority. These requests will take priority over requests of less than one week also submitted 45 days in advance.
- D. Vacation time off requests submitted less than 45 days in advance are approved based on the date submitted.
- E. Duplicate vacation requests for the same time period are considered based on staffing and scheduling needs and may not be approved.
- F. Coverage will not be mandated for a single day request on a holiday. Coverage for other time off during a holiday period will be covered per the MOU and based on staffing and scheduling issues.

**2. COMP TIME LEAVE**

- A. Supervisors will make a reasonable effort to grant comp time when submitted at least three days in advance.
- B. Comp time requests submitted 30 days in advance are approved based on rank and seniority, while comp time requests submitted less than 30 days in advance are approved based on the date the request was submitted.
- C. Comp time requests submitted less than 3 days in advance will be considered at the Supervisor's discretion.



- D. Staffing shortages created by Comp time requests are posted on an overtime signup sheet and displayed in TeleStaff. If no one signs up to work the overtime, the employee's Supervisor will notify the employee that the comp time has been denied. The employee may:
- i. Choose another day.
  - ii. Be paid for the comp time requested.
  - iii. Withdraw the request.

### **3. SICK LEAVE**

- A. An employee unable to report for duty due to illness will call the on-duty Supervisor as early as possible. In the absence of a Supervisor in the communications center, the senior dispatcher on duty receiving notification of sick leave will fill out a sick leave request.
- i. Indicate the date and time the call in was received.
  - ii. Sign and date the bottom right corner of the form (disregard the 'Department Head' label).
  - iii. Place the leave slip in the front of the schedule book, mark the Legacy schedule with an "S" and make necessary changes to TeleStaff.
- B. If the sick leave creates a staffing shortage, the person receiving the sick notification is responsible for finding staff coverage.

### **4. TIME BANKS**

- A. It is the employee's responsibility to maintain proper balances in their time banks to cover the type of leave they are requesting. Time off requests may be denied based on inadequate balance of the type of time off requested. The type of leave requested and submitted is the type of leave that must be documented on the employee's time card.

# CARLSBAD POLICE COMMUNICATIONS PROTOCOL

SUBJECT <b>SWAT COMMUNICATIONS RESPONSIBILITIES/ QUALIFICATIONS</b>	DATE:  06-01-05	PAGE  1 of 2	NO. ADMIN 1.5
RELATED POLICY: CPD P&P 408, 414	UPDATES:09-16-2010; 02-13-2015, 02/14/2019		

## **PURPOSE:**

To establish a guideline for the purpose, functions, and issues of the SPECIAL WEAPONS AND TACTICS (SWAT) Dispatch Team and to augment the existing SWAT manual.

## **MISSION STATEMENT:**

The SWAT Dispatch Team is a specialized unit of the Carlsbad Police Department/Communications Division. Their primary function is to act as a support team and resource to the SWAT Team and Incident Commander. Their mission is to provide the highest level of tactical support, training, and expertise during critical incidents when SWAT is deployed.

## **SUPERVISION/CHAIN OF COMMAND:**

The SWAT Dispatch Team comes under the direct supervision of the SWAT Sergeants and SWAT Dispatch Supervisor. They are under the overall operational control of the SWAT Lieutenant.

## **FUNCTIONS OF THE SWAT DISPATCH TEAM;**

The SWAT Dispatch Team is intended to serve as a specialized and highly trained unit, to improve the Department's ability to address critical and high-risk incidents. It is a specialized resource for the department to deploy in the event of a SWAT callout, critical incident, or warrant service. Use of the SWAT Dispatch Team improves the probability of an effective and successful result or conclusion. Some duties may include but are not limited to:

- Provide on-scene dispatch services to critical incidents in support of SWAT operations.
- Assist in intelligence gathering on subject(s) involved, crime scene information, and threat conditions (weapons, hostages, threats)
- Assist in set-up and maintenance of the Command Post
- Establish and maintain communication channel and handle all radio traffic related to the critical incident
- Maintain an activity log of the critical incident
- Track and post locations and assignments of all SWAT personnel
- Provide the Incident Commander with accurate and concise updates when requested

## **SELECTION PROCESS:**

- The SWAT Dispatch Supervisor will post a notification of position availability.
- Interested personnel will submit a letter of interest (including qualifications) to the SWAT Dispatch Supervisor via their chain of command.
- Selection will be made by the SWAT Dispatch Supervisor with input from the SWAT Team Sergeants, SWAT Team Leaders, Communications Manager, and dispatch supervisors.

### **Minimum Qualifications**

- Off probation
- No performance deficiencies noted on last two yearly evaluations, or one yearly and available Quarterly evaluations
- Availability and willingness to respond 24/7 to callouts and training
- Willingness to assume extra work duties for training and operations with no monetary reimbursement for on-call status

## **CALL-OUT AND DEPLOYMENT**

In the event of a call-out, SWAT dispatch members are notified with the type of incident, location of the incident, and staging location via a mass notification program.

