

TDD ABBREVIATIONS

TDD.....	Telecommunications Device for the Deaf
TTY.....	Teletypewriter (an older term for the large stationary machines)
GA.....	Go Ahead
SK.....	Stop Keying
GA TO SK.....	Gives the other person an opportunity to say more before hanging up
QQ.....	Means the same as a question mark
XXX.....	Mistake
PLS.....	Please
NBR.....	Number
OPR.....	Operator
TMW.....	Tomorrow
U.....	You
UR.....	Your
CUD.....	Could
WUD.....	Would
CUZ.....	Because
ILY.....	I Love You
XOX.....	Love and Kisses
Relay Service.....	A group of people that provide a connection between a TDD user and a person without TDD.

** Use the space bar a couple of times between sentences and when changing topics instead of using punctuation.

Reminders

- ❖ Minor typos are okay, for big mistakes, type “XXX” then start over
- ❖ English is usually a second language for deaf people. Do not assume disorientation is the English is poor.
- ❖ Be sensitive to the fact that the caller is further into the emergency due to hearing impairment. They did not have the benefit of hearing to alert them to the emergency.
- ❖ Some additional information to obtain from TDD callers:
 - Will the door be locked?
 - Will the person be waiting at the door?
 - Should you ring the doorbell which is attached to a light signal?
 - How will the emergency personnel communicate with the deaf person?
- ❖ Many deaf and hearing impaired people use American Sign Language (ASL) as their primary language. ASL is not word for word the same as English. If deafness occurred prior to learning English, the caller may use ASL as their primary language. ASL is a visual language expressed through hands and body movement to express concepts rather than complete sentences. It can be difficult to translate to the written word. For this reason, communication can be impaired. When communication with a person using ASL, remember to use simple, direct phrases and words. Avoid using jargon.



CAD AND PENAL CODES

1014	COURTESY TRANSPORT
1016	TRANSPORT PRISONER
148/148I	RESISTING ARREST (INVESTIGATION)
*148.9I	GIVING FALSE INFORMATION INVESTIGATION
187	HOMICIDE
664/187I	ATTEMPT HOMICIDE INVESTIGATION
20001/20001I	HIT & RUN INJURY (INVESTIGATION)
20002/20002I	HIT & RUN NON INJURY (INVESTIGATION)
207/207I	KIDNAPPING (INVESTIGATION)
211/211I	ROBBERY (INVESTIGATION)
211A	ROBBERY ALARM
212.5/212.5I	RESIDENTIAL ROBBERY (INVESTIGATION)
215/215I	CARJACKING (INVESTIGATION)
240/240I	ASSAULT (INVESTIGATION)
242/242I	BATTERY (INVESTIGATION)
243.4I	SEXUAL BATTERY INVESTIGATION
243E1/243E1I	SPOUSAL BATTERY (INVESTIGATION)
245/245I	ASSUALT WITH A DEADLY WEAPON (INVESTIGATION)
246/246I	SHOOTING AT INHABITED DWELLING (INVESTIGATION)
247/247I	SHOOT AT UNOCCUPIED DWELLING (INVESTIGATION)
261/261I	RAPE (INVESTIGATION)
261.5/261.5I	STATUTORY RAPE (INVESTIGATION)
273.5/273.5I	SPOUSAL ABUSE (INVESTIGATION)
273.6/273.6I	VIOLATION OF RESTRAINING ORDER (INVESTIGATION)
273A/273AI	CHILD ENDANGERMENT (INVESTIGATION)
278.5/278.5I	VIOLATION OF CUSTODY (INVESTIGATION)

288/288I	CHILD MOLESTATION (INVESTIGATION)
290I	REGISTRATION INVESTIGATION
314/314I	INDECENT EXPOSURE (INVESTIGATION)
368/368I	ELDERLY ABUSE (INVESTIGATION)
415/415I	PEACE DISTURBANCE (INVESTIGATION)
415M	PEACE DISTURBANCE LOUD MUSIC
415P	PEACE DISTURBANCE PHYSICAL
415V	PEACE DISTURBANCE VERBAL
417/417I	BRANDISHING WEAPON (INVESTIGATION)
422/422I	CRIMINAL THREATS (INVESTIGATION)
451	ARSON
4532B	ESCAPE
460/460I	BURGLARY (INVESTIGATION)
460A	AUDIBLE ALARM
460S	SILENT BURGLARY ALARM
470/470I	FORGERY (INVESTIGATION)
475/475I	COUNTERFEIT BILL (INVESTIGATION)
487/487I	GRAND THEFT (INVESTIGATION)
*488/488I	PETTY THEFT (INVESTIGATION)
488IC	SHOPLIFTER IN CUSTODY
*496	IN POSSESSION OF STOLEN PROPERTY
503/503I	EMBEZZLEMENT (INVESTIGATION)
5150/5150I	MENTALLY UNSTABLE (INVESTIGATION)
530.5I	IDENTITY THEFT INVESTIGATION
594/594I	MALICIOUS MISCHIEF (INVESTIGATION)
597/597I	CRUELTY TO ANIMALS (INVESTIGATION)
602/602I	TRESPASSING (INVESTIGATION)
646.9/646.9I	STALKING (INVESTIGATION)
647.6/647.6I	ANNOYING A CHILD (INVESTIGATION)
647B	PROSTITUTION
647F	PUBLIC INTOXICATION

653MI	ANNOYING PHONE CALLS INVESTIGATION
901A	AMBULANCE REQUEST
901H	DEAD BODY
901T/901TI	INJURY TRAFFIC ACCIDENT (INVESTIGATION)
902T/902TI	NON INJURY TRAFFIC ACCIDENT (INVESTIGATION)
904	FIRE
905N	BARKING DOG
905V	VICIOUS ANIMAL
911	CTW 911 HANG UP
918	MENTALLY ILL
921/921I	PROWLER (INVESTIGATION)
927	UNKNOWN SITUATION
930	SEE THE SUBJECT
996	BOMB DEVICE FOUND
996A	BOMB THREAT
998	OFFICER INVOLVED SHOOTING
999	UNIT EMERGENCY
ACO	ANIMAL COMPLAINT
ALARM	DEPARTMENT ALARM
ALERT 1	MINOR AIRCRAFT INCIDENT
ALERT 2	MAJOR AIRCRAFT INCIDENT
ALERT 3	AIRCRAFT ACCIDENT
AOD/AODI	ASSIST OTHER DEPARTMENT (INVESTIGATION)
AODP	EMERGENCY ASSIST OTHER DEPARTMENT
ATC	ATTEMPT TO CONTACT
ATTSUI	ATTEMPT SUICIDE
B&P	BUSINESS & PROFESSIONS CODE VIOLATION
BARCHK	BAR CHECK
BCST	BROADCAST
C5	STAKEOUT
C6	CODE 6 (OUT FOR INVESTIGATION)

C10	WARRANT SERVICE
C10K	IMMEDIATE KICKOUT
CIVIL	CIVIL INCIDENT
COMPLAINT	COMPLAINT TRACKING
COVIOL	COUNTY ORDINANCE VIOLATION
CRTVIOL/CRTVIOLI	COURT ORDER VIOLATION (INVESTIGATION)
CTW	CHECK THE WELFARE
CVC	CALIF VEHICLE CODE
DA	DA CALLOUT
DESK	DESK WALK IN
DISVEH	DISABLED VEHICLE
EMP/SP	EMP/SP VIOLATION
FIREWKS	ILL FIREWORKS SELD-INITIATED
FIREWX	ILLEGAL FIREWORKS
FW	FISH & WILDLIFE
FNDJUV	FOUND JUVENILE
FNDPRO	FOUND PROPERTY
FOOTPAT	FOOT PATROL
GENSVCS	GENERAL SERVICES
GTA/GTAI	STOLEN VEHICLE (INVESTIGATION)
GUARD	GUARD DUTY
HS	NARCOTICS
INDACC/INDACI	INDUSTRIAL ACCIDENT (INVESTIGATION)
INFO	INFORMATION
JAIL	JAIL INCIDENT
KTP	KEEP THE PEACE
LEOCHK	LAW ENFORCEMENT CHECK
LOUDMSC	CO 8.36.020G LOUD MUSIC
LSTPRO	LOST PROPERTY
MET	MET TEAM RESPONSE
MSGJUV	MISSING JUVENILE

MSGPER/MSGPERI	MISSING PERSON (INVESTIGATION)
NCA	NON CRIMINAL ACTIVITY
OCJ/OCJI	OUT OF CONTROL JUVENILE (INVESTIGATION)
OD/ODI	VICTIM OF OVERDOSE (INVESTIGATION)
OHV	OFF HIGHWAY VEHICLE
OP	SPECIAL OPERATION
PANIC	PANIC ALARM
PARKS	PARKS CALLOUT
PATCK	PATROL CHECK
PC	PENAL CODE
PSUPP	PRIORITY SUPPLEMENTAL
PREA	PRISON RAPE ELIMINATION ACT
RESC	RESCUE
RIOT	LERDO RIOT
ROADS	ROADS CALLOUT
S&R	SEARCH & RESCUE
SCHOOL	THREATS TO A SCHOOL
SERT	SERT CALLOUT
SHOTHRD	SHOTS HEARD ONLY
SHOTS	SHOTS FIRED
SP	SUBJECT PURSUIT
SS	SUBJECT STOP
SUBDN	SUBJECT DOWN
SUICIDE	SUICIDE
SUPP	SUPPLEMENTAL
SUPPINV	SUPPLEMENTAL INVESTIGATION
SUSCIR	SUSPICIOUS CIRCUMSTANCES
SUSINV	SUSPICIOUS CIRCUMSTANCE INVESTIGATION
SUSPER	SUSPICIOUS PERSON
SUSVEH	SUSPICIOUS VEHICLE
SWAT	SWAT CALLOUT

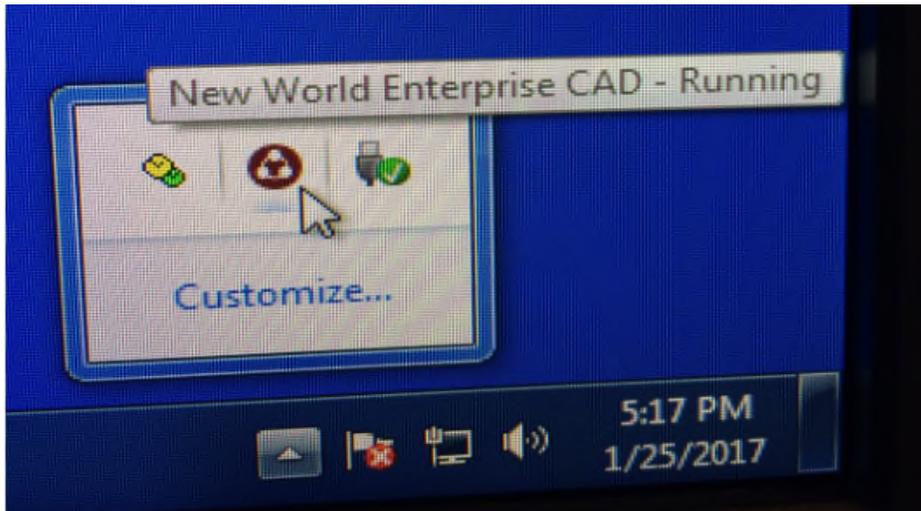
TEXT	TEXT-TO-911
THEFT/THEFTI	THEFT (INVESTIGATION)
TP	TRAFFIC PURSUIT
TRAFHAZ	TRAFFIC HAZARD
TRN	TRAINING
TRUANT	TRUANCY VIOLATION
TS	TRAFFIC STOP
VENDOR	VENDOR VIOLATION
WALK	WALK AWAY
WEAPON	WEAPON POSSESSION
WRNT	WARRANT SUBJECT

*SEE REPLACEMENT LIST FOR WHAT CALL TYPES THESE ARE ENTERED AS NOW.

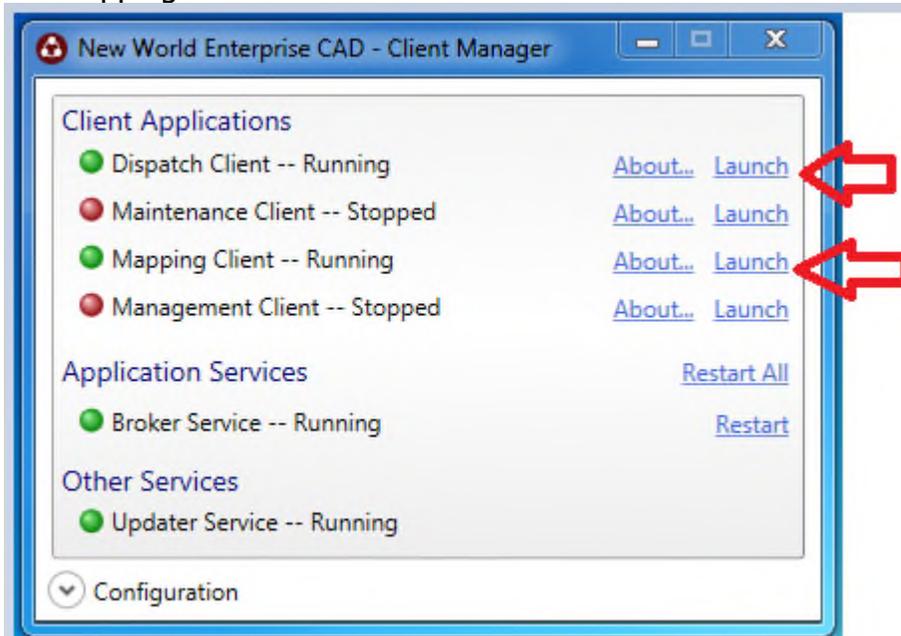
Integrated Log on for CAD (Computer Aided Dispatch):

When you first log on you will be logging on to Windows your User Name will be the domain and your Last Name (possible first initial).

Once you log on you will click the arrow on the right hand corner of the task bar. Click on the New World Enterprise CAD icon



It will bring up the Client Manger: Where you will launch the Dispatch Client and the Mapping Client.



Your Log on will be the same as your Windows domain.

Ex: ksorg\Smith Do not fill out the password. Check the box for integrated log on the left hand corner. This will remember your password from windows for a quicker log on.



The image shows a Windows-style dialog box titled "New World CAD Maintenance Login". The dialog box contains the following elements:

- Logo:** A cluster of blue and green dots to the left of the text "new world" in a bold, blue, sans-serif font. Below "new world" is the tagline "a tyler public safety solution" in a smaller, green, sans-serif font.
- Username Field:** A text input field labeled "Username" with a dropdown arrow on the right. The text inside the field is obscured by a black redaction box.
- Password Field:** A text input field labeled "Password" that is currently empty.
- Authentication Option:** A checkbox labeled "Use Integrated Windows Authentication" which is checked.
- Buttons:** Three buttons are located at the bottom: "Change Password" on the left, "Log In" in the center, and "Cancel" on the right.

Calls For Service (CFS):



When you click on create call your CFS will be created and the call for service is in the Pending call list at that point. It will show no call type indicated by the stars and the location showing unknown until you update the CFS.

<input type="checkbox"/>	1918	1	*****	<UNKNOWN>
<input type="checkbox"/>	1921	1	*****	<UNKNOWN>
<input type="checkbox"/>	1923	1	*****	<UNKNOWN>

Dispatchers will not know the call is ready to be dispatched until you check Accept. This also prevents the Units from seeing the call pending until the box is checked.

CFS #1923 - Default Entry
 Call Location: Override
 <UNKNOWN>

Qualifier Venue Accept 

Location Type: Address Override

Abandon Print

Additional Location Information

Select Call Type *****

In Progress 1 Premise Info

Caller Name

Center Map

Caller Phone Phone Extension Phone

Clear Call

Caller Location

Narrative

ksora\201129 01/25/2017 17:50:41

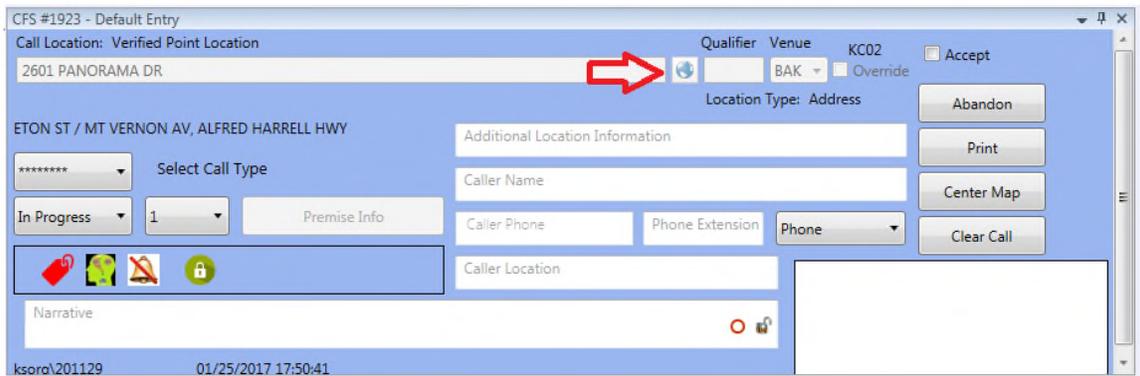
CFS #1923 - Default Detail

9.Alerts	0.Associated Calls	Dispositions	Questionnaire	Service Vehicle Rotation	GIS	Linked Calls
1.Narrative	2.Vehicles	3.People	4.NCIC	5.E911	6.Incidents	7.SRI
						8.Logs

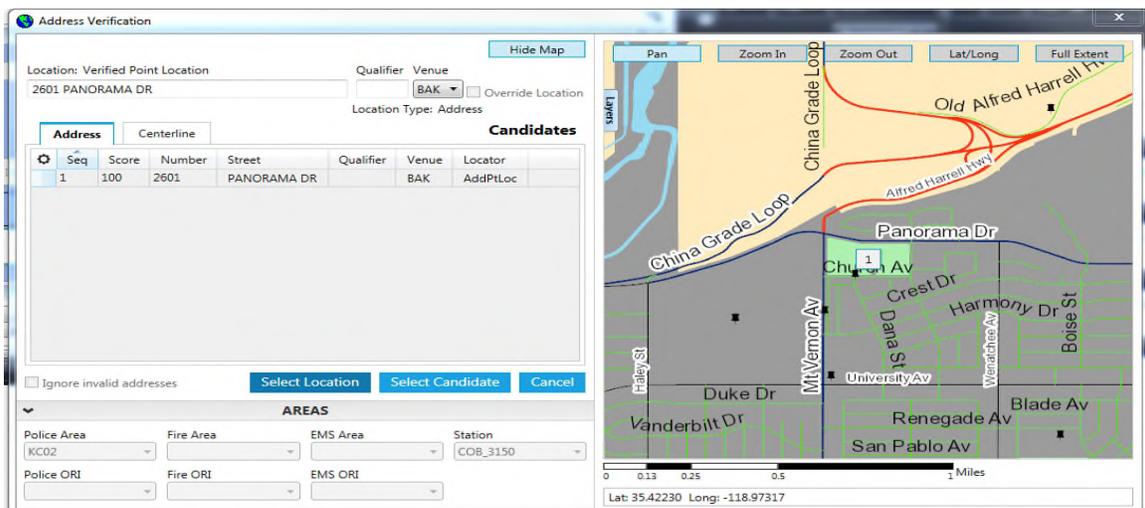
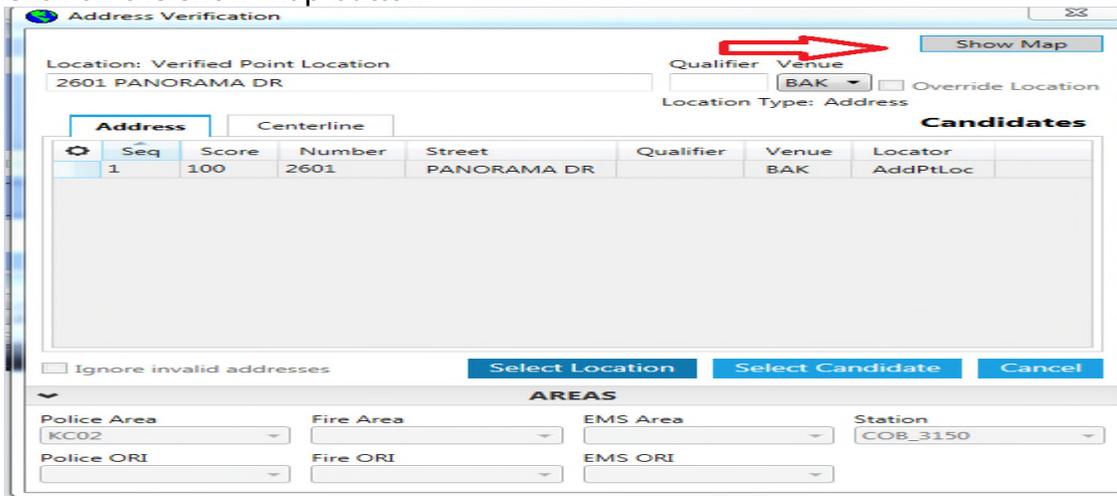
Narrative Date Entered By

All verified addresses will be accepted in CAD. If you are unsure if the verified address is in County Jurisdiction. Click on the Globe as the venue will not always

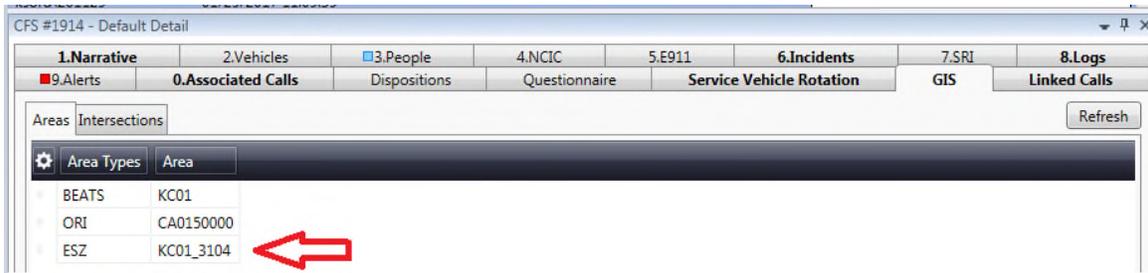
be reliable. You as the Dispatcher will be required to confirm the address by utilizing your Map and Geo verifying the address.



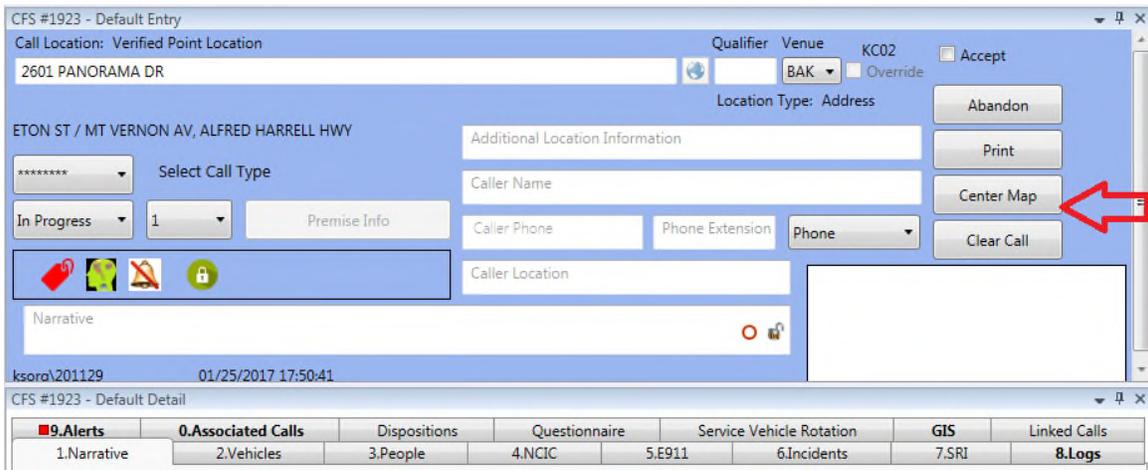
Click on the show map button:



ESZ's can be located on the GIS tab on the Call for Service (CFS) screen or on your address verification Map as shown above.



CAD Map: Your CAD Map will not automatically populate the CFS location you are looking at. You will have to click the Center on MAP button. To get your Map to refresh to that CFS location you are looking at.



Back-to-Back En route Statuses:

This CAD does not allow Back-to-Back en route statuses such as changing location or transportation. The CAD Command will look like it has worked properly but the status does not change. To work around this we created a second change location command. So if a unit is en route to a location and diverts to a second location you will need to use the second change location command.

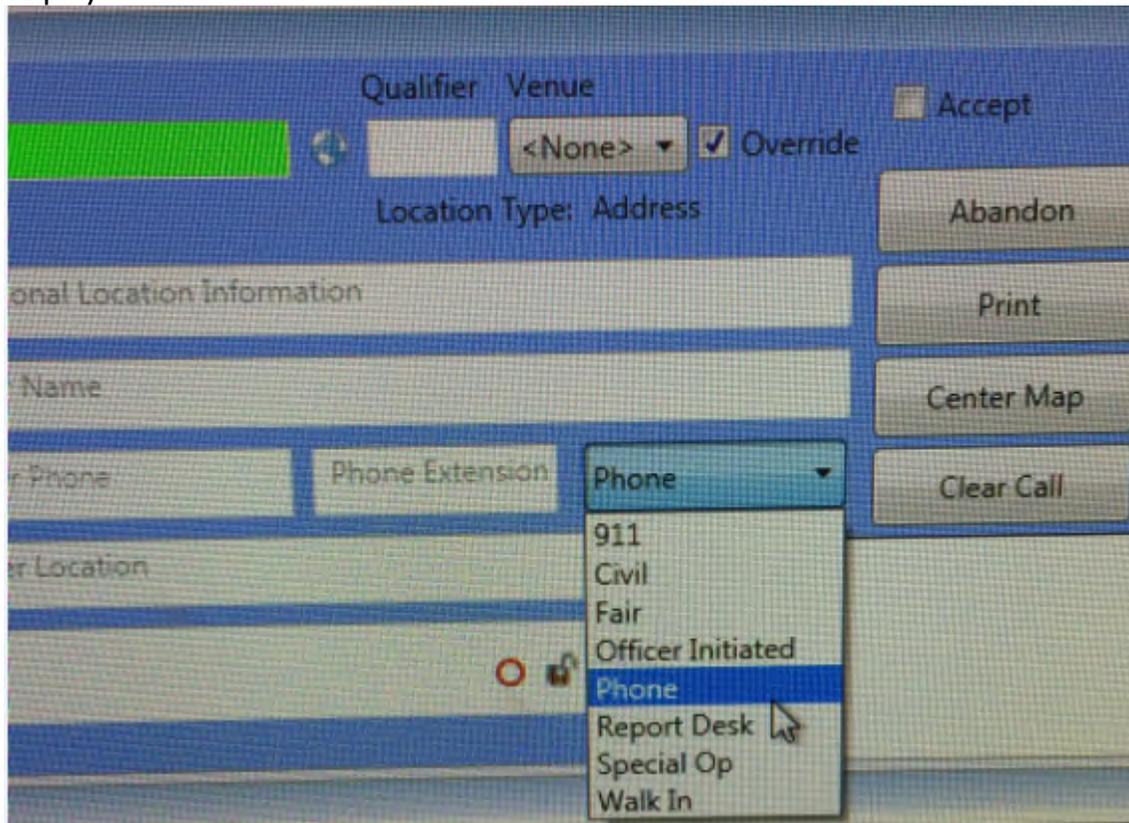
CL – Change Location

CL2- Change Dispatch Location when a unit is already en route to a location.

If the unit is transporting you can use the TR command and the units call sign to change their status or use the right click menu to reflect they are transporting.

Utilize Call Source on CFS Screen: Procedural Change – for Special Op’s, Fair and Report desk the dispatcher will have to change the Call source to reflect

which dispatch and pending tab that they want the Call For Service (CFS) to display.



Report Desk: When entering a Call For Service (CFS) for the report desk. You will need to change the Call Source on the CFS screen to Report Desk in order to filter calls to the report desk. Call signs DESK1-DESK5 were created. They will be working through Mobile and Field Report writing system. Report desk will be given permission to create their own event to allow them to handle walk in report and their own calls for service without going through the Comm Center. They will need to self-create by choosing the event type **DESK**.

The Report Desk is also receiving Call Taker Permissions in CAD and will have CAD Workstations as well to provide them with more functionality. This will allow them to filter calls back to Metro Pending by changing the call source to Phone. They can also dispatch themselves in CAD, do research, run CLETS and do BOLO's.

The Report Desk will call Metro when they are 10-8 so calls can be transferred and call Metro when they can no longer take any calls for service.

Lerdo and CRF: Incident type **JAIL** was created for jail personnel to self-create their own calls for service as they will be utilizing the Mobile and Field

Report writing system. The call sign Lerdo was created and call signs LE1-LE20 were entered into CAD for Lerdo to utilize. CRF personnel will utilize their CRF call signs.

Sheriff's Parole and EMP: Units will utilize the Incident Type **EMP/SP** to self-create their own C6's on their MDC.

Civil: Units will utilize the Incident Type **CIVIL** to self-create their own C6's on their MDC.

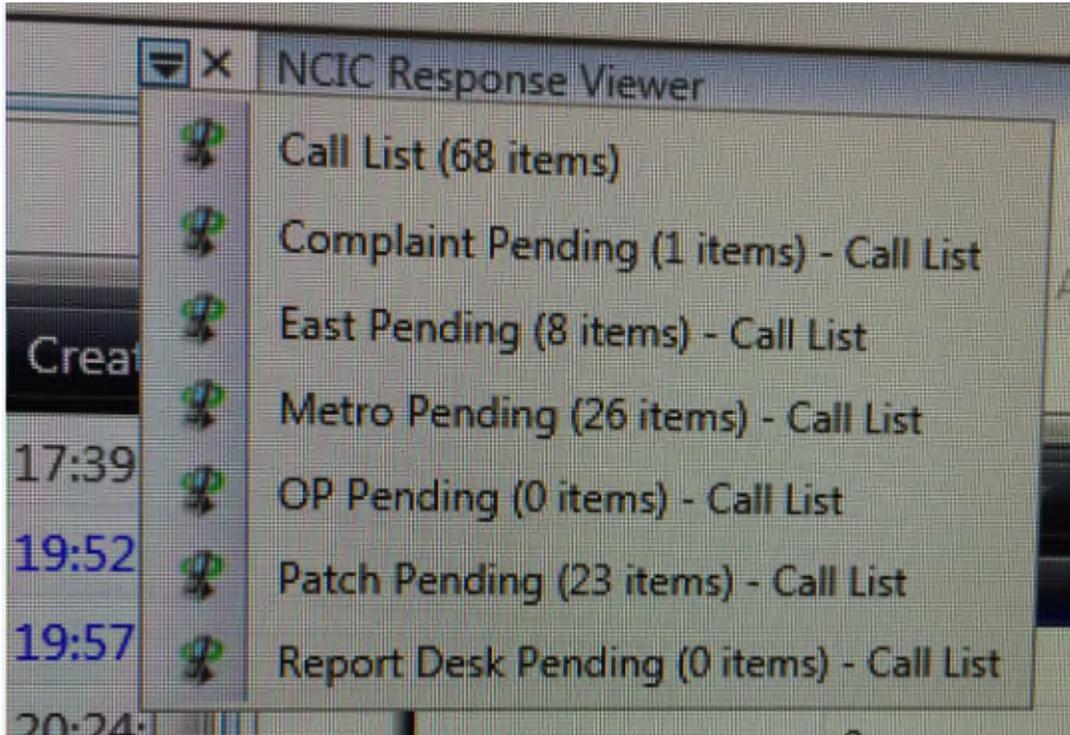
Patrol Deputies: Units will utilize the Incident Type **PATCK** to self-create their own Patrol Checks.

IDA Units: Units will utilize the Incident Type IDA/SCHOL to self-create their own C6's.

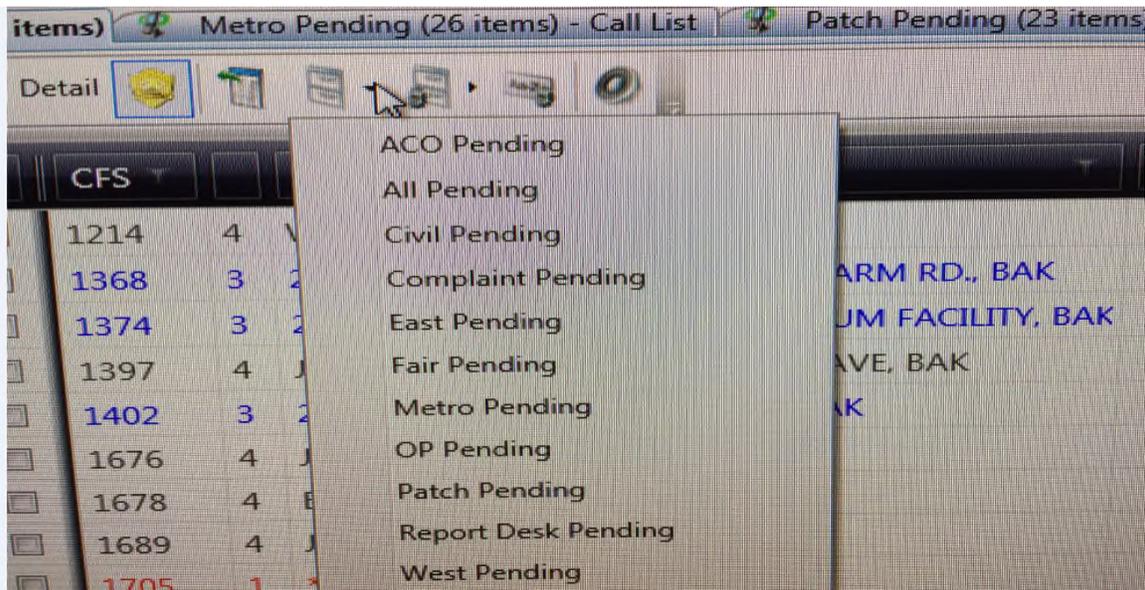
Pending Tabs & Dispatch Tabs:

Your pending Tabs can be seen on the top of the Pending Event Screen. If you are not seeing the Tab that you want you have two options.

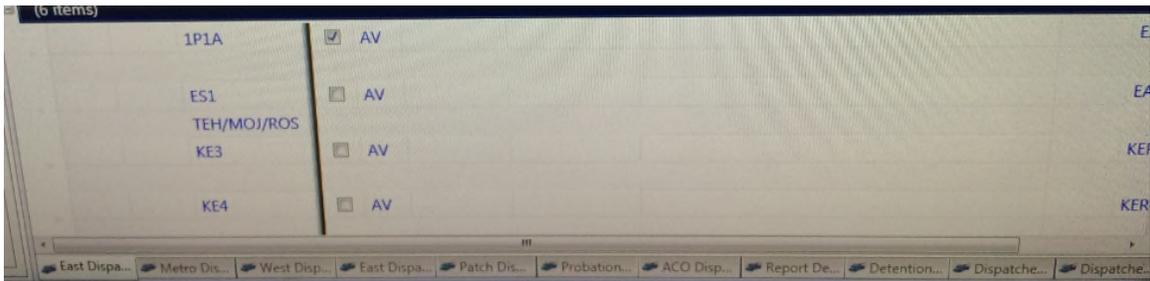
#1 Click on the down arrow on the right upper left corner next to the x. See Ex:



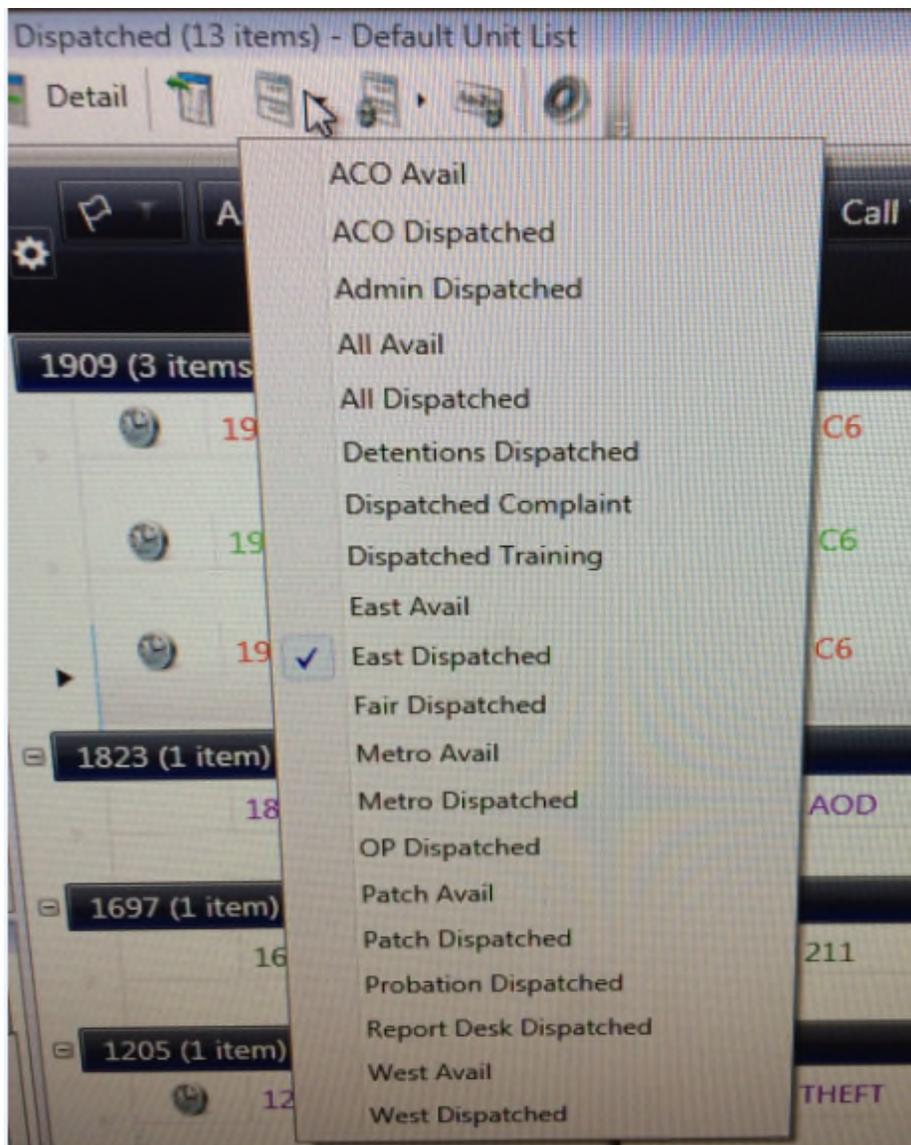
#2 Click on the Filing Cabinet on the tool bar below the pending Tabs. See Ex:



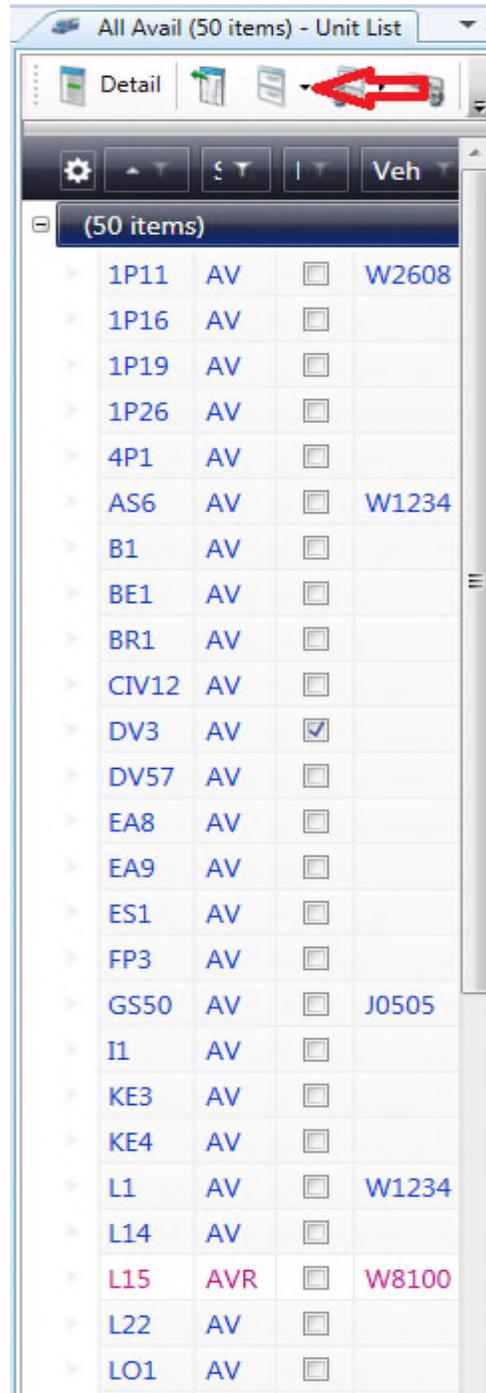
The Dispatch Tabs are located on the bottom of the Dispatch Screen. See Ex:



You can select a pending tab there or click on the filing cabinet on the tool bar on top of the Dispatch Screen.

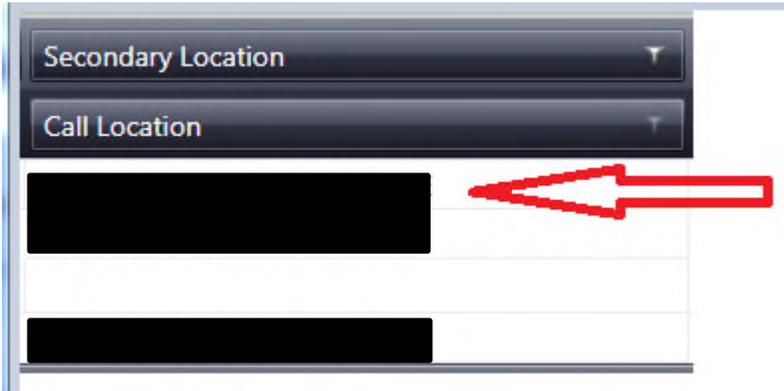


A second Dispatch Screen was created and can be found in between the Primary Dispatch Screen and the Pending Screen. This Dispatch screen shows all available units to serve as a second dispatching option. You can also drag and drop available units from either screen to any of the calls pending. There are no dispatch tabs on this screen. You will have to click on the filing cabinet on the menu bar. See Example



Secondary Location

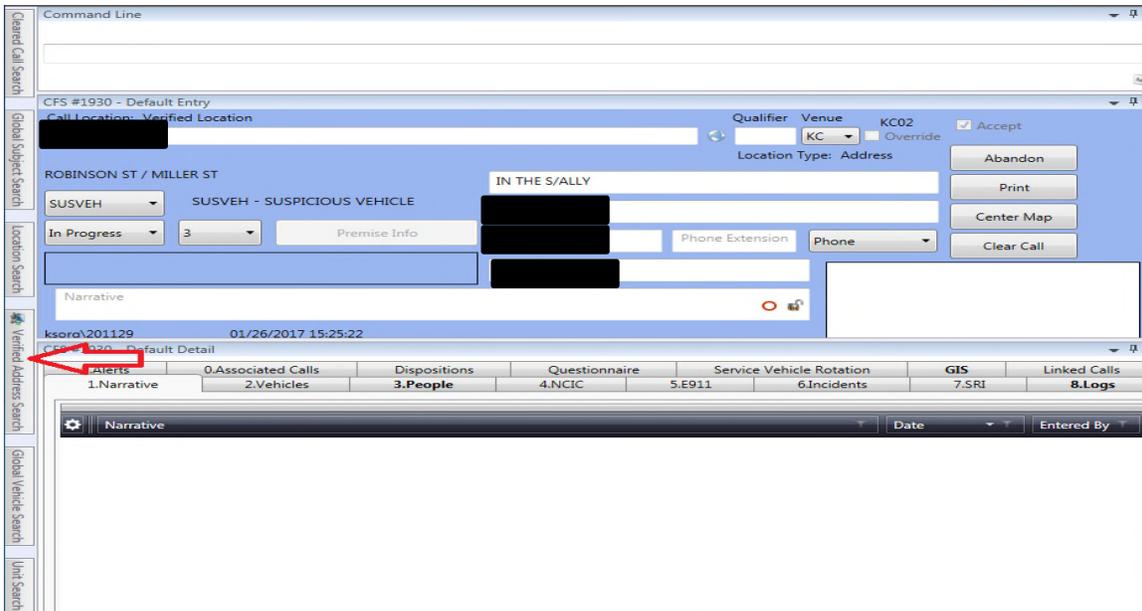
Secondary Location is the only Location field that the Mobile can see to allow the units to see updated location information on where the units currently are. The Secondary Location is a Free Form Field. Which means the deputy can type anything in this field. Including unverified locations. This is a huge officer safety concern. See Example.