- Off-duty SWAT Dispatchers will acknowledge the page and respond as directed by the SWAT Dispatch Supervisor.
- Any on-duty SWAT Dispatchers will wait for instructions from SWAT dispatch supervisor for assignment. If necessary for an on-duty SWAT dispatcher to respond to the scene, another dispatcher, possibly the stand by dispatcher, will be advised to respond to the station to fill the SWAT Dispatcher's position, as needed to maintain minimum staffing levels.

## **UNIFORMS AND EQUIPMENT**

There is not a provided SWAT Dispatch uniform. The SWAT Dispatcher will wear cargo pants or jeans, comfortable shirt, closed toes shoes. It is recommended that each Tactical Dispatcher also maintain a "Go Bag" containing their individual equipment and personal supplies.

SWAT Dispatch team equipment, radios, and other mission critical supplies shall be kept within the SWAT command vehicle, ready for a mission. It is the SWAT Dispatch Supervisor's responsibility to assure that the command vehicle is adequately stocked with dispatch supplies.

## **TRAINING**

As soon as practical after appointment, SWAT Dispatchers will attend the P.O.S.T. Tactical Dispatcher Course. SWAT Dispatchers will attend monthly training as requested and will participate in operational scenarios. Additional meetings and training may be scheduled. No member will be excused from attendance unless granted by the Communications SWAT Supervisor.

## CARLSBAD POLICE COMMUNICATIONS PROTOCOL

<b>SUBJECT</b> <b>MINIMUM STAFFING IN</b> <b>THE COMMUNICATION</b> <b>CENTER</b>	<b>DATE:</b>  03-25-05	<b>PAGE</b>  1 of 1	<b>NO.</b> ADMIN 1.6
RELATED POLICY: CPD Policy 802 Protocol 1.1 MOU 13.10 (a)(b)	UPDATES: 08/23/05, 06/12/07, 04/19/08, 3/12/18		

### **PURPOSE:**

Establish minimum staffing guidelines for Communications Center personnel.

### **GENERAL**

Due to minimum staffing levels that are required in the Communications Center the following guidelines will apply;

- A. The minimum staffing for the communications division will be three (3) dispatchers, 24 hours a day, 7 days a week.
- B. The minimum staffing in the communications center shall never go below three (3) dispatchers.
- C. It is the goal of the Carlsbad Police Communications Division to have adequate staffing to provide meal breaks for all dispatchers while maintaining minimum staffing.
- D. Because dispatchers are compensated for their lunch breaks they are considered on duty and will be available for call back as necessary. If you leave the building on your code break you will need to make sure dispatch has your cell phone # or you will need to carry a department radio and respond back to the center in an emergency. (POA MOU 2016 SECTION 13.10 (a)(b))

# CARLSBAD POLICE COMMUNICATIONS PROTOCOL

SUBJECT <b>COMMUNICATION CENTER EVACUATION</b>	DATE: 07-19-10	PAGE 1 of 1	NO. ADMIN 1.7
RELATED POLICY: Protocol 3.7	UPDATES: 02-01-18		

## **PURPOSE:**

To establish an evacuation protocol for the Communications Center that will:

- Ensure the safety of Communications Personnel
- Effect a smooth transition to emergency backup centers
- Minimize communication interruption

## **GENERAL:**

When it is deemed necessary to evacuate the Communications Center the safety of personnel is paramount. The on-duty Supervisor or senior person in charge will generally follow the evacuation protocol in accordance with any instructions given by the Watch Commander.

## **EVACUATION PROCEDURE:**

- A. Along with the Watch Commander and/or Incident Commander, identify the backup site to use for relocation of the communication center. Three potential evacuations sites are Oceanside Police Department, the mobile Command Post, and the city EOC/Conference Center.
- B. Notify the Oceanside Police Department that the center is being evacuated and request them to flip the 9-1-1 switch to receive our 9-1-1 calls. Provide OPD with the administrative number (760-931-2197 to be used after being forwarded) and 2-3 cell phone numbers of on duty CPD dispatchers for them to call with CPD 9-1-1 incidents. If applicable, advise OPD that CPD personnel are enroute to OPD as an evacuation site. Directions to OPD are attached.
- C. Notify the CPD Communications Manager of pending evacuation and determine if on-coming or off-duty personnel need to be notified for additional help.
- D. Take the black Stanley rolling bin located under the console at DSP1 and stage near the front door. The bin contains dispatch cards, pens and pencils, city personnel callout book, CPD and city phone numbers, printed NOTEQ files, flashlights, and a Thomas Bros Map.
- E. Place all portable radios and the schedule book into the bin.
- F. If staffing permits, stagger the move to the evacuation site. Once the first dispatchers have set up operations at the evacuation site, they can take over radio communications operations and they will assume the Station C call sign.

- G. Broadcast to units in the field that Communication Center evacuation is in progress and radio traffic should be kept to a minimum until the evacuation dispatch center is up and running.
- H. Forward administrative phones to the appropriate number of the evacuation site. Instructions are attached.
- I. Broadcast over Blue 1 that the Carlsbad Police Department, including communications are evacuating the police department due to [reason]. Advise all county agencies that CPD will have limited communications ability until further notice.
- J. Remaining dispatchers should evacuate to the designated evacuation site and set up complete operations as quickly as possible by assigning positions to the dispatchers as needed.

**RETURN TO NORMAL OPERATIONS:**

When the decision has been made to resume normal operations in the Safety Center Communications Center, the Communications Operators shall return as soon as possible. The preferred method will be to reverse the evacuation process and have the satellite communication center handle operations until the operators are in place back in the Safety Center Communications Center.

Once the Communications Center has been re-occupied, BOL on Blue 1 to all county agencies that normal operations have resumed at Carlsbad Police Department.

**DIRECTIONS TO OCEANSIDE POLICE DEPARTMENT:**

**Address: 3855 Mission Ave  
Oceanside, CA 92056  
760-435-4911**

**Drive northbound El Camino Real  
Turn right (east) on Mission Ave  
Police Station on immediate right (south side of street)**

Emergency Call Forward instructions for  
Remote Access Call Forward (RACF)

This procedure can be done from any phone including cell

- 1) Dial 760-431-0029
- 2) Enter 760-931-2197 and #
- 3) Enter the PIN 2197 and #
- 4) Enter the Call Forward code \*72 and #
- 5) Press 1 and # to confirm
- 5) Enter the number you are call forwarding to  
(example: Command Post Vehicle 9-1-760-814-4915)

**REMEMBER TO USE 9+1+xxx-xxx-xxxx**

**Depending on phone system used to call out you may or may not need to use the 9 prefix.**

- 6) Please wait for further instruction and the system will confirm

To disable

- 1) 1) Dial 760-431-0029
- 2) Enter 760-931-2197 and #
- 3) Enter the PIN 2197 and #
- 4) Enter the Call Forward code \*73 and #
- 6) Please wait for further instruction and the system will confirm

## CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT:	DATE:	PAGE	NO.
Blue Alert System	3/28/11	1 of 1	1.8
RELATED POLICY: <b>2.11</b>	UPDATES: 2/25/19		

Blue Alerts have been combined with all other Law Enforcement Alert Protocols.

See **Protocol 2.11** - Alert Protocols



## CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT <b>EARTHQUAKES</b>	DATE: 07/23/14	PAGE 1 of 1	NO. 1.9
RELATED POLICY: Admin 1.7	UPDATES:		

### **PURPOSE:**

To establish general guidelines for communication personnel dealing with an earthquake event. There is no way to accurately predict how an earthquake will affect countywide law enforcement.

### **GENERAL:**

If an earthquake strike affects the city of Carlsbad, coordinate with the Watch Commander or patrol sergeant to determine if the Safety Center building is safe to continue operations.

The primary dispatcher shall perform a roll-call of all active units.

1. Alert tone on primary radio.
2. Broadcast the following: **“Station-C to all units: a significant earthquake has occurred in the Carlsbad area. All units stand-by for roll call.”**
3. Conduct roll call of all units. Send other units to check officers who do not respond to the roll call.
4. After roll call is completed, broadcast the following: **“All units advise on any significant damage in your beat.”**
5. Check with the Watch Commander regarding initiation of Service Condition One (priority 1 calls only).

Real-time earthquake information, including epicenter and magnitude, can be found at the following website address:

<http://earthquake.usgs.gov/earthquakes/map/>

## CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT:	DATE:	PAGE	NO.
<b>Yellow Alert System</b>	02/17/16	1 of 1	1.10
RELATED POLICY:	UPDATES: 2/25/19		
<b>2.11</b>			

Yellow Alerts have been combined with all other Law Enforcement Alert Protocols.

See **Protocol 2.11** - Alert Protocols

## CARLSBAD POLICE DEPARTMENT PROTOCOL

SUBJECT: <b>GETS CARD &amp; WPS CARD</b>	DATE:  12-2016	PAGE  1 of 2	NO.  Admin 1.11
RELATED POLICY:	UPDATES: 6/2018		

### **PURPOSE:**

Establish a protocol for Communications employees to use:

- Government Emergency Telecommunications Service (**GETS**)
- Wireless Priority Service (**WPS**).

### **GENERAL:**

**GETS** - used from landline phones

**WPS** - used from cell phones

### **GETS:**

The Government Emergency Telecommunications Service (GETS) supports national leadership; federal, state, local, tribal and territorial governments; and other authorized national security and emergency preparedness (NS/EP) users. It is intended to be used in an emergency or crisis situation when the landline network is congested and the probability of completing a normal call is reduced.