The image shows a software interface with two dropdown menus at the top: 'Secondary Location' and 'Call Location'. Below these are two text input fields. The first input field is completely blacked out, and a red arrow points to it from the right. The second input field is also blacked out.

The deputies have been trained that this is free form and that they should be advising dispatch that they are en route to a location so the address can be verified. With the exception of putting themselves en route to common locations such as but not limited to CRF, KM, HQ, RTC etc...

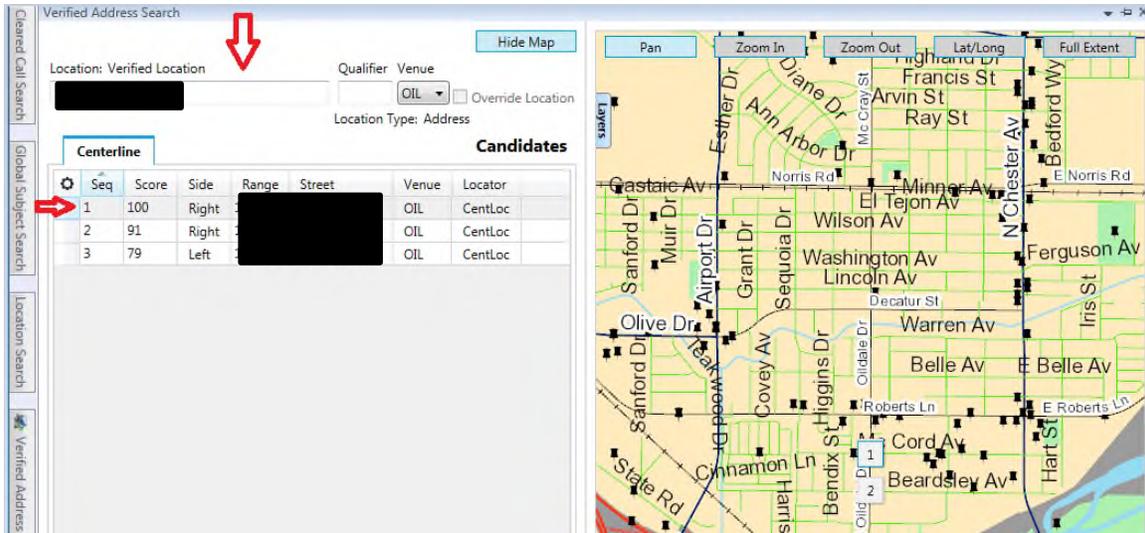
If a unit advises they are en route to a location the dispatcher will change the unit's location/status. However, they must click on the Location Search tab on the Left hand side of the screen and verify the location. This is an extra step to ensure units are en route to a verified location.



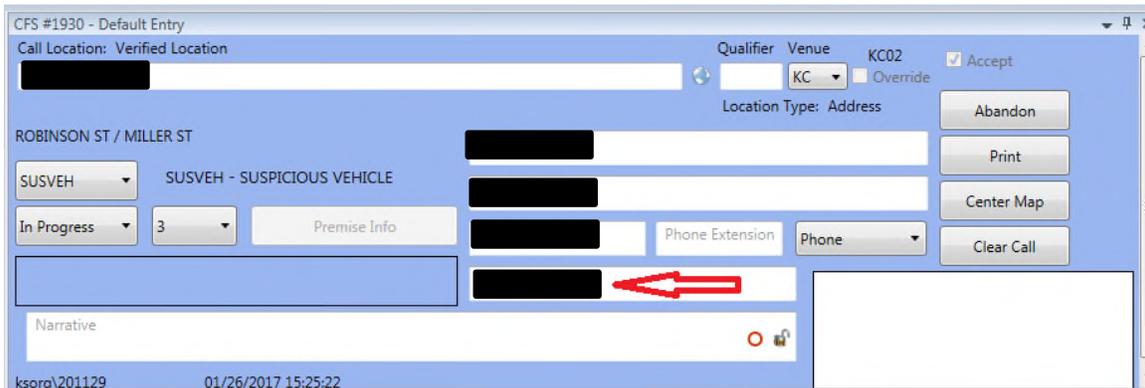
The image shows a software interface for a call log entry. The entry is for 'CFS #1930 - Default Entry'. The 'Call Location' is 'Verified Location'. The address is 'ROBINSON ST / MILLER ST'. The status is 'IN THE S/ALLY'. The 'In Progress' dropdown is set to '3'. The 'Narrative' field is empty. A red arrow points to the 'Verified Address Search' tab on the left side of the screen.

1.Narrative	0.Associated Calls	Dispositions	Questionnaire	Service Vehicle Rotation	GIS	Linked Calls
	2.Vehicles	3.People	4.NCIC	5.E911	6.Incidents	7.SRI

Enter the Address and hit Tab. This will show you if the address verifies and provide you with a Map.



This will also be done when verifying reporting party locations. In order to make sure we have accurate addresses for dispatch.



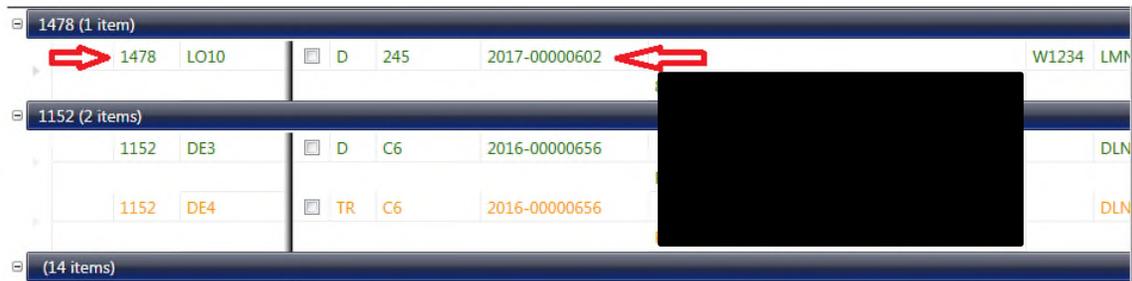
CFS Number vs Incident Number vs Case Number:

When you create a Call For Service it generates a CFS number. This is the only number you will see on your Pending Events Tabs and the only number the Mobile users see until a call is dispatcher. Units will be advising they are en route to the CFS number. Also, if the unit cannot see the CFS number they need to be instructed to add it to their grid settings.



1805	3	597	KC04
1496	3	314I	KERN
1525	3	ATC	KERN
1602	1	S&R	KERN
1745	2	211I	KERN
1516	2	273.5I	LMNT
1520	2	901A	LMNT
1526	3	CRTVIOL	LMNT
1737	2	211I	LMNT
1786	2	911	LMNT

Once a CFS is dispatched you will now have an Incident Number. You will see both the CFS and Incident Number on your screen. A lot of the dispatch functions focus around the CFS number.



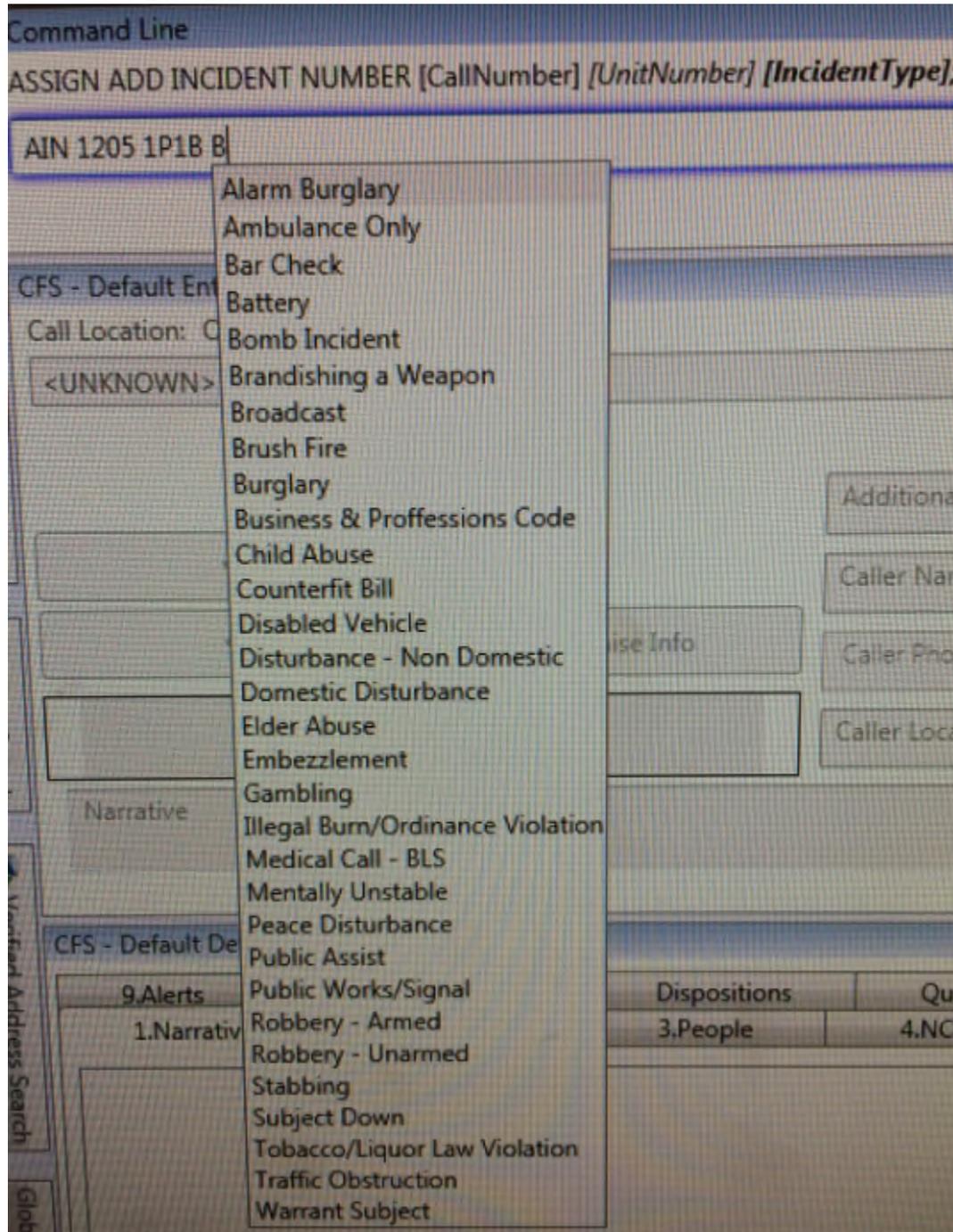
1478 (1 item)		1478	LO10	D	245	2017-00000602	W1234	LMN
1152 (2 items)		1152	DE3	D	C6	2016-00000656		DLN
		1152	DE4	TR	C6	2016-00000656		DLN
(14 items)								

The Incident number is now the Case Number if a unit writes a report. If a unit request's a C8 advise them the incident number.

If the unit requests an additional Incident number you can use the CAD Command AIN or Click on Tab 6 Incidents.

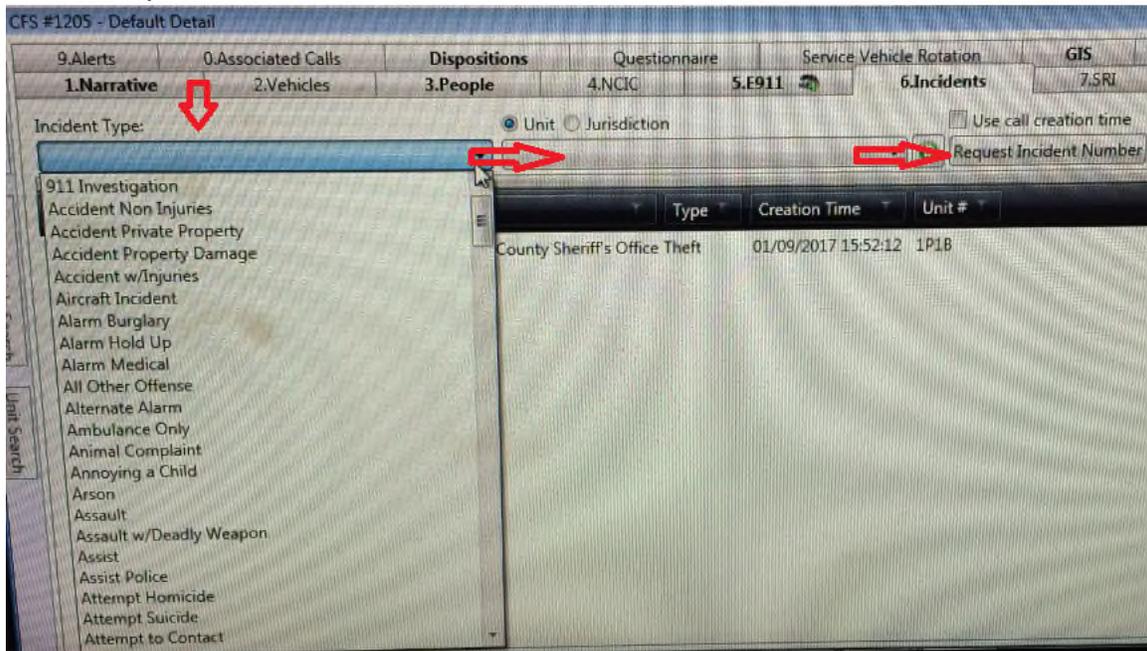
If you choose the Command Line Option you will have to type the Incident Type which would be what ties to Records Management System. Deputies will update the Incident Type in the Case report. See Example.

Command Line Ex:



If you choose to do work off of the Tab. You will need to use the Incident Type Drop down list to closely match the Incident Type to what the units advise you. Tab over and click on the unit the additional Incident number is being assigned to. Tab again and click on Request Incident number. See Example.

Tab Example:



Cancel, Transfer, Report Desk or CP NARRATIVE: This will be utilized to add notation to call text when the report Desk will be transferring that the call has been requested to be canceled or if a CFS needs to reflect that the call needs to be dispatched by another Channel. We don't have a cancel feature or the capability to transfer a CFS to the appropriate Dispatch Tab if the caller is in another Channels area. To rectify this we will use the red narrative to add notation that the call has been canceled or if the CFS is in another area. You will also use this to denote Command Post locations. The Report desk will also be using this feature when transferring calls back to Metro. The Report desk will Type their narrative in red indicating why the call is being transferred back and/or what is needed to complete the call. Just as they do know only this will be a visual indicator to the dispatcher that the call has been returned to the Metro Pending Que for review. Once the dispatcher acknowledges the call they will unselect the critical narrative turning the text back to normal. This acknowledgement will reflect in the call log as well.

Click on the red circle in the narrative box to turn the feature on and type your call narrative. Once you are done with the narrative and have dropped it into the log. Click on the circle again to turn feature off. You may also type an = in front of your narrative in the narrative box if you prefer.

Ex: =PER ALARM CO OR = PER ALARM CO. This is similar to a command but can only be used in the narrative section. You can also use CAR in the command line.

CFS #1112 - Default Entry
 Call Location: Verified Location
 Qualifier: [Redacted] Venue: ROS RSMD: [] Accept: []
 Location Type: Address
 MONTE VISTA AV / HOOK AV
 460A
 In Progress 3
 ALLY ACCESS
 TECH, TEL
 Caller Phone Phone Extension Phone
 Caller Location
 ksoora\201129 12/14/2016 16:59:02

9.Alerts	0.Associated Calls	Dispositions	Questionnaire	Service Vehicle Rotation	GIS	Linked Calls
1.Narrative	2.Vehicles	3.People	4.NCIC	5.E911	6.Incidents	7.SRI

Narrative	Date	Entered By
PER ALARM CO	12/14/2016 17:00:44	ksoora\201129

Ex: =*****KV RESPONSE***** or Click on the Red Button.

CFS #1572

Call Location: Verified Point Location

Qualifier: Venue KC03 Accept
 Override

Location Type: Address

DANIELS LN / BELLE TERRACE, E BELLE TERRACE

273AI 273AI - CHILD ENDANGERMENT INV

Investigation 2 Premise Info

Phone Extension 911

Buttons: Abandon, Print, Center Map, Clear Call

ksorg\201835 01/12/2017 03:37:21

9.Alerts	0.Associated Calls	Dispositions	Questionnaire	Service Vehicle Rotation	GIS	Linked Calls
1.Narrative	2.Vehicles	3.People	4.NCIC	5.E911	6.Incidents	7.SRI

Narrative	Date	Entered By
***** KV RESPONSE *****	01/26/2017 13:49:22	ksorg\201129

Ex: =CP AT COMANCHE/JADE HILLS or Click on the Red Button

CFS #2420 - Default Entry

Call Location: Verified Location

Qualifier: Venue KC02 Accept
 Override

Location Type: Intersection

Searching cross streets...

SWAT SWAT - SWAT CALLOUT

In Progress 0 Premise Info

Buttons: Cancel Call, Print, Center Map, Clear Call

Narrative

ksorg\201712 01/31/2017 15:24:28

CFS #2420 - Default Detail

9.Alerts	0.Associated Calls	Dispositions	Questionnaire	Service Vehicle Rotation	GIS	Linked Calls
1.Narrative	2.Vehicles	3.People	4.NCIC	5.E911	6.Incidents	7.SRI

Narrative	Date	Entered By
CP AT COMANCHE/JADE HILLS	01/31/2017 15:32:51	ksorg\201712

Tow Operational Procedure:

Dispatching Tow: Go to Service Vehicle Rotation tab (SVR). Select Tab. Enter Rotation Narrative (SVR notes). This will be for the vehicle condition, if the vehicle is drivable and any other pertinent notes. Tab to Service Vehicle Category

and choose from the pick list. Select Regular tow in the Category drop down list. Then tab to the Service Vehicle Type and select the appropriate selection from the drop down menu. Once you have selected the category and type it will populate the tow rotation list. Use the tab order below to select: tow, special request tow (private tow request), Busy, No Answer, or Refused. Once selected this will add the narrative and tow information to your Rotation Log Tab and in the call log on Tab 8.

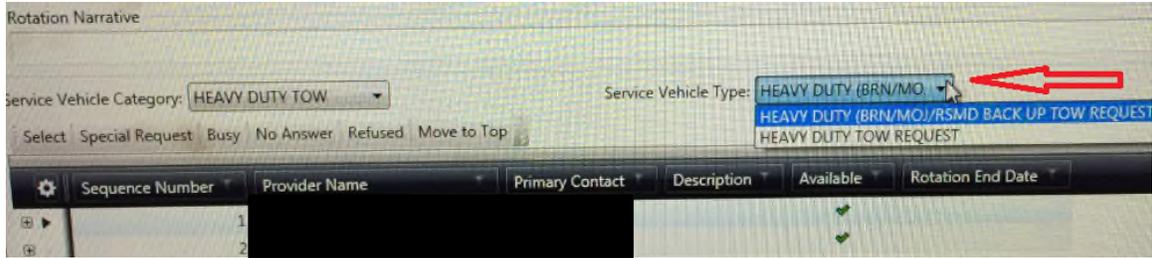
The screenshot displays two windows from a software application. The top window, titled 'CFS #1020 - Default Entry', contains the following information:

- Call Location: Verified Point Location
- Address: 2ND ST / BROADWAY
- Category: SUSINV
- Phone Extension: 911
- Additional Location Information: [Redacted]
- Caller Location: [Redacted]
- Buttons: Abandon, Print, Center Map, Clear Call

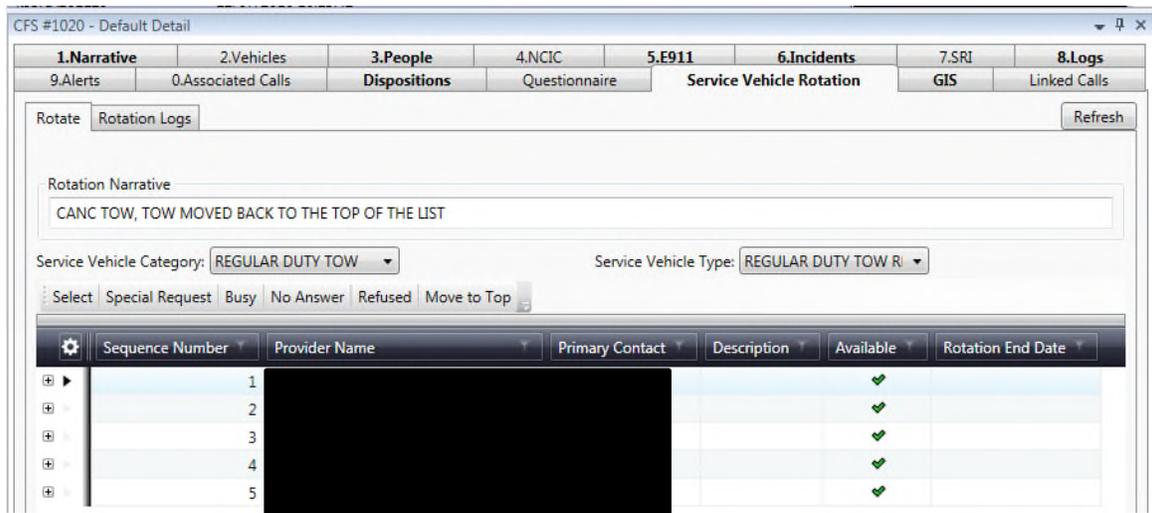
The bottom window, titled 'CFS #1020 - Default Detail', shows a navigation menu with tabs for various sections. The 'Rotation Logs' tab is active, displaying a table with the following data:

Sequence Number	Provider Name	Primary Contact	Description	Available	Rotation End Date
1	[Redacted]			✓	
2	[Redacted]			✓	
3	[Redacted]			✓	
4	[Redacted]			✓	
5	[Redacted]			✓	

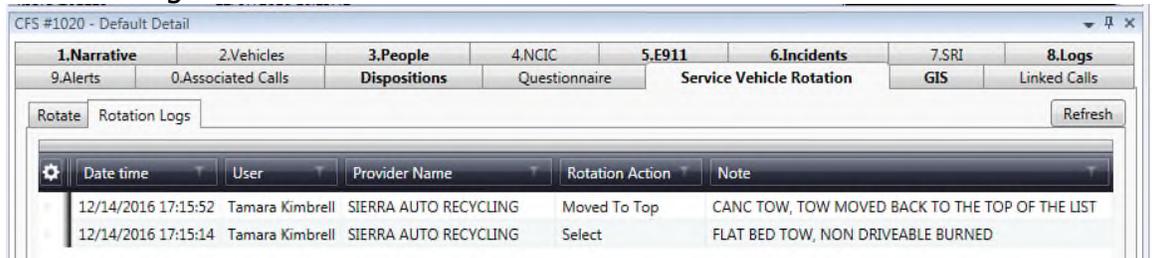
In the event a Heavy Duty tow is requested in East Kern and Pearson's is unavailable. You will need to note that in the log and then change the Service Vehicle Type to Heavy Duty (BRN/MOJ/RSMD BACK UP TOWS). This procedure only applies to those 3 substations.



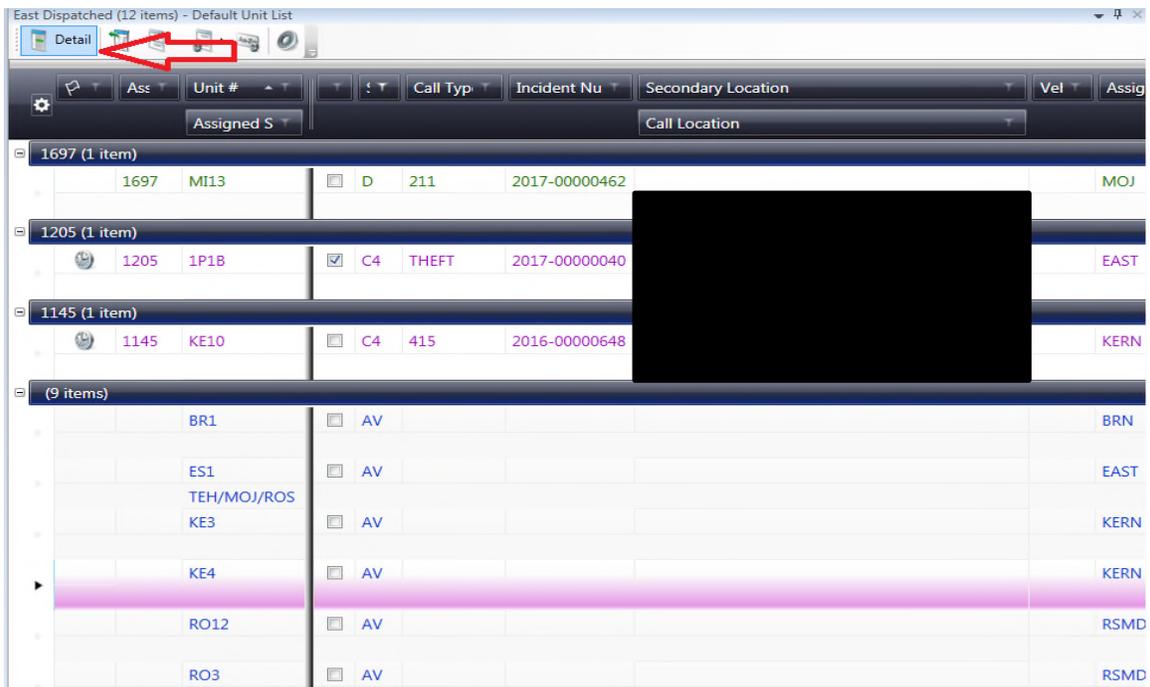
Canceling Tow: Go to Service Vehicle Rotation tab SVR and click on the Select Tab. Enter Rotation Narrative SVR notes. Type the reason for the cancel and indicate that the tow was moved back on top of the list. Follow the same instructions for dispatching a tow. You will then click on move to top of list. You only need to click once. This will add narrative to your Rotation Log Tab and in the Logs on Tab 8.

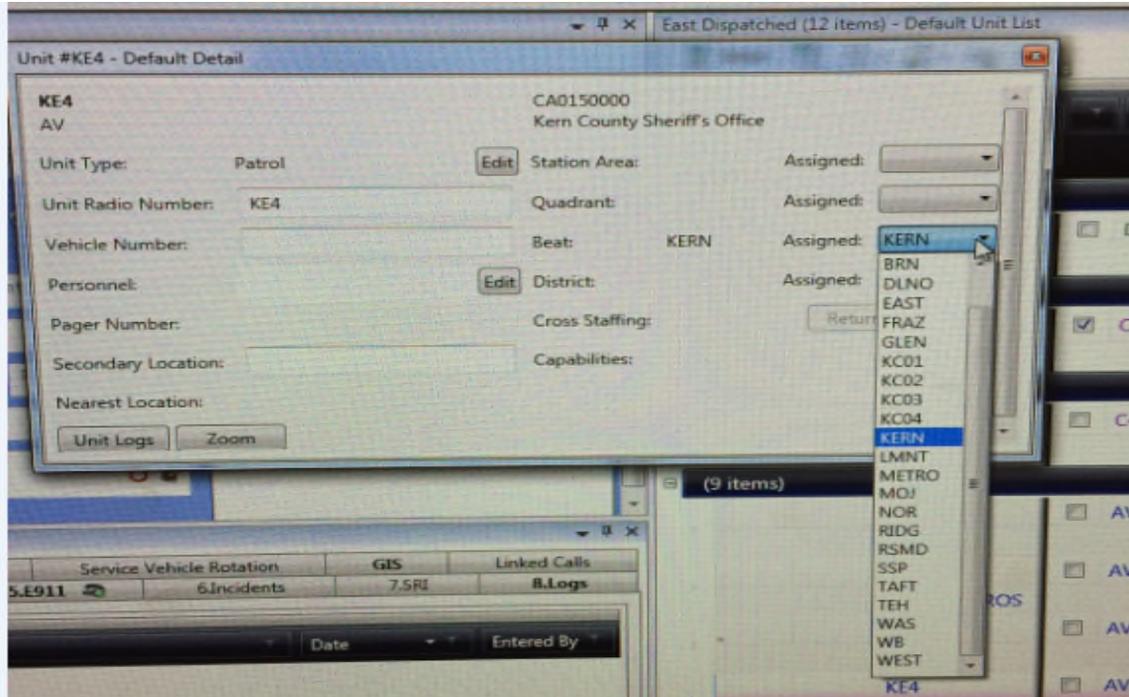


Rotation Log Ex:



Transferring Unit: If a unit is working another area the dispatcher will select the unit and click the unit details button. The dispatcher will then change the beat to reflect where the unit is so that the unit can be transferred to the right dispatch tab. The dispatcher must remember to change the beat back to reflect the unit's primary assignment or else the beat will remain the same and not default back.





When printing calls for audio requests you will have to check the Cleared Call Search and search the narrative for the incident number. Make sure you search under the assigned agency ORI. Do not forget to check the "include cancelled calls" box.

Cleared Call Search

Last refresh: 1/31/2017 4:07:28 PM

Search Clear Reactivate Add Disposition Add Narrative Update Address Associate Calls Export

Search Criteria

ORI/FDID: CA0150000: K Incident Number: Incident Number Call Number: Call Number EMD Case Number: EMD Case Number Phone Number: Phone Number Drivers License: Drivers License Police Fire EMS

Exact Address Free Form Address

Creation Date: On Call Location: Override <UNKNOWN> Qualifier: <None> Venue: <None> Override

Search Duration: 3 Months Location Type: Address

Person Last Name: Last Name Person First Name: First Name Vehicle Plate #: Plate # License State: License State

Call Types: Call Source: Call Priority: Unit: Officer: Disposition: Max Rows: 1000 Include Canceled Calls

Secondary Unit Location Information:

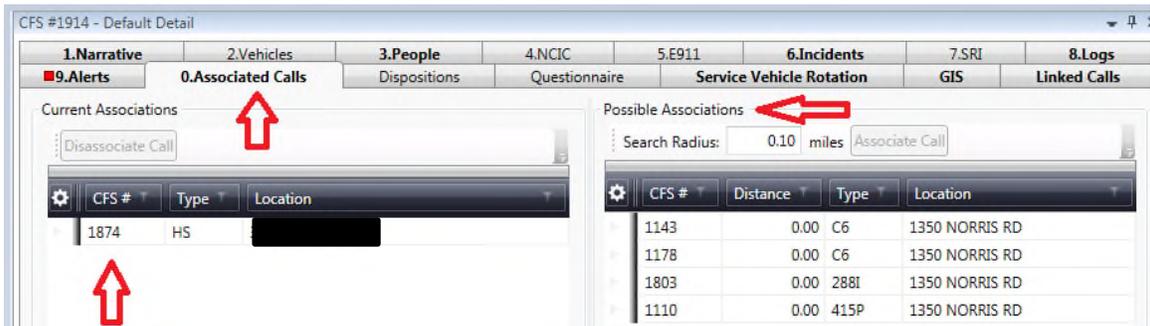
Narrative: 2017-00001004

Call Number	Create Date/Time	Closed Date/Time	Call Type	Location	State	Primary
2396	01/31/2017 14:16:34	01/31/2017 16:06:31	*****		CA	1P10
2374	01/31/2017 11:39:02	01/31/2017 11:39:37	TS			1P6
2366	01/31/2017 11:24:43	01/31/2017 13:05:59	SUSPER		CA	KE4

Associated Calls – Operational Procedure:

Associated calls will replace Duplicate and Cancel. If you see that the call is related and/or the unit in the field advises you the call is the same. You can associate the call for service using the command ASS.

```
ASSOCIATE CFS [CallNumberToAssociate] [CallNumber]
ASS 1914 1874
```



CFS #1914 - Default Detail

9.Alerts	0.Associated Calls	Dispositions	Questionnaire	Service Vehicle Rotation	GIS	Linked Calls
1.Narrative	2.Vehicles	3.People	4.NCIC	5.E911	6.Incidents	7.SRI

Call Log Unit Log Refresh

Log DateTime	User	Action	Description	Machine
01/25/2017 11:23:20	Tamara Kimbrell	Call Updated		SOCADTRN3
01/25/2017 11:23:20	Tamara Kimbrell	Person Added		SOCADTRN3
01/25/2017 11:23:20	Tamara Kimbrell	Associated Calls		SOCADTRN3
01/25/2017 11:10:50	Tamara Kimbrell	Service Vehicle Rotation		SOCADTRN3

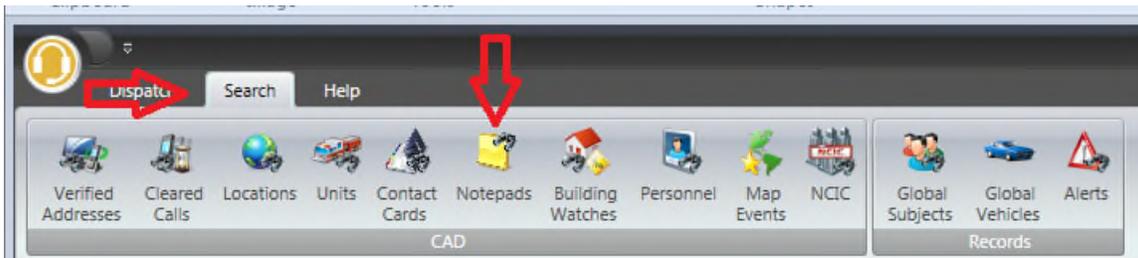
If the call is found to be unrelated you can use the command DASS to **Disassociate** the call for service.

```

Command Line
DISASSOCIATE CFS [CallNumber] [AssociatedCallNumber]
DASS 1914 1874

```

Note Pad:



Notepad Search

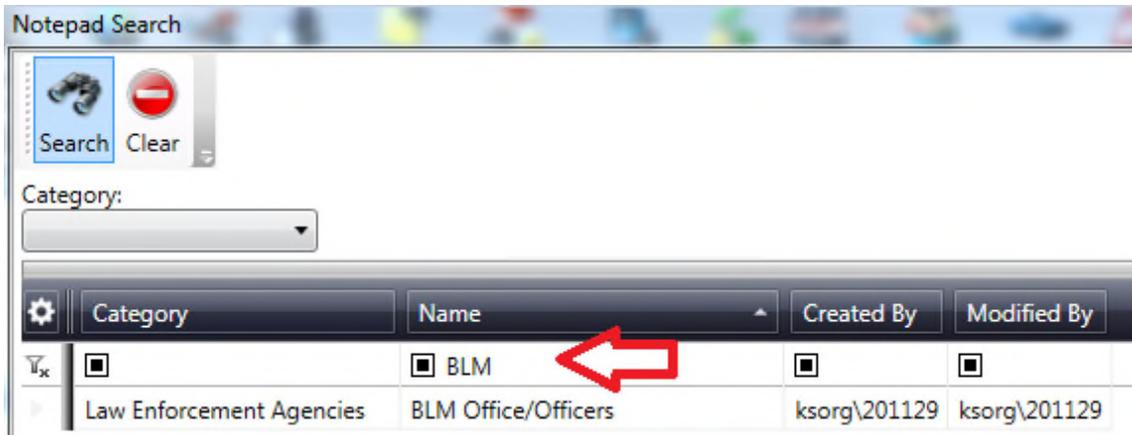
Search Clear

Category:

Category	Name	Created By	Modified By
Help	211 Emergency Notifications	ksorg\201129	ksorg\201129
CLETS Info	27 Record Unavailable	ksorg\201129	ksorg\201129
Info	5150 Transports	ksorg\201129	ksorg\201129
Info	901A Response from Fire	ksorg\201129	ksorg\201129
Info	901H Response Request from Fire	ksorg\201129	ksorg\201129
Phone Companies for Callout	911 Exigent Circumstances	ksorg\201129	ksorg\201129
Animals	ACO	ksorg\201129	ksorg\201129
KCSO	Air Support	ksorg\201129	ksorg\201129
KCSO	Alpha Units	ksorg\201129	ksorg\201129
Notifications	Amber Alert	ksorg\201129	ksorg\201129
Animals	Animal Shelters	ksorg\201129	ksorg\201129
Phone Companies for Callout	AT&T	ksorg\201129	ksorg\201129
KCSO	AVIGILON-CAMERAS	ksorg\201129	ksorg\201129
KCSO	Band Colors	ksorg\201129	ksorg\201129
Animals	Bee Removal	ksorg\201129	ksorg\201129
KCSO	Benefit Association	ksorg\201129	ksorg\201129
Law Enforcement Agencies	BLM Office/Officers	ksorg\201129	ksorg\201129
Info	Boats - Stranded	ksorg\201129	ksorg\201129
KCSO	Bomb Squad	ksora\201129	ksora\201129

176 Results (Search took .196s)

To Search in Notepad search by name by clicking in the white box directly under name and type what you are looking for. If you are not sure what the name of the record you are looking for is you can also search by category.



Logging on a unit without a Mobile will be more time consuming for Dispatch as it is now a multi-step process. We cannot chain the commands as we currently do.

From the command line you must show the unit on shift.

```
Command Line
IN SERVICE [UnitNumbers] [CallDisposition];
8 BE1
```

Once the unit is on shift you will then add unit personnel using your command line. You can only add as many CAD ID's as you want using a comma.

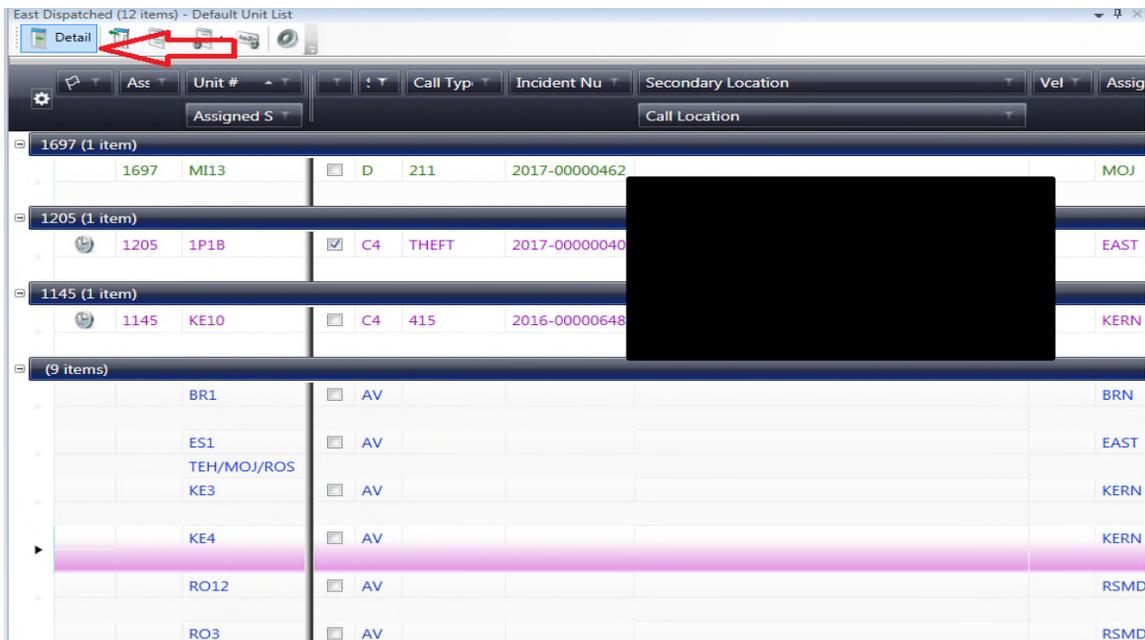
```
Command Line
UPDATE UNIT PERSONNEL [UnitNumber] [ID]
UP PH3 201712,201129,201127,201128
```

Once the unit personnel is added you will use your command line to add your unit vehicle.

```
Command Line
UPDATE UNIT VEHICLE [VehicleNumber] [UnitNumber]
UV W0007 WB1
```

If you don't want to use your command line you will do the following steps after putting the unit on shift.

Once the unit is on shift you will click on the unit and select unit details on the top left hand corner of the Dispatch screen.



Click on edit personnel.

Unit #KE4 - Default Detail

KE4
AV

Unit Type: Patrol Edit

Unit Radio Number: KE4

Vehicle Number:

Personnel: Edit

Pager Number:

Secondary Location:

Nearest Location:

Unit Logs Zoom

Double click on the personnel or hit the add button then save.

Unit #TE9 - Default Detail

Select Personnel for Unit TE9:

ID	Shield	Last Name	First Name	Radio
200690	302	BROCK	ERIC	
202143	1117	BATCHAR	ROBERT	
202388	1285	BATHE	JOSHUA	
201765	1235	BROCK	RYAN	
201143	905	BROCKETT	JEFFERY	
202931		BATREZ	JESUS	
202598	1330	ALDAPE	DAISY	
201061	802	BROOKS	JOSHUA	

Assigned Personnel:

ID	Shield	Last Name	First Name	Radio	Primary
201127	SR02	ACHEN	CHRISTINE		<input checked="" type="checkbox"/>
201020	763	ANDRE	DANIEL		<input type="checkbox"/>

>
Add
<
Remove
<<
Remove All

Save Cancel

You may also type in the Id or Name to bring the personnel up and follow the same procedure.

Unit #TE9 - Default Detail

Select Personnel for Unit TE9:

ID	Shield	Last Name	First Name	Radio
201030				

Assigned Personnel:

ID	Shield	Last Name	First Name	Radio	Primary
201030	789	MC CURTAIN	LARRY		<input checked="" type="checkbox"/>

>
Add
<
Remove
<<
Remove All

Save Cancel

You will then need to add the Vehicle.

Unit #WB1 - Default Detail

WB1
AV

Unit Type: Patrol Edit

Unit Radio Number: WB1

Vehicle Number: W0007

Personnel: 201150 CHAIDEZ, ANDREW Edit

Pager Number:

Secondary Location:

Nearest Location:

Unit Logs Zoom

Probation Log Ons –Probation will be changing their line up and log on procedures. Each Probation unit will be given their own call sign. When logging on with multiple units they will use the same process as patrol when riding together. You will still have to modify their vehicle number. They will also start sending their line ups via the Comm Center Sup/Sr email group to ensure that we have adequate time to get the units logged on for their sweeps.

i.e. 6 EA67 W/EA68

Command Line

10-6 OUT OF SERVICE [UnitNumbers] [SecondaryLocation];

6 EA67 W/EA68

When denoting a Probation unit's location you will go to unit detail and select the Station Area that coincides with the unit's location.

Unit #EA40 - Detail

EA40
D

CA015013G
Kern County Probation Department (Adult & Juvenile)

Unit Type: Probation Station Area:  Assigned:

Unit Radio Number: EA40 Quadrant: Assigned:

Vehicle Number: Beat: KC02 Assigned:

Personnel: District: Assigned:

Pager Number: Cross Staffing:

Secondary Location: Capabilities:

Nearest Location:

The Location will show under the unit's call sign.

Probation Dispatched (5 items) - Unit List

Detail

Ass Unit # St Call Type Incident Nur Secondary Location Vehic

Assigned Call Location

Call Sign	Unit #	St	Call Type	Incident Nur	Secondary Location	Vehic
2622 (1 item)	2622 EA10	D	415	2017-00000008		
	DLNO					
2606 (1 item)	2606 EA40	D	TS	2017-00000006		
2586 (1 item)	2586 EA36	AR	20001	2017-00000004		

Premise Info on CFS screen: If there is premise info on file for an address the Premise Button on the CFS screen will go from a light gray to a dark gray with bold letters. This button will house any scanned documents pertaining to the address. Ex: Red Tags, Emergency Contact Forms, No Trespass and Maps.