- A.** GETS is a White House-directed emergency telephone service provided by the Department of Homeland Security's Office of Emergency Communications (OEC).
- B.** GETS users are responsible for the command and control functions critical to management of, and response to, national security and emergencies, particularly during the first 24 to 72 hours following an event.
- C.** GETS works through a series of enhancements to the landline network, but also provides priority calling to most cell phones on major carrier networks. GETS is in a constant state of readiness. Users receive a GETS calling card to access the service. This card provides access phone numbers, a Personal Identification Number (PIN), and simple dialing instructions.
- D.** There is no charge to subscribe to GETS; the only charge for GETS is usage.

**PROCEDURE:**

**GETS:**

**A. HOW TO MAKE A GETS CALL**

1. Obtain the GETS Card from the Communications Manager Officer, in envelope on side of shelf unit.
2. Use any outbound VESTA or City phone line, listen for dial tone.  
■ Dial the number on the GETS Card: ■
4. Listen for the TONE
5. Enter the 12-digit PIN # (located on the GETS Card)
6. Listen for the PROMPT
7. Dial the 10-digit destination # of who you are calling
8. If you do not hear the TONE or the PIN # is entered wrong, you may be directed to a GETS operator. Provide the operator with the PIN # and the 10-digit destination #.

**B. MAKE REGULAR GETS PRACTICE/TEST CALLS**

1. Make GETS practice/test calls from phones you might use in an emergency. This helps ensure priority calling is possible from your phones, and helps you maintain proficiency with GETS.
2. Follow the instructions above and use the GETS Familiarization Line, ■, as the destination number.

**GENERAL:**

**WPS:**

Wireless Priority Service is intended to be used in an emergency or crisis situation when cellular networks are congested and the probability of completing a normal cellular call is reduced. During these situations, cellular callers may receive fast busy signals, find that the destination phone number does not ring, or hear messages that their call cannot be completed.

WPS users receive priority call treatment by dialing \*272 and then the destination number. To make a WPS call, the user must first have the WPS feature added to their cellular service. WPS calls can be made to other cell phones, landline phones, and satellite phones. A destination wireless device does not need to have WPS features.

[REDACTED]

**PROCEDURE:**

**WPS:**

Obtain WPS enabled cell phone [REDACTED] and has written instructions with the phone.

1. Confirm the WPS phone is in range or radio signal (one or more bars). You must have service to make WPS call.
2. Dial \*272 and the destination number and then press SEND.  
Example: \*272 760 931 2197 or \*272 703 818 4387 (WPS TEST #)
3. Network will route the call to the destination number. **It may take 30 seconds or longer to complete the call.** During heavy congestion there may be intervals of ringing and/or silence; this is normal.
4. If the first attempt does not complete, end the call and try the WPS call again.
5. Office of Emergency Communications recommends that users make test WPS calls on a quarterly basis to ensure familiarity with using the system.

**MAKE REGULAR GETS PRACTICE/TEST CALLS**

1. Locate WPS phone and use above instructions to make a call to a dispatch line or an on-duty dispatcher cell phone.

**ADDITIONAL INFORMATION**

1. Answering an incoming GETS/WPS call is the same as answering any other incoming call; simply answer when the phone rings. There are no special indications that an incoming call is a WPS or GETS call.
2. Department of Homeland Security Website [www.dhs.gov/gets](http://www.dhs.gov/gets)

## CARLSBAD POLICE DEPARTMENT DIRECTIVE

SUBJECT: <b>STAND-BY DUTY</b>	DATE: 1/2017	PAGE 1 of 2	NO. 1.12
RELATED POLICY: 1.6	UPDATES:		

### **PURPOSE:**

To establish policy and standards for the duties and responsibilities of dispatchers when they have stand-by duty. Stand-by duty may be used to cover unscheduled sick, IOD, bereavement, or other leave that may result in staffing going below minimum standards. In addition, stand-by may be used to meet the needs of the communication center at the discretion of the on-duty supervisor.

#### **A. General:**

1. Stand-by is defined in the MOU as “time in which an employee is required to remain available to respond to the Carlsbad Police Department.”
2. An employee on stand-by shall maintain current phone contact information with the communications center and in TeleStaff. The dispatcher on stand-by shall be immediately available at the phone number provided.
3. Employee will be compensated for stand-by duty at the rate negotiated in the MOU. Employees called into dispatch will also be compensated for the time worked according to call-back and overtime rules.

#### **B. Procedure:**

1. Employees will sign up for stand-by at the direction of the communication manager in order of seniority. This will be done via TeleStaff and/or Stand-by sign-up sheet.
2. Each employee will be responsible for knowing the stand-by dates they signed up for. Trades may be worked out among co-workers with supervisor approval. Any changes must be documented in TeleStaff and on the communications schedule.

3. Stand-by will start for the employee's assigned time after they have been off duty for eight (8) hours. Stand-by duty will end when the employee returns to their regular duty shift.
4. If an employee is called in for stand-by and is due to work the following shift/day, the dispatch supervisor will work with the employee to make schedule adjustments so that the employee has eight (8) hours off between shifts. This may result in an employee having to flex their schedule and/or use their own time banks to account for any unworked time.
5. While on stand-by, employees are prohibited from consumption of alcohol or any substance which would make them unfit to respond and perform communications operator duties.
6. If for any reason the employee is unable to work the stand-by they signed up for, it is their responsibility to find another dispatcher to take the coverage or work out a trade. In the case of an emergency situation that would prevent the employee from working their stand-by, it is their responsibility to notify the on-duty supervisor immediately. The employee will not wait until called for Stand By to advise they are unable to fulfil this responsibility.
7. In the event of an emergency, a supervisor will assign the stand-by duty to another employee in reverse seniority from available employees. Once the employee returns to work after an illness or emergency, another stand-by time will be assigned to them by dispatch supervision.

## **CARLSBAD POLICE DEPARTMENT DIRECTIVE**

<b>SUBJECT:</b> <b>Allied Agency Dispatcher in Comm Center</b>	<b>DATE:</b> <b>01/18/201 7</b>	<b>PAGES</b> <b>2</b>	<b>NO.</b> <b>1.13</b>
<b>RELATED POLICY:</b> <b>3.7 911 Transfer Switch</b>	<b>UPDATES:</b>		

### **PURPOSE:**

The purpose of this directive is to establish policy and standards for an allied agency dispatcher working in the Carlsbad Police Department's communication center in the event 911 phone lines need to be switched from Oceanside or Escondido PSAP.

### **GENERAL:**

If either Oceanside or Escondido are not able to answer their 911 lines, agreements have been made between these agencies to allow the switching of their 911 lines to Carlsbad Police Department Communication Center. The switching mechanism only affects the 911 lines, not any administrative or other 7-digit numbers to the communication centers.

Situations that may cause the need for the 911 lines to be switched include, but are not limited to, evacuations, phone failures or training.

Depending on the circumstances of the outage, Oceanside or Escondido may send one of their dispatchers to Carlsbad Communication Center to assist with the increase of phone calls.

All calls for service in the other jurisdiction will be entered in CAD using the appropriate Call Type and the address will be verified. Once the information in the call has been provided to the other agency the CAD call will be closed, using the DISPO OPD or EPD depending on jurisdiction.

### **PROCEDURE:**

When a dispatcher from another agency is sent to CPD Comm Center:

1. Contact on duty I.T. employee to advise an allied agency dispatcher



- is responding to CPD and will need a limited access log in ID and Password. I.T. will create or activate an account for this purpose.
2. At DSP1 (or other position that will be available for next several hours), use the ID and Password to log onto CAD and City terminal. To allow the visiting dispatcher access to State and National databases, that dispatcher will need to log into those systems using the user name/passwords they use at their own agency.
  3. Prepare a headset from the sit-along tub in case the dispatcher has not brought one.
  4. Log onto Sentinel with the generic user ID/Password 123456, allow visiting dispatcher access to phone system.
  5. After the dispatcher has arrived, log their information into the Allied Agency Dispatcher Log (see below) located on the Dispatch I: drive. Save and print the log. It is essential that the dispatcher's name and ARJIS number are entered on the log to comply with CJIS standards.
  6. When the allied dispatcher returns to their agency, be certain to log off CAD and City systems.
  7. Notify I.T. that the allied agency dispatcher has left and that the user name and password access can be disabled.
  8. The on-duty supervisor or senior dispatcher will be responsible to make certain the above steps are taken to comply with CJIS standards.
  9. Run an IHQ with the DISPO OPD or EPD and print out the calls for service entered for the allied agency. Put the calls for service log and the Allied Agency Dispatcher Log in the communication manager office.
  10. The communication manager will notify records manager of any such occurrence.

Sample of the Allied Agency Dispatcher Log:

EPD/OPD Dispatcher at CPD Comm Center Log

Date	Agency	Dispatcher Name	Arjis #	Time Start	Time End

## CARLSBAD POLICE DEPARTMENT DIRECTIVE

SUBJECT: <b>CAD CRASH</b>	DATE: <b>2/25/2019</b>	PAGE	NO. <b>ADMIN 1.14</b>
RELATED POLICY:	UPDATES:		