CFS #1920 - Default Entry

Call Location: Verified Point Location

5701 OUTLET DR

TEJON OUTLETS

Searching cross streets...

Select Call Type

In Progress

1

Premise Info

Additional Location Information

Caller Name

Caller Phone

Phone Extension

Phone

Caller Location

Narrative

ksora\201129 01/25/2017 13:59:59

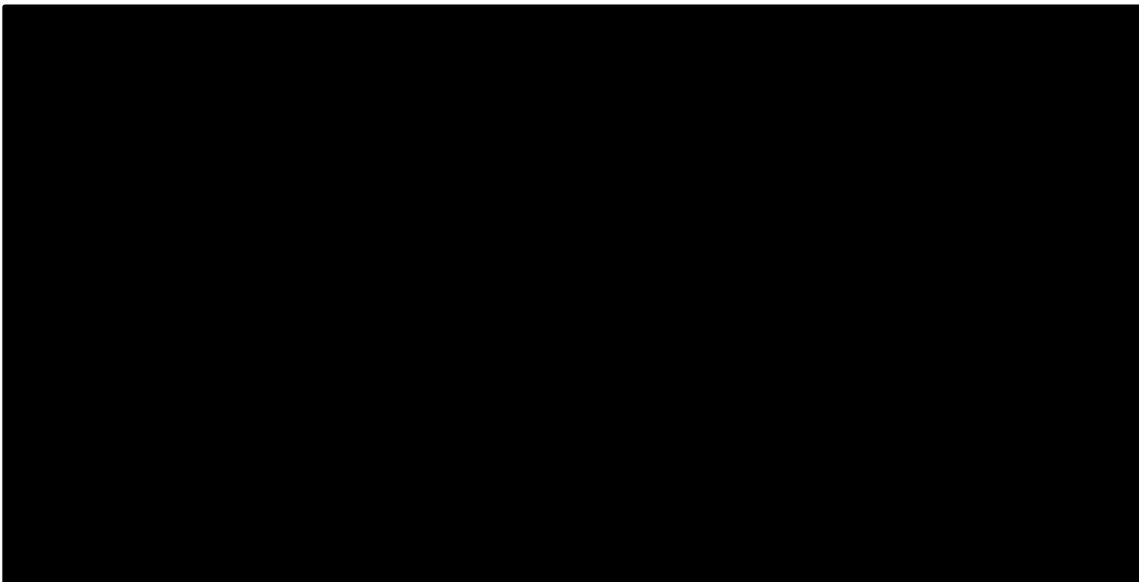
Pre-Plan Number : 111

Pre-Plan Number : 111

[Report](#)

Attachments:

- [KEVIN JEWELERS EMERGENCY CONTACT FORM \(pdf\)](#)
- [LEVI STRAUSS EMERGENCY CONTACT FORM \(jpg\)](#)
- [PUMA EMERGENCY CONTACT FORM \(jpg\)](#)
- [BANANA REPUBLIC FACTORY EMERGENCY CONTACT FORM 011917 \(pdf\)](#)
- [GUESS FACTORY EMERGENCY CONTACT FORM 011917 \(tif\)](#)
- [CHARLOTTE RUSSE EMERGENCY CONTACT FORM 011917 \(pdf\)](#)
- [CARTERS & OSH KOSH EMERGENCY CONTACT FORM 012317 \(pdf\)](#)
- [LE CREUSET OF AMERICA EMERGENCY CONTACT FORM 012317 \(pdf\)](#)



Any **CAD ALERT** information such as Hazards, EPO's, Gate Codes, Red tags and 918 cannot be added prior to go live. The company has to scrub the database prior to go live and would delete all the entry work we did. The build team will be continuing to do data entry to get CAD up to speed after go live.

CFS #1923 - Default Entry

Call Location: Verified Point Location

Qualifier: Venue: KC02

Accept Override

Location Type: Address

Abandon

Print

Center Map

Clear Call

ETON ST / MT VERNON AV, ALFRED HARRELL HWY

Additional Location Information

Select Call Type

Caller Name

Caller Phone Phone Extension Phone

Caller Location

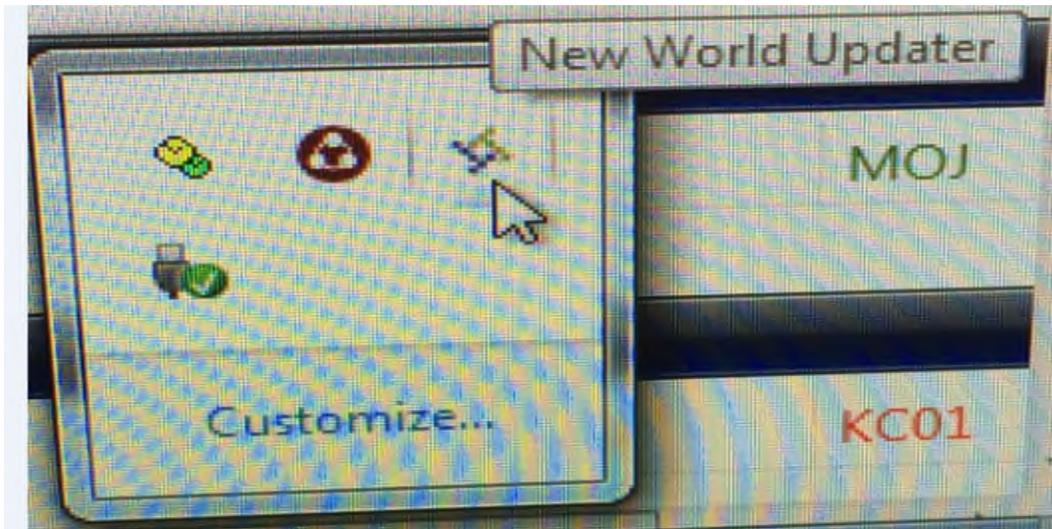
Narrative

ksora\201129 01/25/2017 17:50:41

9.Alerts	0.Associated Calls	Dispositions	Questionnaire	Service Vehicle Rotation	GIS	Linked Calls
1.Narrative	2.Vehicles	3.People	4.NCIC	5.E911	6.Incidents	7.SRI
						8.Logs

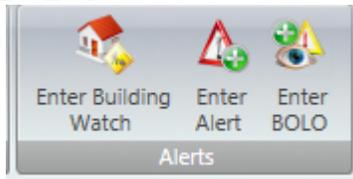
This CAD is ORI driven our department will be listed under ORI CA0150000. Probation, ACO, Stallion Springs and Bear Valley were listed under their own ORI's for stats and to keep incidents separate. All other agencies will be listed under our ORI. You will see additional ORIs in the background. However, they are not in use.

Updates: Prior to logging on to CAD dispatchers will have to check for updates by clicking on the arrow on the lower right hand corner of the PC. This will give you various Icons. If you see the updater icon, the dispatcher should click on this to push any new changes to CAD. The update process is quick. However, if the dispatcher is logged on to CAD when they push a new update, they will have to reload CAD to see the new updates.



Upgrades: When CAD has to push an upgrade. CAD, Mobiles and LERMS will go down and dispatch will have to go to yellow and pink cards. Broadcasts will also be done on Broadcast cards. Without pushing an upgrade as of yet we cannot provide an average down time. This is something we need to prepare for and an opportunity to train on CAD Failure. We are hoping the impact will be minimal.

BOLO:

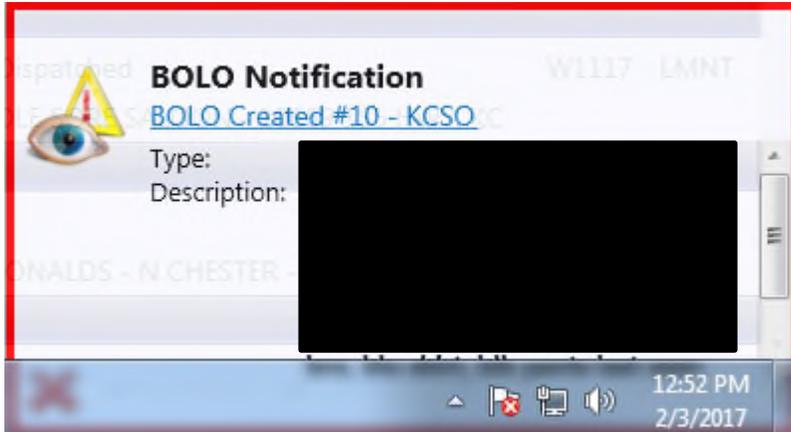


Click on Enter Bolo. Select Broadcast Type. Type Broadcast Narrative in Description and the Location in the Last Known Location. Proceed to fill in any pertinent Vehicle or Person's related to the broadcast. Adhere to P&P D200.

In the Description Box make sure you type the Incident number on the first line in the box. As this is the only way to research by Incident number. After you are done with the broadcast Narrative Type the Deputies Cad Id and Your Cad Id.

A screenshot of the 'BOLO Entry' software window. The window title is 'BOLO Entry'. It features a toolbar with 'Save' and 'Cancel' buttons. The main form includes fields for 'Number' (0), 'Type' (PC To Arrest), 'Effective Date' (02/03/2017), 'Expiration Date' (02/08/2017), 'Description' (redacted), and 'Last Known Location' (redacted). A red arrow points to the 'Type' dropdown menu. Below these fields are three sections: 'Vehicles', 'Persons', and 'Contacts', each with a table-like interface for data entry. The 'Persons' table shows a row with 'White' as the race. The 'Contacts' table shows a row with a red 'X' icon.

Broadcasts can only be seen in the Event Ticker. In order for the Dispatchers to be alerted you must select the critical box for every broadcast. Once you save the Broadcast each dispatcher will receive a Broadcast notification.



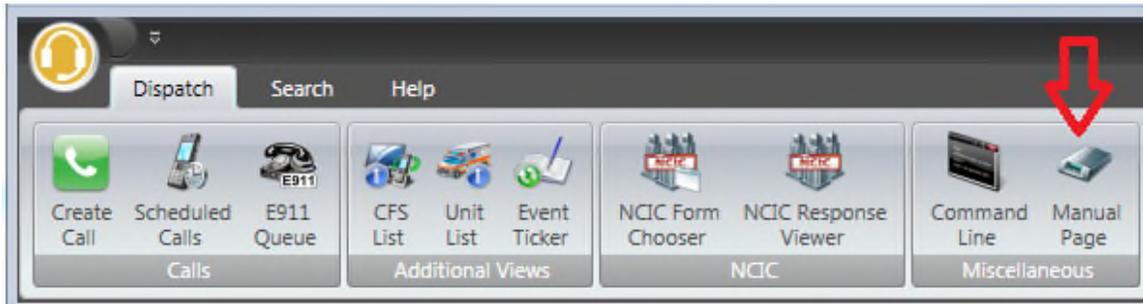
If you lose your notification you can find broadcasts by searching in BOLOs.

Common Names: Will be updated by the CAD build team. Please continue to update the Common Name list on Share point. Someone will get them Updated and have Mary Beth push them out to the CAD.

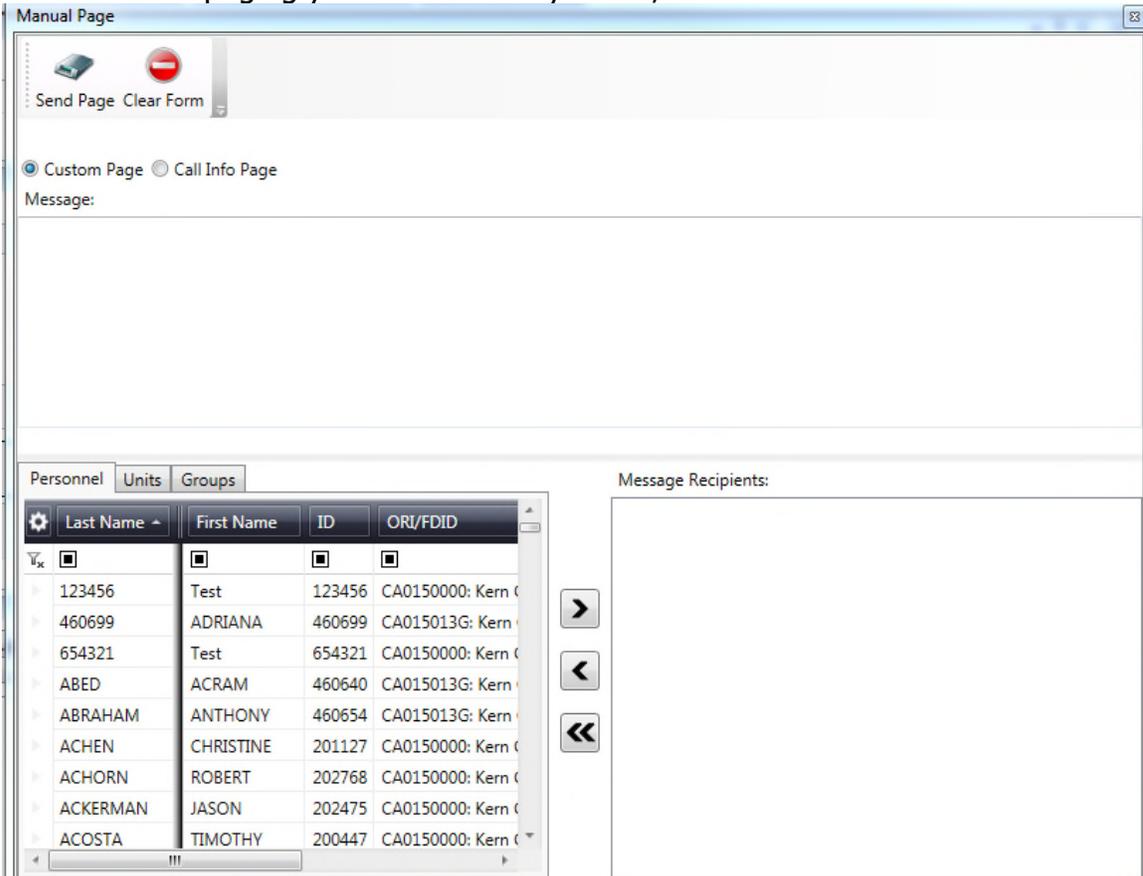
Paging System:

We will be utilizing the CAD paging system for Paging ACO. We are also looking at individual paging for department personnel and possibly callouts.

Click on the pager on the Dispatch tool bar.



For Individual paging you can search by name, id or ORI.



Type in your search field and then click the right arrow to add to the recipients. Put your paging information in the Message field and then click on send page.

The screenshot shows a software window titled "Manual Page". At the top, there are buttons for "Send Page" and "Clear Form". Below this, there are radio buttons for "Custom Page" (selected) and "Call Info Page". A red arrow points down to the "Custom Page" button. The "Message:" field contains the text "PLEASE 10-21 ME AT [REDACTED]" and "THANK YOU TAMI".

Below the message field, there are tabs for "Personnel", "Units", and "Groups". The "Personnel" tab is active, showing a table with columns: "Last Name", "First Name", "ID", and "OR/FDID". The first row contains "kauff" in the "Last Name" column. A red arrow points down to the "Last Name" column header. To the right of the table, there are three buttons: a right-pointing arrow (>), a left-pointing arrow (<), and a double left-pointing arrow (<<). A red arrow points right to the right-pointing arrow button.

To the right of the table is a "Message Recipients:" section containing a single entry: "KAUFFMAN, LESLIE".



KERN COUNTY SHERIFFS OFFICE COMMUNICATIONS DIVISION

DESK/911 TRAINING



HIGHWAYS & INTERSTATES

I5 – Runs North/South – From Los Angeles Co (south) to Kings Co (north)
North, Taft, Lamont, Frazier Park, KC03

HWY 14 – Runs North/South – From Los Angeles Co (south), Ridgecrest, Mojave & Rosamond AKA: Sierra Hwy @ North-Y

HWY 33 – Runs North/South – From Kings Co (north) to SLO Co (west)
North & Taft AKA: California St in Maricopa @ Kern St

HWY 41 – Runs North/West – From SLO Co (west) to Kings Co (north) North area

HWY 43 – Runs North/South – From Tulare Co (north)
Delano, Wasco, North, KC04 & Taft, changes to Central Valley Hwy, Beech Av & Enos Ln.

HWY 46 – Runs East/West – From SLO Co (west) North, Wasco & Delano AKA: Paso Robles Hwy

HWY 58 – Runs East/West – From SLO Co (west) to San Bernardino Co (east)
Taft, North, KC04, KC03, KC02, Lamont, Tehachapi, Walker Basin, Mojave, Boron,
changes to Rosedale Hwy @ Hwy 99

HWY 65 – Runs North/South – From Tulare Co (north), Delano & KC01, AKA: Porterville Hwy

HWY 99 – Runs North/South – From Tulare Co (north) Delano, North, KC01, KC03, KC04 & Lamont

HWY 119 – Runs East/West – Kern Co only, Taft, KC03 & Lamont, AKA: Taft Hwy Changes to Panama Rd @ S Union Ave

HWY 155 – Runs East/West – Kern Co only, Delano, Glennville, Kern Valley,
AKA: Glennville/Woody Rd, Evans Rd, Wofford Blvd, Garces Hwy

HWY 166 – Runs East/West – From SLO Co (west)
Taft & Lamont AKA: Grocer Grade, Maricopa Hwy Poso St in Maricopa @ Hazelton St

HWY 178 – Runs East/West – From San Bernardino Co (east)
KC03, KC02, KC01, Kern Valley & Ridgecrest, Kern Canyon Rd in the canyon Changes to 24th St /23RD St @ M
St, Walker Pass Rd, Ridgecrest Blvd, Inyokern Rd, & Crosstown Fwy

HWY 223 – Runs East/West – Kern Co only, Taft, Lamont, Tehachapi, & Taft AKA: Bear Mountain Blvd

HWY 395 – Runs North/East – Inyo Co (north) to San Bernardino Co (east), Ridgecrest

HWY 204 – Runs North/South – Kern County KC01 from 178 Hwy and 99, AKA: Golden State Ave

HWY 202 - Runs East/West has an AKA of Valley Blvd runs from city of Tehachapi to Cummings Valley and ends at
Tehachapi Prison.

HWY 184 – Runs North/South starts on the East side of Bakersfield (KC02) to I5 in the Lamont area also has AKA's of Kern
Canyon Rd, Morning Dr, Main St and Weedpatch Hwy Changes to Wheeler Ridge Rd

Lerdo HWY- Runs East/West starts at HWY 65 and runs west to HWY 33 goes through Shafter City.KC01, Delano, North

Westside Parkway- Runs East/West starts at Truxtun Ave and runs to Stockdale Hwy through Bakersfield. KC04, KC03



Kern County Sheriff's Office



INTRODUCTION TO CALL-TAKING & OBTAINING DESCRIPTIONS

Introduction to Call-Taking – The Technical Side

To be an efficient public safety dispatcher, you must be an efficient call taker. That means you must be able to extract information from a caller in the shortest amount of time possible. In many cases, the caller will be excited, perhaps hysterical. It is up to you to take command of the conversation immediately by use of your voice, through your tone and through a steady, calm professional approach involving direct questioning.

A critical skill in questioning is listening, specifically, active listening. Much of the time a caller will give you a location, name or nature of the problem in their first sentence. (“There’s been an accident” or, “Send police to 123 Main Street”.) Sometimes, the time element is obvious (“I hear noises”), but sometimes you have to dig a little (“I want to report a crime”). Active listening can save you lots of time. On the other hand, on many calls, the information has to literally be pulled out of the caller, and it must be done quickly in order to get the proper help started. The basic **primary** questions of **WHERE-WHAT-WHEN** will often be all that is needed to start assistance, but the additional **secondary** information of **WHO-WEAPONS** and descriptions you obtain may mean the difference between a suspect being apprehended or not.

Technically speaking, there is no difference to a citizen between a robbery, a burglary or a theft. If a person has something taken from them, whether they have been held up at gunpoint, returned home to discover someone has broken in, or a store clerk witnessing a shoplift, their first reaction is, “I’ve been robbed!”. It is up to you to make that determination by questioning. You must be able to recognize **what** has occurred in order to ask the proper questions; you must find out **when** it happened to know how urgent your reaction should be; and you must know the location **where** the incident occurred or where help is needed.

The **where** is the most critical piece of information, for without that it can be difficult or impossible to know where to send the help to. Our callers are not trained in how to handle emergencies let alone provide us information in the order we want it. That is our job and that is what we talk about with “controlling the flow” on phone calls. We need to be “on our game” to get accurate and complete information as quickly as possible. Sometimes the “where” comes clean and easy. Other times our caller may be on a wireless call or a non-911 line and simply has no clue where they are. As a call-taker, it is critical that you learn the different ways to problem-solve getting the location on a call. There is nothing more useless than a call-taker continuing to ask the same question over and over, like “Where are you?” and getting louder and louder with

each question. You have got to be able to phrase things different; you have the responsibility to get through to your caller, not the other way around.

If you have a wireless caller showing a Wireless Phase 2 on your ALI screen, you have a starting point of a general location based on a cell site. At the very least, you hopefully have a community name. What are things you can ask your caller besides repeatedly asking the same question, “Where are you?” Think on your feet. What do they see around them? Any landmarks? Any street signs? Near an intersection? If they are outside a residence and they cannot see the street name, can they read the address (numbers) of the residence? Can you get them to provide you with license plates of cars on the street you could run to find a potential address? If they are inside, is there anything posted on or near the phone? Is there a piece of mail in the house with the address? Is there anyone nearby or onscene with them that might know the address? Do they know the phone number they are calling from? (Check the Reverse Directory or ALI retrieval.) Do they know the name of the person that lives there? If so, you can run a drivers license check or RMS check to see if we’ve had contact with that individual at an address that may be the same as where the caller is.

Remember too, that with wireless calls you have technology at your fingertips. First you have your ALI screen. Is this a phase one or phase two caller? What is the latitude and longitude on your display? What is the address and community displaying on the screen? You can put the lat and long in to the county GIS map and gain a map of that general area. You can take the information on the 911 screen to find out the vendor of the call phone (AT&T, Sprint, Verizon, etc.). You can use the VESTA “re-bid” feature or coordinate with that vendor to see if the caller is moving from one cell site to another or just bouncing off the one cell site.

The **what** is another critical piece of information, because how you decide to classify the call determines the response. Call types determine whether a call is for one unit or two and the level of priority. Knowing your call types and what they do is incredibly important.

The **when** is the third piece of critical information. You can do great harm by not asking that question and presuming the caller is being accurate when they simply say, “I was just robbed”. If you fail to ask **when**, you jeopardize units who may be dispatched to the event “Code 3” and get in a wreck on the way to the call injuring themselves and some poor innocent citizen. **When** is critical to the dispatcher and it is critical to the field units, so be sure and ask this information early on and document this in your CAD event.

After receiving the primary information of **where, what, when** for the initial dispatch, you must return to the caller for as much additional information as possible. Naturally, depending on the nature of the problem and the caller, you will not always be able to obtain as much as you’d like, but the most important thing to learn is that by questioning the caller instead of allowing them to “ramble”, you control the conversation. On any emergency call you want to first obtain a brief description so the deputies entering the area can begin searching; this is why it’s very important to ask if there is a vehicle involved. The last thing we want is for the bad guys to just drive right out of the scene, past the deputies or officers. After the initial dispatch, go back for a detailed description.

In order to ask questions, you first need to know what information is needed. The standard terminology guidelines for descriptions, persons and vehicles (at the end of this handout), will provide you with the easiest way to conduct your questioning and provide information to field units. In your mind, picture a man, and begin with the obvious—his race or color, height, etc. Proceed from head to foot, color of hair, jacket or shirt, and pants. Picture a car. The first thing you notice is the color, then old or new, large or small, sports car or pickup.

Never simply ask, “What did he look like?” “He” could be “she”. Instead, guide callers by directing their attention to answering your questions. “Was the person male or female? Was he/she White, Black, Hispanic or Asian? About how old?” If your caller hesitates or is unsure of any question, just go on to your next question: “What color was his hair?” Know what your next question is so you don’t hesitate. You are looking for a description to find someone or a question in this manner, you will usually find a two-fold benefit: not only are you obtaining the information you need, in many cases you will have calmed the reporting part down, making him/her concentrate on what you are saying instead of how upset they are or what has happened.

Becoming an efficient and effective call-taker involves a lot of hard-work. It will take much practice to refine your skills so that you are as proficient as some of the more senior dispatchers. You should always look back at each call you’ve handled and say to yourself, “What could I have done differently? Or, if I had another chance at that call, how could I do better?”

In conclusion, here are some fundamental rules of call-taking:

1. Be prepared.
2. Know what questions to ask depending on the type of call. (Run scenarios in your head.)
3. Guide the caller to obtain information.
4. Control the conversation. Do not allow the caller to ramble.
5. Limit or eliminate pauses between questions.
6. Remain courteous, professional and empathetic at all times, through all calls.
7. Remember, you are the trained professional; they haven’t been trained to handle emergencies. Your job is to help them out.

Introduction to Call-Taking – The Human Side

In the first half of this handout we talked about the technical side of obtaining information from callers. It is very easy to get so focused on the Who-What-Where-When-Why-How questions and then try to fit all of that neatly into our CAD masks that we often forget about the human side of our interaction. We get so intent on the task that we lose perspective of the impact we are having on our caller. In this section we focus on how to talk to callers.

When you first start out on the phones, there is so much to think about such as: maneuvering through CAD, concentrating on what the caller has already told you, thinking of the next question, juggling multiple phone lines, and trying to listen to what your trainer is whispering at you all at the same time. Whew! It can be downright overwhelming. You've got to master CAD, master the call types, and master the juggling before you really begin to advance your interview skills on the phone. Your trainer may tell you that you are too stiff on the phones or not friendly enough or not customer service oriented or that you have too many "dead air pauses" in your conversations. That is often a product of just not yet having things on auto-pilot.

Veteran dispatchers often like to compare call-taking and dispatching to acting. We tell you to portray confidence, competence and professionalism because your callers (or the field units) will eat you alive if you do not. We tell you to always treat the caller with respect. Those traits just don't magically appear to most new call-takers, you have to work hard to refine your techniques to gain that ability. Heck, even an actor doesn't just stand up on stage and play the part without a great deal of practice time and time again. Like an actor, you have to be willing to practice applying new techniques.

Along with competence, confidence and professionalism we also need to portray warmth, empathy and compassion. You'll get much more information from your callers more quickly if you learn to portray warmth, empathy and compassion. Just because you may be respectful to the caller does not mean that you are giving them good service. Saying ma'am or sir does not mean much when the tone is curt or dismissive. You can demonstrate respect and even competence and still set your caller off. It's all about your tone of voice; it's about what you say when you say it and it is even about when you choose to remain silent. People may not remember the exact words you said, but they will remember how they felt they were treated by you. Again, it is not what you say more than it is how you say it.

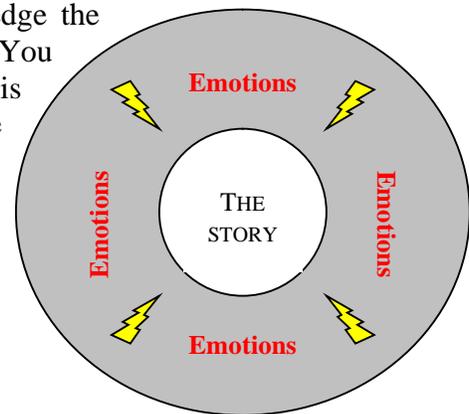
Most of us took on this job because we want to help people and we want to make a difference. Well, fast forward a couple thousand calls and many dispatchers find themselves getting "hardened" over the years. You always want to work to avoid that. We don't want robots on the phone, and we don't want you to be monotone and flat. We don't want or need "ice queens" on the phone. What we want are dispatchers who sound like they know what they are doing, sound like they want to help, and sound like they care. That old saying, "People don't care how much you know, they want to know how much you care" very much applies to call-taking and dispatching.

Ok, so our demeanor on the phone is just as important as our ability to extract information from the caller. In fact, our demeanor often controls how quickly we can get to the heart of the matter. If we are cold, abrupt, or aloof, chances are we won't relate very well to our caller and we may even struggle to get information out of them (sometimes it can be like pulling teeth).

No matter what the call, you need to let the caller know you are willing and able to help them. It is always better to let them know what you can do for them, rather than what you cannot or will not do for them. Saying, "Well we don't do that, that is against our policy" sounds pretty darned negative to the caller. It comes across very bureaucratic and is quite the turn off to just about any caller. Instead, you might say something like, "Let me tell you what I can do for you," or, "Let me tell you what options you have to deal with this problem." Psychologically, it sounds to the caller like you are there to help them. And, yes, in some cases all you can do is provide a listening ear.

One of the concepts they teach in hostage negotiations is a concept that also works very much for call-taking. It is the concept shown in the graphic below. Every situation has a story to it, which is the heart of the matter that we need to get to with our callers. That story is surrounded by emotions of the caller. The more traumatic the experience, the more emotional the experience. The more the blood pressure is raised (or the individual angered) there will be a corresponding increase in emotions. If you fail to deal with or acknowledge the emotions you may never make it to the complete story. You must, at the very least, acknowledge the caller's emotions. It is simple to do and takes so little effort on your part. Here are some phrases that might work for you:

1. This must be very upsetting to you...
2. I can hear how angry you are, I would be too...
3. This must be very frustrating...
4. That sounds like a frightening experience...
5. I'm so sorry this happened to you...
6. What a terrible ordeal...



By issuing those simple words with sincerity, you are sending a powerful message to the caller. You care about them and what they went through. Here's where the acting part comes in. Even if you don't care or even when you think that the caller's problem is a pretty trivial one compared to the big scheme of things, to that caller it is important. If you trivialize it, you diminish them and no one wants to be diminished or looked down on.

Usually when a caller is angry, they are not specifically angry at you. They are angry at a situation and you are an easy source to take their anger out on. It is so important that you don't take those calls personally. As soon as you do, the human tendency is to lash back. When you do that, you jeopardize yourself as well as the agency. Don't let callers push your buttons. The two things no one can take from us are our attitude and our response to situations. Ultimately, you are in control. Acknowledge their anger and tell them you'd like to know more so that you can see how you can help them.

All that being said, sometimes certain callers really do get under your skin. While you should never hang up on a caller, there are techniques that may help you deal with that caller. First, have you tried to understand things from the perspective of the caller? Sometimes it helps to think through things from their side. Second, if you have a non-emergency situation, you can put the caller on hold, take a few deep breaths, and then try again. (Do not do this as a punitive measure with your caller; do this only as a way to bring back down your own blood pressure.) Finally, in worst case situations, you may need to turn your call over to a supervisor.

Many of our callers have just been through an adrenalin-pumping experience sometimes even incredibly frightening or traumatic. You need to get information, but often they seem so rattled that you struggle to get even the basics. You've got to get through to them and one technique to do so is something called "repetitive persistence". Instead of raising your voice and asking the question loud and louder, lower your voice, speak softly and repeat your question. The caller will almost always eventually respond to that approach and will even lower their own voice. Yelling does little good in most situations. In fact, with out headsets yelling into them often causes your voice to be over modulated to the point where what you have said just cannot be understood which adds to the frustration of the caller.

Another technique that works for those callers who seem unable to remember anything about an event that they just witnessed (or were victim to) is to ask them to take a couple of deep breaths, close their eyes and try to remember what it is they saw. Sometimes, instead of asking them over and over for say a vehicle description, go on to asking other questions and then return to the topic of the vehicle description. That is a technique that works very well when the caller initially only provides a scant description of a vehicle or subject.

Strive for excellence on all your calls, not perfection because that's almost impossible to attain. Keep a healthy balance of portraying competence, confidence and professionalism with warmth, empathy and compassion. Know the impact of your call with your caller. What is their "circle of influence" and what will they have to say about you, our agency and the dispatch profession as a whole?

Review your calls once in awhile as objectively as possible. Listen to when something set a caller off and try to identify what that factor was. Communication skills are a life long pursuit and it can be a humbling experience. If you remain open to regular review and assessment of your own skill levels you will continue to expand them and will become an accomplished call-taker and better overall communicator.

Obtaining Subject Descriptions

Physical Descriptions	
<i>Picture yourself as a unit responding to the call. What will catch your eye first? Sex & race, age, height, weight and visible clothing. Remember too, that outer clothing can be shed quickly so it's important to also try for a description of shirts underneath jackets, etc.</i>	
Gender	Male or Female
Race	White, Black, Hispanic, Oriental, etc.
Age	18, Mid 30's, 25-30, late teens, early 20's, etc. Doesn't have to be exact!
Height	6-2, 5-10 to 6-00, short, tall, medium height.
Weight	150, 125-140, heavy build, medium build, thin build.
Hair	Bro curly, blk short straight collar-length, dreadlocks, balding with short ponytail. Try for color and add length or style if it aids the description.
Eye	Blk, blu, grn. Unless unusual, not as important. You will want this on runaway or missing juveniles and missing adults or 5150 walkaways (for MUPS entry).
Add'l:	Facial hair, glasses, sunglasses, scars, marks or tattoos, deformities, complexion? Distinctly descriptive such as beard, mustache. Armed? (See weapon description section.)

Clothing Descriptions	
<i>Clothing should be described from head to foot, outside to in. The importance of a detailed description depends upon the type of call and the time element involved.</i>	
Head Covering	Color and type; red baseball cap; blk knit cap, blue & red bandana, etc.
Shirt, blouse or dress	Color(s) and style. Long sleeve? Short sleeve? Sleeveless? Shirt tucked in, long dress, short dress, etc.
Jacket, sweater or coat	Color & style. Long, short, zipper, hood?
Pants, skirt, shorts	Color(s) and style. Baggy? Tight-fitting,
Shoes	Color and style. Tennis shoes, sandals, hiking boots, work boots, etc.
Additional Info:	Cane, crutch, carrying anything like a backpack, hip pack, fanny pack? Limp?

SUBJECT DESCRIPTION CHECKLIST

Gender _____
 Race _____
 Age _____
 Height _____
 Weight _____

Hat _____
 Hair _____
 Eye Color _____

Coat _____

Shoes _____



ADDITIONAL:

Glasses _____
 Facial Hair _____
 Complexion _____
 Speech Impediment or
 Accent _____
 Scars, Marks or
 Tattoos _____
 Deformities _____

Shirt _____

Pants _____

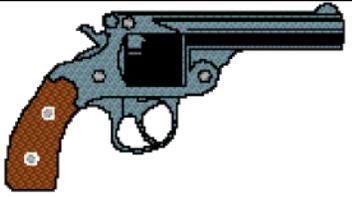
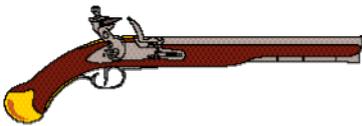
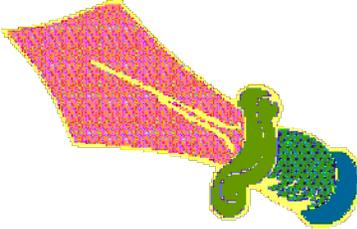
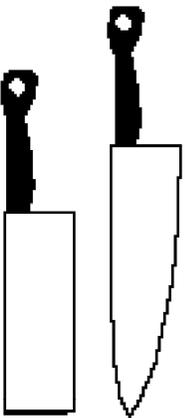
WEAPONS:

Revolver _____
 Automatic _____
 Rifle, Shotgun _____
 Knife or Cutting Instrument _____
 Blunt Instrument _____

WEAPONS

Proper definition of weapon types is important in the decision-making process of officers responding to a call. For dispatch purposes, type of weapon is described as one of the following:

- “Long gun” (i.e. rifle, shotgun, AK47, etc.)
- “Handgun” (revolver, automatic, etc.)
- “Cutting instrument” (knife, axe, razor, sword, etc.)
- “Blunt instrument” (club, board, chains, etc.)

 <p>Large Automatic</p>	 <p>Revolver</p>	 <p>Glock Automatic</p>
 <p>Snub Nose (Derringer)</p>	 <p>Long Barrel Pistol</p>	 <p>Rifle with scope</p>
 <p>Rifles</p>		
 <p>Dagger</p>	 <p>Kitchen Knife</p> <p>Swiss Army Knife</p>	 <p>More Kitchen Knives</p>

VEHICLE DESCRIPTIONS

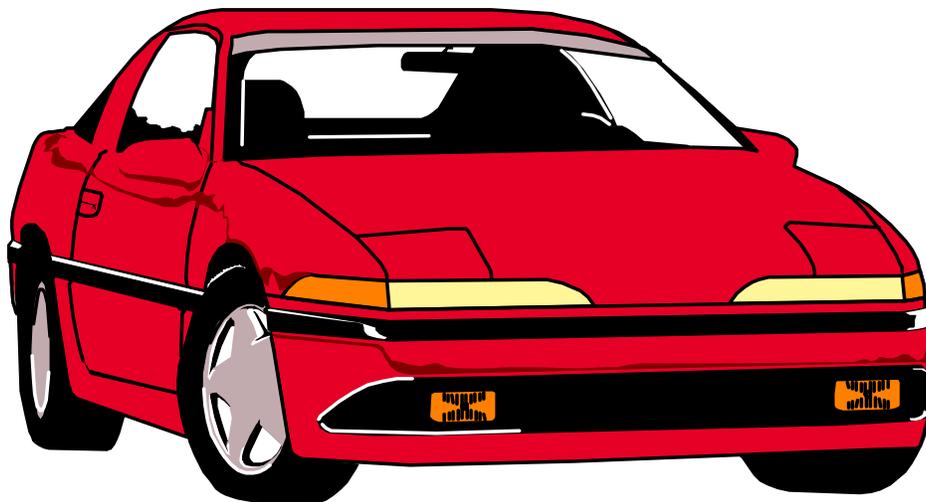
One of the easiest ways to remember how to obtain vehicle description is with the acronym **CYMBAL**.

C	Color	top to bottom (white over red), front to rear
Y	Year	year, exact or approximate, or even, old or new
M	Make	make, brand name, exact or similar
B	Body	body or model type, station wagon, sedan, etc.
A	Anything else	headlight out, large dent, no front bumper, etc.
L	License	full or partial, colors help if out of state, older plate, or special plate

As with obtaining any description, the obvious, what you notice first, is what you want to obtain first on vehicle descriptions. Very rarely will a person be able to describe a vehicle in detail, except when describing their own, and sometimes not even then! But, by knowing what information you need, you guide them by asking direct questions, “What color was the car? Is it full-size? Two doors, four doors or a hatchback?”

Here’s what an example would look like:

“Red, mid 90’s, unknown make, 2-door sedan, no front license plate”





TEHACHAPI

<u>SUBSTATION</u>	<u>AREA</u>	<u>GROUP</u>
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Tehachapi	TEH	EAST
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Radio channel: EAST Dispatch

Call Sign:	TE_	TEMPO	-	Deputy
	TED_	TEMPO DAVID	-	Sr. Deputy
	TES_	TEMPO SAM	-	Sergeant
	TEH_	TEMPO HENRY	-	Volunteer
	ST_	STALLION	-	Stallion Springs PD

The Sheriff's Office operates the Tehachapi Substation for the Tehachapi county area. The substation is located at 22209 Old Town Road in the community of Golden Hills. In 2007 Tehachapi County units responded handled 4,649 calls for service.

The Tehachapi Substation has 12 authorized positions and a response area of approximately 572 square miles. The area is comprised of small service districts and property owner associations. The areas are known as Golden Hills, Alpine Forest, Cummings Valley, Mountain Meadows, Sand Canyon, Cameron Canyon, Hart Flat, Keene, Bealville and Old West Ranch. The entire Tehachapi valley has approximately 35,000 people residing in it. The population for the area receiving service from the Tehachapi Substation is approximately 18,000-20,000 people.

The Tehachapi Substation also provides mutual aid to allied agencies in the Tehachapi Valley when requested to do so. Those agencies are: Tehachapi Police Department, Stallion Springs Police Department, Rail Road Police, Bear Valley Police Department and the California Highway Patrol.

Much of the area patrolled is rural and response times can be extended depending on the distance and terrain. Due to the mountainous terrain police radio service can be questionable.

TOWNSHIPS:

ALPINE FOREST
GOLDEN HILLS

CAD MUNICIPALITY:

ALF
GOH

HART FLAT	HAR
KEENE	KEE
STALLION SPRINGS	SSP
TEHACHAPI CITY (<i>Tehachapi PD</i>)	TEHC
TEHACHAPI (county)	TEH
SAND CANYON	SDC
BEAR VALLEY (<i>Bear Valley Pd</i>)	BV
CUMMINGS VALLEY	CV

FREEWAYS:

Highway 58, Highway 202

COURT:

Kern County Superior Court – Mojave Branch, 1773 Highway 58

Tehachapi units transport their prisoners to Mojave Jail or directly to CRF.

COMMON PLACES/PARKS:

WILDROSE
 STAGE STOP
 STALLION SPRINGS
 BEAR VALLY
 TEHACHAPI PRISON CCI
 BRITE LAKE - 22901 Banducci Rd
 MONOLITH
 CALIENTE/WALKER BASIN RESPONSE
 TEHACHAPI MOUNTAIN PARK 17350 Water Canyon Rd
 ALPINE FOREST PARK - 18900 Alps Dr
 HORSETHIEF PARK - 28551 Stallion Springs Dr
 MEADOWBROOK PARK - 21750 Westwood Blvd
 SAND CANYON - Caliente Creek/Indian Creek
 LOVES TRUCK STOP - 2000 E Tehachapi Blvd

WATERWAYS/RIVERS/LAKES:

Brite Valley, Tehachapi

Located approximately 20 minutes west of downtown below Alpine Forest on the north-side along Banducci Road. Brite Valley is a smaller area of approximately 90 acres containing a few active ranches, orchards and mostly older homes. The area is named after the Brite Family, one of the first Families to settle in this area of Tehachapi.

Brite Lake

There's a Lake and campground with hook-ups, tent sites and nearby restrooms and showers. Fishing is available at the lake, as well as picnic areas. Brite Lake is open for fishing on the last Saturday of April, each year, and the season continues through the last Sunday of January.

Season passes are available at the Tehachapi Valley Recreation and Parks District office located at 490 West D St. for the 2007 Brite Lake fishing season. The effective date for the passes will be from Saturday, April 28 thru Sunday, October 28. The fee for season passes are as follows: Season Pass \$40, Senior Citizen Pass (62 years and older) \$20, and Boat Launching Pass \$10. Season passes are for day use only.

The fee for day use is \$5 per vehicle, boat launching \$3 per boat per day (no gas engines, electric motors only), day use and boat launching \$8. A dump station is available for RV's and the cost is \$3 per vehicle for non-use. Overnight camping is also available with 12 sites with water and electric hook-up at \$20 per vehicle per night. Dry camping is \$15 per vehicle per night. TVRPD does not take reservations for camping. Camping is on a first come first served basis.

Three picnic pavilions are available for group picnicking. Reservation application and payment of rental fees and cleaning deposit must be made at least one week in advance for group pavilions.

PRISON:

TEHACHAPI STATE PRISON CCI:

The prison now holds about 5,000 men and is a major employer in the Tehachapi area. According to data from the 2000 U.S. Census, public administration jobs account for almost 19 percent of area employment.

ECONOMIC/DEMOGRAPHICS

Average household income: \$29,208

Average housing cost: \$90,000

Prison population: 4,381; California

OTHER AGENCIES:

STALLION SPRINGS POLICE DEPARTMENT: Stallion Springs is unique in the fact we are only their dispatch center. The Stallion Springs PD Officer are employed by Stallion Springs. They are on call 24-hours a day and require notification of any type of call in their jurisdiction including medical aid calls. Stallions Springs has 1 Police Chief, 1 Police Sergeant, and 2 Police Officers.