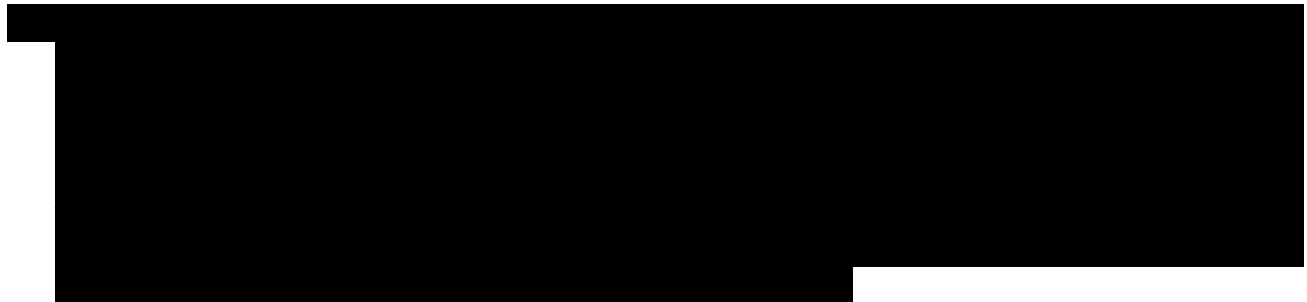
**PURPOSE:**

To provide a protocol in the event of the CAD system failure.

**GENERAL:**

It is estimated that the CAD system will have a high percentage of on-line time. However, there will be times when the system will go off-line for either routine maintenance, emergencies, or for training. In the event that the CAD system goes off line (or in more common terminology, it crashes) the following procedures should be followed:

1. Broadcast over the air that CAD is not operational and all calls for service are being handled manually. Also advise units that there will not be access to CAD data bases during outage.
2. Dispatchers will revert to manual dispatch cards to take calls for service, dispatch the calls, and keep track of officers in the field. Manual dispatch cards are in the supplies file drawer.
3. Manually write down the current status of all the units on the CAD board and as much of the call information available.
4. Manually write down all the current pending calls on dispatch cards, using as much call information as available. Use incident numbers already assigned to pending incidents on the dispatch cards.



6. Use the Public/Private Street index to determine the beat for the address given. The notebook is in the center file.
7. Call Stand By dispatcher as needed.

8. Notify I.T. staff as soon as possible.
9. Notify the Communications Manager as soon as possible.
10. Utilize Post-It bulletin board, or white board in Phone Room, to keep list of unit statuses.

### **CALL CATCH UP:**

Call catch-up will need to be done when CAD is back on line. Call catch-up involves entering information from dispatch cards into the CAD system, keeping in mind the progression of incident numbers and any assigned case numbers. Below is the documentation from the Tiburon Supervisory Manual reference CAD Catch Up. This information can also be found on the Dispatch Drive: I: Tiburon CAD Manuals: 1.4.1 CAD Ti Supervisor: pages 11-15.

### **Activity Catch-Up Window:**

In the event of a CAD system failure, the Activity Catch-up Window is used to record unit information and case report numbers that occurred on calls while the system was unavailable. If a CAD system failure occurs unexpectedly, it will be necessary to reserve Call and Case numbers after the CAD system is functioning again.

If the CAD system is to be taken down for a scheduled amount of time, it is possible to set aside Call and Case numbers in advance.

In the event of an unexpected CAD system failure:

1. Prior to allowing users to begin working on CAD again, it must be determined how many call numbers and case numbers were used during the down period.
2. When it has been determined how many call numbers are required, perform the following commands:
  - a. CALLQ determines and displays the next call number to be issued by the system.
  - b. CALLR resets the call numbers to accommodate the number of calls that will be entered by Activity Catch-up. (I.e., If the CALLQ displayed the next call number as 199901653, and while the system was unavailable, 10 calls numbers were issued, the command entered would be CALLR 199901662, so that the next call number assigned by the CAD system will be .01663).
  - c. Remember when doing a CALLR, that the sequence ID code must be included. If there are multiple agency call numbers being used, then the CALLR command must be done for each agency ID that issued call numbers.
3. When it has been determined how many case numbers are required, perform the following commands:

- a. CASEQ determines and displays the next case number to be issued by the system.
- b. CASER resets the case numbers to accommodate the number of cases that will be entered by Activity Catch-up. (I.e., If the CASEQ displayed the next case number as 1999002, and while the system was unavailable, 4 case numbers were issued, the command entered would be CASER 1999005, so that the next case number assigned by the CAD system will be .006).
- c. Remember when doing a CASER, that the series ID code must be included. If there are multiple agency case numbers being used, then the CASER command must be done for each agency ID that issued case numbers.

**Note:** It is ok if extra incident numbers are set aside; it will not affect any functions if that occurs. However, **it is imperative that the exact number of case numbers is set aside. RMS tracks case numbers, and it is vital that no case numbers are skipped.**

4. Assign the call and case numbers to the call cards that will be entered by Activity Catch-up.
5. Open the Event Entry Window. Enter all call information as normal.
6. Select “Enter with Number” From the ADV button.