BEAR VALLEY POLICE DEPARTMENT: Bear Valley PD is a small police agency near Tehachapi. The population is 133. Bear Valley is a private sector and secured by a gate. KCSO now dispatches for Bear Valley PD as of May 2017.

Call Signs:

BE_	BEAR	-	BEAR VALLEY PATROL UNIT OR RESERVE
BEA_	BEAR ADAM	-	BEAR VALLEY CHIEF OF POLICE
BED_	BEAR DAVID	-	BEAR VALLEY SENIOR OFFICER
BEH_	BEAR HENRY	-	BEAR VALLEY VOLUNTEER
BES_	BEAR SAM	-	BEAR VALLEY SERGEANT

TEHACHAPI POLICE DEPARTMENT: Tehachapi Police is a brand new agency to our county. It only recently assumed duties as the Tehachapi Police Department May 31st, 2007. The Department has 1 police chief, 2 sergeants, 8 sworn personnel, 1 administrative assistant and 1 records clerk.

If a Tehachapi County unit requests a unit to back, Stallion Springs PD and Tehachapi PD are the closest units. You can also call Mojave units and CHP-Bishop.

TEHACHAPI FACTS:

The area is an attractive place to reside and vacation. The area has many vacation homes, which can become targets for theft during period of being unoccupied. The area has a major rail line, which passes directly through its boundary. Both Burlington Northern Santa Fe and Union Pacific Railroads use the rail line. The slow moving trains often become targets for freight thefts. State Highway 58 also passes directly through its boundary. Traffic issues can quickly develop that often requires responses by Tehachapi Deputies as well as the California Highway Patrol.

In the winter months the area occasionally has snow conditions. This brings large numbers of visitors to the area. This creates its own unique problems. There is no designated or legal area for snow play. The crowds often cut fences and trespass. This generates complaints and additional calls for service. In the warmer months off-road enthusiasts see the mountains as a place to ride. The off-road enthusiasts cut fences and trespass. This also generates complaints and additional calls for service.



BUTTONWILLOW

SUBSTATION	AREA	GROUP
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Buttonwillow	NOR	WEST
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Radio channel: WEST Dispatch

Call Sign:	NO_	NORTH	-	Deputy
	NOD_	NORTH DAVID	-	Sr. Deputy
	NOS_	NORTH SAM	-	Sergeant
	NOH_	NORTH HENRY	-	Citizen Volunteer

The Buttonwillow Substation is located at 181 E. 1st St, Buttonwillow, approximately 26 miles northwest of Bakersfield near I5.

The Buttonwillow Substation provides law enforcement services for the northwestern portion of Kern County. This area encompasses approximately **1333 square miles**. Buttonwillow elevation is 269 feet above sea level. With its vast geographic area and varied communities, the Buttonwillow Substation is a diverse assignment giving the Sheriff's Office employee experiences and challenges needed by the professional law enforcement officer of today. Yet it offers them the chance of being fully integrated into community oriented policing and working in partnership with the communities they serve.

TOWNSHIPS:

Buttonwillow	BUT
Lost Hills	LH
Belridge	BEL



The remaining area is largely farms and oilfields with a stretch of Interstate 5. Agricultural theft is a frequently reported crime. Loss is usually irrigation pipe, copper wiring and farming chemicals.

The NORTH units also enjoys a good working relationship with the allied agencies within this area, the California Highway Patrol, Shafter Police Department, Fish and Game, and our boundary counties of Kings, Tulare, and San Luis Obispo are a few of these agencies.

COMMOM PLACES

I5-58 Truck Stops
Willow Ranch – 27770 Lagoon Dr
Lost Hills Trailer Park – 14603 Lost Hills Rd
Black Wells Corner
Kecks Corner
Rio Bravo Greeley School – 6601 Enos Ln
Front Street Mini Mart – 420 E Front St

FREEWAYS

I5
Hwy 46
Hwy 58
Hwy 33

COURT

Shafter Court – 325 Central Valley Hwy, Shafter

North Units transport their prisoners to CRF in Bakersfield.

BUTTONWILLOW RACEWAY

California's newest and most complete road-racing facility. Join the enthusiastic users who have already discovered the unique offering of Buttonwillow Raceway Park. Indy cars, sports cars, motorcycles, go-karts, publishers and commercial production companies have all praised the features of this new racing facility. The location, variety and safety have made Buttonwillow Raceway Park the preferred racing and testing facility in California.



PARKS

Buttonwillow Park – 503 Milo Av
Lost Hills Park – 14688 Lost Hills Rd

PC/CVC/MC	Short Description	CAD Code
136.1I	Dissuading a Victim	SUSINV
148.5I	Making a False Report	PC
148.9I	Giving False Information	PC
166.4/166.4I	Contempt Of Court	CRTVIOL/CRTVIOLI
203/203I	Mayhem	245
220I	Attempt Rape	SUSINV
23103	Reckless Driving	CVC
23110	Throw Objects At Vehicle	CVC
23152	DUI	CVC
272/272I	Contribute to Delinquency	CTW/SUSINV
278/278I	Child Concealment	SUSCIR/SUSINV
288.3I	Online Enticement	SUSINV
311I	Illegal Porn	SUSINV
402B	Abandoned Refrigerator	PC
476/476I	Non Sufficient Funds	930/931
484/484I	Theft	THEFT/THEFTI
488/488I	Petty Theft	THEFT/THEFTI
496/496I	Possession of Stolen Prop	SUSCIR/SUSINV
498/498I	Utility Theft	THEFT/THEFTI
537/537I	Defrauding Innkeeper	THEFT/THEFTI
593DI	Illegal Cable	THEFTI
666	Petty Theft w/Priors	PC
701I	Threatened Offense	422I or 415I
ABNPRO	Abandoned Property	FNDPRO
ABNVEH	Abandoned Vehicle	SUSVEH
BIGRIG	Parked in Resd Area	COVIOL
CURFEW	Curfew Violation	COVIOL
DOORSLS	Door to Door Sales	COVIOL
DRNPOOL	Drain Pool in Gutter	COVIOL
DROWN	Victim of Drowning	901A
GUNSEIZD	Weapons Seized	PC
ILLDUMP	Illegal Dumping	COVIOL
ILSHOOT	Illegal Shooting	SHOTHRD
MANDN	Man Down	SUBDN
SWIMCNL	Swimming in Canal	COVIOL
TRASH	Trash Scavenging	COVIOL
VARDA	Varda Alarm	ALARM

Additional Penal Codes, Vehicle Codes and Muni Codes that are commonly used by field personnel and what the CAD Code replacements are.



WALKER BASIN

<u>SUBSTATION</u>	<u>AREA</u>	<u>GROUP</u>
Walker Basin	WB	EAST
Radio channel:	EAST Dispatch	
Call Sign: WB_	WALKER	- Sr. Deputy

The Walker Basin Substation is located at 14654 Caliente Creek Rd and encompasses approximately 250 square miles and has a full time population of about 1,000 people. The area is mostly mountain valleys, deep canyons and surrounding mountains. The communities of Walker Basin, Twin Oaks, Caliente, Back Canyon and Thompson Canyon lie within its boundaries.

TOWNSHIPS:

CAD MUNICIPALITY

TWIN OAKS
WALKER BASIN

TWO
WB

The area is largely rural with cattle ranches surrounded by homes with acreage. There are also a very large number of weekend residences, which makes the weekend population swell. The area has recently become popular with people from the Los Angeles Basin who are looking for a place to get away on the weekends. There are also families living in the area whose ancestors first settled the area in the 1860s.

In 1991 a resident post was established for the Walker Basin area. A Senior Deputy Sheriff is assigned to the substation and he is responsible for law enforcement for the entire area. Prior to that time the area was split between the Tehachapi and Kern Valley Substations. There was very little law enforcement presence and the only time a Deputy Sheriff was in the area was in response to a call for service. Consequently, some of the residents have a hard time adjusting to fact that a Deputy Sheriff is in their midst full time.

The resident Deputy works closely with the United States Forest Service and the Bureau of Land Management, as there are large tracts of public lands within the substation boundaries along with two small Indian Reservations. There have been some large scale marijuana cultivations in the area. They have been associated with several violent confrontations between the illicit growers, civilians and law enforcement. Having a resident Deputy full time has been instrumental in reducing these incidents and the numbers of illegal marijuana cultivations.

The Walker Basin Deputy splits his time between the Walker Basin Substation and the Kern Valley Substation due to the limited amount of calls in Walker Basin. If he is assigned to the Kern Valley Substation for the day he usually changes his call sign to KED3.

If WB1 requested a unit to back, depending on his location we would use Kern Valley or Tehachapi Units. If the Walker Basin Deputy is not on duty the area is split between Kern Valley and Tehachapi units.

AND GOD CREATED DISPATCHERS

The angel walked in and found the Lord walking around in a small circle and muttering to himself.

"What are you working on now lord?' he asked.

"Well I finished creating a peace officer, now I'm working on a dispatcher" Since the angel could see nothing in the room, he asked God to tell him about it.

"It's some what like the police officer model, it has 5 hands-one for answering the phone, two for typing, one for answering the radio, and one for grabbing a cup of coffee. The arms had to be placed fairly carefully since all the tasks a dispatcher does, have to be done simultaneously. The digestive system is a little complicated, since it runs on coffee, and food that can be delivered, but seldom needs to get up for the rest room. I made the skin tempered duralite covered with Teflon. A dispatcher's hide has to be tough enough to withstand darts from cranky officers, jabs from citizens, and lack of attention by administration, but not show any signs of wear and tear. Unlike a police officer it only needs one pair of eyes, so that left extra room for the ears. There are five sets of ears, one set for the telephone, one for the main radio, two for the other radios it has to monitor, and one to hear everything else going on around it. They fit all right on the head, since it had to be extra large for the brain. The brain has to be enormous so it can remember a full set of 10 codes, phonetic alphabet, at least two hundred different voices, the entire contents of three different SOP manuals, two Teletype manuals, and an NCIC code book. Of course I left enough extra space for it to learn the individual quirks of every different SGT., LT., Shift commander, fire chief, and other supervisor, and the ability to keep them all straight. There also has to be room for it to learn which situations need an officer and which don't, and also the ability to determine in less than two minutes what to do for any given event. There is a built in condenser so it can take an hour-long explanation, put it into 30 seconds worth of radio transmission, but still get the whole story across.

Those switches on the front are for the emotions. It has to be able to talk to a mother who's child has just died without pain, a rape victim with empathy, a suicidal person with calmness and reassurance, and abusive drunk without getting angry. When one of the officers yells for help, it can't panic, and when someone doesn't make it, the dispatchers heart mustn't break. The little soft spot just to the left of the emotion switch is for abandoned animals, frightened children, and little old ladies who are lonely and just want to talk to someone for a few minutes. The dispatcher has to care very much for the officers and firefighters it serves, without getting personally involved with any of them, so I added another switch for that. Plus of course, the dispatcher can't have any of its

own issues to worry about while it is on duty, so that last switch turns those off. The patience switch is turned up to high all the time on the CTO model, and I've added an extra fuse to those to those to handle the overload.

A dispatcher has to be able to function efficiently under less than good physical conditions, and be flexible enough to withstand whatever whim the administration comes up with, while still retaining it's general shape and form. That warm fuzzy shoulder is, there for officers to use when they gripe, other dispatchers when they hurt, and for those who are shell shocked by a horrible call and just need someone to be there. The voice gave me a little trouble, it has to be clear and easy to understand, calm and even when everyone else is screaming, but still able to convey empathy and caring while remaining totally professional.

It runs for a full 12 hours on very little sleep, requires almost no days off, and gets paid less than an executive secretary.

"The dispatcher sounds wonderful lord", said the angel, "Where is this amazing creation?"

"Well you see," answered the Supreme Being "Dispatchers are invisible unless they make a mistake. So it's practically impossible to tell when they are run down, worn out or in need of repair. Now that I've created them, I can't see the original model to make enough of them to go around."

Unknown Author... 911 Magazine



Interviewing Techniques & Verbal Judo

It is important to utilize appropriate and professional techniques when speaking to our customers. Our customers are often experiencing an abnormal amount of stress when they call and may have difficulty explaining what is happening or what they need. As the “voice of the Kern County Sheriff’s Office” you are expected to present a calm, positive, and professional image to our customers while gathering necessary information; remember, you set the tone for their entire experience with our Office.

Techniques you should use:

1. Develop a Service Attitude!
 - a. Pleasant, sincere voice
 - b. Friendly demeanor
 - c. Professionalism
 - d. Be polite and respectful
 - e. Be liability conscious
 - f. Citizen’s rights to quality service
 - g. Provide solutions or options

2. Use Good Listening Skills
 - a. Listen to the Caller
 - i. Concentrate – be attentive to the caller
 - ii. Show interest – make an effort
 - iii. Be patient
 - iv. Keep an open mind – NO assumptions
 - v. Don’t be afraid to ask questions when you do not understand the caller.

- b. Active Listening
 - i. Verbal affirmation
 - ii. Empathy
 - iii. Paraphrase Response
 - iv. Listen to how's it's said, not just what is said
 - v. Background noises
 - vi. Demeanor of caller

3. Interviewing Techniques

- a. Remain calm at all times
- b. Use caller's first name instead of sir or ma'am
- c. Ask specific questions. Instead of "what did he look like" say "what race was he, how old did he look, etc." If they say I don't know ask them to guess.
- d. Take control without being aggressive.
- e. Give caller time to answer your question. This is especially important with juvenile, elderly, or disabled callers.
- f. Lower and slower – Speak firmly but quietly
- g. Assure callers you are getting them assistance but don't guarantee any ETAs
- h. Keep the caller informed – If you must put them on hold let them know.
- i. Encourage caller to take three deep breaths if difficult to understand
- j. Keep caller focused on current situation
- k. Persistence – repeat questions or instructions when needed
- l. Self-Awareness – attitude and tone of voice

4. Build Rapport

- a. Courtesy – polite and respectful at all times
- b. Observation – read between the lines, listen to what is happening in the background
- c. Personalization – Use the caller's name
- d. Empathy – Let the caller know you recognize how they feel – this does not mean you necessarily agree.

5. Difficult Callers

- a. Verbal Judo: Diffusing Conflict Through Conversation
 - i. The “gentle way”
 - ii. Stay in contact
 - iii. Never get upset
 - iv. Remain civil
 - v. Deflect/Redirect and move!
 - vi. Deflect verbal abuse
 - vii. Redirect to get information you need. “I know you’re upset, but I need to know...” or “I appreciate that but,”
- b. When All Else Fails?
 - i. Ask for help
 - ii. Give caller to a Senior or Supervisor



KERN VALLEY

<u>SUBSTATION</u>	<u>AREA</u>	<u>GROUP</u>
Kern Valley	KERN	EAST
Radio channel:	EAST Dispatch	
Call Sign:	KE_ KERN	Deputy
	KED_ KERN DAVID	Sr. Deputy
	KES_ KERN SAM	Sergeant
	KEH_ KERN HENRY	Civil Volunteer
	KEC_ KERN COURT	Court Deputy
	KEI_ KERN IDA	KV School Deputy
	LAKE_ LAKE	Lake Patrol
	LAKES_ LAKE SAM	Lake Patrol Sgt

The Kern Valley Substation is located at 7046 Lake Isabella Blvd, Lake Isabella. The Kern Valley is located 50 miles northeast of Bakersfield and 60 miles west of Ridgecrest. It encompasses an area of **804 square miles** and has a full time population estimated at about 22,000 people. During the summer months the population swells with a large influx of tourists, which can add as many as 60,000 people on a holiday weekend. The area is diverse in that some of the oldest cattle ranches in Kern County are located here, along with the surrounding forests and the large tourist industry. It is also a popular retirement community for people from the Los Angeles area.

TOWNSHIPS

KERNVILLE
 BODFISH
 LAKE ISABELLA
 WOFFORD HEIGHTS
 ALTA SIERRA
 HAVILAH
 SOUTH LAKE
 SQUIRREL VALLEY
 MOUNTAIN MESA
 ONYX
 CANEBRAKE
 WELDON
 RIVER KERN

CAD MUNICIPALITY

KER
 BOD
 LKI
 WOF
 ALS
 HAV
 SOL
 SQV
 MTM
 ONX
 CAB
 WEL
 RKN

COMMON PLACES:

- KV Bottle Shop - 5200 Lake Isabella Blvd
- Vons - 5610 Lake Isabella Blvd
- Kern River Valley Cemetery 8441 Burlando Rd
- Kern Valley Hospital (KVH) 6412 Laurel Ave

PARKS:

- Circle Park - 11041 Kernville Rd, Kernville
- Wofford Heights Park - 316 E Evans Rd, Wofford Heights
- Tank Park - 5000 Lake Isabella Blvd AKA Kissack Park/Lake Isabella Park
- Riverside Park - 10 Kern River Dr
- Mountain Mesa Park - 4361 McCray Rd
- Scodie Park - 8181 Scodie Park Rd

CAMPGROUNDS:

- | | |
|--------------------------|-----------------------------|
| Auxiliary Dam Campground | Mountain & River Campground |
| Frandey Campground | French Gulch Campground |
| Hobo Campground | Sandy Flat Campground |
| Hungry Gulch Campground | Paradise Cove Campground |
| Main Dam Campground | Rivernook Campground |



PICNIC & DAY USE SITES:

LIVE OAK - 19 miles northeast of Bakersfield along the Kern River via State Hwy 178. Paved road; Picnic tables, Toilets; No water; Elevation 1,400'; Open March 1 to September 30; Supplies in Bakersfield; Fishing in Season. Parking fee \$5 per day (CLM).

UPPER RICHBAR - 20 miles northeast of Bakersfield along the Kern River via State Hwy 178. Paved road; Picnic tables; Toilets; Water; Elevation 1,400'; Open year round; Supplies in Bakersfield; Fishing in Season. Parking fee \$5 per day. (From Sept. 30 to March 1, limited services.) (CLM).

LOWER RICHBAR - 20 miles northeast of Bakersfield along the Kern River via State Hwy 178. Paved road; Picnic tables; Toilets; Water; dumpsters; Elevation 1,400'; Open March 1 to September 30; Supplies in Bakersfield; Fishing in Season. Parking fee \$5 per day (CLM).

DEMOCRAT BEACH - 25 miles northeast of Bakersfield along the Kern River via State Hwy 178. Paved and dirt road; Toilets; No water; Elevation 2,000'; Open year round; Supplies in Bakersfield; Fishing in Season; Raft takeout site and small boat access. Day use fee \$5.

MIRACLE HOT SPRINGS - 42 miles northeast of Bakersfield and 8 miles southwest of Lake Isabella, along the Kern River via State Hwy 178. Toilets; Water; Elevation 2,300'; Open year round; Supplies in Lake Isabella; Fishing in Season. boat launch put-in. Day use fee \$5.

CHINA GARDENS - 10 miles west of Lake Isabella along the Kern River via State Hwy 178. Dirt roads; Toilets; dumpsters; Elevation 2,000'; Open May to October; Supplies Lake Isabella; Fishing in Season.

BLACK GULCH - NORTH 8 miles west of Lake Isabella off Hwy 155 via the Keysville Road. dirt and 4 wheel drive road; no toilets; no water; no dumpsters; Elevation 2,300'; Open May through October; Supplies in Lake Isabella; Fishing in Season.

BLACK GULCH - SOUTH 8 miles west of Lake Isabella along the Kern River off Hwy 178. dirt roads; toilets; dumpsters; no water; Elevation 2,300'; Open May through October; Supplies in Lake Isabella; Fishing in Season.

RIVERKERN BEACH - 3 miles north of Kernville along the Kern River via Mtn. 99. Beach area, DAY USE ONLY, Paved road and parking area; Tables; Toilets; No drinking water; Elevation 2,650 feet. Open year round; Supplies at Kernville and Riverkern. **Campfires or barbecues are not allowed on the beach.**

CORRAL CREEK BEACH - 8 miles north of Kernville via Mtn. 99. Beach area, DAY USE ONLY. Paved road and parking area; Tables; Toilets; No drinking water; Elevation 3,000 feet. Open year round; Supplies at Riverkern, Fairview. **Campfires or barbecues are not allowed on the beach.**

ROADS END - 16 1/4 miles north of Kernville via Mtn. 99. Beach area, DAY USE ONLY. Paved road and parking area; Tables; Toilets; No drinking water; Elevation 3,500 feet. Open year round; Supplies at Riverkern, Fairview. **Campfires or barbecues are not allowed on the beach.**

FREEWAYS:

Highway 178
Highway 155

COURT:

Kern Valley Court – 7046 Lake Isabella

KV units transport their prisoners to CRF. The KV units transport through the canyon and must advise dispatch when they are entering and clearing the canyon due to poor radio reception in the canyon.



WATERWAYS/LAKES/RIVERS:

Kern River
Lake Isabella

During the summer months the Deputies assigned to the Kern Valley are kept busy with the normal routines of an area with a population 22,000 people. Due to the nature of the area, they are called upon to assist during floods, forest and range fires, snowstorms and other natural occurrences, along with people involved crimes. A Deputy Sheriff assigned to work the Kern Valley Substation must be adept at working everything from lost children to cattle thefts.

There is also very close cooperation between the personnel of the Kern County Sheriff's Office and the California Highway Patrol. The Kern Valley is located 50 miles east of Bakersfield and 60 miles west of Ridgecrest, so help can be a long way off when it is needed. The officers of these two agencies depend on each other heavily and there is a high degree of camaraderie among them.

The Kern Valley is one of the most picturesque areas in Kern County and as such it is a good place to work and live. Personnel who are assigned to work there have a tendency to stay for long periods of time and usually only leave to accept a promotion. Those who leave usually try to get

back there as soon as they can. It is truly an area of four seasons and beautiful scenery. It has a lot of history and enjoys a friendly atmosphere.

CHP-Bakersfield handles traffic related incidents in the KV sub-station response. If a Kern Valley unit requested a back, CHP is available.



KERN COUNTY SHERIFFS OFFICE
COMMUNICATIONS DIVISION
DESK/911 TRAINING

STATUS CODES AND COLORS HANDOUT

AV - AVAILABLE

AVR – AVAILABLE RADIO

OS – OUT OF SERVICE
19 / 19B / C7

D - DISPATCHED

AK – ACKNOWLEDGED

ER – ENROUTE
ER2 – USED TO UPDATE LOCATION UNIT IS ER TO

AR/TA – ARRIVED/TRANSPORT ARRIVE
AR2 – USED WHEN RESETTING TIMER FOR UNITS
ARRIVED

C4 - CODE 4

C4H – CODE 4 HOSPITAL

TR - TRANSPORTING

CRT - COURT



WASCO

<u>SUBSTATION</u>	<u>AREA</u>	<u>GROUP</u>
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Wasco	WASC	WEST
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Radio channel: WEST Dispatch

Call Sign:	WC_	WASCO	-	Deputy
	WCD_	WASCO DAVID	-	Sr. Deputy
	WCS_	WASCO SAM	-	Sergeant
	WCI_	WASCO IDA	-	School Deputy
	WCV_	WASCO VICTOR	-	Traffic Unit
	WCH_	WASCO HENRY	-	Volunteer
	WCU_	WASCO UNION	-	City Unit (Special)

Wasco Substation is located at 748 F St, approximately 32 miles northwest of Bakersfield. As a direct link to the coastal area Highway 46 is highly traveled by passenger cars and commercial vehicles. Accidents are common on this highway. In 2007 Wasco City Deputies handled 11,632 calls for service.

In 1981 the City of Wasco entered into a contract with the Kern County Sheriff's Office to provide law enforcement services within the city limits. It is referred to as a **CONTRACT CITY**. Units assigned to this substation provide all police services including traffic enforcement, handling all traffic accidents that occur inside the city limits, along with traffic citations, etc. Outside of Wasco City limits, CHP handles all traffic related incidents. If a Wasco unit needs a back we send North Units or Delano Units.

One sergeant, two senior deputies, 13 deputies and 3 clerks staff Wasco. This substation is also active in the **CITIZEN SERVICE UNITS**.

Known worldwide for its roses, Wasco is home to the annual Festival of Roses.

Held each year, the festival features a rose show where growers display their products and prizes are awarded to the best in various categories. The festival also has events such as "Run Through the Roses" with 5K and 10K races, an art show and craft fair, and a parade. 55% of all roses grown in the United States are grown in or around Wasco.

TOWNSHIPS:

WASCO

MUNICIPALITIES:

WAS

PRISONS:

Wasco State Prison: 701 Scofield Ave

COURT:

Shafter-Wasco Court, Kern County Superior Court, 325 Central Valley Highway,
Shafter, CA 93263

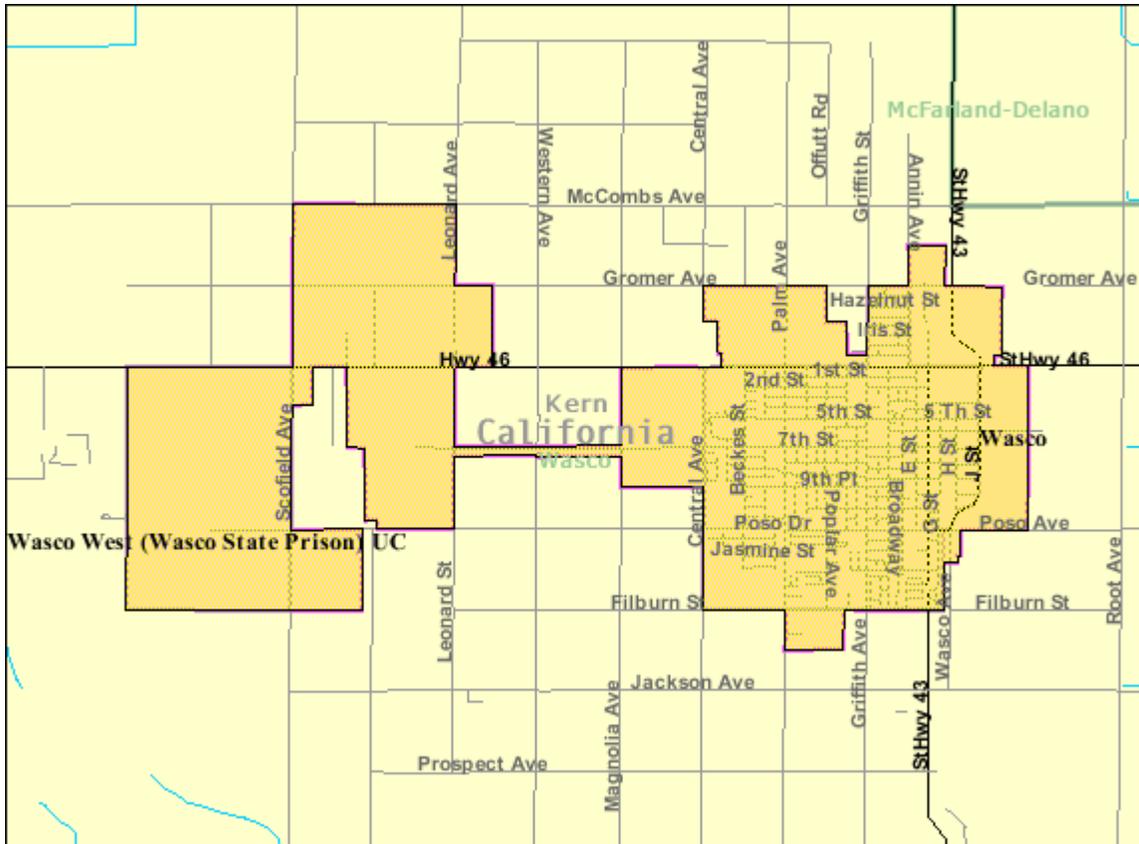
Wasco units transport their prisoners to CRF in Bakersfield.

WATERWAYS/RIVERS/LAKES:

None

FREEWAYS:

Highway 46, Highway 43



COMMON PLACES

Cinderella Motel – 1533 46 Hwy
Wasco Skate Park – 2601 Parkside Dr
Amigos Meat Market – 829 46 Hwy

PARKS

15th Street Park – 15th St/Broadway
Barker Park – 1800 Poso Dr
Cormack Park – 6th St/Birch Av
Hazelnut Park – 1200-Blk Hazelnut St
Westside Park – 2601 Parkside Dr



CAD DISPOSITION CODES

AOD	--	ASSIST OTHER DEPT
CANC	--	CANCEL
CIT	--	CITATION
CIV	--	CIVIL
DER	--	DECLINE REPORT
FA	--	FALSE ALARM
FI	--	FIELD INTERROGATION
GOA	--	GONE ON ARRIVAL
NCA	--	NON CRIMINAL ACTIVITY
NFA	--	NO FURTHER ACTION
PAPER	--	PAPER ASSIGNED
SUPP	--	SUPPLEMENTAL
UNF	--	UNFOUNDED
UTC	--	UNABLE TO CONTACT
UTL	--	UNABLE TO LOCATE
WARN	--	WARNING
WRNT	--	WARRANT

Updated 1/8/21



Customer Service Call Taking Guide

Develop interpersonal skills. Communicating by telephone is a difficult and specific task. Not everyone is good at it. But with information and training, it can be developed. Among the skills: pay attention to the caller, be flexible in your approach, ask questions, listen actively, mirror their style to gain trust, built rapport, pace and lead the conversation, and respond appropriately.

On the other hand, here are some "don'ts"--don't provide an explanation too soon, interpret the caller's situation, punish or retaliate, pretend not to understand, pass the buck, change the subject, joke or be sarcastic, be unresponsive, condescend, be busy, bored or absent-minded.

Courtesy should be paramount. You should establish standard phrases and words to use when dealing with customers, and all dispatchers should be required to adhere to their use. "Please," "thank you" and "You're welcome" should be foremost among the words that dispatchers use. You should also establish procedures for transferring calls, taking messages, and other handling telephone calls. For example, announce all transfers, never put someone on hold without asking permission, "bridge" all transfers, recheck callers on hold after each 60 seconds, hang up after the caller, always identify yourself first when calling a citizen back, use the caller's name.

Objective and Goals of Customer Service

- To make the caller feel positive about their contact with the police/fire department
- To solve the caller's problem or provide them with the needed information
- To gather the necessary information to prioritize, evaluate and dispatch the necessary units to the situation.

Key Phrases

- I understand.

- I'm sorry.
- Thank you.
- You're welcome.
- I can help you...
- I understand you're upset/frightened, but...(next question)
- Please don't curse. I need to know...
- My supervisor can help you.
- Can you hold for a moment?
- I don't know, but I can find out.
- Let me help you.
- I can't help you unless...
- Say, "A locksmith can help you....", or "Public Works handles rubbish...", rather than "We don't do that." Always emphasize the help that's available, **not** the assistance that you cannot provide.
- Say, "Let me give you their telephone number," rather than, "You have to call..."

Some things to avoid:

- being too authoritative
- preaching
- yelling or losing your temper
- prejudging
- using ma'am or sir. Try to use the caller's name if possible.
- Law School 101

The goals you should keep in mind:

- a positive "can do" attitude
- put a smile on your voice and enjoy
- aggressive tactics don't always work; use phrases that convey respect to the caller
- you never have a second chance to make a good first impression
- treat the caller like the most important person in your life
- positive voice inflection
- empathy
- honesty
- flexibility
- accuracy
- objectivity

Some "do's" and "don'ts":

- I don't know vs. I'll find out
- That's not my job vs. Here's who can help you best
- Calm down vs. Okay, I'm sorry...let me try to help you
- I can't help you now vs. I am very busy, can I call you back
- ...Hold vs. I need to put you on hold

Do not pre-judge the caller and remember to have compassion. Swearing or sexual references by callers is usually due to their stressful condition, and is not spoken personally. Threats, however, should be evaluated for seriousness. We are only human, and mistakes do occur. A simple apology will go a long way in calming a potentially upset co-worker or citizen.

What you say is Important, but HOW you say it makes the difference

Speech:

Your tone of voice should reflect a pleasing personality, avoid monotony, listlessness and build a pleasant image with a voice with a smile.

Courtesy:

Courtesy should always be evident. Politeness on the telephone, as well in face-to-face conversation, consists of being well mannered and considerate of others. Be genuine, particularly when unable to do what the caller wants.

Understanding the Caller:

Arrive at a proper understanding of the caller. Take into account the facts that are volunteered and develop additional facts necessary to a full understanding. Listen to the caller; part of the ability to listen comes from caring about the caller's problem. If you don't care, you can't listen and you won't understand.

Explanations:

Explanations must be clear, readily understandable and in language the person will comprehend. Explanations must be complete and accurate without going too far. A caller is entitled to an answer that cannot be taken for an arbitrary brush off.

Service Attitude:

Show real interest in the caller. The caller's first impression of the department and perhaps the sole impression will depend on that telephone call. Remember, the dispatcher answering the call is the department.

Remember Customer Service!!!!

- ♥ How may I help you?
- ♥ Thank you.
- ♥ You're welcome.
- ♥ Just a moment, please.
- ♥ Could you hold please? Thank you.
- ♥ Please hold.
- ♥ Thank you for waiting, how can I help you?
- ♥ I'm sorry for the delay.
- ♥ I had an emergency, I'm sorry.
- ♥ Are you able to hold for a few more?
- ♥ I'm sorry about that. It's very busy here.
- ♥ The other operator is tied up on an emergency.
May I help you now?
- ♥ I wish I could help you, but I'm afraid I have to refer you to another agency.
- ♥ I understand, let me give you the number of someone who can help you.
- ♥ I'm sorry, there's a lot going on here, can you repeat that?



♥ I'm sorry, I didn't get that.

♥ **Objectives of Customer Service**



To make the caller feel positive about their contact with the police/fire department.

- **To solve the caller's problem or provide them with the needed information.**

To gather the necessary information to prioritize, evaluate and dispatch necessary resources to the call.

COMMONLY USED H&S AND CVC CODES

HS 11357:	POSSESSION OF MARIJUANA (less than 1 oz)
HS 11550A:	UNDER INFLUENCE OF CONTROLLED SUBSTANCE.
HS 11550B:	UNDER INFLUENCE OF PCP (PHENCYCLEDINE)
HS 11377:	POSSESSION OF CONTROLLED SUBSTANCE
HS 11378:	POSSESSION OF CONTROLLED SUBSTANCE FOR SALE
HS 11364:	POSSESSION OF DRUG PARAPHERNALIA
HS 11590	NARCOTICS OFFENDER REGISTRANT
PC 1000	DRUG DIVERSION PROGRAM ORDERED BY THE COURT
CVC 14601	DRIVING ON SUSPENDED LICENSE
CVC 12500	DRIVING W/O LICENSE
CVC 10851	STOLEN VEHICLE/GTA
CVC 20001	INJURY HIT AND RUN
CVC 20002	NON-INJURY HIT AND RUN
CVC 23103	RECKLESS DRIVING
CVC 23152	DUI
CVC 23110	THROW OBJECTS AT MOVING VEHICLE
CVC 4000A	UNREGISTERED VEHICLE
CVC 40508A	FAILURE TO APPEAR ON TRAFFIC CHARGE
CVC 40508B	FAILURE TO PAY FINE ON TRAFFIC CHARGE
PC 17 (SECTION 17)	REDUCES CRIMINAL OFFENSE FROM FELONY TO MISDEMEANOR THRU PLEA BARGAIN OR FILING BY THE DA'S OFFICE.



DELANO

SUBSTATION	AREA	GROUP
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Delano	DLNO	WEST
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Radio channel: WEST Dispatch

Call Sign:	DE_	DELTA	-	Deputy
	DED_	DELTA DAVID	-	Sr. Deputy
	DES_	DELTA SAM	-	Sergeant
	DEC_	DELANO COURT	-	Court Deputy

The Delano Substation is located at 455 Lexington in Delano. The substation investigates a variety of crimes. Most of the crimes involve agriculture crimes, vehicle recoveries, and theft of fuel and copper wire. There is approximately 400 square miles in the Delano response area. Delano Police Department covers the city limits of Delano and we are responsible for the unincorporated areas of Delano. This substation is also responsible for the unincorporated areas of McFarland and some of Wasco.

The Delano Substation provides bailiffs and court security to the Delano/McFarland Branch of the Kern County Superior Court. The presence of the Sheriff in the Kern County Superior Court has been a long time requirement. There Sheriff is required to provide a safe and secure atmosphere for the dispensing of justice. Not much has changed over the years in the way there duties are performed. In recent years, the volume of prisoners transported to Delano Court has increased. Also the number of criminal and civil court cases filed in Delano Court has increased. The court is located at 1122 Jefferson St, Delano.

The Delta units frequently assist other North area and Wasco units as needed. They also cover the Glennville Substation when GLEN1 is not available.

TOWNSHIPS:

POND

WATERWAYS/RIVERS/LAKES:

Lake Woollomes

FREEWAYS:

Highway 99
Highway 46
Highway 155
Highway 43
Famoso-Porterville Hwy

PRISONS:

There are two State Correctional Facilities (North Kern State Prison I and II) in this area.

COMMON PLACES

Lake Woollomes – 32739 Woollomes Av
Pond School – 29585 Pond Rd
Casa De Ninos – 32549 Betty Jean Av
Delano Regional Medical Center (DRMC) – 1401 Garces Hwy
Flying J – 17047 Zachary Ave



RIDGECREST

<u>SUBSTATION</u>	<u>AREA</u>	<u>GROUP</u>
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Ridgecrest	RIDG	EAST
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Radio channel: EAST Dispatch

Call Sign:	RI_	RIDGE	-	Deputy
	RID_	RIDGE DAVID	-	Sr. Deputy
	RIS_	RIDGE SAM	-	Sergeant
	RIC_	RIDGE COURT	-	Court Deputy
	RIH_	RIDGE HENRY	-	Volunteer
	DUV_	DOVE	-	Dove Springs OHV

Originally established in the 1930s, the Ridgecrest Substation geographically covers approximately 1026 square miles, giving the substation the largest response area of Kern County's Substations. The Ridgecrest Substation is located at 128 East Coso Street in Ridgecrest, approximately 120 miles east of Bakersfield. The Ridgecrest Substation provides law enforcement services to the approximately 40,000 residents of Ridgecrest, China Lake Acres, Inyokern and Walkers Pass. Also included in the Ridgecrest Substation's response area are the historic mining communities of Garlock, Randsburg, Johannesburg, and many isolated mining camps in the El Paso Mountains south of Inyokern.

Ridgecrest Substation has one sergeant, one senior deputy sheriff, and eleven deputy sheriffs. The deputies handle patrol duties as well as provide security for the two Ridgecrest Superior Courts. The Ridgecrest Jail is also staffed with one senior detention deputy sheriff and four detention deputy sheriffs.

The Ridgecrest deputies respond to a variety of service request. From 911 calls to downed aircraft, the Kern County Sheriff's Office is ready to respond and render appropriate assistance. In 2007 Ridgecrest Deputies responded to 4490 calls for service and made 432 arrests.

Ridgecrest has nine active reserve deputies who are committed to helping and protecting their community. Of the nine, four have completed the requirements to qualify as a Level I reserve. The Level I designation indicates they are capable of performing as a solo beat officer. Last year the Ridgecrest Reserves contributed many hours to the Ridgecrest Substation.

TOWNSHIPS:

Ridgecrest
China Lake
Inyokern
Randsburg
Johannesburg
Buttermilk Acres

CAD MUNICIPALITY

RID
CLA
INY
RAN
JOH
(none)

FREEWAYS:

Highway 395
Highway 178
Highway 14

COURT:

Superior Court of California, County of Kern, Ridgecrest Branch
132 E. Coso St., Ridgecrest

Ridgecrest units transport their prisoners to the Ridgecrest jail at 128 E. Coso, next door to the courthouse.

COMMON PLACES/PARKS:

JAWBONE CANYON	
DOVE SPRINGS	
INYOKERN	
JOHANNESBURG	- South of Randsburg along Redrock Randsburg Rd
RANDBURG	
BUTTERMILK ACRES	- 3605 Inyokern Rd
RIDGECREST POLICE DEPARTMENT	
CHINA LAKE NAVAL AIR STATION	
GRANITE CONSTRUCTION	- 10000 N Brown Rd
INYOKERN MARKET	- 1353 N Brown Rd
THREE FLAGS INN	- 1233 N Brown Rd
INYOKERN PARK	- 1249 Broadway
JOHANNESBURG PARK	- 37450 The Rand

WATERWAYS/RIVERS/LAKES:

None

OTHER AGENCIES:

The Ridgecrest Substation works closely with the Ridgecrest Police Department. We also utilize CHP – Bishop to assist our units when needed.

China Lake Naval Air Station is North of the City of Ridgecrest. It makes up the entire NE border of our County.

RECREATION:



DOVE UNITS AT WORK

Ridgecrest receives over 322 days of sunshine a year and is home to one of the largest open riding areas in southern California.

Jawbone Off-Highway Vehicle (OHV) Open Area

From cross-country play to advanced technical routes, the Jawbone OHV Area offers over 7,000 acres of open-use public land where you can ride anywhere your skill and machine will take you. Jawbone is also a great starting point to begin to explore the hundreds of miles of trail riding opportunities available in this region and outside of the OHV Open Area

GETTING THERE: Jawbone Open Area is located off State Highway (SH) 14, approximately 20 miles north of the intersection of SH 14 and 58 in the town of Mojave. A left turn from SH 14 onto Jawbone Canyon Rd., when traveling from the south. Traveling from the north, it is a right turn onto Jawbone Canyon Rd.

SERVICES: The Jawbone OHV Station is located at the entrance to the Jawbone Canyon off SH 14. Also, there are 3 vault toilets located in the open area. Food and fuel are available in the town of Mojave, approximately 30 miles to the south. The nearest medical facilities are located in the city of Ridgecrest at the Ridgecrest Regional Hospital at 760-446-3551, and the Antelope Valley Hospital in Lancaster at 661-949-5000. BLM Rangers also frequently patrol the OHV area to offer assistance and information.

STAGING AND CAMPING AREAS: The entire OHV area and surrounding public lands are open to primitive camping. Within Jawbone Canyon itself, there are a number of excellent primitive camping sites and OHV staging/off-loading areas. Most of the sites within the OHV area are accessible by 2-wheel drive vehicles with trailers.

Dove Springs Off-Highway Vehicle Area

From cross-country play in the sandy bowl to steep hill climbs, the Dove Springs OHV area offers over 5,000 acres of open-use public land for you to enjoy. The Dove Springs bowl is also a great starting point to begin to explore the hundreds of miles of trail riding opportunities available in this region.

GETTING THERE: The Dove Springs OHV Area is located off State Route 14, just north of Red Rock Canyon State Park, approximately 30 miles north of the intersection of State Routes 14 and 58 in the town of Mojave. The entrance to Dove Springs OHV area is located on SC 94. traveling from the south, make a left turn from SR 14 onto SC 94. Traveling from the north, make a right turn onto SC 94.

SERVICES: There are 2 vault toilets at Dove Springs, no other facilities or services are available. However, the Jawbone Station, approximately 5 miles to the south, can provide you with information and maps.

Food and fuel are available in the town of Mojave, approximately 30 miles to the south. The nearest medical facilities are located in Ridgecrest at the Ridgecrest Regional Hospital at 760-446-3551, and the Antelope Valley Hospital in Lancaster at 661-949-5000. BLM Rangers also frequently patrol the OHV area to offer assistance and information.

STAGING AND CAMPING AREAS: The entire OHV area and surrounding public lands are open to primitive camping. Within the Dove Springs area there are numerous camping and OHV staging/offloading areas.

Please help BLM preserve California's fragile deserts by parking your vehicles or setting up camp in previously disturbed sites.

TRAIL RIDING OUTSIDE THE OHV AREA: Outside of the OHV Area and within the Jawbone-Butterbred Area of Critical Environmental Concern, motorized vehicles use is restricted to a specific designated road and trail network. All cross-country travel is prohibited in these areas, and the designated routes are marked with brown trail markers. You may only use the designated route network -- all other trails are closed -- even if you don't see a red closed sign.

RIDGECREST SEARCH & RESCUE:

INDIAN WELLS VALLEY SEARCH & RESCUE

The Indian Wells Valley Search and Rescue Team is an all-volunteer team of trained professionals who volunteer their time, money and personal equipment to assist in both surface and underground search and rescue operations. Although the Search & Rescue Team is based in Ridgecrest, they are trained and experienced in joint operations. The skills and resources of the Indian Wells Valley Search and Rescue Teams are available to all government agencies in California and adjacent states.

CHINA LAKE MOUNTAIN RESCUE GROUP

The CLMRG is an all-volunteer, non-profit organization which provides search and rescue services on an on-call basis. It is sponsored by the Naval Air Weapons Station at China Lake, responds to the Kern County Sheriff Office, and is a member of the Mountain Rescue Association (MRA). The primary mission of the China Lake Mountain Rescue Group is search and rescue of lost or injured

persons, any season of the year, in the mountains or in any type of wilderness terrain. A secondary mission of CLMRG is to provide wilderness safety education to members of the community.

THE DISPATCHER'S GOLDEN RULE

One constant about the 911 professional is that dispatchers are going to have to deal with a variety of hostile, hysterical, arrogant, rude, panicked, inebriated, and mentally incompetent callers. **Abusive calls can often stretch even a good dispatcher's patience to the breaking point.** Dispatchers don't like to admit it, but there are times when the line between being assertive, controlling the caller in order to quickly clarify the problem, and becoming rude and intolerant right back at them, is blurred or sometimes even scuffed completely out.

When that happens, and the dispatcher is, as we most always are, on a recorded line, that behavior can come back and bite the dispatcher. Big time! Especially if the news media gets a hold of it. Like when Ohio's *Columbus Dispatch* happened to get hold of a certain 911 call made, when two young Columbus PD dispatchers happened to treat one caller with some derision, one caller that just happened to possibly be the highway shooter Columbus area law enforcement have been seeking for several months.

Certainly, neither dispatcher expected their statements to wind up on the TV news or in the local papers. But such is the nature of our profession. Occasionally we're praised, but if we do something wrong, we'll always hear about it. Along with maybe the rest of the country. Since the media tends to play up mistakes more than it does commendations, bad publicity, whether deserved or not, is going to be harmful to all dispatchers. Like one bad cop putting a bad taste in the public's mouth for all cops, dispatch mistakes put a stain on the entire profession, because that's what the public remembers.

Not disparaging either of the Columbus dispatchers – certainly, on going crimes like their highway shooter attract all sorts of crank calls and it's likely that an accumulation of these cranks may have sparked their dismissive behavior on the calls in question. But it is a wake up call. **We dispatchers don't have the luxury of letting ourselves be irritated into unprofessional behavior.** Just as we need to be 100% accurate in the information we process, we likewise must be 100% professional in the way we handle our callers – even those who fall into that abusive, arrogant, and hostile category.

It's really simple as something many of us learned years ago in Sunday School. Consider it the **Dispatcher's Golden Rule:** treat each caller as you would want to be treated if you were reporting what you perceived to be a credible emergency. Always convey empathy and consideration, and a professional attitude of helping instead of hindering, even if they may not seem as sharp as we are in the nuances of reporting emergencies. Take control of the call if the complainant is rambling or confused, but don't cop an attitude. **Treat them as you would like to be treated if you were in their shoes.**

In the larger centers this may not always be entirely possible, not when the calls coming in at you like machine gun fire, but you can still exemplify a spirit of consideration and composure. It may be helpful to put yourself in the caller's shoes for a moment. We dispatchers answer dozens to hundreds of calls each shift – most callers may only dial 911 once or twice in a lifetime so treat each one as if it were the most important call you are taking. Give them the attention they deserve, even if what they're reporting may seem to you to be rather trivial – or they sound like a crank.

We can't afford to hinder our ability to help by giving in to an emotional response to a caller's lack of intellect, lack of clarity, or lack of grace. It is our job to be as much an anchor of composure for the panicked caller as we are to a proficient provider for the patient **one.** We've got to swallow our pride and perpetuate our professionalism at all times. Just as we'd like the dispatcher to do for us when it becomes our time to be one of those panicked callers.

KERN COUNTY SHERIFF'S DEPARTMENT CALL SIGNS

A B C	ABC UNIT	ABC_
A B C SAM	ABC SARGEANT UNIT	ABCS_
A C	ANIMAL CONTROL	AC_
AIR SAM	AIR SUPPORT SERGEANT	AIRS_
AIR	AIR SHIP	AIR_
AERO	AIR UNIT	AER_
ALPHA	ADMINISTRATION UNIT	ALF_
ALPHA DAVID	ADMINISTRATION UNIT SENIOR DEPUTY	AD_
ALPHA SAM	ADMINSISTRATION UNIT SERGEANT	AS_
ARSON	KC FIRE ARSON INVESTIGATOR	AR_
BEAR	BEAR VALLEY PATROL UNIT OR RESERVE	BE_
BEAR ADAM	BEAR VALLEY CHIEF OF POLICE	BEA_
BEAR DAVID	BEAR VALLEY SENIOR OFFICER	BED_
BEAR HENRY	BEAR VALLEY VOLUNTEER	BEH_
BEAR ROBERT	BEAR VALLEY RANGERS	BER_
BEAR SAM	BEAR VALLEY SERGEANT	BES_
BEAT	FAIR UNIT	BEAT_
BIKE	METRO BIKE PATROL	B_
BRAVO	BORON UNIT	BR_
BV	PARKS DEPT BUENA VISTA LAKE SECURITY	BV_
CAL	CALMET UNIT	CAL_
CAL DAVID	CALMET SENIOR DEPUTY	CALD_
CAL SAM	CALMET SERGEANT	CALS_
CAMP	CAMP OWENS UNIT	CAMP_
CHAPLAIN	CHAPLAIN	CHAP_
CHARLIE	COMMANDER	CH_
CIVIL	CIVIL UNIT	CIV_
CIVIL DAVID	CIVIL SENIOR DEPUTY	CIVD_
CIVIL SAM	CIVIL SERGEANT	CIVS_
COBRA	HIDTA	COB_
COBRA DAVID	HIDTA SENIOR DEPUTY	COBD_
COBRA SAM	HIDTA SERGEANT	COBS_
COMMAND	SHERIFF AND CHIEFS	COMD_
CORA	CORONER UNIT	CORA_
CRF	CRF TRANSPORTATION UNIT	CRF_
CROSSROADS	KERN CROSSROADS FACILITY	CR_
DAN	DISTRICT ATTORNEY	DAN_
DART	DOMESTIC ABUSE RESPONSE TEAM	DART_
DAVID	DETECTIVE	DV_
DAVID SAM	DETECTIVE SERGEANT	DVS_
DELANO COURT	DEPUTY ASSIGNED TO DELANO COURT	DEC_
DELTA	DELANO SUBSTATION UNIT	DE_
DELTA BIKE	DELANO BIKE UNIT	DEB_
DELTA DAVID	DELANO SENIOR DEPUTY	DED_
DELTA HENRY	DELANO CITIZEN SERVICE ADMIN/PATROLUNIT	DEH_
DELTA SAM	DELANO SERGEANT	DES_
DESERT RESCUE	DESERT SEARCH AND RESCUE UNITS	DESRES_
DISTRICT	KERN HIGH SCHOOL POLICE DEPARTMENT	DI_
DOVE	DESERT UNTILITY VEH	DUV_
EAGLE	PROBATION OFFICER, ADULT ARMED	EA_
EAGLE DAVID	PROBATION OFFICER SENIOR, ADULT ARMED	EAD_
EAGLE SAM	PROBATION OFFICER SUPV, ADULT ARMED	EAS_
EAGLE CHARLIE	PROBATION CHIEF, ADULT ARMED	EAC_
EAST	EAST COUNTY PATROL (MOJ/RSMD/TEH/BRN)	E_
EAST MET	EAST SUBSTATION MOBILE EVALUTAION TEAM	EMET_
EAST SAM	EAST SUBSTATIONS NIGHT SERGEANT	ES_
EDGE	EMP UNIT	ED_
EDGE DAVID	EMP SR DEPUTY	EDD_
EDGE SAM	EMP SGT	EDS_
EDWARD	EXPLORER	E_
FAIR	FAIRGROUND UNIT	FAIR_
FAMOSO	FAMOSO DRAGS UNIT	FAM_
FAMOSO_SAM	FAMOSO DRAGS SERGEANT	FAMS_
FRANK	FRAZIER PARK SUBSTATION UNIT	FP_

FRANK BIKE	FRAZIER PARK BIKE UNIT	FPB_
FRANK DAVID	FRAZIER PARK SUBSTATION SENIOR DEPUTY	FPD_
FRANK HENRY	FRAZIER PARK CITIZEN SERVICE ADMIN/PATROL UNIT	FPH_
FRANK SAM	FRAZIER PARK SUBSTATION SERGEANT	FPS_
FRANK (OTHER AGENCY)	CDCR CENTRAL VALLEY TASK FORCE	_F_
GANG	GANG SUPPRESSION UNIT	G_
GANG DAVID	GANG SUPPRESSION UNIT SENIOR DEPUTY	GD_
GANG SAM	GANG SUPPRESSION UNIT	GS_
GLENN	GLENNVILLE SUBSTATION UNIT	GL_
HART	PARKS DEPARTMENT HART PARK SECURITY	HART_
HENRY	CITIZEN SERVICE UNIT METRO PATROL	H_
HENRY CHARLES	CITIZEN SERVICE UNIT CAPTAIN	HC_
HOUSING DAVID	HOUSING AUTHORITY DIRECTOR	HSNGD_
HOUSING	HOUSING AUTHORITY INVESTIGATOR	HSNG_
IDA	METRO SCHOOL RESOURCE UNITS	I_
JAY	PROBATION OFFICER, JUVENILE-ARMED	J_
JAY DAVID	PROBATION OFFICER, JUVENILE-ARMED	JD_
JAY SAM	PROBATION OFFICER SUPERVISOR, JUVENILE-ARMED	JS_
JUSTICE	LERDO TRANSPORT JUSTICE FACILITY UNIT	JUS_
KERN	KERN VALLEY DEPUTY	KE_
KERN BIKE	KERN BIKE UNIT	KEB_
KERN COURT	DEPUTY ASSIGNED TO KERN VALLEY COURT	KEC_
KERN DAVID	KERN VALLEY SENIOR DEPUTY	KED_
KERN HENRY	KERN VALLEY CITIZEN SERVICE ADMIN/PATROL UNIT	KEH_
KERN SAM	KERN VALLEY	KES_
KING	CANINE UNIT	K_
LAKE	PARKS DEPT LAKE ISABELLA SECURITY	LAKE_
LAMONT COURT	DEPUTY ASSIGNED TO LAMONT COURT	LAC_
LERDO	LERDO UNIT ON MOBILE (NOT FOR RADIO USE)	LE_
LERDO PAUL	LERDO PERIMETER UNIT	LP_
LERDO WATCH	LERDO NIGHT WATCH SERGEANT	LEW_
LINCOLN	LIEUTENANT	L_
LOUIE	LAMONT SUBSTATION UNIT	LO_
LOUIE BIKE	LAMONT BIKE UNIT	LOB_
LOUIE DAVID	LAMONT SENIOR DEPUTY	LOD_
LOUIE HENRY	LAMONT CITIZEN SERVICE ADMIN/PATROL UNIT	LOH_
LOUIE SAM	LAMONT SARGEANT	LOS_
MAX	LERDO MAX-MED TRANSPORTATION UNIT	MAX_
MEADOWS	MEADOW'S FIELD PATROL UNIT	MDWS_
MET	MOBILE EVALUATION TEAM	MET_
METRO	METRO CAR (PATROLS ALL METRO BEATS)	ME_
MIKE	MOJAVE PATROL UNIT	MI_
MIKE BIKE	MOJAVE BIKE UNIT	MIB_
MIKE DAVID	MOJAVE SENIOR DEPUTY	MID_
MIKE HENRY	MOJAVE CITIZEN SERVICE ADMIN/PATROL UNIT	MIH_
MIKE SAM	MOJAVE SERGEANT	MIS_
MINIMUM	LERDO MINIMUM TRANSPORTATION UNIT	MIN_
MOJAVE COURT	DEPUTY ASSIGNED TO MOJAVE COURT	MOC_
NICK	NARCOTIC UNIT	NI_
NICK DAVID	NARCOTIC SENIOR DEPUTY	ND_
NICK SAM	NARCOTIC SERGEANT	NS_
NORA	NORTH OF THE RIVER PARK UNIT	NORA_
NORTH	NORTH SUBSTATION UNIT	NO_
NORTH HENRY	NORTH SUBS CITIZEN SERVICE ADMIN/PATROL UNIT	NOH_
NORTH SAM	NORTH SUBSTATION SERGEANT	NOS_
NORTH DAVID	NORTH SUBSTATION SENIOR DEPUTY	NOD_
NORTH ZEBRA	NORTH SUBSTATION TRANSPORTATION UNIT	NOZ_
PAUL	PATROL UNIT	_P_
PAUL DAVID	PATROL SENIOR DEPUTY	PD_
PAUL SAM	PATROL SERGEANT	PS_
PHOENIX	TACTICAL DISPATCH	PH_
PRETRIAL	LERDO PRETRIAL TRANSPORT UNIT	PRE_
PROB	PROBATION STAFF, UNARMED	PR_
PUBLIC WORKS	CODE COMPLIANCE OFFICER W/PUBLIC WORKS	PW_
RACER	KERN COUNTY RACEWAY	RA_
RANGER	PARKS DEPARTMENT RANGER	RG_
RANGER HENRY	PARKS DEPARTMENT VOLUNTEER	RGH_
RANGER SAM	PARKS DEPARTMENT SERGEANT	RGS_
RANGER LINCOLN	PARKS DEPARTMENT LIEUTENANT	RL_
RANGER CHIEF	PARKS DEPARTMENT CHIEF	RGA_

RAPTOR	RAIL ROAD POLICE UNIT	RAP_
RESCUE	SEARCH AND RESCUE SERGEANT	RESC_
RIDGE	RIDGECREST DEPUTY UNIT	RI_
RIDGE DAVID	RIDGECREST SENIOR DEPUTY	RID_
RIDGE HENRY	RIDGECREST CITIZEN SERVICE ADMIN/PATROL UNIT	RIH_
RIDGE SAM	RIDGECREST SERGEANT	RIS_
RIDGE COURT	DEPUTY ASSIGNED TO RIDGECREST COURT	RIC_
ROBERT	RESERVE UNITS, SPECIAL FUNCTIONS	R_
ROSE	ROSAMOND UNIT	RO_
ROSE DAVID	ROSAMOND SENIOR DEPUTY	ROD_
ROSE HENRY	ROSAMOND CITIZEN SERVICE ADMIN/PATROL UNIT	ROH_
ROSE SAM	ROSAMOND SERGEANT	ROS_
SCOUT	STATE PAROLE	SCT_
SHAFTER COURT	DEPUTY ASSIGNED TO SHAFTER COURT	SHC_
SIERRA	SPECIAL OPERATIONS UNIT	SI_
SIERRA DAVID	SPECIAL OPERATIONS SENIOR DEPUTY	SID_
SIERRA SAM	SPECIAL OPERATIONS SERGEANT	SIS_
SOUTH	SOUTH SUPER SUBSTATION	S_
SOUTH DAVID	SOUTH SUPER SUBSTATION SENIOR	SD_
SOUTH SAM	SOUTH SUBS NIGHT SERGEANT	SS_
SPARTAN	UNITED STATES MARSHALLS SPECIAL UNIT	SPR_
STALLION	STALLION SPRINGS POLICE UNIT	ST_
STAR	PROBATION STAFF, UNARMED SPEC SVC TEAM	STAR_
TAFT COURT	DEPUTY ASSIGNED TO TAFT COURT	TAC_
TANGO	TAFT DEPUTY	TA_
TANGO BIKE	TAFT BIKE UNIT	TAB_
TANGO DAVID	TAFT SENIOR DEPUTY	TAD_
TANGO HENRY	TAFT CITIZEN SERVICE ADMIN/PATROL UNIT	TAH_
TANGO SAM	TAFT SERGEANT	TAS_
TEAM	SPECIAL OPERATIONS UNIT	TEAM
TEMPO	TEHACHAPI DEPUTY	TE_
TEMPO BIKE	TEHACHAPI BIKE UNIT	TEB_
TEMPO DAVID	TEHACHAPI SENIOR DEPUTY	TED_
TEMPO HENRY	TEHACHAPI CITIZEN SERVICE ADMIN/PATROL UNIT	TEH_
TEMPO SAM	TEHACHAPI SERGEANT	TES_
TI	TECHNICAL INVESTIAGATORS	TI_
TOM	TRANSPORTATION	TM_
VIPER SAM	SPECIAL TASK FORCE SERGEANT	VPS_
VIPER DAVID	SPECIAL TASK FORCE SENIOR DEPUTY	VPD_
VIPER	SPECIAL TASK FORCE DEPUTY	VP_
WALKER	WALKER BASIN UNIT	WB_
WASCO	WASCO CITY UNIT	WC_
WASCO BIKE	WASCO CITY BIKE UNIT	WCB_
WASCO DAVID	WASCO CITY SENIOR DEPUTY	WCD_
WASCO HENRY	WASCO CITY CITIZEN SERVICE AMDIN/PATROL UNIT	WCH_
WASCO IDA	WASCO CITY SCHOOL RESOURCE UNIT	WCI_
WASCO SAM	WASCO CITY SERGEANT	WCS_
WASCO UNION	WASCO CITY SPECIAL PROJECT UNIT	WCU_
WASCO VICTOR	WASCO CITY TRAFFIC UNIT	WCV_
WHISKEY	WHISKEY FLATS SPECIAL UNIT	WH_
WORK	WORK RELEASE UNIT	WK_
WORK SAM	WORK RELEASE SERGEANT	WKS_
XRAY	SPECIAL ASSIGNMENT UNIT	X_
XRAY SAM	SPECIAL ASSIGNMENT SERGEANT	XS_
ZEBRA	SPECIAL ASSIGNMENT PAT ROL UNIT	Z_



GLENNVILLE

<u>SUBSTATION</u>	<u>AREA</u>	<u>GROUP</u>
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Glennville	GLEN	WEST
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Radio channel: WEST Dispatch

Call Sign: GL1 GLEN - Sr. Deputy

Glennville Substation is located at 12005 Hwy 155, Woody and is approximately 15 miles north of Bakersfield. One deputy known as GLEN1 mans this substation. DELTA units or one-zone Metro units, depending upon the area, cover if GLEN1 is off duty or on vacation.

The Glennville substation encompasses an area of **436 square miles** and is made up of national forests, large cattle ranches and oilfields. The population of this area is approximately 600 people. The topography of the land soars from about 500 feet above sea level at Hwy 65 to over 6,000 feet above sea level at Greenhorn Summit. The Glennville Substation is the oldest resident post in the county, established in the early 1950's.

TOWNSHIPS:

GLENNVILLE
WOODY
POSO FLAT

There are several ranches and horse lovers who make their home in the mountain areas. Glennville is popular for their Summer Horse Riding programs and the Glennville Rodeo.

Today, the resident Senior Deputy for the Glennville area works closely with the Rural Crime Unit investigating cattle thefts. As such, he works closely with the cattleman and the State Brand Inspectors.

COMMOM PLACES

GLENNVILLE RODEO
CRAZY HORSE SALOON
5 DOGS RANGE
MOUNTAIN MARKET STORE

HIGHWAYS

HWY 155

CAMPGROUNDS

ALDER CREEK
CEDAR CREEK
EVANS FLAT



As the only law enforcement officer in the community, the resident Senior Deputy is known by almost everyone. It takes a special type of person to be a resident Deputy. He must fit in and his actions will always be under the scrutiny of the community. He will be called out at all hours of the day and night. In addition to his regular shift, he is expected to be an active participant in community affairs. Because of the small size of the population, he will have to deal with the people he knows daily, sometimes helping them and sometimes arresting them. This is a difficult part of the job and it takes a lot of extra effort on his part to be able to do his job well, otherwise the community will not accept him and the Deputy's career in a resident post will be a short one.



MOJAVE

AND BORON

SUBSTATIONS

MOJAVE
BORON

AREA

MOJ
BRN

GROUP

EAST
EAST

RADIO CHANNEL

- EAST DISPATCH

Call Sign:	MI_	MIKE	-	Deputy
	MID_	MIKE DAVID	-	Sr. Deputy
	MIS_	MIKE SAM	-	Sergeant
	MIH_	MIKE HENRY	-	Citizen Volunteer
	MOC_	MOJAVE COURT	-	Court Deputy
	BR_	BRAVO	-	Deputy
	BRD_	BRAVO DAVID	-	Sr. Deputy

COURT:

Superior Court of California, County of Kern, East Kern Division- Mojave Branch, 1775 Highway 58, Mojave.

Mojave units transport their prisoners to the Mojave Jail and sometimes to CRF in Bakersfield.

TOWNSHIPS:

CAD MUNICIPALITY

MOJAVE

CANTIL	CTL
CALIFORNIA CITY (Has their own PD)	CAC
FREMONT VALLEY	FVA
MOJAVE	MOJ

BORON

AERIAL ACRES	AAC
NORTH EDWARDS	NOE
BORON	BOR
DESERT LAKE	DLA

FREEWAYS:

Highway 14, Highway 58

MOAJVE PARKS:

- Mojave East Park - 15555 O St. Mojave
- Mojave West Park - 3185 Douglas Ave, Mojave



BORON PARKS:

- Boron Park (Boron) - 26998 John St, Boron
- North Edwards Park (Boron) - 17000-Blk Lorraine Av

CAMPGROUNDS/RECREATION:

JAWBONE CANYON – OHV RECREATION AREA
DOVE UNITS DUV_

The **Mojave Substation** at 1771 Highway 58 is located approximately 65 miles east of Bakersfield. The Boron Substation, 26949 Cote St, is located 30 miles east of Mojave on Highway 58.

Mojave is at the junction of State Highways 14 and 58, about 15 miles from Edwards Air Force Base on the edge of Death Valley desert area. Edwards Air Force Base is policed by the Military Police. Their units will request our assistance if they have a crime that involves a civilian.

Nearby communities include Rosamond, Tehachapi, Golden Hills and Lancaster. It is located about 75 miles north of the Los Angeles City Limits and is about 58 miles east of Bakersfield.

The units assigned to the area of Mojave (**MIKE**) and Boron (**BRAVO**) work both substation areas when on duty. The sergeant assigned to the Mojave substation is responsible for Boron substation.

Mojave/Boron substations cover approximately 1320 square miles, making this one of the largest response areas in the county. The area is mostly desert terrain.

Cal City is east of Mojave on the north side of Highway 58. Cal City has their own police department.

Rosamond would be the 1st unit to assist a Mojave unit. CHP and Tehachapi would also be available to back if needed.

In 2007 Mojave Substation handled 3,516 calls for service.
In 2007 the Boron Substation handled 1,419 calls for service.

Home of the SpaceShipOne, and home to a little more than 3,000 citizens, Mojave is the “crossroads to the future.” It has always been the crossroads to the future, according to the Mojave government Web site. “We’ve expanded the envelope of space,” said Bill Deaver, president of the Town Council. Mojave is not only home and birthplace to SpaceShipOne, but it is also the birthplace of the Voyager, which flew, in 1986, the first unrefueled nonstop flight around the world. Not only is flight a big part of Mojave’s history, but mining and railroads are as well. In fact, the Southern Pacific Railroad founded Mojave in 1876. Borax, cement and gold would later be discovered and mined from the area in large quantities, according to the site. Besides the technology that has made Mojave famous with the Voyager and the SpaceShipOne, travelers used to pass through Mojave, as a pit stop on the way to Las Vegas until the new freeway was built around the city. For such a reason, there are many nice restaurants along the community’s main strip. For those living in Mojave, there is also a little league and a football league as well, said Pam Santos, who is the lead superior county clerk in Mojave.

ECONOMIC/DEMOGRAPHIC INFO

Population: 3,836
Average household income: \$24,761
Average housing cost: \$56,500

BUSINESS

Mojave Airport
Edwards Air Force Base, 1 S. Rosamond Blvd., Edwards AFB
US Borax, 14886 Borax Road, Boron, 93516

SCHOOL DISTRICT

Mojave Unified School District, 2500 Douglas Ave., Mojave
Mojave High School

COMMON PLACE LOCATIONS

NORTH Y/SOUTH Y
9 MILE HILL
MOJAVE HIGH SCHOOL
BACKUS
STATER BROTHERS - 16920 14 Hwy
KIEFFE AND SONS FORD - 16400 Sierra Hwy
MOJAVE AIRPORT - 58 Hwy/Airport Blvd
MARIAH COUNTRY INN - 1385 58 Hwy

PARK PALACE APARTMENTS H St

Boron Common Places

TMT (TWENTY MULE TEAM RD)

KRAMER JUNCTION - 58 Hwy/395 Hwy (San Bernardino County)

BORON HIGH SCHOOL

SUNSHINE MARKET - 13015 Clay Mine Rd

NORTH GATE EAFB - 58 Hwy/Northgate Blvd

BOOIES MOBILE HOME PARK 26601 Prospect St

DOMINGOS

DESERT LAKE

You Might Be a Dispatcher If...

You can carry on more than 4 conversations simultaneously!

You can resume a conversation with co-workers 4 hours later, in mid-sentence and everyone knows that you are talking about!

You have a phone relationship with at least paranoid schizophrenic PTSD suffering relative of a public official.

You have ever had to explain to a college educated, gainfully employed, tax paying property owner that: His/her child's lack of interest in vegetables was not a police matter!

You inform your new teenage driver, "I will always know!"

You have ever muttered the phrase: "They let him carry a GUN?"

You find yourself typing "height" and "weight" instead of "width" and "height" when adding dimensions to the HTML "IMG SRC" tags on your web-site.

You answer your home phone "9-1-1, what is your emergency?"

You spend more on fast food than utilities.

You see nothing wrong with eating a Taco Bell Grande Meal or pizza at 3 a.m

You consider coffee an indispensable work tool.

You answer your home phone "dispatch".

You answer dispatch phone "hell" instead of "hello".

The only thing that gets your adrenaline going is the walk to and from your car.

You find humor in other people's misery.

You're only happy if you have something to complain about.

Your idea of a good night involves someone burning a house down, getting shot, chased or dismembered.

You have forgotten what it is like to actually eat a warm meal.

Your dog doesn't recognize you and the kids think you're just the person who drops by every now and then to bring groceries and do the laundry.

You think it's funny when a would-be suicide gets bored waiting for the gas from the stove to do its thing and lights a cigarette to pass the time resulting in an explosion that leaves her neighbors homeless but she still survives.

You truly believe stupidity should be painful.

Dinner consist of a 2 liter bottle of soda and whatever you can scrounge out of the vending machine.

Antacid tablets, or better known as dispatcher candy, become your regular desert.

You read newspaper accounts of a major incident that occurred during your shift and can point out all the incorrect information...and then laugh about it.

Family members comment about how nice you "used" to be before you started this job.

You believe in aerial spraying of Prozac and/or birth control over certain parts of your city.

You have no idea what a holiday is, other than it's the day when families get drunk and beat each other up.

You have the bladder capacity of a tanker truck or of a small third world army.

You inform your teenager, "I will always know".

You get impatient listening to people relate a story - You want "just the facts".

You believe 90% of people can't look up a telephone number.

You get easily bored with happy content people.

You can talk on the phone, listen to the radio and type requests into the computer at the same time without missing anything.

You think it is funny when a "regular client" kills himself while breaking into a business.

You can give directions to any location in your city off the top of your head.

You can relate a 10 minute story over a 2 hour time period, after many interruptions, without losing your place.

You refuse to allow anyone to say, "Have a quiet shift".

You believe that the statement, "It sure is quiet!" will bring down the wrath of God upon you.

You can give anyone the exact address of every bar in your jurisdiction.

You question the motives of anyone who makes an effort to get to know you after they learn your profession.

You know the phone number of every restaurant or business that delivers food, especially late at night.

You spell everything phonetically and can only tell time on a 24 hour clock.

You acknowledge your friends and families remarks with the time.

You have spent time explaining to officers, firefighters or EMTs the difference between a dispatcher and a personal assistant.

You live in fear of a full moon.

You are on a first name basis with every crazy lunatic in your jurisdiction.

You find no comfort in knowing that the equipment that you depend on to do your job and protect others was purchased at the lowest bid possible.

You respond faster to the name "RADIO" or "CENTRAL" than you do to your own name.

You find yourself talking to family and friends in codes.

You have a tendency to giggle at your friends "big" problems.

You respond 10-4 when told to please pull around to the first window at a fast food restaurant. You tell cops and firefighters where to go without fear.

Geography Study Guide

For each of the following areas::

1. Boundary Lines
2. Call Sign
3. Back Up Units (including allied agencies)
4. Common Place (at least 2)
5. Major Streets/Intersections (list 2-3 N/S AND 2-3 E/W/Only ones in our jurisdiction)
6. Hospital (in the area or which one they would transport to if needed)

1 Zone

2 Zone

3 Zone

4 Zone

Boron Sub

North/Buttongwillow Sub

Delano Sub

Frazier Park Sub

Glennville Sub

Kern Valley Sub

Lamont Sub

Mojave Sub

Ridgecrest Sub

Rosamond Sub

Taft Sub

Tehachapi Sub

Walker Basin Sub

Wasco Sub



ROSAMOND

SUBSTATION	AREA	GROUP
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Rosamond	RSMD	EAST
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Radio channel: EAST Dispatch

Call Sign:	RO_	ROSE	-	Deputy
	ROD_	ROSE DAVID	-	Sr. Deputy
	ROS_	ROSE SAM	-	Sergeant
	EI_	EAST IDA	-	School Deputy
	ROH_	ROSE HENRY	-	Volunteer

Sometime around 1955 the Rosamond Substation became a resident post. The resident deputy reported to the sergeant at Mojave and was responsible for all law enforcement services to the community. In the late 1960s deputies moved into the first Rosamond Substation. The original Rosamond Substation was operated out of a back room at the Fire Department on Desert Street. In 1977 the substation moved into its own building which gave the growing staff more room. This substation would remain until 1983.

In 1987, after four years of absence, the Rosamond Substation was reopened on Diamond Street. In 1996 the substation was relocated to its current location at 1379 Sierra Highway.

The Rosamond Substation serves approximately 500 square miles.

Rosamond is about 12 miles from Lancaster in the southern California Mojave Desert. Other nearby communities includes Mojave, Quartz Hill, Edwards AFB, Desert View Highlands, Palmdale and Tehachapi.

Rosamond's popularity as a bedroom community for the Lancaster/Palmdale area continues to grow. The Los Angeles county boundary line is just three miles from the main road in Rosamond.

TOWNSHIPS:

ROSAMOND

CAD MUNICIPALITY

ROS

COURT:

Superior Court of California, County of Kern, East Kern Division- Mojave Branch, 1775 Highway 58, Mojave.

Rosamond Units book their prisoners into Mojave Jail.

FREEWAYS:

Highway 14

COMMON PLACES:

- ALBERTSONS - 2547 Rosamond Blvd
- TRADE WINDS - 1501 20th Street West
- DESERT OASIS MOBILE HOME PARK - 3300 15TH Street West
- ENTRANCE TO EDWARDS AIR FORCE BASE
- DIAMOND JIM'S CASINO - 118 20TH Street West
- WILLOW SPRINGS RACEWAY - 3500 75th Street West
- UNITED PARK APARTMENTS - 1047 Rosamond Blvd
- KARL'S HARDWARE - 2700 Diamond St
- HUMMEL HALL - 2500 20th Street West
- FELINE CONSERVATION CENTER

EFBC's Feline Conservation Center

Mojave-Tropico Road (4 miles from Hwy 14)
Rosamond, Ca 93560
661-256-3332



Rosamond is home not just to commuters to and from Los Angeles County and employees of Edwards Air Force Base. It is also home to cats — big cats. The Exotic Feline Breeding Compound is home to 70 of the world's most endangered felines. The compound is undergoing a series of extensive renovations to the habitats of many of the cats, including a new tiger compound. The new, natural habitat enclosures rival those at some of the best zoos in the country.

The Gem Hill area of Rosamond will appeal to rock hounds. Materials that can be found include petrified wood, green opal, blue agate and jasp-agate.

PARKS

- ROSAMOND PARK - 3200 Glendower St
- UNITED PARK - 1071 Royal Palm Dr
- WEST PARK –RSMD - AKA Williford Park 2235 40th Street West



TAFT

<u>SUBSTATION</u>	<u>AREA</u>	<u>GROUP</u>
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Taft	TAFT	WEST
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Radio channel: **WEST Dispatch**

Call Sign:	TA_	TANGO	-	Deputy
	TAD_	TANGO DAVID	-	Sr. Deputy
	TAS_	TANGO SAM	-	Sergeant
	TAC_	TAFT COURT	-	Court Deputy
	TAI_	TANGO IDA	-	School Deputy
	TAH_	TANGO HENRY	-	Volunteer

The Sheriff's Department response to the modern need of its community has been to maintain a well staffed substation of deputies who bring diversity, individual expertise, and unique problem solving abilities to the town. Led by Sergeant Martin Downs, the current Taft Substation has two full-time detectives, nine deputies, a school resource deputy, and a full-time bailiff. Taft Substation is located at 315 Lincoln St, 45 miles west of Bakersfield.

Citizen's complaints of drug usage have prompted an aggressive campaign on the drug users and dealers. Every deputy assigned to the Taft Substation understands the correlation between drugs and the effects it has increasing property crimes and violence. Therefore, now it seems nearly half the town's population is on probation or parole for drug related offenses. In 2007, Taft deputies handled 6,723 calls for service.

The **TANGO** units work closely with Taft PD and the Highway Patrol. CHP handles all traffic related incidents. **TANGO** units also work with the Park Rangers to ensure peace in the Buena Vista Lake area.

Taft substation is bordered by Buttonwillow substation to the North, Lamont to the east, Frazier Park to the south and San Luis Obispo County to the west. If a Taft Deputy needed backup dispatch would call Taft Police Department or CHP. This area encompasses approximately 900 square miles.

TOWNSHIPS:

CAD MUNICIPALITY

DUSTIN ACRES
 DERBY ACRES
 FELLOWS

DAC
 DEA
 FEL

FORD CITY
SOUTH TAFT
MARICOPA (Unincorporated areas)
MCKITTRICK
TAFT
TAFT HEIGHTS
TUPMAN
VALLEY ACRES

FOR
STF
MRC
MCK
TAF
TAH
TUP
VAC

FREEWAYS:

Highway 119, Highway 33, Highway 166

COURT:

Kern County Superior Court – Taft Branch 311 Lincoln Ave, Taft

Taft units transport their prisoners to the Taft Jail. Taft Jail is maintained by the Taft Police Department.

COMMON PLACES:

TAFT POLICE DEPARTMENT
SOUTH TAFT
25 HILL



Elk Hills Naval Petroleum Reserve is also in Taft response. It is located off of 119 between Bakersfield and Dustin Acres on the north side of 119. The Energy Department sold Elk Hills to Occidental Petroleum for \$3.65 billion dollars. Oxy is the largest natural gas producer and the third largest oil producer in California. Elk Hills is the seventh largest oil field in the continental United States, with cumulative production exceeding one billion barrels of oil and one trillion cubic feet of natural gas. Oxy also holds a 50-percent interest in Elk Hills Power, a 550-megawatt natural gas-fired power plant that is helping to meet California’s growing energy demands. Due to the presence of natural gas several calls are received for fires on the hill and medical aid calls.

WATERWAYS/RIVERS/LAKES:

Buena Vista Lake is in the Taft response area. It is a very popular recreation attraction for Jet Skiers and boaters. Buena Vista is patrolled by Park Rangers. They are called BV units.

BV CALL SIGNS: BVS_ Sergeant
 BV_ Ranger

The California Aqueduct runs through Taft response. There is a canal east of Tupman Rd on the east side of the Aqueduct known as the “Slew”. It is used as a recreational swimming hole by residents of Tupman.

PARKS

A St Park – AKA Taft Heights Park A St/Hillard

AW Noon Park – 29322 Golf Course Rd

Derby Acres Park – 25000 Park Rd

Fellows Park – 601 Broadway

Ford City Park – 609 Cedar St

Maricopa Park – 800 San Joaquin St

911 Dispatch – A Newbie’s Journey

Stephanie Minott, 911 Emergency Dispatcher/Communications Officer, Cumberland County RCC
March 24, 2016 [2016, A Day in the Life](#)

This is a story of 18 weeks of 911 dispatcher training. My hope is to inspire more potential dispatchers, enlighten trainers and bring hope to those already into training. I will hit my 2 year anniversary in November of this year and that amazes me! I am still learning on a daily basis. My heart is in the right place now. Every day is an adventure, I love my job!

It started November 11th, 2014. When I walked through the double doors (after I was buzzed in similar to a jail setting), I was at the peak of excitement. The job of all jobs. Great opportunities. A huge public safety family and so much more.

What I didn’t know is the tremendous amount of information and detail I would soon be cramming into the space between my ears. There is a picture that our society mentally paints of what a dispatcher does... I was no exception. Phones ring, trucks go, help arrives, people are saved, and fires are extinguished. This is what happens right? LORD HAVE MERCY! There is so much more.

Did you know there are 18 towns we service? Do you know how many police, fire and EMS personnel that includes? NEITHER DID I! Did you know when we have an issue in one town; it may include 3 more towns? And, that we have “shared” fire apparatus with these towns? And that the fire tones need to go out on all the frequencies if there is shared equipment on the call?? NEITHER DID I!!

If that wasn’t enough to scare me away, I had 3 weeks of classroom training to get a base knowledge. When week 1 was done, I questioned my sanity and almost didn’t go back. Amber Alert, METRO, NCIC, ETC, EMD, 911 (...you get the idea). My head spun, my brain felt like it would explode and I cried... and cried... and cried. By week 3 I wanted to puke every time I thought about answering the phone. How was I supposed to keep

hundreds of deputies and patrolman straight? How was I supposed to keep up with the veterans firing info to me over the radio as I panicked? What was I thinking?

The Real Deal

In the blink of an eye, the classroom time was over. Now the dynamics of the “center” are tackled with gusto... or fear, depending on your perspective. Keep in mind; you walk into a good size room with 7 to 9 people at any given time. There are 2 “pods” that divide the room, one side fire/EMS dispatch, the other is police side. We all take calls and dispatch calls, but it will depend on that day’s assignment from the shift supervisor. As a trainee, you will need to learn both disciplines ... yup; I said both because they are TOTALLY different.

Am I going to make red lights or blue lights go today? Which anxiety or fear will be at the keyboard disguised as a body for 12 hours? My first day sitting at a fire desk... what a mess! Phones ringing, radios talking, phones ringing, tests to take, phones ringing, lists to study, phones ringing, calls to enter, phones still ringing... PHEW! Only 11 hours to go! I can do this...

We trudge through the day. The look of anxiety on my FTO’s (Field Training Officer) face was as priceless as my own. She just so happens to be my supervisor as well! For the purposes of this narrative, we will call her Wonder Woman. Please do not misunderstand any of my previous comments. We are truly blessed to have the training we do in order to prepare for dispatch; however, there is no training that will keep you from throwing up or peeing your pants. Sorry guys, maybe we can work that into the next session.

As the day progressed, we took calls from the “Public Safety Line” as I was not trained for 9-1-1 emergency calls yet. Those may be harder than 9-1-1 calls. My dog is missing, is there trash pickup, I need to order Chinese, my kid’s nose is runny, and is there school and so on. You get the idea.

These all seem so trivial at first. Then you get the elderly lady that just wants a phone number and she can't see well enough to read her phone book...YES I said PHONE BOOK! So, you have the tool and you provide a number....not a big deal...until she thanks you for being so kind and that she is sorry to have bothered you...and you smile. Moving on in the day just got a little easier. But I have yet to even scratch the surface of this job. In general, you are simply learning to function in controlled chaos. Specifically, you are learning one important skill at a time without realizing it.

Controlled Chaos- Defined

Days begin and end as I progress. In between, I learn, I struggle and I come back. What I come back to is always the same. My teammates working their magic to keep the public safe, the officers safe and above all keep things in control. It is like a chorus that belts out a tune with the smallest of effort. Can I be part of this someday? Actually multi-task and be successful? Will I have the coveted "room awareness" that they all speak of? Someday, perhaps.

Until then, I learn to function in this "controlled chaos" environment. What that means is: I learn how to transfer that public safety call to the correct department, but never before making sure they do not have an emergency. I learn to input each call, with the correct address, LOCATION, LOCATION, LOCATION! I can get you help all day long if I know where you are even if I don't know your name or what you need. (This may be printed on my headstone when I pass.) I have learned that getting that location – and how – may not be as simple as you may think. The computer is smart, but only if you utilize your tools. I happen to be geographically challenged, this was and still is a hurdle I have to jump every day... but it's getting better... USE YOUR TOOLS!

Eventually, the tasks I struggled with start to flow and I learn to blend those into the next. The cycle is never ending. Ask any dispatcher you have the opportunity to speak with. If you are not learning something new, it may be time to retire.

Phones start to become easier, not easy, just easier. No rest for the wicked though... time to throw in the radios and see how crazy they can really make you!

Radios are truly a beast of another world, maybe similar to Alien, Tremor or even nasty creatures from Men in Black. Some days I could picture the creature on the other end of the box... it isn't pleasant. But, this too must be overcome. Challenging as it may be, Wonder Woman has told me that I would develop the "radio ear" which gave me more images to stuff into my already crammed brain.

Many of the officers and deputies are truly veterans, stuck in 10 code land from which there is no return. This leads to another list that I don't need to "memorize" but I should become "familiar" with. What does that even mean? How do you "familiarize" yourself with a list that large? As it turns out, there are some pretty important codes on that list... who knew! I didn't. But boy I realized quickly that I better take note and pay attention. As I mentioned before, in case you forgot, the radio talks a lot and you need to know what it is saying at all times. Wonder Woman was not really asking me to do this, it was more like a "hey you better pay attention, or it will be a problem".

The Academy

Yes, there is an Academy.

It is the Criminal Justice Academy which we attend for 4 different classes. These take place in between our field training depending on when the classes are offered and where there is room. If you are lucky, you are able to get the first 3 classes out of the way early into training. If not, some of it will seem boring or redundant. I was lucky and able to get into all but one class early on.

The academy is only about an hour away, but in the winter, staying up there is advisable. Class starts at 8 a.m. sharp and guaranteed there will be a hold up, snow storm or accident of some sort if you try to commute. The first week was quite an experience. I stayed at the academy for ETC school which lasts a week. Myself and the 2 other trainees went in with excitement! Advantage to the other 2 girls, they had been there previously, I had not.

The week actually flew by. Class was excellent and we did not attend so late in training that we were bored. If you have never been to the academy, there is rumor that it is haunted. Doubtful, but I went on a ghost hunt anyway. What I heard and observed was nothing. What I heard once I played back the video we had could cause a tinge of doubt in your mind. You can be the judge if you get a chance to roam the abandoned 4th floor.

There will be two more classes at the academy before we finish training. EMD and NG911. They are not as long but require as much effort if not more. The absolute worst aspect of the training was waiting to get that coveted letter stating you passed! It takes forever!! OK, so maybe it only takes 4 weeks or so, but it seems like forever! Once they arrive, it is pure relief... I am semi official.

The last class will not be taken until after I have been signed off from training and will be the final gold star.

Learn, Learn, Learn

In my mind, week 4 through 13 should have been easier... should have been. No. They were hard, they were trying and they were pretty intense. Training started with the basics. Intro to the day boss and 2nd FTO, learn the system, navigate the screens and get the calls in correctly. Sounds fairly easy and straight forward, but it was clear as mud! Accuracy, not speed. Speed comes with time. OK... how much time? A question I would ask myself on a daily and sometimes hourly basis.