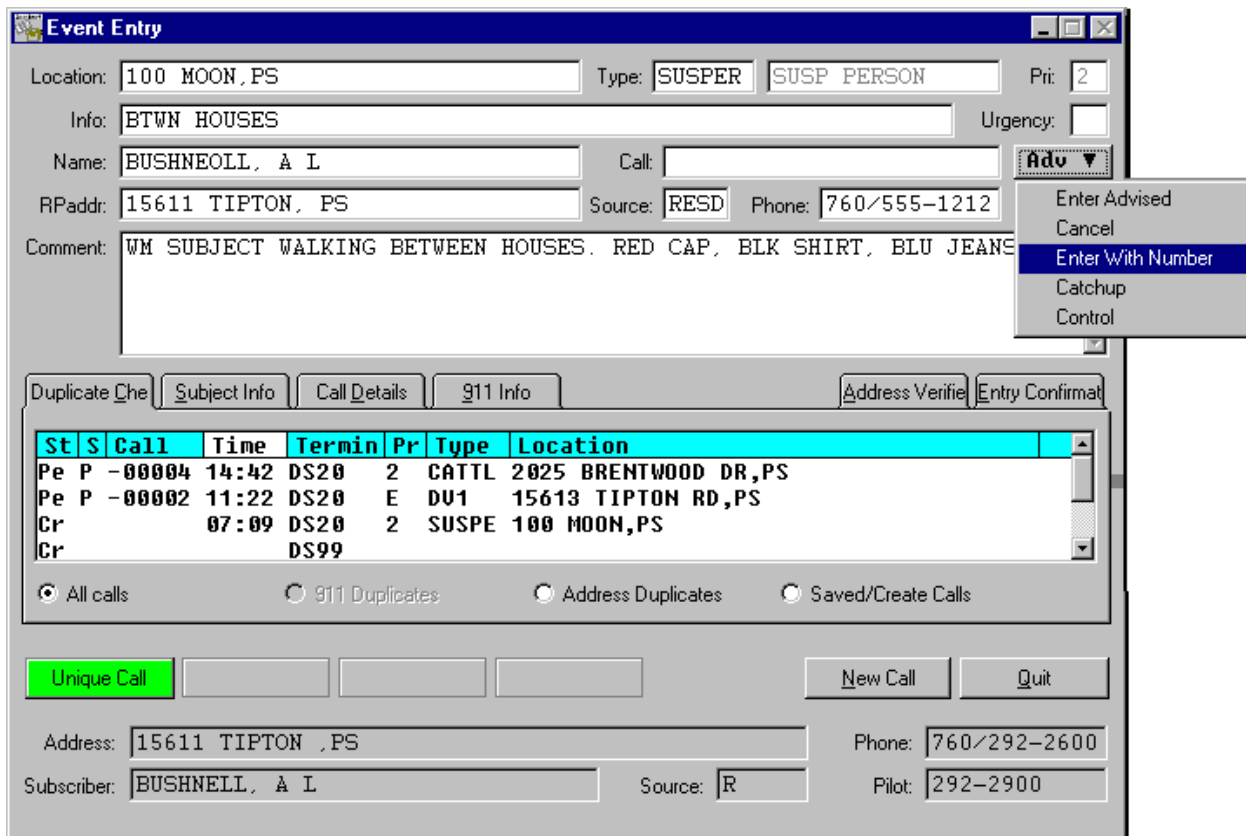


Figure 1 - Activity Catch Up Menu

7. This opens an additional window called “Call Numbers”. Users should enter the reserved call number(s) then press the “Send” button.

	Call	Time:
Police	010000186	0701
Fire		
EMS		

Buttons: Send, Clear, Cancel

**Figure 2 - Activity Catchup Call Numbers**

8. A Catch-up call is created.
9. From the ADV menu of the Event Entry window, select the “Catch-up” option.
10. When the Catch-up option is pressed, an Activity Catch-up Entry window will open. The call number entered in the Event Entry screen will populate in the Activity Catch-up Entry screen. Filling in the blank field completes activity catch-up.
11. Enter data into the fields that apply to the call. Filling in the blank fields then pressing the Send button will complete activity catch-up.
12. When activity catch-up is invoked, the event form automatically goes to the entry confirmation tab, so that if the catch-up form is pulled to the side for working, the user can see the segments as they go in.
13. The final call will not appear in the Pending Events Window.

**Note:** Reserved Case numbers are entered through the Catch-up Entry Window.

Activity Catchup - #020000043

Call: 020000043

Time:	UnitID:	Status:	Dispo:	Case#:	Type:	Operator:
01/31/02 07:00:00	2A11	D				
01/31/02 07:01:00	2A21	D				10142
01/31/02 07:00:00	2A11	ER				1018
01/31/02 07:10:00	2A11	OS				1018
01/31/02 07:15:00	2A11	C	RT			1018
01/31/02 07:03:00	2A21	ER				
01/31/02 07:11:00	2A21	OS				
01/31/02 07:15:00	2A21	C				

OK Successful

Time: 01/31/02 07:15:00    UnitID: 2A11    Status: C  
 Dispo: RT    Case#:    Type:     
 Operator: 1018  
 Comment:

OK Successful

**Figure 3 - Catch Up Entry**

## CATCH-UP WINDOW FIELD VALUES

### CALL NUMBER

The Call Number is automatically displayed at the top of the window. The call number must have been entered previously with the ADV button.