We are put with an FTO that will be an extra limb, literally, for the next 14 weeks. My main FTO just happened to be Wonder Woman as well, thank God! She is, was, fantastic! No sarcasm, I could not have been paired with a better match. She was completely in tune to the way I learn.

The training started on the fire side. 911 calls are directed to fire side first and then will default to police side if needed. Because I had not been to my EMD certification yet, I can answer the 911 line but cannot go through the medical protocols yet. Wonder

Woman had a phone that was connected to my 911 and would break in as soon as the nature of the call became a medical emergency. One would think that would make me less anxious... no... not even close. As soon as my 911 would ring, the emotional response was similar to this... "there is fire in the kitchen, oh wait, it's spreading to the living room, never mind...MY DAMN HOUSE IS ON FIRE!" ... yup.

Once I was "okay" at fire dispatch, I was put with a specific fire side trainer. Truthfully, after several weeks of being with Fire Dispatcher Mike, I felt better, not great, but better. I was catching on to radio traffic, units were starting to click in my brain and I was learning to get the priorities better organized. Miles and miles to go, but I could at least see the trees through the forest.

A few weeks later, I came out of the fire side with a new perspective on multi-tasking. What I perceived as multi-tasking and what multi-tasking is for the dispatch world is like comparing the local church steeple to the Eiffel Tower. Picture yourself in a room with 15 crazed toddlers, 25 drunk adults and 10 hyper dogs. And you need to keep all of them calm and controlled without missing any communication from them. That may get you close to a busy day at a communications center.

Why did I stay? A question I asked myself on a daily basis. The simple answer, it is my passion. And I have the best support system. Wonder Woman and Day Boss are 2 reasons that I did not give up after week 1 on the fire side. Day Boss; he is funny, he is smart, he is full of knowledge and he knows me well. He was the teeter to my totter. He can be a real pain, but I am fully aware of the reason. Things become clear to me when he teaches me.

Wonder Woman; she was my voice of reason. She beat the anxiety out of me. Almost. She was the Ying to my Yang. She keeps me steady, stable. She is human and reminds me that so am I. When I screwed up on a call, she would help me fix it and understand that it CAN BE FIXED. When I needed to know WHY I was doing something in order to understand it, she always had the answer. They both see my potential and reinforce why I chose this path.

I value the two of them more than I probably let show.

And Then Comes PD ...

Wonder Woman was my FTO for the PD side stint. She was a trooper, more so than I was. It was hectic, with different priorities and radio traffic. Officers have different personalities. Each agency has quirks. So much so, that there is a list to keep track of the weirdness.

Weeks flew by, more lessons learned, new tasks to conquer, hurdles climbed. A list was started for goals. Each day we have the opportunity to make our own comments in our training log. I rarely took advantage. My advice to you is do not forgo the opportunity to record your thoughts and activity in a daily log. I wished I had more often.

Days passed and things were going OK. Then I crashed and burned. The day prior to the entry below was horrific. My birthday was the 24th, Happy Flipping Birthday!

The world caved around my ears and I literally forgot every single thing I was taught for the last 11 weeks. Simple things! Easy things! What happened? I left work crushed. My home is 8 minutes from work. I got home 25 minutes later. It was terrible. Wonder Woman was my rock to lean on and flotation device to keep my head above water. I thought about what she would do, what she would say, how she would handle it? Way better than I did, but those thoughts kept me going. Sleep came that night, but not easily. Phones rang in my head, keyboards turned into black holes that wouldn't let me type and radios zapped me every time I touched them. But I woke up ready to push through. Not sure how or why, but I did.

This is what I wrote the next morning:

Notes entered in my Training Doc 1/23/2015

While I feel like I am making some progress, it is still very frustrating being unable to multi task as I should. Working on different ways to improve it, slow process...

The radio is getting easier for me to hear and understand. Still a long way to go.

Call taking is easier, still many scenarios I have yet to encounter, so I still find myself unable to answer public safety lines without asking a ton of questions at times. Feels very uncomfortable still, but getting better. 911 is a struggle for me. I can answer and EMD but I continue to try and find a way to not be so anxious when I pick up. Breathe; reason out the priority, etc.

Working all this out in my head, constant questioning if I have what it takes. Hoping things fall into place soon.

GOALS:

Prioritize your calls

Work on feedback on PD radio

Get a rhythm

Work on listening to the radio and the caller on the line

Utilize my tools more

As you can see, despair can be with you but disappear as quickly if you let it. Anger can take over. Frustration can take over. Don't let it. The road we are traveling is paved with opportunity. Soak it up. Leave the rest behind.

Putting It Together in the FINAL 4 Weeks

I won't say that the last couple of weeks have been smooth. On the contrary, I have learned more about myself and my abilities than I care to admit. Just when you think you may be gaining strides, you get smacked in the forehead in classic V8-commercial fashion. The simple things have remained so, but the added tasks thrown in are somewhat of a struggle. My good qualities and abilities are reinforced by the staff and my supervisors daily. This is a plus and appreciated. However, what I have discovered is that I hold myself to such a high standard that I may be creating my own monster. Now, how do I fix it? Is it repairable? I am told yes so I will dig in and figure it out. I have come too far to lay down now.

Let's review the last week. My schedule mirrored my 2nd FTO. This was quite perfect, it is all days. The downside, he challenges me to the same high standard I hold myself to. Maybe this is good, maybe this is bad. So far, it's a split decision.

Wednesday... came and went, thank God... it was a disaster. Things were going smoothly early into the 12 hour shift... then 911 rang. It all went bad, I should have gone home. Business lines, check... radios, check... tone a call, check... 911, uncheck. How do people not know where they live or where they are? 911 is my Achilles heel. Anxiety floods, tunnel vision sets in and everything hits the fan. Call me on the business line and tell me you have an emergency and things go slick. Call me on 911 with your emergency and good luck. Radios disappear, multi-tasking escapes and the whirlwind ensues.

I have had two days of long discussions with my FTO, some of which involved the strategic placement of my home safe and how to ensure I am never robbed... don't ask. Not sure how we got there, but it was a funny moment! He knows we can fix this and I trust him. The support from my peers is unending, for that I am grateful. I am his enigma. He has a challenge on his hands and very little time to fix it. Let's see how it goes.

Thursday... started great. I came back. Step 1 accomplished. My radios talked, I answered. 911 rang and I took a structure fire call. Focused, correct info and my teammate dispatched it. I listened and learned. The day was going well. Another 911 call... all good. Then it happened. Twice, in a row. Both, for lack of a better word... disasters. First one was in my coverage area. Tunnel vision. I didn't stop to dispatch it. Call was good, actions not so much. Why? The caller was in no danger and I had time. But I didn't do it. The 2nd one... no better. At the start I made an error and was unable to recover my calm and composure. Over the edge I went. Like a raft in Niagara Falls.

My FTO "went over" the 2 calls with me. He misinterpreted the tears he saw streaming down my face. I made sure he was well aware they were not for him or for his talk with me. They were mine, for my frustration, for my anger, for my disappointment... in myself. These were not the little-girl-having-a-tantrum tears. They were the "OMG am I

ever going to get this???" frustrated with myself, tears. What I cared about was getting my head back in the game.

Thursday night I went home. I watched the races. Cuddled with my 2 dogs, my husband and my step daughter. Then I went to sleep. Blissful sleep... to forget and recharge after hours of my mind spinning and wondering if I would go back.

On Friday I went back. The day came and went like I never missed a beat for the last few days. My mind was set that this was going to happen. Fear cannot keep me down. Tunnel vision...bring it. And they did. And I conquered.

2 Weeks to Go!

It would be a total lie if I told you that I am not nervous as a cat on a hot tin roof about the next couple weeks. However, it isn't the end of the world. The last 4 days went really well. My Deputy Director (God bless her!) and Wonder Woman took me in to make sure I was OK. Do you get that kind of support at your job? I dare to say you do not. This week has been much smoother, my nerves less frazzled, and my confidence much higher.

County Sheriff has been, and will be, the focus until the big sign-off on March 16th. Monday was rough. New voices, new numbers, but that is not a valid excuse. I left frustrated. It's a good thing my county desk trainer has very little hair. Jacoby has been a sport, but I know it's frustrating for him as well. His report for the day may be slightly colorful. I believe at one point, I heard him say "you are killing me today" and he was not wrong. My first action when I left, call the rock. Wonder Woman let me vent to her and it helped. It didn't cure the anxiety over why I was so off, but it helped me focus. New plan is to get a scanner at home. Listen. Learn. Focus. Gain more split ear. Stop being so anxious. Stop anticipating what the radio is going to say. Roll with it.

Wednesday went well, until 4 p.m. I will not bother to elaborate on the day. Some things are not worth repeating....ever.

Home, sleep and come back in. It is getting down to the wire and I may be in slight panic mode. My training documents say this is week 17. My brain says it is week 5-ish. The meeting this morning with Wonder Woman and Jacoby helped. We met at the beginning of my shift and I was a little emotional which I was not happy about. They were very understanding and willing to talk me through it. A plan was developed to get me on track hoping that the last week I have will help nail down the multi-tasking/prioritizing skills. My fingers are crossed.

Giving Up Is Not in My Blood

Tomorrow I will be riding with a county sheriff to observe. What is the procedure for the traffic stop? What do they see in their vehicles? How is the call dispatched compared to what the deputy can see in the call? Do they see our notes? What is the timing between call entry and when it is dispatched? The hope is that I will gain a better perspective of the deputy's job in order to be more efficient on my end. Again, fingers and toes crossed.

Down to the Wire... the Last Week!

While I feel that the scanner has helped, I am not at the confidence level I was hoping for. The veterans of 911 dispatch continue to boost my confidence. It helps to hear kind words and encouragement, but I need to believe it. Yes, I am doing OK but not where I should be. County desk has shaken my confidence to the core. My ride along gave me a better perspective, but not confidence.

There are 3 major calls that will cause a trainee mass amounts of anxiety. They are a CPR call, a structure fire and a high speed chase. These will cause instant nausea, panic and sometimes, a blue screen of death stare (you will get that reference if you have ever used a computer).

This is week 18 and it is ideal that a trainee gets all of these before they are signed off. It doesn't usually happen. Notice I said usually... nothing about my training has been normal. On Thursday I was doing my one day at fire to keep up the rhythm. Check the

structure fire off the list. In a town that is a challenge for a simple EMS call, this was going to be my ultimate training test. The fire pod was fantastic. They helped me, but did not do my job for me. There were huge amounts of guidance from all around me. I was having a great time. Then it was over. I looked around wondering what just happened. It's over already? Hey! That wasn't nearly as bad as I thought it was going to be! Maybe I can do this...

Then Friday came. Back to County I went. There were routine calls and the day went fairly smooth. Until someone decided it would be cool to run from a traffic stop. Who does that? Why would you even try? But they did... and on my watch. I was not impressed, but what can you do. Roll with it. The chase lasted for a short 7 miles, went through 2 towns and caused me mass amounts of nausea and stress. Apparently that did not come through on the radio and I thank God for that. Was it smooth? No. Was it exactly as I imagined it? No. Did I do my job? Yes! It was an experience I needed to go through and I will be better with the next one. I'm not sure if Jacoby can handle watching me work another chase, but he is learning with me as well. It is extremely frustrating for a trainer to sit back and let us go. Keeping that in mind will help your relationship with your trainer.

At the final hour I will work County again. There is so much still to learn and I fear that a sign off may not be in my future, or at least next week. This career I have taken on is the most demanding of my life. It has also been the most rewarding experience of my life.

Good bye Training Wheels... Signed Off!

Many times in my life I have felt that I was meant to do something for people, but I could never really figure out what. For years I volunteered for a sexual assault hotline. This was my trigger. I knew that I wanted to help but I was not built for the particular type of stress this brought. Nights were spent on the phone trying to guide callers. Most of those calls would stick with me and are still with me today. Getting past them has been a process. Slowly I will let go of certain ones, but never completely. I have

been told by many friends that they are not sure how I could do it. Neither was I. But that didn't matter. I did it. And I am proud of it.

I no longer volunteer on that hotline. It is something that I may consider again in the future, but for now I will focus on the Yellow Brick Road of Public Safety. It is paved with men and women that risk their lives on a daily basis. I am more than happy to join my co-workers to keep them coming home safe every night. As with any job, you will encounter many personalities. Some are good, some are bad. They all, however, are human with families and loved ones. Keep this in mind when the response from the radio is not, for lack of better words, politically correct or friendly.

There is always trepidation when stepping out of one's comfort zone. The fear and anxiety of a new journey can be overwhelming. Since November 11, 2014, I have experienced many emotions. By far, the worst has been anxiety. No job I have ever worked was this stressful. No job I ever worked was this rewarding. The "family" I have been welcomed into is amazing. Although my story is filled with anxiety, stress and many down moments, please do not, for one minute think I would change anything. The good moments, the rewarding moments and the highs far outweigh it all. This is the opportunity I have waited for. I have found my "work home".

My paperwork may say I am official on the fire side, but I am far from taking off my training wheels. I am due to be signed off on the police side at the end of this week. Over the past few days, I have gained confidence in my abilities and so has Jacoby. It is a good feeling finally. Maybe the switch has flipped. There is a mountain of learning to still do, but I'm ready.

Most of my teammates have confirmed they are still learning daily. Hopefully, a few years from now, I will come in to work, sit down at a desk and say "I got this" and mean it. For now, I will continue to listen, learn and take in the knowledge given to me. I will give 150% at all times. I will succeed.

To all of you considering a career in public safety, pursue it, try it. I wish you luck (no sarcasm this time) and happiness.

Welcome to our "family"!

AOD & Back Up Resources

As a Dispatcher or Dispatch Assistant you will receive and dispatch several calls for service that are "AOD" calls. These calls may come from varying Law Enforcement agencies or other Departments, such as CPS or State Parole. An AOD call can range from a simple ATC (attempt to contact) for another agency who believes they have an unreported stolen vehicle, to a Police Department requesting assistance because their officer is involved in a vehicle pursuit. If you receive a hot situation you want to get the call entered immediately, however you need to make sure that you are getting all the pertinent information and any officer safety information that both the dispatcher and field units should be aware of. Make sure you are thorough and specific with each and every call. If another agency calls requesting AIR1 or a K-9 for a vehicle pursuit, you not only have to get the pertinent information but make sure that you clearly state in the call who they are requesting. Otherwise ground units will be dispatched instead of AIR1.

Law enforcement Departments that we work closely with:

Police Departments within Kern County:

Arvin PD Bakersfield PD Bear Valley PD Cal State Bakersfield PD
Cal City PD China Lake Naval Base PD Delano PD Edwards Air Force Base PD
Kern High School District PD McFarland PD Ridgecrest PD Shafter PD
Stallion Springs PD Taft PD Tehachapi PD

CHP Offices:

Bakersfield CHP (Dispatches for Bakersfield, Western Kern, & Lake Isabella area)
Bishop CHP (Dispatches for all Eastern Kern, except Lake Isabella - cut off is Keene)
Lebec - Sub Station Kern Valley - Substation (Shared w/KCSO Kern units)
Mojave - Substation Stockdale - Substation

Allied Counties:

Kings Co. Tulare Co. Inyo Co. San Bernardino Co. Los Angeles Co.
Ventura Co. Santa Barbara Co. San Louis Obispo Co.

Fire Department: Responses that Fire goes on:

Ambulance Requests Arson Fires Haz-Mat Illegal Fireworks
Industrial Accidents Lock Outs Medical Aid Public Assistance

**** Notify Stallion Springs PD on all Medical Aid Calls when on duty ****

Railroads: (Have their own police officers, however may on occasion ask for assistance.)

Burlington Northern Santa Fe San Joaquin Valley Amtrak Union Pacific

Parks Department:

Buena Vista Hart Park Lake Isabella Lake Ming Lake Woollomes

Miscellaneous Agencies:

ABC - Alcohol Beverage Control ACO - Animal Control Office
APS - Adult Protective Services Border Patrol BLM - Bureau of Land Management
Cal Trans CPS - Child Protective Services County Roads (Public Works)
DA - District Attorney F&G - Fish and Game State Parole Immigration
Pine Mountain Club Security Probation Department Secret Service
Forest Service

Back Up Resources

Knowing what agencies are in your county and what resources you have available to you in a time of need is of great importance. As the Dispatcher or Dispatch Assistant you should be ready to call another agency in a moments notice if you have an officer in an emergency situation or on a call that they require assistance. In many cases you have units working in rural areas. They may not have another unit on duty in their area or their back up is extended because they are coming from another substation. KCSO and CHP generally work hand in hand and assist each other quite often due to this reason. As a dispatcher you should always be thinking about your back up resources and who you would send if a call for help were to come. In some cases you may have a Police Department that works in the same area if CHP is unavailable, or depending on the area or situation you may need to call an allied County for resources. This is why it is so important to not only know your geography but what agencies are in that area.

County Vehicle Numbers

Sheriff vehicles "W"

Park Rangers "KR" (except "F" for veh F11400)

Parks Ground Crews "P"

General Services and ACO "F"

Roads Dept "M"

Probation "J"

Arson "Z"



FRAZIER PARK

<u>SUBSTATION</u>	<u>AREA</u>	<u>GROUP</u>
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Frazier Park	FRAZ	WEST
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Radio channel: WEST Dispatch

Call Sign:	FP_	FRANK	-	Deputy
	FPD_	FRANK DAVID	-	Sr. Deputy
	FPS_	FRANK SAM	-	Sergeant
	FPH_	FRANK HENRY	-	Citizen Volunteer

Frazier Park Substation is located at 617 Monterey Trail and is approximately 40 miles south of Bakersfield off of Interstate 5 at the top of the Grapevine.

Frazier Park Substation encompasses approximately **353 square miles** of mountainous terrain. It is a busy area during periods of snow. The major industry is agriculture and ranching. Various reserves and explorers also assist this substation.

Due to Interstate 5, there is high drug traffic traveling through this area. Many times CHP or the **FRANK** units will initiate a traffic stop that yields a large amount of drugs and money.

TOWNSHIPS:

PINE MOUNTAIN CLUB
 PINON PINES
 FRAZIER PARK
 LEBEC
 LAKE OF THE WOODS
 GRAPEVINE AREA

CAD MUNICIPALITY

PMC
 PNP
 FRA
 LEB
 LOW
 GPV

The deputies of this substation work closely with the California Highway Patrol due to the remote location and the extended response time of the nearest KCSO substation/Lamont. Los Angeles County Sheriff's Department will also assist if available, with their response from LASD/Lockwood Valley Substation or Gorman.

If a Frazier Park unit needed a second unit, the closest available would be CHP and then Lamont.

Frazier Park Substation is bordered by Rosamond to the east, LASO and Ventura County SO to the south, Taft to the Northwest and Lamont to the north.

COURT:

Kern County Superior Court, South Division-Arvin/Lamont Branch, 12022 Main St., Lamont.

Frazier Park units will transport their prisoners to Kern County Jail CRF, Metro Bakersfield.

COMMON PLACES:

- LA COUNTY BORDER/GORMAN
- TEJON RANCH – 4436 Lebec Rd
- PINE MOUNTAIN CLUB
- FRAZIER MOUNTAIN HIGH SCHOOL
- DON’S LIQUOR – 612 Monterey Trl
- SUE’S TAVERN – 3440 Mt Pinos Wy
- FLYING J – Frazier Mountain Park Rd/LAC



PARKS:

- MT PINOS RECREATION AREA
- FRAZIER MOUNTAIN COMMUNITY PARK – Frazier Mountain Park Rd/Monterey Trl
- LAMPKIN PARK – MIL POTRERO HWY/ASKIN DR
- MIL POTRERO PARK – 17456 MIL POTRERO HWY

FREEWAYS:

I-5

WATERWAYS/LAKES/RIVERS:

None

ECONOMIC/DEMOGRAPHIC:

- Combined mountain community’s population:
- Unofficially estimated by latest census results at more than 10,000.
- Climate: Arid; winter lows are near zero;
- Summer highs are in the high 80s at elevations between 4,000 and more than 8,000 feet.
- Average household income: \$33,933
- Home prices: between \$50,000 and \$500,000
- Major industries: Agriculture, ranching, tourism
- Commerce: Mountain Communities

SCHOOL DISTRICT AND SCHOOLS:

El Tejon Unified School District, 4337 Lebec Road, Lebec, CA 93243
Schools: Frazier Park Elementary School, grades K-3 El Tejon School, grades 4-8
Pine Mountain Learning Center – Charter Elementary
Frazier Mountain High School, grades 9-12.

FRAZIER PARK FACTS:

A favorite of winter sports and snow play enthusiasts for its close proximity to Mount Pinos, the unincorporated community of 2,348 residents is the commercial heart of several communities comprising the greater Frazier Mountain area with a total estimated population of more than 10,000. Originally inhabited by various Native American tribes and later by Spanish and Mexican land grant holders, settlers whose names still identify local land and landmarks began arriving in significant numbers to the mountain area located 45 miles south of Bakersfield following the Civil War. Adjacent to Interstate 5 within the eastern border of the Los Padres National Forest, the area attracts thousands of visitors each winter. They ski the 8,831-foot mountain's cross-country ski trails on its snowy slopes. Summers offer warm-weather sports lovers hundreds of miles of hiking; cycling and off-road vehicle trails; campgrounds; and water sports at nearby Lake Pyramid. Together with the surrounding communities of Lebec, Gorman, Pine Mountain, Lake of the Woods, Pinon Pines and Lockwood Valley, the Frazier Mountain area offers a modest array of shops, restaurants and lodging for seasonal visitors. To the west, Pine Mountain Club, a private membership community surrounded by national forest and limited to a maximum of 3,000 developed lots, boasts a golf course, equestrian facilities, shops, restaurants and lodging for its 2,000, or so residents and their guests. Housing in the centrally located communities ranges from smaller single-family dwellings to large ranch estates on multi acre parcels. Light tourism provides the area's primary source of economic revenue. With local employment opportunities limited, many residents commute to Bakersfield and Los Angeles. The El Tejon Unified School District, with four schools, is the area's largest employer. Several churches of various denominations located throughout the area serve residents' spiritual needs.

CHEAT SHEET FOR CONTACTING DIFFERENT DIVISIONS

To Dispatch a Coroner:

- 1) Contact Coroner's Office
- 2) Provide Name and Phone Number of Deputy Requesting a Coroner
- 3) Provide Location
- 4) Provide Manner of Death, if known
- 5) Provide Case number if one is assigned

To Dispatch a TI:

- 1) Contact Technical Investigator's Office
- 2) Provide Location
- 3) Provide Name of Deputy Requesting TI
- 4) Provide a Brief Reason EX: GTA Recovery
- 5) Provide Case Number
- 6) Provide Area Code that begins with EZ
- 7) Provide Original Case Date

To Confirm A Juvenile Warrant:

- 1) Contact the Juvenile Intake Dept
- 2) Let them know you are the KCSO and need to confirm a juvenile warrant
- 3) Provide the Name or Warrant Number
- 4) If it is active, ask for the charges

To Confirm a 3056 Hold:

- 1) Contact the CDC 24 Hr Line
- 2) Provide them with the CDC#
- 3) Inform them how the suspect was identified Ex: ID Card
*Note -Self Admit is not a valid identifier
- 4) Let them know what jail the suspect will be transported to
- 5) Inform them of any open charges



LAMONT

<u>SUBSTATION</u>	<u>AREA</u>	<u>GROUP</u>
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Lamont	LMNT	WEST
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Radio channel: WEST Dispatch

Call Sign:	LO_	LOUIE	-	Deputy
	LOD_	LOUIE DAVID	-	Sr. Deputy
	LOS_	LOUIE SAM	-	Sergeant
	LAC_	LAMONT COURT	-	Court Deputy
	LOH_	LOUIE HENRY	-	Volunteer

Lamont Substation is located at 12022 Main St.(Weedpatch Hwy), 14 miles south of Bakersfield.

This area encompasses approximately **500 square miles** extending from south of Highway 58 to the Grapevine area, covering primarily the south part of the San Joaquin Valley.

TOWNSHIPS

CAD MUNICIPALITY

WEEDPATCH
 METTLER
 LAMONT
 UNINCORPORATED AREAS OF ARVIN

WED
 MET
 LAM
 ARV

California Highway Patrol handles all traffic related incidents in Lamont area. Metro units from the 2 or 3 zone are often the closest back up response for the **LOUIE** units. CHP will also assist if available.

Tehachapi borders Lamont substation to the east, Frazier Park to the south, Taft to the west and Metro 3 zone/Metro 2 zone to the north. Arvin is a nearby community and if Arvin PD requested our assistance, Lamont deputies would be dispatched. However we **rarely** use Arvin PD to assist our units.

Agriculture is the major industry and as a result a large amount of agricultural theft is reported. The most common and costly is copper wiring, irrigation pipe, farming chemicals and hay. Other frequently reported crimes are farming related, passersby stopping and picking fruits and vegetables from the numerous fields in the area for example. During the growing season migrant workers will increase the population in this area four fold.

This substation is staffed with a sergeant, 2 senior deputies, 16 deputies, 2 clerks, citizen service units (CSU's) and numerous reserves and explorers. Court deputies are also assigned to the Lamont Court along with various court staff employees.

COURT:

Kern County Superior Court, South Division-Arvin/Lamont Branch, 12022 Main St., Lamont.
Next door to the Lamont Substation.

Lamont units will transport their prisoners to Kern County Jail CRF, metro Bakersfield.

COMMON PLACES:

LAMONT BARS – 11000-Blk Main St
WEEDPATCH
METTLER
WHEELER RIDGE
T/A TRUCK STOPS
TEJON OUTLETS – Santa Lucia Dr/ Del Oro Dr

PARKS:

LAMONT PARK	-	SEGRUE/MAIN
DAVID HEAD CENTER	-	SAN DIEGO/HALL
BEAR MOUNTAIN PARK	-	AKA San Diego Park
WEEDPATCH PARK	-	7443 Buena Vista Blvd

FREEWAYS:

There are no freeways running through Lamont area. Highway 184 runs through Lamont changing to Weedpatch Highway, then Main St through the center of Lamont.

WATERWAYS/LAKES/RIVERS:

None

DEMOGRAPHICS:

Population: 13,296
Average household income: \$25,578
Average housing cost: \$73,200

RACE:

WHITE	44.5%
BLACK	2.8%
HISPANIC	88.9%

SCHOOL DISTRICTS AND SCHOOLS:

Lamont School District 7915 Burgandy Ave. :

Alicante Avenue School (K-6), Lamont Elementary School (K-3), Mt. View Middle School (6-8), Myrtle Avenue School (4-6).

Kern High School District (9-12):

Arvin High School.

LAMONT FACTS:

Lamont is a small, unincorporated sector of the San Joaquin Valley where the old meets the new, and history remains deeply entrenched in the lush agricultural fields. Although small in size, this tiny town rooms large in historical significance. Lamont was born, in part, from the mass immigration of “Okies” fleeing the desperate conditions wrought by the dustbowl phenomenon of the thirties. Okies, uprooted from their family farms, formed campsites in the Lamont area which served as small towns during their impoverished ordeal. The most famous of these Okie camps was the Weedpatch camp, also known as the Arvin Federal Camp, which today still serves the needs of migrant workers. John Steinbeck’s famous novel “The Grapes of Wrath” focuses on the plight of these dustbowl migrants, particularly those in the Lamont and Arvin area. In 1940, parts of the movie version of “The Grapes of Wrath” were filmed near the weedpatch campsite. “It is amazing how many people know and care about the Lamont history,” said Doris Weddell, the former head librarian of the Lamont branch of the Kern County Library. “On any given day I can get 1,200 hits on the Web site.” Absentee landowners growing wheat originally settled the Lamont area, but the town began to expand after railroads brought settlers to the region in 1923. When the Okies arrived, however, the city population climbed dramatically. Today, farming still dominates Lamont industry. The carrot-producing giant, Grimmway Farms, provides jobs for Lamont locals. So does Bolthouse Farms, another carrot grower. The outlying fields that surround Lamont are filled with fragrant orange orchards, walnut groves, grape vineyards, and cotton fields. Since its dustbowl beginnings, Lamont has grown to include three elementary schools and a middle school. Local students attend high school in the neighboring town of Arvin. Lamont has recently opened a new branch library that showcases documents, photographs, films and books on the history of dustbowl era Lamont.

LAMONT SPECIALIZED UNITS:

Multi-Agency Criminal Apprehension Sweeps: Senior Deputy John Money is the coordinator of these sweeps, which have each resulted in a significant number of arrests. The sweeps are conducted frequently and involve a floating number of agencies, such as: ICE, State Parole, HIDTA, KNET, GSU, Probation, and Arvin PD. Narcotic and gang-related activity is the primary target.

Lamont Gang Liaison: Deputies Richard Garcia and Brandon Rutledge are assigned as the substation Gang Liaison Team. This team coordinates their information and activity with the Sheriff's Gang Suppression Unit. Deputy Marco Vazquez is also part of the team focusing on graffiti investigations.

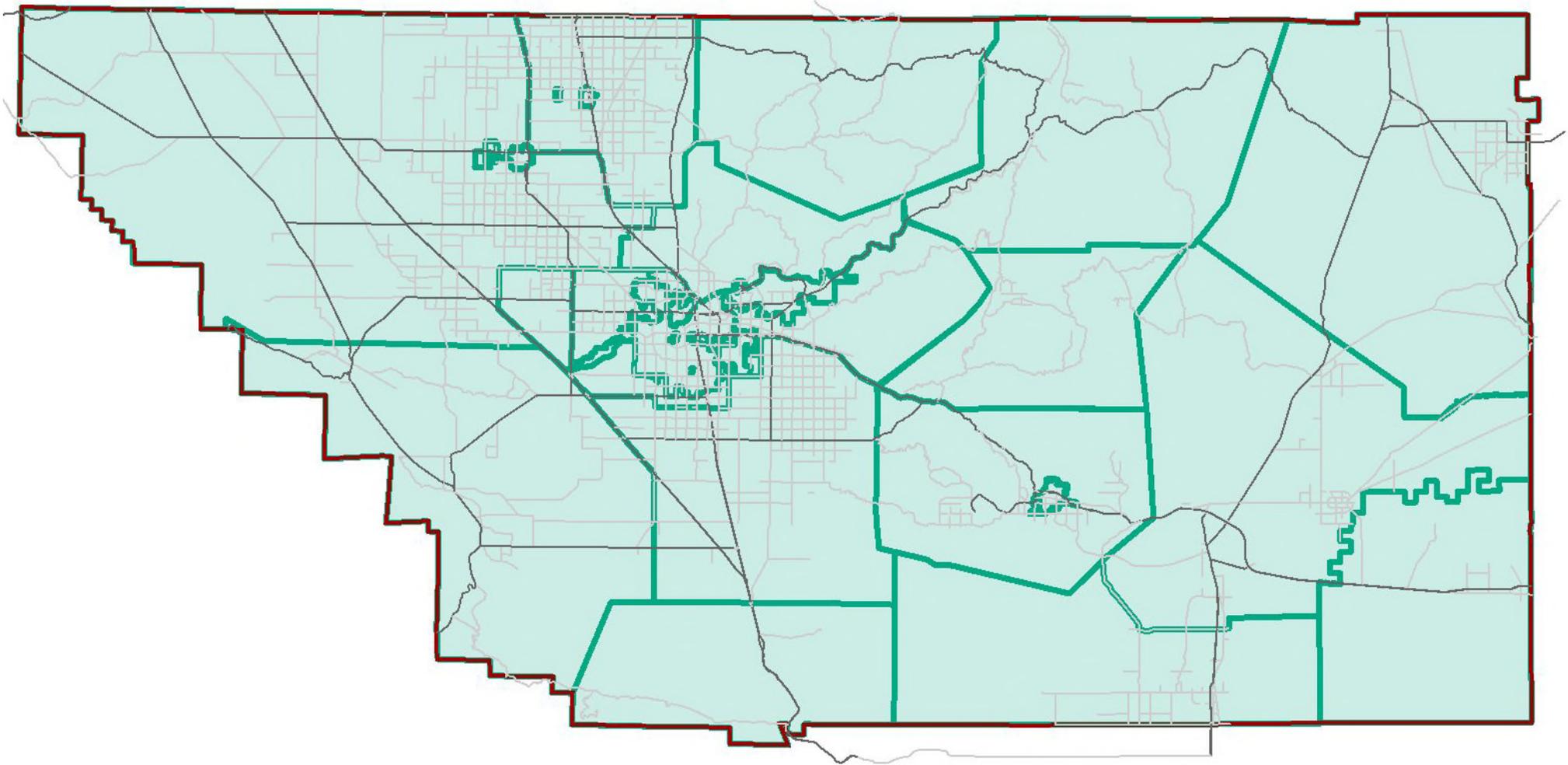
Community Resource Officer: Deputy Marco Vazquez is the Lamont Community Resource Officer. This position works with all of the schools located in and around Lamont. This position is NOT a contracted Safe Schools position, but performs many of the same functions, without being tethered to a particular school for a specific period of time. This position, along with Sergeant Dunham, also attend a number of the public meetings held in Lamont, representing local law enforcement and serving as a community conduit of information back to the Lamont Substation.

Lamont Bicycle Patrol Unit: Several years ago the Lamont Substation had a large and active Bicycle Patrol Unit. Over time, trained personnel have transferred out effectively eliminating the unit due to the lack of trained personnel. The Lamont Substation retained the ten (10) bicycles, which were recently refurbished with the intent of reactivating the unit. Senior Deputy Doug Wilson recently completed the bicycle instructor course and coordinates Bicycle Patrol operations. Currently eight (8) deputies serve in the Lamont Bicycle Patrol Unit.

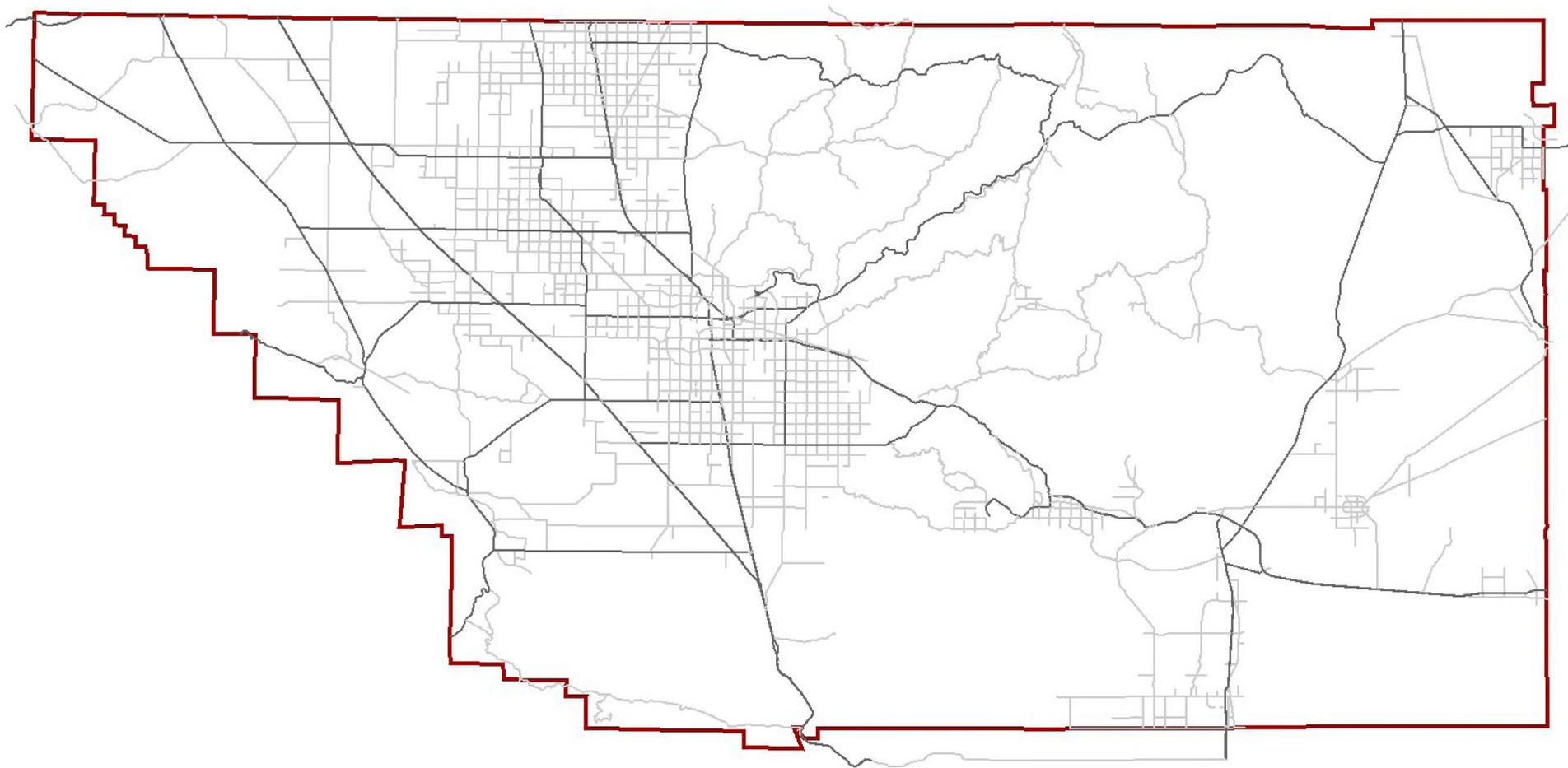
Lamont Citizen Services Unit: Senior Deputy John Money is the coordinator of the Lamont Citizen Services Unit. Much like the Lamont Bicycle Patrol Unit, this program was almost extinct. Now the unit has ten (10) active members. Unique to this substation is their involvement in graffiti abatement. CSU Member Raul Rocha coordinates with Deputy Vazquez in eradicating (repainting over) graffiti as soon as possible.

Lamont Sheriff's Activities League (SAL): Senior Deputy John Money is the Lamont Substation's representative to the Sheriff's SAL Program. Through Senior Deputy Money, the Lamont Substation has been an active participator in various community and school programs in the Lamont area.

COUNTY OF KERN SUBSTATION BOUNDARIES



COUNTY OF KERN HIGHWAYS



THE TARASOFF CASE

In 1968 two students at the University of California at Berkeley, Tatiana Tarasoff and Prosenjit Poddar, met and began casually dating. However, Poddar believed the relationship to be more serious than Tarasoff did (he thought they were engaged), and became obsessed with her when she broke it off. Poddar consequently had an emotional breakdown.

Poddar went and saw a psychiatrist at a hospital in Berkeley. The psychiatrist believed Poddar had a psychotic disorder, prescribed anti-psychotic medication, and then referred him to a psychologist, Dr. Lawrence Moore, for counseling. Despite their sessions, Poddar persisted in his **delusion** that Tatiana would eventually love him. To prove his love, he purchased a handgun to orchestrate a life-threatening situation from which he could rescue her. Dr. Moore told him that he might have to take steps to stop him, which sent Poddar angrily from his office.

Dr. Moore discussed this with colleagues and mentioned to the campus police that Poddar was threatening to kill a girl. Officers found him and thought he appeared rational and let him go. But eventually, Poddar's delusions reached a breaking point. He went to Tatiana's house, armed with a knife and a pellet gun. She ran from him and he shot her and then stabbed her 14 times, killing her. Then he turned himself in. He was convicted of second-degree murder and was released after serving five years. This case had an impact on the relationship of psychology to stalking and violent obsessions. Where once what was said between psychologist and client was totally confidential, that was about to change.



Tatiana's parents instigated a civil case of negligence against the University of California. In 1974, the California Supreme Court found that, despite confidentiality, a **duty to warn** exists when the psychologist determines that a warning is essential to avert a danger caused by the client's psychological problem.

In 1985, the California legislature codified the *Tarasoff* rule: California law now provides that a psychotherapist has a duty to protect or warn a third party only if the therapist actually believed or predicted that the patient posed a serious risk of inflicting serious bodily injury upon a reasonably identifiable victim.

A California appeals court, in the case of *Ewing v. Goldstein*, expanded the Tarasoff duty-to-warn rule for all California psychotherapists in 2004. Now all licensed clinicians in that state must heed credible warnings about a client's threatened violence from the client's immediate family members, as well as threatening statements from clients themselves.

The rulings of the Tarasoff Law involved law enforcement as well as the mental health community.

- A. Police Officers are involved by contacting the patient, usually at the psychotherapist's initiation.
 1. They warn the potential victim of the violent threats and document information.
 2. Officers may evaluate the patient for 5150 either at the request of the psychotherapist or by other contact.
 3. Law enforcement would file a police report and/or gather evidence.
 4. The patient could be arrested if necessary depending on circumstances.
 5. Law enforcement would provide victim with information to obtain protective orders and assist them on taking preventive measures.
 6. Documentation should be forwarded to an investigator for follow up if appropriate.

- B. Dispatcher's role is more limited but just as important.
 1. They should recognize calls related to the Tarasoff rulings, obtain all necessary information concerning the patient and dispatch calls for service requested by medical personnel.
 2. Assist the officers by obtaining information on the reported patient, looking for previous history involving violent tendencies.

The rights of potential victims and patients are balanced with the requirements for authorities to make notifications when there is the potential for harm to the intended victim.

- A. Psychiatrists have a duty to warn the intended victim when the client's behavior cannot be controlled.
 1. Dispatchers receive and are required to process calls for service from medical personnel.
 2. Police officers are required to warn the victim or family members of the threat that has been made and do all the necessary follow up investigation.
- B. The victim and patient also have rights.
 1. The victim has a right to be warned of potential danger.
 2. The patient has a right to information from the patient/therapist confidentiality.
 3. Effective treatment vs. incarceration should be considered by all concerned.
 4. Warning the intended victim should be the last recourse taken by psychotherapists however patient/therapist confidentiality ends where public peril begins.

KERN COUNTY SHERIFF'S OFFICE

LICENSE PLATES - DMV

Standard California license plates are issued when you buy a new vehicle, replace lost, stolen, or mutilated plates, or turn in special interest license plates. License plates identify the type of registration you have (commercial, passenger, trailer, etc.) and provide law enforcement a means of locating the owner through DMV records. For more information and details go to:

<http://www.dmv.ca.gov/pubs/plates/platestitlepage.htm>

Passenger Vehicles



Exclusions: The letters I, O, and Q are not used in the first or third alpha positions of the alpha-numeric series.

Commercial Motor Vehicles



Exclusions: The letters I and O are not used in the six-digit alpha-numeric series. I, O, and Q are not used in the seven-digit alpha-numeric series.