### TIME & DATE

This field holds the time and date of the associated unit status. This is required for the primary unit. The Time field is required to be in the hhmm format. The Date field should be entered when entering a Call Number from a previous day. If this field is left blank it will default to the current date. The format for entering a date is mmddyy. If both date and time are entered, the date must be entered first, followed by the time (i.e., 01/13/01 1221). Press F1 for graphical calendar help.

## **UNIT ID**

The Unit ID field is used to enter the unit ID associated with the call. The first unit entered will be considered the primary unit.

## **STATUS**

This field is used to record the times of status changes for the unit specified. If no data is entered into this field, the status will not be logged in the call history, only fields with data entered will be logged. Statuses are valid dispatch commands (i.e., Dispatch=D, Enroute=ER, Onscene=OS, etc). Statuses must be in an ascending order (Dispatch cannot occur before Entry).

## **DISPOSITION**

The Disposition field requires a valid disposition code set by the agency.

## **CASE NUMBER**

The Case Number field allows for the entry of a reserved case number. Case numbers are “reserved” with the Reset Case Number command, and are used to enter case numbers that were manually assigned while the system was unavailable. The case number specified must be lower than the current number for the day.

## **TYPE**

The Type field specifies the final type of the call if different from the original type code entered. The type must be a valid type set by the agency.

## **OPERATOR**

The Operator field allows for the entry of valid operator id's that were associated with the unit id. Press F1 to access a help window for valid operator id's.

## **COMMENT**

This is a free form field use to add additional information to a unit in the call history.



## ACTION BUTTONS

Send – Inputs the current information into the call history.

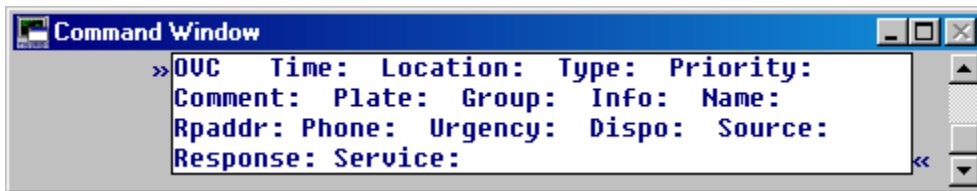
Copy – Copies any one of the segments from the upper monitor for quick entry of further unit status information. Highlight a segment from the upper monitor, then press the copy button. The Unit Information fields below are auto-filled in for easy processing.

Clear - Clears the Unit Information area of the window to allow for entry of further unit status information.

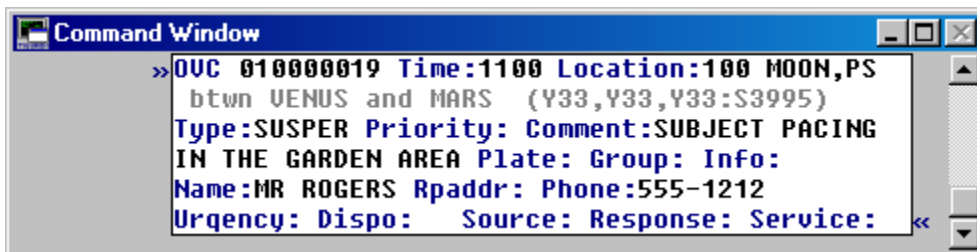
Close - Closes the window and exits Activity Catch-up Entry Window.

## ONVIEW CATCHUP – OVC

An optional OVC command is available for use vs. the Event Entry Window. The field values of the OVC command work the same as the field in the Event Entry Window. If an error is not encountered on this command, a new CATHCUP command is automatically generated with the attached call number.

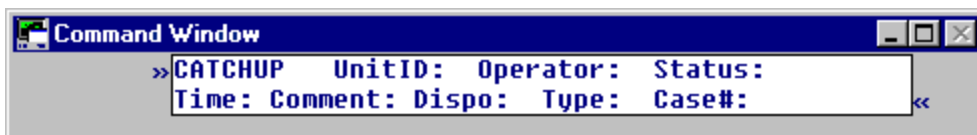


Enter an activity catchup call with reserved call number 010000019 that occurred at 1100 hrs at 100 Moon.



## ACTIVITY CATCHUP – CATCHUP

An optional CATCHUP command is available for use vs. the activity Catch-up window. The field values of the CATCHUP command work the same as the fields in the activity catch-up window.



**Figure 4 - Catchup Command**