Motorcycles



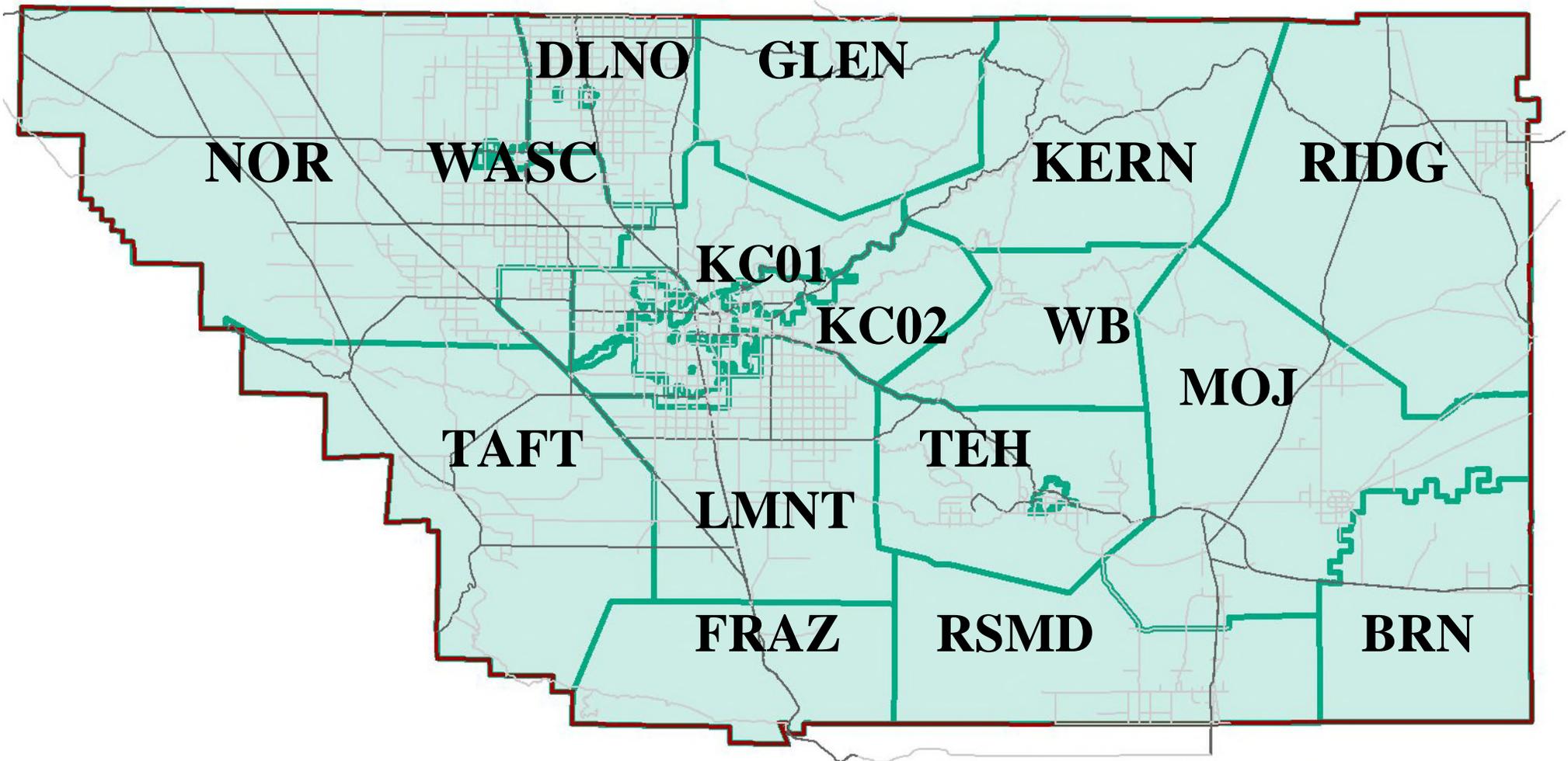
Trailer License Plates



Issued to trailer coaches and park trailers.

Exclusions: The letters I, O, and Q are not used.

COUNTY OF KERN SUBSTATION BOUNDARIES





KERN COUNTY SHERIFF'S OFFICE COMMUNICATIONS

ANIMAL CONTROL HANDOUT

The vision of Animal Control is that all county citizens are safe from the threat of dangerous and unhealthy animals and that all animals receive humane treatment in a caring environment.

The Kern County Animal Control is located at 3951 Fruitvale Ave. The normal business hours are Monday thru Friday 0800-1700.

During normal business hours ACO is responsible handles their dispatching and radio traffic. (BPD, Wasco, McFarland have their own animal control and will send out their own units.)

KCSO Dispatch Assistants are responsible for monitoring ACO Monday thru Friday from 1700-0800 hrs and on weekends. There are 2 ACO units usually logged on during the weekend. Their response is split up by EAST and WEST Kern County and the dividing point is S Union.

During holidays and after hours animal control units are an on-call status. (Please see the ACO book for specific callout information and instruction.) If you receive an ACO call for service during non business hours, animal control officers should be paged with that information. You will need to obtain contact information from the calling party and relay that information to the on call ACO unit.

There are times that dispatchers must enter ACO calls for service and a deputy be dispatched.

- If a call is received reporting a vicious dog, this warrants the response of a field unit due to public safety.
- If a call is received reporting a barking dog during non-business hours.
- If a call is received reporting cruelty to animals, or abandoned animals.
- If a call is received reporting a dog locked in a vehicle unattended.

Animal Control does not respond for wildlife animals. Animal Control does, however, respond to bat bites or exposure to bats due to the possible health concern of rabies.

ANIMAL CONTROL CHEATSHEET

CALL OUT PROCEDURES

- **Weekdays: Monday – Friday, not including holidays, 0800-1700**

All complaints are handled by Animal Control. ACOs log on w/KCSO and are available for calls in the areas they advise until 1800. In-progress 905Vs that are an immediate threat to the public will be entered for KCSO response, then advise Animal Control dispatch. **Remember, if an RP requests KCSO even though you've explained it's an Animal Control issue, enter an event and then notify AC dispatch.**

- **Weekdays: Monday – Friday, not including holidays, after 1700**

After 1800, page the on-call officer for the area. On-call schedule is always located on the covers of the Animal Control binder.

Enter ACO calls for Wasco after hours. A Wasco Deputy will have to respond prior to Wasco ACO responding.

Some ACO units will be logged on until 1900, however may not be available for calls. If they are unavailable they should notify us that they are 10-6. If you have any problems with this, notify a supervisor so they can address it with Animal Control.

- **Weekends: Saturday – Sunday 0700-1700**

One ACO units will log on w/KCSO and advise they are available in Metro. The boundary line for Metro is I5 Hwy. West of I5 is Taft/NOR area and East of I5 is Metro response. Refer to the on-call schedule for outlying areas.

- **Weekends: Saturday – Sunday after 1700**

Units are on call, handled the same as weekdays.

- **Holidays:**

No ACO units log on w/dispatch and units are available on-call for 24 hours. Refer to the schedule for hours.

Remember: The supervisors of Animal Control and KCSO do not expect our personnel to argue their policies and procedures with the public; enter an event and page the on call officer. If you have any issues that come up with this, including with the on call officer, advise your supervisor who will then contact an Animal Control Supervisor to work out the problem.

ANIMAL CONTROL RESPONSES

Animal Control will (generally) respond after-hours with RP contact info for:

- 905B involving a stray dog that is still 10-97
- Sick or injured stray animal (as long as unit can make contact w/rp and rp is still 10-97)
- 905V stray (will respond to owner known 905V's at officer's discretion)

Animal Control will (generally) not respond after-hours for:

- Dead animals – enter advised event and fax to Animal Control to be handled in the morning
- 905B with known owner / contained
- Sick or injured dog/cat with known owner
- Wildlife – defined as “Not a dog/cat or livestock”

Livestock is defined as “Cattle/Sheep/Horses/Emu/Ostrich”

Metro: Covers all of metro Bakersfield and every substation in the west area, with the exception of Wasco, which has its own Animal Control.

Taft/North County: Covers everything west of Interstate 5 with the exception of Wasco which has its own Animal Control.

Mojave/Tehachapi: Covers Mojave, Tehachapi, Rosamond and Boron. County Animal Control will respond into the Tehachapi city limits for calls; do not refer RP's to Tehachapi PD.

Lake Isabella/Ridgecrest: Covers Kern Valley, Ridgecrest and Walker Basin.
Cities such as Taft, Delano, Shafter, etc. have their own Animal Control and will handle their own calls.

Paging ACO: When paging ACO, include the location, the RP's name and 10-21 and a brief description of the situation. Example: “905V at Niles/Fairfax, 10-21 Jenny @ 867-5309.” The unit will then contact the rp and get further information and determine whether (s)he will respond. Page all calls even if units are 10-8 on the radio in their response area unless directed otherwise by the unit. Document in call text name of ACO unit and that they were paged. Example: “AC38 Smith paged”

***Refer to the on-call schedule for instructions on contacting units whose pagers may be 10-7*

If an ACO does not answer the first page: Wait 15 minutes and re-page. If the unit has not answered the second page after an additional 15 minutes, dispatch may attempt to 10-21 the listed cell and home numbers unless unit is 10-8, at which point dispatch may call unit over the radio and confirm (s)he copied the page.

When an ACO does not answer pages or 10-21s: Verify the correct on-call unit is being contacted, and then notify the ACO Supervisor on call for that date.

When a KCSO deputy requests ACO: Obtain the deputy's 10-21 and page the officer responsible for that area w/the deputy's name, 10-21 and the location. The ACO will contact the deputy and advise if unit will be responding or if the call will be handled by them at a later date/time.

Arrest Records Handout



Arrest Records Hours

The Arrest Records Unit has personnel on duty 24 hours a day, 365 days a year.

We are open to the public Monday through Friday from 7:00am - 6:00pm, excluding holidays. It is located at 1415 Truxtun on the back side of the jail.

Unit Information

Arrest Records Purpose:

- **Arrest Records:** Process bookings for every person booked into the downtown Central Receiving Facility, and our booking facilities at Ridgecrest and Mojave. Confirm warrants and place holds with other counties and states. Electronically transmit fingerprint records to the Department of Justice for the creation or update of state and federal RAP sheets. Disseminate criminal history information to authorized law enforcement personnel, working closely with the District Attorney's Office and local law enforcement in the collection of criminal history information for investigative and judicial proceedings. Collect fees for civil bench warrants and small claims warrants.

Records Release Information

Public Records Act dictates that we must make available in-custody inmate information to the public. Such information is available by going to the Sheriff's Office website at www.kernsheriff.com/misc/inmatesearch/. Arrest records are only releasable to authorized law enforcement agency personnel. We will not release criminal history information to the suspect without providing valid identification, others involved, family members, or the media.

Criminal history information may be obtained by going to the court website at www.kern.courts.ca.gov. This page includes date of arrest, charges, and court disposition.

We do not release warrant information over the phone. The public may contact the court by phone:

- Felonies – (661) 868-5393, option 4
- Misdemeanors – (661) 868-7207
- Traffic – (661) 868-2382

The suspect may receive a copy of his or her state criminal history by completing a [Request for Live Scan Service form](#) and submitting fingerprints electronically to the Department of Justice in Sacramento. The suspect may purchase his or her booking photo for \$5.

The suspect may petition the court to seal their criminal history by completing a [Petition to Seal and Destroy Adult Arrest Records](#).

If someone has been arrested using your name and numbers, you can come to Arrest Records with photo ID and we will capture your fingerprints and our Identification Technicians will compare the fingerprints to those from the arrest and complete a form letter stating whether or not the subject of record is the same as you. This is available to the public at no charge.

Records Availability

Arrest Records stores all criminal history information for the entire Sheriff's Office. This includes records from the metro area as well as 16 substations and satellites. We have on file every homicide arrest, PC 290 and PC 457.1 registration documents, as well as booking information back to 1993.

BOUNDARIES

METRO

1 ZONE
2 ZONE
3 ZONE
4 ZONE

NORTHERN BORDER

GRANITE RD
KERN RIVER
KERN RIVER
7TH STANDARD

EASTERN BORDER

MOUTH OF CANYON
MOUTH OF CANYON
UNION AVE
HWY 99

SOUTHERN BORDER

KERN RIVER
HWY 58
119/TAFT HWY
KERN RIVER

WESTERN BORDER

HWY 99
UNION AVE
43/ENOS LN
43/ENOS LN

WEST

NORTH
DELANO
GLENNVILLE
TAFT
LAMONT
FRAZIER PARK

KINGS COUNTY LINE
TULARE COUNTY LINE
TULARE COUNTY LINE
SKYLINE RD
TAFT HWY/58
I5/LAVAL RD

43/SANTA FE WY
HWY 65
RANCHERIA RD
I5
DEER TRAIL/223
300TH ST WEST

SKYLINE RD
LERDO HWY
GRANITE RD
VENTURA COUNTY LINE
I5/LAVAL
LOS ANGELES COUNTY LINE

SAN LUIS OBISPO COUNTY LINE
CORCORAN RD
HWY 65
SAN LUIS OBISPO COUNTY LINE
I5/OLD RIVER RD
VENTURA COUNTY LINE

EAST

KERN VALLEY
TEHACHAPI
RIDGECREST
MOJAVE
BORON
ROSAMOND
WALKER BASIN

TULARE COUNTY LINE
CALIENTE CREEK
INYO COUNTY LINE
14/REDROCK RANDBURG
CAL CITY
BACKUS RD
PIUTE MOUNTAIN RD

WALKER PASS
CAMERON RD
SAN BERN COUNTY LINE
CAL CITY BLVD/SAN BERN CO
SAN BERN COUNTY LINE
EDWARDS AFB
KELSO VALLEY RD

PIUTE MOUNTAIN RD
OAK CREEK RD
14/REDROCK RANDBURG
BACKUS RD
EDWARDS AFB
LOS ANGELES COUNTY LINE
CALIENTE CREEK RD

MOUTH OF CANYON
DEER TRAIL/223
WALKER PASS
CAMERSON RD
EDWARDS AFB/CAL CITY RD
300TH ST WEST
CALIENTE BODFISH RD

MUNICIPALITY CODES

CITY	M/C	AREA	CALL SIGN	CHANNEL
Alpine Forest	ALF	TEH	Tempo – TE	EAST
Alta Sierra	ALS	KERN	Kern – KE	EAST
Ariel Acres	AAC	BRN	Bravo – BR	EAST
Arvin	ARV	LMNT	Louie – LO	WEST
Bakersfield	BAK			METR
Bear Valley	BV	TEH	Bear - BE	EAST
Belridge	BEL	NOR	North – NO	WEST
Bodfish	BOD	KERN	Kern – KE	EAST
Boron	BOR	BRN	Bravo – BR	EAST
Buttonwillow	BUT	NOR	North – NO	WEST
California City	CAC	MOJ	Mike – MI	EAST
Canebrake	CAB	KERN	Kern – KE	EAST
Cantil	CTL	MOJ	Mike – MI	EAST
China Lake	CLA	RIDG	Ridge- RI	EAST
Cuddy Valley	FRA	FRAZ	Frank – FP	WEST
Cummings Valley	CV	TEH	Tempo – TE	EAST
Delano	DEL	DLNO	Delta - DE	WEST
Derby Acres	DEA	TAFT	Tango – TA	WEST
Desert Lake	DLA	BRN	Bravo – BR	EAST
Dustin Acres	DAC	TAFT	Tango – TA	WEST
Fellows	FEL	TAFT	Tango - TA	WEST
Ford City	FOR	TAFT	Tango - TA	WEST
Frazier Park	FRA	FRAZ	Frank – FP	WEST
Fremont Valley	FVA	MOJ	Mike-MO	EAST
Glennville	GLN	GLEN	Glen – GL	WEST
Golden Hills	GOH	TEH	Tempo – TE	EAST
Grapevine	GPV	FRAZ	Frank – FP	WEST
Greenacres	GRE	KC04/KC01	4 Paul – 4P_	METR
Greenfield	GRN	KC03/KC02	3 Paul – 3P_	METR
Hart Flat	HAR	TEH	Tempo – TE	EAST
Havilah	HAV	KERN	Kern – KE	EAST
Inyokern	INY	RIDG	Ridge – RI	EAST
Johannesburg	JOH	RIDG	Ridge – RI	EAST
Keene	KEE	TEH	Tempo-TE	EAST
Kernville	KER	KERN	Kern – KE	EAST
Lake Isabella	LKI	KERN	Kern – KE	EAST
Lake of the Woods	LOW	FRAZ	Frank – FP	WEST
Lamont	LAM	LMNT	Louie – LO	WEST

CITY	M/C	AREA	CALL SIGN	CHANNEL
Lebec	LEB	FRAZ	Frank – FP	WEST
Lost Hills	LH	NOR	North – NO	WEST
Maricopa	MRC	TAFT	Tango – TA	WEST
McFarland	MCF	MCF	McFarland PD	WEST
McKittrick	MCK	TAFT	Tango – TA	WEST
Mettler	MET	LMNT	Louie – LO	WEST
Mojave	MOJ	MOJ	Mike – MI	EAST
Mountain Mesa	MTM	KERN	Kern – KE	EAST
North Edwards	NOE	BRN	Bravo – BR	EAST
Oildale	OIL	KC01	1 Paul – 1P_	METR
Onyx	ONX	KERN	Kern – KE	EAST
Pine Mtn Club	PMC	FRAZ	Frank – FP	WEST
Pinon Pines	PNP	FRAZ	Frank – FP	WEST
Pond	PON	DLNO	Delta – DE	WEST
Pumpkin Cntr	PUM	KC03/KC02	3 Paul – 3P_	METR
Randsburg	RAN	RIDG	Ridge – RI	EAST
Ridgecrest	RID	RIDG	Ridge – RI	EAST
River Kern	RKN	KERN	Kern – KE	EAST
Rosamond	ROS	RSMD	Rose – RO	EAST
Rosedale	RSD	KC04/KC01	4 Paul – 4P_	METR
Sand Canyon	SDC	TEH	Tempo – TE	EAST
Shafter	SHA	NOR	North – NO	WEST
Southlake	SLA	KERN	Kern – KE	EAST
South Taft	STF	TAFT	Tango – TA	WEST
Squirrel Valley	SQV	KERN	Kern – KE	EAST
Stallion Springs	SSP	TEH	Stallion – ST	EAST
Taft	TAF	TAFT	Tango – TA	WEST
Taft Heights	TAH	TAFT	Tango – TA	WEST
Tehachapi	TEH	TEH	Tempo – TE	EAST
Tupman	TUP	TAFT	Tango – TA	WEST
Twin Oaks	TWO	WB	Walker-WB	EAST
Valley Acres	VAC	TAFT	Tango – TA	WEST
Walker Basin	WB	WB	Walker – WB	EAST
Wasco	WAS	WASC	Wasco – WC	WEST
Weedpatch	WED	LMNT	Louie – LO	WEST
Weldon	WEL	KERN	Kern – KE	EAST
Wofford Hghts	WOF	KERN	Kern – KE	EAST



Probation Department Handout

Our Communication Center dispatches for the Kern County Probation Department field units. There are several different types of probation units.

Eagle Units: Eagle units are armed adult probation units.
They are logged on as "EA"- Example: EA5, EAD1, EAS2
Referred to as "EAGLE 5, EAGLE DAVID 1, EAGLE SAM 2"

Jay Units: Jay units are armed juvenile probation units.
They are logged on as "J" – Example: J5, JD1, JS2
Referred to as "JAY 5, JAY DAVID 1, JAY SAM 2"

Probation Units: Probation units are unarmed juvenile probation units.
They are logged on as "PR" – Example: PR5
Referred to as "PROB 5"

Star Units: Star units are unarmed probation units.
They are logged on as "STAR" – Example STAR5
Referred to as "STAR 5"

Probation K-9: KING39 is probations armed K-9 and assists with probation searches.
He is logged on as "KING39"
Referred to as "KING39"

Probation units usually log on the Probation Channel. They usually are 2 man units, especially when on a sweep and they are monitored the same as deputies. Probation units CAD ID's start with "460". Probation unit vehicles start with a "J".

Most of the probation traffic will be C6 traffic and transporting subjects. Units will code off on several locations including city and county addresses. Units will also transport adults and juveniles to multiple locations.

The Probation Channel is handled just like any other channel. You will status check the units after 5 minutes. They will have emergency situations also. Emergency traffic is handled just like any other channel emergency. Clear the channel for the unit, start additional units and other agencies to assist if needed. Turn on code 33 tones and lights.

Probation units will usually log off after their shift, but there are times when they do not. If this occurs call the unit over the radio. If no answer, call or page the unit and ask status. If still no answer, send a unit to check the last location of the unit.

KERN COUNTY SHERIFF'S OFFICE CHAPLAIN PROGRAM

The Kern County Sheriff's Office Chaplain Program was started in October 2000. The purpose of the Chaplain Program is to provide non-denominational pastoral care, spiritual support and counsel to members of the Department and their families. Chaplains also provide clergy services to the Sheriff and his staff at ceremonial and memorial functions. They may also advise the command staff on matters of morale and act as a liaison with the community and religious leaders.

Many of our chaplains have law enforcement or military training, which gives them an insight into the stresses faced by law enforcement personnel. Several Chaplains are trained and certified or pending certification through the International Conference of Police Chaplains. Some Chaplains are trained in crisis intervention in areas such as domestic violence, suicide, death notifications, and stress management. All Chaplains successfully complete the Citizen Services Unit academy before they join the program.

Chaplains may ride patrol shifts as an observer with a deputy. Chaplains may also participate in the following activities if requested to do so by any member of the Department.

- Support and aid all members of the Department
- Provide clergy services at Department ceremonies and functions
- Officiate weddings and funerals when requested by Department members
- Upon request, provide pastoral services to Department employees and their families
- Offer counseling to troubled families
- Serve as a liaison between the Sheriff and the community
- Assist and comfort crime victims and their relatives, including those involved in disasters such as floods, earthquakes and fires
- Assist with comforting mourners at scenes where deaths have occurred
- Assist with families involved in domestic disturbances, neighborhood disputes, racial problems, religious frauds, and other situations where in the estimation of the deputy and the chaplain, their involvement would be beneficial
- Confidentiality is assured, as all counsel with the Chaplain is considered privileged communication

Chaplains are available in many substation areas and Metropolitan Patrol. If you need a Chaplain call the Volunteer Services Division Mon-Fri at 391-7659. If you need to call out a Chaplain on evenings or weekends call the Communications Center at 861-3110.



METRO PATROL

ZONES	AREA	GROUP
1 ZONE	KC01	METR
2 ZONE	KC02	METR

Radio channel: METRO Dispatch (Currently ADMIN)

Call Sign:	1P_	ONE PAUL	-	1 zone Deputy
	2P_	TWO PAUL	-	2 zone Deputy
	PD_	PAUL DAVID	-	Sr. Deputy
	PS_	PAUL SAM	-	Sergeant
	ME_	Metro	-	Roaming Deputy

The Metro Patrol Division of the Kern County Sheriff's Office covers two zones within Bakersfield. Approximately 95 deputies work in the greater Bakersfield area. Currently we have 6 squads assigned to Metro Patrol. The hours for each squad and what deputy is assigned to that squad can be found in Notepad under PATROL SHIFT – (shift #). Sheriff Headquarters is located at 1350 Norris Rd. There is also the East Side Substation.

Our deputies work closely with Bakersfield Police and the California Highway Patrol. There can be about 26 deputies and sergeants – not including special units like the gang unit – out in the metro area during peak times, like 9 p.m. on Saturday night.

Deputies are not just responding to calls for service. The department is being more proactive, with bike patrols covering East Bakersfield and gang units cracking down on gang territory. Traditionally, East Bakersfield gets the most calls for service, and therefore sees the most attention from deputies. The Southwest sees the least number of calls for service.

TOWNSHIPS:

BAKERSFIELD
 GREENACRES
 GREENFIELD
 OILDALE
 PUMPKIN CENTER
 ROSEDALE

CAD MUNICIPALITY

BAK
 GRE
 GRN
 OIL
 PUM
 RSD

COURT:

Kern County Superior Court, Metro Bakersfield, 1415 Truxtun Ave., Bakersfield.
Rosedale units will transport their prisoners to Kern County Jail CRF, Bakersfield.
CRF is located at 1415 Truxtun, Bakersfield.

FREEWAYS:

HWY 99 Runs North and South through the County
Hwy 58 Runs East and West. Begins EB from 99.
Hwy 178 (Canyon) AKA Rosedale Hwy (WO 99), 24th St (EO 99) 178 (EO Golden State),
Hwy 65 (1 ZONE) Runs North and South beginning at 99 in the 1 zone
Hwy 119 (3 Zone) AKA Taft Hwy runs East and West beginning at the 99

WATERWAYS/LAKES/RIVERS:

KERN RIVER
LAKE MING - 2 ZONE

HIGH SCHOOLS

EAST HIGH SCHOOL	-	2200 Quincy St	KC02
NORTH HIGH SCHOOL	-	300 Galaxy	KC01
FOOTHILL HIGH SCHOOL	-	501 Park Dr	KC02
VISTA WEST	-	7115 Rosedale Hwy	KC01

Kern High School Police has assigned officers at each school. You can find the information in Notepad under Kern High School PD.

PARKS:

1 ZONE

MCCRAY PARK (AKA TRIANGLE PARK) - 602 LINDA VISTA DR
NORTH BEARDSLEY PARK - 901 AIRPORT DR
NORTH HIGHLAND PARK – 4010 RIO DEL NORTE ST
NORTH MEADOWS PARK – 3300 MCCRAY ST
SEARS PARK – 430 NORRIS RD
STANDARD PARK – 301 E MINNER AVE
RIVERVIEW PARK – 401 WILLOW DR
FRUITVALE NORRIS PARK – 6221 NORRIS RD
GREENACRES PARK – 2014 CALLOWAY DR
OLIVE PARK EAST – 7509 CCELIA CT
PEANUT PARK AKA OLIVE WEST PARK – 7901 PEANUT AVE
EMERALD COVE PARK (CITY) – 4303 PATTON WY
NORTH ROSEDALE PARK (CITY) – 3635 JEWETTA AVE
WESTDALE PARK (CITY) – 15400 WESTDALE DR

2 ZONE

HART PARK – 8222 ALFRED HARRELL HWY
PIONEER PARK – 4939 PIONEER DR
POTOMAC PARK – 601 DORRANCE
VIRGINIA AVENUE PARK – 2020 VIRGINIA AVE
WILKINS PARK (AKA GUTTER PARK) – 2800 HAWTHORNE AVE
HERITAGE PARK (CITY) – 2320 MOUNT VERNON AVE
JEFFERSON PARK (CITY) – 801 BERNARD ST
PANORAMA PARK (CITY) – 300 PANORAMA DR
GREENFIELD PARK – OPAL ST/AUDREY AVE
REXLAND ACRES PARK – 325 E FAIRVIEW RD
BELLE TERRACE PARK(CITY) – 1101 E BELLE TERRACE

OTHER AGENCIES IN METRO BAKERSFIELD:

The Kern County Sheriff's Office works closely in the METRO area with the **Bakersfield Police Department**. The Bakersfield Police Department Consists of 1 Chief, 1 Assistant Chief, 4 Division Captains, 365 sworn officers and 141 civilian personnel. We often assist one another on major incidents and during special operation sweeps. We also have specialized units in Kern County where BPD and Kern County Sheriff's Deputies work together. The CAL-MET team is an example.

We also work with Probation, Parole, Mental Health, FBI, ICE, Adult Protective Service, Child Protective Service, BC Campus Police, CSUB Police, Code Compliance, Jamison (Jess Diamond Center), Postal Inspector, Secret Service, Welfare Department and many others.

COMMON PLACES

1 ZONE

The Pit – 811 Roberts Ln
Beardsley School – 1001 Roberts Ln
Little Green Store – 506 Charlana Dr
Meadows Field – 3701 Wings Wy
Robertson Stables – 640 Angus Ln
Rosedale Village – 14035 Rosedale Hwy
Vi's Cocktails – 14145 Rosedale Hwy
Hooters – 4208 Rosedale Hwy
Second Amendment Sports – 2523 Mohawk St / 12256 Jomani Dr
Vagabond Inn – 6100 Knudsen Dr
Hodels – 5917 Knudsen Dr
Milt's Coffee Shop – 6112 Knudsen Dr
Lone Oak Lounge – 10612 Rosedale Hwy
Springwood Court Apartments – 6300 Mohawk St / 5401/5501 Norris Rd / Summerset Wy

2 ZONE

PeeWee Market – 1401 Flower St
KM (Kern Medical) – 1700 Mount Vernon Av
Fastrip (East Side Crips Area) – 2200 Niles St
Bakersfield Country Club – 4200 Country Club Dr
Mercado Latino – 2105 Edison Hwy
Crestwood Behavioral Health – 6600 Eucalyptus Dr
Jamison Center – 1010 Shalimar Dr
Hillcrest Cemetery – 9101 Kern Canyon Rd
Stella's Sandtrap – 3133 Niles St
Juvenile Hall – 1901 Ridge Rd
Stockdale Country Club – 7001 Stockdale Hwy
Fairgrounds – 1142 S P St
CRF – 1415 Truxtun Ave
Golden West Casino – 1001 S Union Ave
Starliter Motel – 900 S Union Ave
California Inn – 1030 Wible Rd
El Don Motel – 800 S Union Ave
Noa Noa Night Club – 9350 S Union Ave
Camellia Gardens – 1750 Cheatham Ave

ABBREVIATIONS

The following abbreviations are authorized for use when entering calls for service

May be used with or without / & - symbols and in conjunction with another abbreviation i.e. NOF, EOF.

ACO	Animal Control	CPHONE	Cell Phone	EXP	Expired
ACT	Activity	CPO	Criminal Protection Order	EXT	Extended/Extremely
ADDL	Additional	CPS	Child Protective Services	FB	Flatbed/Facebook/Football
Adv	Advise	CTW	Check the Welfare	FEL	Felony
ADVD	Advised	CURR	Currently / Current	FI	Field Interrogation
AMB	Ambulance	CUST	Custody	GBI	Great Bodily Injury
ANS	Answer	DEC	Decline	GSW	Gun Shot Wound
ATC	Attempt to Contact	DEPT	Department	GTA	Grand Theft Auto
ATF	Attempting Further	DESC	Description	HAZ	Hazard
ATL	Attempt to Locate	DET	Detaining	HBD	Has Been Drinking
ATT	Attempt	DISC	Disconnect or Discontinue	HIST / HX	History (HX is also a medical abbreviation)
AV/AVAIL	Available	DISP	Dispatch	HRS	Hours
BB	Base Ball	DISPO	Disposition	H/U	Hang Up
BCST	Broadcast	DOB	Date of Birth	I/C	In Custody
BTWN	Between	DUI	Driving Under the Influence	ICO	In the Company Of
BURG	Burglary	DV	Domestic Violence	IPO	In Possession Of
BWC	Body Worn Camera	DVRO	Domestic Violence Rest Order	INFO	Information
CANC	Cancel	DX	Diagnosed (This is also a medical abbreviation)	INJ	Injury / Injuries
CB	Call Back	EM	Ending Mileage	INV	Involved
CHK	Check	ENRT	Enroute	J/O	Just occurred
CHKING	Checking	ENT	Enter / Entering	KTP	Keep The Peace
CIRC	Circulating	EPO	Emergency Protective Order	LE	Law Enforcement
CIT	Cite or Citation	ER	Emergency Room/Enroute	L/S	Last Seen
CIV	Civil			LIC	License
CONSC	Conscious			LKA	Last Known Address
CONT	Contact/Continue			LSW	Last Seen Wearing
CORR	Correction				

MED	Medical	REV	Revoked	UNSRVD	Unserved (CPO/DVRO)
MED AID	Medical Aid	R/O	Registered Owner / Restraining Order	UTI	Under the Influence
MEDS	Medication	RPT	Report	UTL	Unable to Locate
MERCH	Merchandise	RR	Railroad	VEH	Vehicle
MISC	Miscellaneous	RTL	Refusing to Leave	VM	Voicemail
MISD	Misdemeanor	RX	Prescription (This is also a medical abbreviation)	WRNT	Warrant
MSG	Message/Missing	SCHZ	Schizophrenic	XFR	Transfer
MTF	More To Follow	SER	Serial	YRS	Years
MULT	Multiple	SEV	Several	<u>DIRECTION</u>	
NEG	Negative	SGT	Sergeant	DIR	Direction
NFD	No Further Description	SM	Starting Mileage	OF	May use with a Direction
NFI	No Further Information	SMT	Scars/Marks/Tattoos	E/	East _____
NOEX	No Extradition	SUBDN	Subject Down	E/B	East Bound
NVC	No Voice Contact	SUP	Supervision / Supervisor	E/O	East Of
OCC	Occurred/Occupy	SUSP	Suspect / Suspicious / Suspended	E/S	East Side
PARA	Paraphernalia	SVC	Service	FRM	From
PC DEC	Probable Cause Declaration	T/A	Traffic Accident	IBO	In Back Of
PH1	Wireless Phase 1	T/C	Traffic Collision	IFO	In Front Of
PH2	Wireless Phase 2	TAT	Tattoos	JEO	Just East Of
P/U	Pickup	TR/TRANS	Transport	JNO	Just North Of
POSS	Possible	TRF	Traffic	JSO	Just South Of
PREV	Previous	TRO	Temporary Restraining Order	JWO	Just West Of
PROB	Probation	TS	Traffic Stop	N/	North _____
PROP	Property	TWD	Toward	N/B	North Bound
PSYCH	Psychological	UNCONSC	Unconscious	N/O	North Of
REC	Received / Record	UNCOOP	Uncooperative	N/S	North Side
RECONT	Recontact	UNF	Unfounded	S/	South _____
REF	Refused/Reference	UNK	Unknown	S/B	South Bound
REG	Registration / Regular	UNOCCD	Unoccupied	S/O	South Of
REQ	Request			S/S	South Side
RESP	Responsible / Respond			W/	West _____ or With
REST	Restrained/Restraining			W/B	West Bound

W/O West Of
W/S West Side
XFRM Across From
X-St Cross Street

PLACES

ADD Address
ALY Alley
APT Apartment
BAK Bakersfield
BLK Block (When used with address)
B/Y Backyard
BLDG Building
BUSN Business
CNYN Canyon
CRT Court
LOC Location
P/L Parking Lot
P/Lot Parking Lot
RESD Residence
SP Space

RACE

I American Indian
A Asian or Pacific Islander
B Black
W White, European, Middle Eastern
H Hispanic
O Other

PEOPLE

A Adult (when used with race/gender)
F Female (when used with race/gender)
AF Asian Female
AFJ Asian Female Juvenile
AM Asian Male
AMJ Asian Male Juvenile
B/F Boyfriend (must use */)
BM Black Male
BMJ Black Male Juvenile
BF Black Female
BFJ Black Female Juvenile
EMP Employee
FEM Female
G/F Girlfriend (must use */)
HF Hispanic Female
HFJ Hispanic Female Juvenile
HM Hispanic Male
HMJ Hispanic Male Juvenile
IF American Indian Female
IFJ American Indian Female Juvenile
IM American Indian Male
IMJ American Indian Male Juvenile
J Juvenile (when used with race/gender)
J1..J_ Juvenile 1...Juvenile _
JUV Juvenile (when used alone)
M Male (when used with race/gender)
M/F Male/Female
PP Protected Party
RP Reporting Party

S1..S_ Suspect/Subject _
SUBJ Subject
V1..V_ Victim _
VIC Victim
WF White Female
WFJ White Female Juvenile
WM White Male
WMJ White Male Juvenile

COLOR

BLD Bald
BLK Black
BLN Blonde
BLU Blue
BRO Brown
GRN Green
GRY Grey
HAZ Hazel
ORG Orange
MAR Maroon
MUL Multicolored
PLE/PURP Purple
PNK Pink
SDY Sandy
WHI White
YEL Yellow

*Any abbreviations used elsewhere in **CAD** that are not here, in NCIC, CJIS or a call type are not allowed.



Crime Reports Handout

Kern County Sheriff Office

Crime Reports is responsible for the confidentiality of certain information per **Government Code Section 6254(f)—Public Records Act**. Crime Reports is responsible for the dissemination of criminal reports in and out of the Sheriff's Office.

Crime Reports personnel are mandated by law to assist the public in their search for information. Crime Reports makes copies of criminal reports for the public and victims of crimes that are redacted (blacked out) to protect identity information as governed by law. The Public Records Act dictates that we must make available to the public the following information:

- Time/location/substance of complaint/request for service
- Time/nature of response
- Time/date/location of occurrence
- Time/date of report
- Name/age of victim (except as exempted)
- Factual circumstances

Additionally, the Public Records Act dictates that we must make available copies of criminal reports to victims of certain types of crimes, redacting any information which the law declares they are not entitled to.

Crime Reports will not release reports involving juveniles without a court order.

A Daily Event Summary is mandated by the Public Records Act to be available to the public for their review, and is completed each night.

Vehicle Release Information

Crime Reports releases vehicles seized by the department in the Bakersfield metropolitan area. Vehicles will only be released to the registered owner with current registration and proof of current insurance. The registered owner must either have a valid driver's license or must possess picture identification issued by the State of California or other state or federal agency of the United States and be accompanied by a valid licensed driver.

Vehicles being held under California Vehicle Code 14602.6 (30 Day Impound) will be held for 30 days. During the first ten business days, the registered owner may attend an impound hearing held Monday through Friday between 9:00 and 10:00am **or** 1:00 to 2:00pm to possibly obtain an early release on the vehicle. A \$100.00 fee will be charged to the registered owner upon the release of an impounded vehicle.

Recovered stolen vehicles and vehicles towed by the department not under a 30 Day Impound do not incur a charge to obtain the claim check; however, there will be a fee charged by the company who towed the vehicle. Claim checks for these vehicles may be obtained from the

Sheriff's Office Monday through Friday between 7:00am and 6:00pm, excluding holidays.

Crime Reports also issues receipts for repossessed vehicles. These receipts will cost \$15.00 payable by cash only.

Other Crime Reports Duties

Crime Reports responds to subpoenas for both civil and criminal cases, including worker's compensation. This responsibility includes researching the incidents, collecting and redacting protected information pursuant to California Public Records Act, and working in a timely manner with attorneys and other persons using this process.

Crime Reports ensures record seals of both adult and juvenile criminal reports as directed by court orders.

Crime Reports personnel enter data into the California Law Enforcement Telecommunications System (CLETS). This includes responding to other agencies nationwide; entering guns, property, vehicles, restraining orders, and domestic violence orders; disseminating information regarding terrorist threat alerts and amber alerts from FBI, DOJ and other California agencies.

Crime Reports is responsible for putting together the monthly Uniform Crime Report (UCR) that is submitted to the State of California Department of Justice. This includes reporting an arrest registry, hate crimes and anti-abortion crimes. The UCR provides monthly statistical information to the state and federal government. Additionally, Crime Reports enters law enforcement citations, juvenile arrests and daily booking logs of arrested persons in ECARS (Department of Justice's electronic reporting system), coding entries to comply with their program.

Crime Reports is responsible for completing background searches on prospective employees of law enforcement personnel throughout the nation such as police and sheriff's departments, probation, California Department of Corrections, district attorney's offices, etc. Record checks are completed for social services to assist in their placement of juveniles in foster homes or for adoptions by both state and county agencies.

Crime Reports transcribes criminal reports, interview tapes and Spanish tapes. This includes editing and correcting reports.

Crime Reports is also responsible for making copies of reports for law enforcement personnel and assisting Court Officers as they prepare court packets for assigned courts throughout the county, filing of daily incoming documentation for criminal investigations and purging old crime report records.

Probable Cause Declarations (PC Decs.) are maintained in Arietis so all deputies have access to the completed declaration for arrest purposes.

Crime Reports updates and posts the Hot Sheet three times daily. The Hot Sheet is a daily briefing sheet used by patrol and substations to track outstanding stolen vehicles and missing persons as well as keeping law enforcement officers apprised of officer safety issues.



KERN COUNTY SHERIFFS OFFICE **COMMUNICATIONS DIVISION**



ACRONYMS, JARGON, TERMINOLOGY

These are acronyms, jargon and terminology often referred to or used to communicate with field units.

CAR	VEHICLE
BEGGAR	PAN HANDLER
JAIL	IRC/CRF
PERSON	SUBJECT
HOUSE	RESIDENCE
DRUNK	647F
DRINKING	HBD
MAN	MALE
GIRL	FEMALE
CARRYING WEAPON	CCW/WEAPON
CENTRAL REC FAC	CRF
PEEING	URINATING
PROSTITUTE	647B
KID	JUV
BUM/HOMELESS	TRANSIENT
DRUGS	HS
LEAVING	FLEEING
HAVING SEX	314 MALE/FEM
WIFE BEATER	TANK TOP
DRIVING RECKLESS	23103
MASTERBATING	SELF GRATIFICATION

PEEPING TOM	921
TMT	TWENTY MULE TEAM
MLK	MARTIN LUTHER KING
THE BLVD	(SUB AREA) BLVD ..LKI, RSMD
CCB	CAL CITY BLVD
TWS	TEH WILLOW SPRINGS
FMP	FRAZIER MOUNTAIN PARK ROAD
DEAD PERSON	SUBJ IS 10-7 OR 901H/DOA
JJC	JUV JUSTICE CENTER
KMC	KERN MEDICAL CENTER
ESS	EASTSIDE SUB
DL	DRIVER'S LICENSE/27
OD TIME	OFF DUTY TIME
CALLING PARTY	RP (RESPONSIBLE PARTY)
CTO	TRAINING OFFICER
LOT LIZZARD	647B

Elder Abuse -- The Hidden Crime

by Jim Bentley *bentley@cambridgeoh.com*

Mildred, 82, is tied to her bed while her brother is outside working on the farm. She cries a lot. Scars, mixed with open flesh wounds, mark her wrists. This is obviously not the first time that she has been tied to her bed. She is a victim of Alzheimer's disease and her brother ties her to her bed because she wanders away from the house.

Louise, 74, wears sunglasses to hide the bruises on her face from the driver who delivers her noon meal. The driver notices a tear coming from under the glasses, "what's the matter Louise"? Louise begins sobbing and closes the door. She financially supports her 52-year old alcoholic son who lives with her. He regularly threatens to put her in a nursing home if she doesn't give him money. Although she feels trapped in her home, she can't make her own son move. Yesterday, in a drunken rage, he demanded money, and then slapped her when she refused. She gave him the money.

Esther, 69, leans over the bed in her nursing home room and rings for the nurse. No one comes. She rings again. She is lonely and knows that she calls the nurses station a lot, but this time she really needs someone. A few moments later, a woman storms into Esther's room, "Esther, that's the fourth time today that you've rang that bell for no reason, if you ring it one more time I won't bring your mail to you!" With a broken hip, Ester tries to move away from the pool of urine in her bed.

John, 89, wakes up in an ambulance; the last thing that he remembers is getting ready to cook lunch. The paperboy had called the police when John's paper began to pile up for 5 days. John becomes disoriented and loses consciousness when he does not take his medicine. His medications cost \$440 a month, and his Social Security is only \$510. Sure, John has some savings, but he feels that he may need that some day.

Mildred, Louise, Esther, and John are all victims of Elder Abuse, a grossly under reported crime



THEY CAN'T HANG UP

Help for Elderly People Targeted by Fraud

Studies by the American Association of Retired Persons show that most elderly fraud victims don't make the connection between illegal telemarketing and criminal activity. They don't associate the voice on the phone with someone who could be trying to steal their money.

Most believe that the caller is a nice young man or woman simply trying to make a living, such as a student working his or her way through college, or an ambitious person trying to set a good sales record at the company. Victims think a fraudulent telemarketer's actions are not crimes, simply hard sells. They may realize that they haven't gotten their money's worth, but they are reluctant to admit that they have been cheated or robbed by illegal telemarketers.

THE FIRST STEP in helping older people who may be targets of fraud is to convince them that the person on the other end of the line could be a crook! Once they understand that illegal telemarketing is a serious crime -- punishable by heavy fines and long prison sentences -- they are more likely to hang up and report calls to the authorities.

Older people may be surprised to know that there are an estimated 14,000 illegal telemarketing operations bilking thousands of victims every day. They rob with phones instead of guns. And they don't care about the pain they cause when they steal an elderly person's life savings. If they are caught, they can be put in jail - where they belong.

Older people are frequent targets of fraudulent telemarketers. They need help because:

- **IT IS HARD TO TELL IF A CALLER IS LEGITIMATE.** Good salespeople are convincing and so are crooks.
- **IT IS HARD TO HANG UP.** Many people feel that it's impolite to hang up on callers. And swindlers know how to take control of the conversation, either by pretending to be very friendly or by using bullying tactics.

- **SENIOR CITIZENS ARE TARGETED RELENTLESSLY.** Some older people get more than 20 calls a day from scam artists -- the same ones trying to wear them down, or ones who know they've been victimized before and think they're vulnerable.
- **SENIORS TEND TO TRUST THE CALLER.** Targets of fraud often don't realize that the person on the phone could be a crook. They give people the benefit of the doubt.
- **WE ALL WANT TO BELIEVE.** Who doesn't want to win a valuable prize or strike it rich on an investment? People want to believe that it's their lucky day, and may react with anger or suspicion when friends or family question their optimism.

It's hard to hang up on people -- especially when the caller sounds so polite and friendly. But people wouldn't let strangers into their homes or accept rides from someone they didn't know. So, they should handle telephone calls from strangers the same way.

Elderly Targets of Fraud Need to Know That

- Illegal telemarketing is a crime, and that fraudulent telemarketers are criminals;
- The FBI reports that there are an estimated 14,000 illegal telemarketing operations bilking consumers every day;
- As much as \$40 billion per year is lost to fraudulent telemarketers;
- You can't tell by the tone of someone's voice if the caller is legitimate;
- Legitimate companies don't pressure people into sending money immediately;
- It's illegal for contests or sweepstakes to require payment to enter or claim a prize;
- Legitimate marketers are willing to send written information about the products or services they're selling;

- Giving money to a fraudulent telemarketer usually means losing it forever;
- Reporting suspected telemarketing crime is essential to stop it;

AND THEY NEED TO KNOW they can protect themselves from being targets of fraud by:

- Telling the caller that they want to check it out and asking for a number to call back. If the caller refuses to give the number or insists on an immediate decision, it's a "red flag of fraud."
- Calling the **NCL's National Fraud Information Center** at **(800) 876-7060**.

WE CAN HELP!

The National Fraud Information Center, which is run by the National Consumers League, the oldest non-profit consumer organization in the United States, has professional counselors who will let callers know if an opportunity seems to be a typical telemarketing scam. They can make referrals to the appropriate enforcement agencies, and give reassurance to older people who may be targets of fraud that they are not alone. The center can also advise friends and relatives of older people who are concerned that they might be actual or potential victims of fraud. We have free materials about the different types of telemarketing fraud. And it's easy to reach us at our toll-free number:

1-800-876-7060

We'll take the information and provide it to law enforcement officials who need it. We also provide advice and make referrals to the appropriate agencies.

THEY CAN'T HANG UP

Help for elderly people targeted by fraud a project of the National Consumers League.

WHO IS INVOLVED

NCL's National Fraud Information Center, and other organizations like the American Association of Retired Persons, the National Association of Consumer Agency Administrators, the Federal Bureau of Investigation, the Federal Trade Commission, and Operation Phonebusters in Canada are working together to solve the problem of elderly fraud victimization. They

welcome advice, suggestions, or information about effective strategies for combating telemarketing fraud.

The National Consumers League, founded in 1899, is America's pioneer consumer organization. NCL's three-pronged approach of research, education and advocacy has made it an effective representative and source of information for consumers and workers. NCL is a private, nonprofit membership organization dedicated to representing consumers on issues of concern including health care, food and rug safety, fair labor standards, telecommunications, financial services, and fraud. NCL runs the National Fraud Information Center, which was created in 1992. NCL staff answers the NFIC 800 hotline, which consumers from across the United States can call to receive advice and tips on how to spot possible fraud and to report it.

For more information, or to become a member, write or call the National Consumers League at 1701 K Street, N.W., Suite 1200, Washington, D.C. 20006, (202) 835-3323. To reach NCL's National Fraud Information Center, call (800) 876-7060.

The National Consumers League's elder fraud project is underwritten by a grant from the American Express Company.

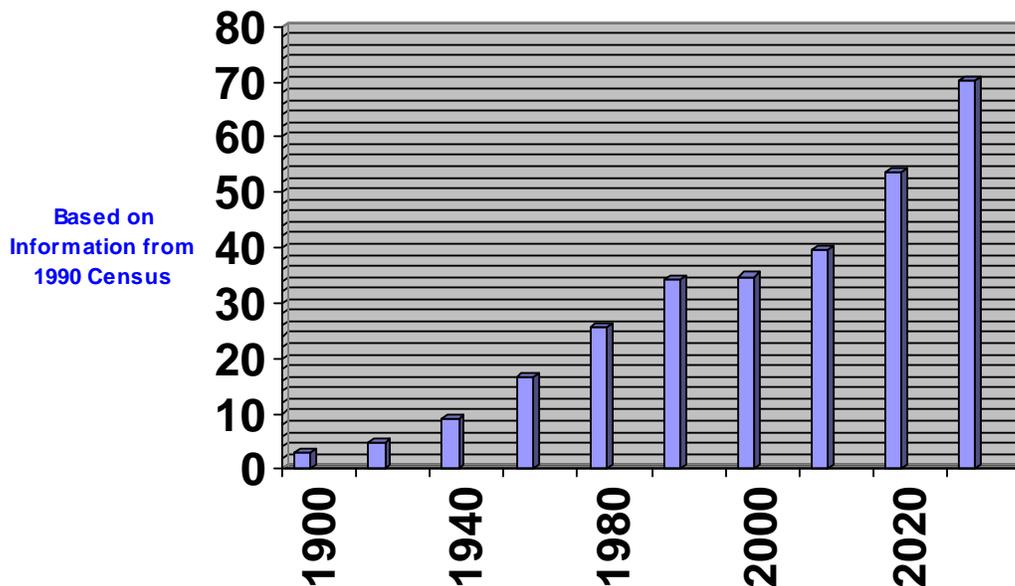
Individual copies of NCL's consumer education brochure, "They Can't Hang Up," are available for free by calling 1-800-876-7060. Bulk copies can be shipped for a small fee by contacting the address or phone number below.

NCL also offers a 20-minute video with personal stories told by fraud victims and helpful advice for seniors and their families. NCL has produced a 28-page report outlining the problem of telemarketing fraud against older people and strategies for empowering them to fight back. These are available for a small fee. Contact NCL for prices.

To order, or for more information, call or write:

*National Consumers League
1701 K Street, N.W., Suite 1200
Washington, D.C. 20006
(202) 835-3323*

Number of Persons 65+ (In Millions)

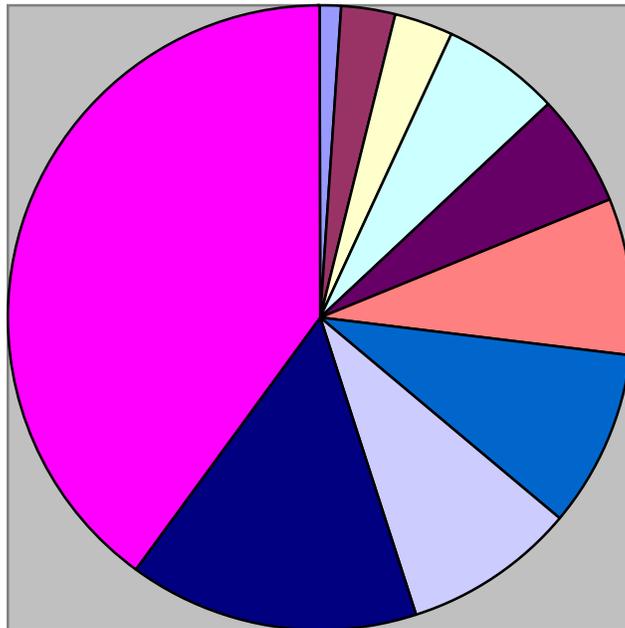


Facts about financial exploitation of the Elderly

- Nearly half of the victims are at least 80 years old.
- More than 60 percent are female.
- The percentage of black victims is higher than that of white victims.
- About 60 percent of the perpetrators of the abuse are adult children.

Source: National Elder Abuse Incident Study

THE ABUSERS



Unknown - 1%	Friends - 3%
Service Providers - 3%	Siblings - 6%
Parents - 6%	Other Relatives - 8%
Other - 9%	Grandchildren - 9%
Spouse - 15%	Adult Children - 40%



Tactical Dispatch Handout

Tactical dispatching is using dispatchers at the scene of a critical incident to gather, document and disseminate information, which in turn allows the Commanders to focus more clearly on the task at hand and the ultimate safe resolution of the incident. In terms of gathering information, it is the Public Safety Dispatcher who is the first point of contact for just about any citizen who calls in the Sheriff's Office. Gathering information is second nature to dispatchers, it is what we do and it comes naturally to us. By having the dispatcher do this from inside the Communication Center and then respond to the scene of a critical incident, it saves one of the most important things there is in the first hour of an incident, it saves TIME! The dispatcher can run all of the checks and upon arriving at the scene hand over a wealth of information which may be used to help commanders in the field in their decision making process.

There are a variety of logs, forms, charts, etc. which can be implemented and displayed for Command staff and SWAT members upon their arrival, and Tactical Dispatchers are taught how to do those types of tasks. Some agencies use their Tactical Dispatchers to diagram the scene of an incident, including plotting the movements of all inner-perimeter, outer-perimeter, SWAT members, HNT teams, snipers, etc. Everything is kept visually so the commanders can have all information available to them with just the glance at the chart. Some Tactical Dispatch teams completely relieve the incident from the Communications Center, both in terms of the chronological log on CAD and all the radio traffic, thus relieving those individuals inside the Communications Center to carry on other tasks as assigned.

Tactical Dispatchers are a resource used to support the Incident Commander and the Tactical Commander in the execution of their duties during critical incidents. The bottom line is Tactical Dispatcher is whatever your agency wants it to be. It is a fluid, ever changing entity. What started out one way may not work forever, and Tactical Dispatchers are able to vary the way they do business. Some agencies employ a team of 1 Tactical Dispatcher, using a pencil and pad of paper, writing on the top of a patrol car which is being used as the Command Post. Some agencies send up to 10 Tactical Dispatchers to the scene of a critical incident and use them in other, various ways.

Types of incidents we respond to:

- SWAT Callouts
- Planned Ops/Search Warrants
- Major S&R Events
- SERT Callouts
- Major Disasters
- Incidents at the Jail/Riots, etc.

Tactical Dispatch teams consist of dispatchers who have a P.O.S.T. dispatch certification and who are fully trained to function as dispatchers. (Each agency will have their own requirements, but this is the basic requirement.) There is a 40-hour P.O.S.T. class which is put on from time to time all throughout California. This class covers information like SWAT terminology, diagramming, includes knowledge of command and tactical procedures, Command Post

Operations, proper documentation, information gathering, the use of different forms and logs, etc. However, nothing can replace the actual training you receive with your own SWAT team or team in which you are working with.

Tactical Dispatchers should display the following traits:

- Interest in the program
- Positive attitude
- Team player
- Reliable
- Able to follow direction
- Able to maintain confidentiality
- Able to document and relay information in an accurate and efficient manner.
- Able to work in high-stress and unusual circumstances.
- On call status 24/7

Duties:

The primary duty of the Tactical Dispatch Team at the Command Post is to gather and process information. This will be accomplished by the following:

1. Assist in setting up and maintaining the Mobile Command Post.
2. Post charts and ensure status is kept updated
3. Logging of events/actions – before Tactical Dispatch existed the logs were usually kept by a SWAT team member, if you could read his chicken scratch.
 - a. Department Action Log
 - b. Negotiator Log
4. Logging units on scene at the Command Post
5. Intelligence from outside sources
 - a. Gather info (Criminal history, priors, warrants, weapons, etc.)
 - b. Pull available maps
 - c. Make phone calls to assisting agencies/resources (Med aid, ambulance, Phone Co.)
 - d. Hospital status for the Medic
 - e. Victim Services (Red Cross)
 - f. Detention Facilities
 - g. Hazmat Teams
 - h. Misc. as requested by the Tactical Commander

The Tactical Dispatchers stay throughout the entire incident. You should be available to respond 24 hours a day. We go to the debriefing after the incident and discuss any issues that may come up. After the incident is complete we take all the information back to the Communication Center and type up/print out the After Action Report. It gets sent to the Tactical Commander. The team trains with the SWAT team and negotiators any time they have a scenario based training.



KERN COUNTY SHERIFFS OFFICE **COMMUNICATIONS DIVISION**



CLETS HANDOUT

The CLETS system is a sophisticated system utilized by law enforcement to receive and sent information. As a dispatcher you will be expected to understand how this system works and be able to interpret information received and disseminate the information in a timely manner to the units in the field. The two most common inquires you will make in the CLETS system will be subjects and vehicles.

When a person is run in the system multitudes of databases are automatically checked and you will get seven returns. Each of these returns is an individual database that has been cross-checked with the name and date of birth provided. It is essential that the first name be spelled correctly in order to receive accurate returns and while you should always attempt correct spelling on the last name as well this is not as critical as the spelling on the first name. (First names are matched on exact spelling while the last name is searched by similarity.) Depending on the commonality of the name provided you may receive numerous close matches that you will have sort through to determine if there are any matches on subject you are running. Name, date of birth, social security number and driver's license number are the most common types of information used for comparison. You may also run a subject by their driver's license number only, if you need to confirm their correct name and date of birth.

Vehicles are most commonly run in the system by using the license plate number. You will receive a DMV return that gives you the date of expiration, the vehicle description and the registered & legal owner information. The additional return will advise you if the vehicle is entered into the system as stolen or towed. If you see "DOJ Stop" at the top of your return this means your vehicle is stolen! A stolen vehicle return will provide a description of the vehicle, the victim information, the date it was stolen and the agency that took the original report. When a vehicle is towed it will also be entered into the system with the vehicle description, if it was a private or law enforcement tow and the name of the tow company. You may also run a vehicle by using the "VIN" or vehicle identification number if there is not plate on the vehicle.

When using CLETS to run people or vehicles you will also receive an "LERMS" return. "LERMS" is the system that our deputies use to write their crime reports. When you input information the computer uses LERMS to check to see if there is any information in our past crime reports on that vehicle or person. This return may include if a person was listen as the victim of a crime or the suspect of a crime.

1.-DMV returns are provided to us by the department of motor vehicles. These returns are not "made for law enforcement". The department of motor vehicles merely allows us to access their information and we have to "pick and choose" the information we need from those returns. You can access driver's license, motorcycle, vehicle & boat/trailer information by using this database.

2.-SVS is the stolen vehicle system. This database is pretty simple and self-explanatory. If you run any type of vehicle or boat that is stolen then this is the return that will tell you the information. On a normal vehicle that isn't stolen it will simply say no stops, no near miss, however if the vehicle is stolen it will have all the vehicle and victim information.

3.-APS is the automated property system. This database will tell you if any "property" is stolen. Usually you input the serial number of the item you are running and this system will give you a return.

4.-WPS is the wanted persons system. This database will check to see if the person you're running has any outstanding wants or warrants out of any other agencies. You may get several different "options" in this return and have to make sure the name and date of birth match the person in question. This return can include misdemeanor and felony warrants and will have the offense, bail amount and the issuing agency information.

5.-CARPOS is the California Restraining Order/Protective Order System. This database will check to see if the person you're running has a current restraining order against them and/or protecting them, as well as the terms they must abide by and the issuing agency. You may also get several hits in this system and have to make sure the name and date of birth match.

6.-MUPS is the missing & unidentified person system. This database will do a nationwide search to see if the person you're running is listed as a missing or critical missing person or runaway. If they are in the database, the return will include the date the person was last contacted and the agency that took the original report.

7.-SRF is the supervised release file. This database will give you information on state parole status, arson registrants, sex registrants, federal probation, CYA parole, and some county probation depending on the agency. The return will also include the primary offense, parole officer and contact phone number, and the issuing agency information.

8.-NCIC is the national crime information system. This is a federal database maintained by the FBI. This database will provide you with restraining order information, terrorist hits, and nationwide warrants.



Kern County

SHERIFF

KERN COUNTY SHERIFF'S OFFICE MISSION STATEMENT

Our mission: The Kern County Sheriff's Department is committed to work in partnership with our community to enhance the safety, security, and quality of life for the residents and visitors of Kern County through professional public safety services.

**Donny Youngblood
Sheriff
Coroner/Public Administrator**

Kern County Sheriff's Office Communications Section MISSION STATEMENT

The mission of the Kern County Sheriff's Office's Communications Section is to provide quality public safety communications service.

VISION

In keeping with our mission, the Communications Section will strive to always be a reliable and professional source of assistance and information in the eyes of the public, law enforcement officers and our peers by:

- Ensuring a positive experience with our department.
- Assisting people in crisis.
- Providing accurate, timely, vital information.
- Assuming a leadership role in the field of law enforcement communications.

VALUES

To achieve our vision, the section must:

- Provide the highest quality service possible.
- Promote the professional development of our personnel.
- Work efficiently as a team.
- Optimize employee job satisfaction.
- Be sympathetic to those in crisis.
- Provide a clean, safe working environment.
- Establish a "learning environment" through continuous on the job and classroom training.

BEHAVIORS

In order to maintain the environment as described above, necessary interpersonal behaviors must include:

- Maintaining focus on public service and field unit support.
- Effective communication between all individuals in the section.
- Mutual respect and trust.
- Integrity and honesty.
- Compassion, especially for people in chaos.
- Employee empowerment
- Recognition of employee innovation and excellent performance.

TRAINING OVERVIEW

A career in dispatching offers many satisfying, rewarding elements. It gives you an opportunity to help others and to make a significant contribution to the welfare and safety of the public and fellow employees. It offers challenging, rewarding, fast-paced work and requires quick thinking and excellent problem solving and public relation skills. However, the job has demands that you may find less appealing. The job factors listed below describe aspects of the job of which you may not be aware.

There are several performance and conduct expectations that need to be clearly stated now, at the beginning of your employment. Some of these items will seem to be self-evident. Others may seem confining. Still you are expected to comply with each of them. It has been our experience that these are the issues most often in need of clarification. If you have any questions, **ask**.

Environment

1. There will be times when you will be unable to leave your work site during your shift depending on the workload.
 - a. If you need to leave the room to use the restroom, get water, etc., it is important that you let the supervisor know and if you have a radio channel it is required to be covered in order to leave the room
2. You may be unable to schedule your own lunch or breaks and you may be required to eat at your workstation.
 - a. On 8+ hour shifts you will receive one 30-minute meal break. Each shift supervisor has their own way of administering breaks. If you plan to leave the gated area of the Comm Center during your 30-minute break advise the on-duty supervisor.
 - b. Breaks/Rotation occurs typically every 3 hours. Each supervisor has different requirements and ways they handle rotation. Your break is 15 minutes and you must remain on the grounds unless otherwise approved by the on-duty supervisor.
3. You will be unable to smoke inside the building.
4. This position requires a Para-military environment.
 - a. This position **requires** the wearing of an **approved uniform as outlined in Agency Policy K-0425 - Dispatcher Uniform**, in addition to grooming and accessory standards. You are not expected to buy uniforms until you start your on the floor training. You may purchase uniforms at any time and wear them during orientation before on the floor training. If you choose not to wear the approved Dispatcher uniform until on the floor training, you must comply with the Civilian uniform policies: Agency Policies K-800 and K-810. You must comply with all other grooming and accessory policies effective immediately and your trainer will review these policies with you and answer any questions you may have, reference Agency Policy K-200.
 - b. You are not expected to purchase uniforms until you begin on the floor training.
 - c. You will be expected to follow a chain of command. Further info later in this handout.
5. Employees may experience periods of very slow activity followed by periods of very intense activity. You must be able to fully concentrate and focus your attention no matter what is happening at the time.
6. There is little control over the workload or pace

Performance

1. Be at work **on time and ready** to assume your duties, shift change occurs between 10 till the hour and straight up. If you are going be late call the Comm. Center Supervisor at ***** as soon as possible, this is section policy. If you are going to call in sick, we ask that you call in sick as soon as possible so that if a replacement is needed for your shift there is ample time to locate one; you should call in sick at least 2 hours before your shift begins barring an emergency situation. In the event something unforeseen prevents you from adhering to this requirement, notify the Comm Center Supervisor as soon as possible.
 - a. If you are late you cannot “make this time up” by staying later without specific arrangements with the on-duty supervisor.
 - b. It is important to obtain a briefing from who you are relieving and to give a thorough briefing to the person relieving you. This occurs at shift change and at each break.

2. **Time off from work** is not conducive to effective, successful training. Routine time off from work is generally discouraged during the training period. If you have a special need for time off from work, discuss it with your trainer prior to requesting time off from the Training Manager.
 - a. Comp Time, sick time and vacation all accumulate depending on time on.
 - i. Sick time will begin accumulating as of the first pay period / Vacation will accumulate during your first year but cannot be used until after probation/ Comp Time is personal time that is accumulated by overtime instead of receiving payment.
 - b. When requesting time off you must submit the request with the dates and time via e-mail or memo. This is both while in training and when out of training. Vacation requests are submitted at shift bids
 - c. There is an option for trading shift. The request must be submitted in e-mail or memo form to the affected supervisors and must be approved. Trades must also occur within the same week of the same pay period.
3. You are to remain mindful that the Sheriff's Office is a **public service agency** and, more importantly, a **public safety** agency. Our primary obligation is to those we serve. You must treat the public with respect. You should think in terms of what you **can** do for callers rather than what you cannot do.
 - a. You must respond courteously, calmly and effectively to telephone calls when someone is rude, drunk, irrational, confused, using obscene language and/or screaming at you.
 - b. You must answer and respond to telephone calls in which the caller is difficult to understand.
 - c. You must respond effectively to telephone calls when a violent or highly emotional situation is taking place.
 - d. When a caller expects law enforcement you may be required to advise them of the correct service they need to contact.
4. All contacts with our consumers are to be **courteous, compassionate, and courageous**. Remember that the person on the other end of the phone line is going through some sort of a crisis. Their problem is paramount in their minds. They often react to their inability to control events in different ways. Give them the latitude to do so. They really don't know what to do. That's why they called us. And remember, our consumers consist of our public, our coworkers, and our allies in other agencies.
5. While in training, you will be given no choice about which shift you are assigned to work or which days you work. You will be required to work the same shift, days and hours as your trainer. You will also be required to attend mandated training classes, even if they are on your normal days off.
 - a. You will be required to work shifts, weekends, and/or holidays regularly. This is a 24/7 operation.
 - b. You may be required to work all holidays in a given time period. For instance, your workdays may fall on Thanksgiving, Christmas and New Years Day.
 - c. You may be required to change your work shift and/or days off or cancel holiday plans with minimal notice.
 - d. There may be times you will be mandated to work overtime or required to stay late or come in on your time off.
6. **Shift Bids:** Shift bids occur twice a year in April and October. Shift bids are done on a seniority basis. Generally, the first bid after you have been released you will be placed. This can vary depending on the number of trainees who have completed training and staffing needs. You will not bid while in training.
7. **Medication:** If you are given a prescription for any medication that will impair your ability to remain alert and exercise good judgment, you are to bring this fact to the attention of your trainer and the on duty supervisor without delay. You may be required to obtain a statement from your physician stating the nature and extent of the impairment and when you can be expected to stop taking that particular medication.
8. **Chain of Command** (Defined): This is the line of authority which passes through specific individuals from you to the Sheriff. You are expected to follow it. There is one specific exception to the chain of command. That is when your supervisor has engaged in discrimination or harassment (including sexual) because of sex, race, religion, disability, or some other act that closely fits this description. In that case you are encouraged to report the conduct of any member of department management you wish, including the sheriff.

- a. **Your Chain of Command is:**
 - i. While in training your first line of supervision is your assigned Communications Training Officer. This is an informal component of the chain and may not always be strictly enforced but it is highly recommended you approach your CTO with any issues first if you feel comfortable doing so. If you choose to bypass your trainer there should be a good reason for having done so. By going through your trainer, you can avoid mistakes and misunderstandings. All other links in the chain are formal and must be complied with.
 - ii. While in training your Supervisor is the Training Manager. Upon completion of training the supervisor of the team to which you are assigned or, in his or her absence, the senior appointed to serve in that capacity is your Supervisor. The Senior Dispatcher assigned to your shift is in essence an Assistant Supervisor and while not a formal link in the chain of command, they are often an excellent resource for you to utilize before taking issues to your Supervisor and are resourceful trainers who can assist with any questions you may have.
 - iii. Communications Section Manager
 - iv. Patrol Commander
 - v. Law Enforcement Bureau Deputy Chief
 - vi. Undersheriff Doug Jauch
 - vii. Sheriff Donny Youngblood
 - b. When the person appointed over you is absent, go directly to the next person in line as specified above or to another employee of that rank if they are available. It is not inconceivable that you will have to speak directly to the Undersheriff or even the Sheriff. If necessary, do so. Never, except as previously noted, go outside the chain of command or skip a link in the chain.
9. During the first two weeks of your training (or for all the weeks you are participating in an orientation if applicable) you will receive one evaluation of your performance at the end of the week. After the first two weeks (or more if in an Orientation) you should receive a daily evaluation, a **Daily Observation Report (DOR)**. This document is used to present your strengths and weaknesses in a manner that will permit you to learn from your experience. You will receive ample opportunity to express your thoughts and opinions to your CTO. You must be able to accept a daily critique of your job performance and modify your actions accordingly in order to continually improve and advance through training.
 10. You will be assigned to a **new CTO approximately every six weeks**. This gives you the opportunity to learn various approaches to dispatching and call-taking and to work with trainers that all have their unique subjects of expertise to help you develop knowledge beyond the basics. It also allows us the opportunity to view your performance and progress from different perspectives. Each trainer is an expert who can be relied upon to give you valid critique and direction. There are certain standardized processes that you will be expected to adhere to with each trainer. These processes have been standardized in order to help you learn certain tasks one way, and continue to complete that task as originally instructed, to help you develop your speed and accuracy as these are two areas that trainees find the most difficult to master. While there are often several ways to complete a task, the trainers will teach you the fastest and most efficient and accurate ways to complete tasks even though you may see other employees using alternate methods.
 - a. You must efficiently handle multiple tasks at one time.
 - b. You must make quick, logical, accurate decisions: one or more person's safety may depend on your ability to do this.
 - c. You will be required to wear a headset for your entire shift.
 - d. You must remain calm during critical incidents. This means that you must also keep your voice well-modulated and convey a sense of calm.
 11. You will be required to access computer records of various kinds and descriptions; the records maintained in DMV, CII, CLETS, CJIS and other state and local systems are confidential and disclosure or misuse may result in you being disciplined, civilly sued, or even prosecuted. **Even if you are not prosecuted, substantiated misuse will probably result in your termination from employment.**
 - a. Much of the information we deal with is **highly** confidential. You cannot go home and talk about specifics of calls you've handled or what you may have heard. Meaning no names, addresses, phone numbers, etc. You should have signed specific confidentiality paperwork during the hiring process.

12. General Conduct Expectations During Training

- a. Trainees are to be respectful to Communications Training Officers. The CTO's direction is to be accepted and followed at all times and without delay. If a trainee believes that a specific instruction or order is improper, or an evaluation is not fair, they will discuss it with the CTO. If the trainee is still not satisfied, they will ask for a meeting with the Shift Supervisor. The Shift Supervisor's decision is final and must be carried out. At a later time, if the trainee still has a concern or problem, they can request a meeting with the Communications Section Training Manager.
- b. Trainees will complete timesheets daily and submit them for approval at the end of each pay period. You are responsible for accurately completing your timesheet and getting it turned in on time. You must log hours worked, overtime worked, sick leave, and any other time off used during that pay period. As well as completing the in and out board to reflect time off during that pay period. We are on a biweekly pay period.
- c. Trainees will complete all assignments in a prompt, timely manner. They will follow all policies and procedures, as outlined in the department duty manual.
- d. Trainees will be prepared for all training assignments and will be responsible for all material.
- e. Trainees will be receptive to critique given by the CTOs. They may verbalize an explanation for their action; however, repeated rationalization, excessive verbal contradictions, and hostility are not acceptable.
- f. Trainees are reminded that participation in any outside activities that could infringe upon their ability to satisfactorily complete the training program is discouraged. The frequent shift rotations during the probationary period rarely coincide with the school semesters. Any sports injuries resulting in time away from work during training may adversely affect their employment.
- g. Trainees participating in departmental social functions should exercise discretion and care to maintain professional demeanor that is appropriate for the event.
- h. Trainees are discouraged from socializing with their CTOs.
- i. Trainees may be asked to complete evaluations of their trainers and of the training program at the conclusion of the training cycle. The resulting critique is expected to be done in a professional manner with the best interests of the division in mind.
- j. Trainees will not conduct extended personal phone calls in the communications center while in training. Trainees will not conduct cell phone conversations, check messages or text while in the communications center.
 - i. Personal calls on duty are a privilege that can be revoked by a supervisor that observes it interfering with your duties
 - ii. **Every** line in the Comm Center is recorded. It is not uncommon for an attorney to subpoena an entire shifts worth of tapes of call-takers and dispatchers to "gather the mood" of the individual or center as well as looking for specific information.
 - iii. No toll/collect calls outgoing or incoming are allowed on County Lines
 - iv. Cell phones can disrupt the room and also can disrupt some of the electronics causing crackling sounds on the radio and phones. Cell phones must be on vibrate or silent.
 - v. While in training you may have your cell phone on the desk on silent, for emergencies only. Otherwise you should not be using your cell phone except on breaks. Keep open communication with your CTO regarding specific incidents that may arise where you will be expecting a text or call.
- k. Trainees will not read non work-related material while in training. Any down time should be spent completing training assignments or studying work related materials.
- l. You have a one-year probation

Learning Styles / Communication / Laudatories

1. Everyone's learning style is different and we need to be able to evaluate how you learn so we can identify how best to "reach" you when giving you information or a lesson. You may already have an idea on how you learn best but we will be asking everyone to take the Learning Styles Test to determine each of your styles.

- a. The communication between trainer and trainee is a **critical** element to the successful completion of training. There must be open communication between trainer and trainee. Much of the training takes place in a live

environment which makes it challenging to gently correct mistakes. The trainer and trainee should talk about how they both operate and communicate.

2. The goal of training is to see you successfully complete the training. Even at this early stage a whole lot has been invested in you. You went through several hoops to get here, now that you're here, we want to keep you. It will not always be easy. Some days you will go home feeling great, other days you will probably seriously doubt yourself and wonder if you've got what it takes to do this incredible job. It is a roller coaster ride.
3. All of your trainers were selected because of their skills as a dispatcher/dispatcher assistant, their personality and their ability to teach others. Any hang ups or roadblocks you experience be sure to talk to your trainer. There are different techniques that they can try to help get you past these blocks.
4. During your training you will also be evaluated by the Training Manager every 3 months. This is called and EPR (Employee Performance Review) and is also something that occurs annually after you have finished training by your shift supervisor.
5. We have a DOC/Laudatory process that allows employees to be acknowledged for something good you did or for documenting a mistake that may have been made. About 98% of the laudatories written are positive in nature. If you do get one for making a mistake, view it as a learning tool. DOCs/Laudatories are kept in your personnel file and can be part of the evaluations. They must be signed by you. This does not mean you agree with it, it only means you have read it.
6. This line of work requires accurate information can be critical to the safety of those we serve, whether that is a citizen or a public safety employee. You must always strive to do the best that you can. There will undoubtedly be a time when you make a mistake, we all do. It is important to acknowledge the mistake and even more important to learn from it. You will make mistakes during training and throughout your dispatch career. Don't beat yourself up, learn from them and move on.

Customer Service

In addition to dispatching for the Sheriff's Office, the Comm Center dispatches Stallion Springs PD, Animal Control (after hours), Adult and Juvenile Probation, and Kern County Parks. KCSO Comm Center coordinates with other entities and public safety agencies in Kern County and the surrounding areas. You will get to know many of these agencies quite well as we interact with them regularly. Some of those are CHP- Bakersfield and Bishop Offices, Bakersfield PD, California State Parole, Kern County/Bakersfield City Fire, Edwards AFB and the smaller PD's within Kern County.

As government employees, we are always "in the spotlight". Not only do we represent the Communications Division, we represent dispatchers everywhere. We represent our agency and even our county government. One poorly handled call on your part can have a huge ripple effect when that caller relays the story to their family and friends and they relay it further. Always strive to leave the caller with a positive impression. *People will forget what you said and they may forget what you did, but they will always remember how you made them feel.*

Who are our "Customers"? We have internal customers and external customers. The "public" and allied agencies are our external customers. Department members are internal customers, as are other county offices and their employees. Treat all of our customers, whether internal or external, in a professional and courteous manner. Customer service goes beyond just simply being "polite" on the phone. Sometimes it means going the extra mile for your caller. Other times it may mean explaining the actions of the agency you represent, even though you may not always agree with that action. Some callers need to vent. Unfortunately, you're stuck listening to that. Most of the time their anger is directed not at you, but at the situation, at an officer, or at some other involved party. The key to good customer service is to listen carefully to the caller and to treat them with respect. How would you want someone to treat your most favorite friend or relative? Show interest in your caller and remain attentive during the call. Always try to leave them with something you can do for them, not with what you cannot do for them.

Another customer service tip is to talk in plain, everyday language with the public and leave the technical jargon and codes for the field units and allied agencies. Avoid unprofessional expressions. It is always important to remain fair and impartial on the phone and to never say or do anything which might be taken as critical or disparaging to any ethnic group, gender, age or class of people. Avoid unprofessional expressions and do not display a condescending or patronizing attitude. Offer patience and tolerance to vague or confused callers.

Most complaints received about dispatchers on the phone have less to do with what was said and almost everything to do with how it was said. Be very aware of your tone of voice. Your trainers will work very closely with you on how you interact with your callers. You might not be aware that something you say or do has a tendency to "set a caller off".

One of the more difficult challenges you face in learning call-taking in the Comm Center is your discovery of just how much discretion you have in handling the huge variety of calls handled in our center. When do you have to send someone out? When can you refer them to another department or division? How much can you tell the caller? What we teach you in our training program are the fundamentals of call-taking. It is impossible to cover every conceivable call or caller, or all the variables that go into those calls. What we can train you to do is get the Where, What, When, Who, Weapon that aid you in your decision-making.

In today's environment, many of the cities we serve are very community oriented. What that means to you is that we find ourselves sending deputies to situations that, in the past, they would not have responded to. If you ever have a doubt whether to send someone, run the situation by your trainer now, and when out of training your shift supervisor for guidance.

Another thing you will learn is how to project competence and confidence while being professional and courteous. Your caller needs to know that you can help them. In emergency situations, your caller may be dependent on you for help. We all believe that our job sometimes involves acting. When you first start on the phones, you are going to feel like a "fish out of water" because there is so much to think about and do. What you want to work on right away is to project confidence in yourself and your abilities. You'll need to know how to take control of conversations without offending the caller. It is your job to direct the conversation in order to get the necessary information while maintaining a rapport with the caller.

If you find yourself faced with a complaint about a Comm Center employee or sworn personnel, the complainant should be directed to an on-duty dispatch supervisor. The on-duty supervisor will either handle the complaint or refer the caller up the appropriate chain of command.

You will find that many callers will request an estimated time of arrival for a deputy. We do not give ETAs. You may be able to tell the caller that their call is the next call pending, and barring any emergencies, will be dispatched next. We try to avoid giving something specific like, "10 minutes". When you have a caller calling back to ask when they will get response, you may find it helpful to explain that calls are dispatched according to their priority. Life threatening emergencies and in progress calls are always dispatched first. This explanation sometimes helps the caller to realize that there are other people calling in as well.

I have read the preceding statement of expectations for personnel in training in the Communications Section and understand them. I understand they are intended to enhance my success during the time I am in formal training. I agree to comply with them and to seek clarification of any point I am uncertain of from my trainer or supervisor.

Print Name: _____

CAD ID#: _____

Signature: _____

Date: _____

Trainer: _____

Date: _____

Training Manager: _____

Date: _____

"Give a man a fish
And you feed him
For a day;
Teach him how to fish
And you feed him
For a lifetime."

Lao Tzu



The Active Training Credo

What I **hear**, I forget.

What I **hear** and **see**, I remember a little.

What I **hear**, **see**, and **ask questions about** or **discuss** with someone else, I begin to *understand*.

What I **hear**, **see**, **discuss**, and **do**, allows me to *acquire* knowledge and skill.

What I **teach** to another, I *master*

What Is Your Learning Style?

Answer each question either "True" or "False". Your first spontaneous response is probably the truest answer you can give.

1. I really like to listen to people talk.
2. I really like to watch television.
3. I must be reminded often to do something.
4. I can sit in one place for a long time.
5. If I could choose to go to school anytime during the day, I would go in the morning.
6. I really like people to talk to me.
7. The things I remember best are those I see.
8. I don't have to be reminded to do something.
9. I can't sit in one place for a long time.
10. If I could choose to go to school anytime during the day, I would go early in the evening.
11. I'd rather read than listen to a lecture.
12. I prefer to learn something new by having it told to me.
13. I forget to do things I've been told to do.
14. I find it hard to sit in one place for a long time.
15. I remember things best when I study them early in the morning.
16. I find it easy to listen to people talk.
17. It's easy for me to remember what I see.
18. I remember to do what I am told.
19. I have to get up and move around when I study.
20. I remember things best when I study them in the evening.
21. I enjoy learning by listening.
22. I like to learn by reading.
23. I do what I am expected to do.
24. It's easy for me to stay put when I study.
25. I study best in the morning.

Learning Styles Assessment

What the Results Indicate

It will be less confusing if you mark your responses on these pages by circling the correct responses. Each circled response counts as a point.

Auditory

Circle the following number if you answered **true** to: 1, 6, 12, 16 and 21.

If you circled four or five of those questions, you learn best by hearing. If you only circled one or two of these questions, hearing is not your primary learning style.

What this Means: You would rather learn by hearing. You like to be told things. Reading the same material in silence, on the other hand, may leave you cold.

How to Study: Study with someone else, and stop occasionally to talk over the information. If you do study alone and when you are taking a test in class, you will do better if you *imagine* hearing the words. Listen to your mind's ear when you read.

Visual

Circle the following number if you answered **true** to: 2, 7, 11, 17 and 22.

What this Means: You absorb new material better by reading it. (If you scored high as a listener too, you have both strengths). You prefer printed handouts and more examples on the board, something you can relate to visually. Ask your teachers for this. They will be more receptive than you expect.

How to Study: If you are in a lecture class, take notes, ask to have things diagrammed, and seek out films, books or articles on things you didn't quite grasp in class.

Tactile/Kinesthetic

If you answered **true** to only one or two questions in both the auditory and visual

areas, you probably prefer tactile/kinesthetic learning.

What this Means: *Hands-on* learning works best for you. You prefer to see, hear and touch something for it to make sense to you.

In all the categories, if you score a 3, it means you are adaptable, and that you possibly lean toward the higher score.

Adaptable

If you scored high in 2 or more categories, your learning style is adaptable.

What this Means: You adapt your learning style to meet the circumstances at the moment.

Works Well on their Own

Circle the following number if you answered **true** to: 8, 18 and 23. Circle the following number if you answered **false** to: 3 and 13.

What this Means: If you scored four or five points, you can handle a research project or paper on your own. You tend to be a high achiever, at least in areas that interest you. You don't need a lot of feedback while you are working, but you definitely seek recognition when you are done.

If you scored one or two points, you work best on short assignments, even if you must do more of them. Long texts may be less motivating and rewarding for you than workbooks that break material down into bite-sized segments followed by short quizzes. You might need more feedback *while* you are working.

What is your Learning Style?

You may want to examine your feelings about being told what to do, and separate them from the learning challenge that confronts you. Often, a student who is hostile toward authority figures may appear to be lazy or irresponsible when, in fact, this is not the case at all.

Mover or Sitter?

Circle the following number if you answered **true** to: 9, 14 and 19. Circle the following number if you answered **false** to: 4 and 24.

What this Means: If you scored a 4 or a 5, you are a mover. You are probably miserable sitting in the library or at your desk for a long time.

How to Study: You need breaks – if only to stretch – every half-hour or so. Listen to your body and take them!

If you are confined to your desk, use this exercise: Inhale deeply and imagine the air flowing down through your chest, stomach, thighs and legs, right to your toes. Then exhale, drawing the air back up through your toes, legs and torso and out of your mouth. Relax your jaw since that is where tension tends to build. A few deep breaths may satisfy the urge to wander.

The need to move around often goes with the desire to eat while working. Both are distractions, but to many students they are important ones.

If you scored one or two points, you are a sitter.

What this Means: Moving around is a useless distraction for you.

How to Study: Sitting still, often in an uncluttered environment, allows you to absorb material without losing your training

of thought. Study when and where the only interruptions are those you choose.

AM or PM Learner?

Circle the following number if you answered **true** to: 5, 15 and 25. Circle the following number if you answered **false** to: 10 and 20.

What this Means: If you scored 4 or 5, you are probably a morning or AM learner. You may lose energy and wind down by mid-afternoon.

How to Study: Take your most challenging classes early in the morning, if possible, and don't start on your homework Sunday night. You might consider setting your alarm clock half an hour early to get up and review your notes. Morning is a powerful learning time for you.

If you scored 1 or 2 points, you are an afternoon or PM learner.

What this Means: You are not lazy, you are simply in touch with a different biological preference than most schools are able to accommodate. You need to use your learning strengths to your benefit.

How to Study: You reach your peak in the late morning or afternoon. You need to plan your most challenging work during that time period. Rather than going home from school and turning the television set on, you would want to use the afternoon hours to complete your homework.

SPECIAL NOTE: Ultimately, learning is up to you. While learning can be an extremely enjoyable experience, it is not always easy. You can empower yourself as a learner and make learning easier and more enjoyable by using what you have found out about yourself as a learner in this survey. List your learning strengths below and put them to work for you – today!

RESOURCES



Informative web sites:

- WWW.GROHOL.COM/THERAPST How to choose a therapist
- DR911.COM
- HEAVYBADGE.COM
- STRESSLINE.COM
- COUNSELING.ORG
- COPSHOCK.COM
- THECENTRE.ORG
- WCPR2001.ORG
- EMERGENCY-DISPATCH.COM

Books:

- Copshock: Allen R. Kates
- Stress in Policing: Hans Toch
- Post Traumatic Stress: Frank Parkinson
- Critical Incident Stress Debriefing: Jeffrey T. Mitchell PHD
- I Love A Cop: Ellen Kirschman

Other:

- Peer Counselor/Co-Worker
- Minister/Priest
- Family Member
- Friend
- Support Groups
- Professional Therapist/Counselor

Retreats:

- West Coast Post-Trauma Retreat
- Headsets911- Helping Dispatchers Cope with Stress
- 911trainer.com
- The On-Site Academy

Keys to Coping

Not everyone involved in a traumatic event will suffer or experience Post Traumatic stress. PTSD is a form of anxiety that can be brought on by a traumatic event or an event that you are directly involved with or witnessed. Statistics have shown that 70-95 percent of the people involved in traumatic events don't experience the disorder. PTSD may affect 1 in 20 people in the United States at any given time. PTSD is not gender based and can affect anyone. Listed below are some of the causes that can bring on the symptoms of PTSD.



CAUSES:

- Officer involved shootings
- Witnessing a shooting
- Sudden changes in working a shift
- Horrendous crime scenes
- Senseless deaths
- Crimes against children
- Personnel family members being the victim of a crime
- Marital troubles
- Incompetent supervision
- Lack of debriefing following a critical incident
- Lack of support from friends or family

Now that we have covered some of the causes of PTSD, here are some sources to help you cope. Remember that everyone is different, what works for one person might not be feasible for everyone.



Keys to Coping

COPING:

Give yourself plenty of time and **PERMISSION** to grieve.

Ask friends, family and other resources for support.

Redefine your priorities and focus your energy on those priorities.

Restore daily routines

Clarify feelings and assumptions about your partner, remembering that men and women react differently.

Eat healthy meals and get plenty of exercise.

Get plenty of rest.

Acknowledge unresolved issues and use the hurt and pain as a motivator to make the necessary changes to heal.

Continue to educate yourself and your family.

Make time for you!

REMEMBER YOU ARE NOT ALONE.

Journaling



The Purpose of the Journal

The journal is an essential process for reinforcing daily learning. It is **not** a diary. What journaling does is provide us with a method to aid in the transfer of learning, which is one of our primary goals as trainers. It helps to identify strengths and areas of improvement while providing solutions to problems. Journaling incorporates emotional intelligence and promotes the concept of “failing forward”. It facilitates self-exploration and personal growth and encourages independent thought and ownership.

Educational research has shown that learning is best facilitated when self-criticism and self-evaluation are primary and evaluation of others is secondary. Journaling is the vehicle for that self-evaluation. It also increases awareness of tacit knowledge which is best described as “know how” contained in people’s heads. It involves learning and skill but not in a way that is easily articulated. The simplest example of the nature and value of tacit knowledge is that one does not know how to ride a bike or swim due to reading a textbook, but only through personal experimentation, by observing others, and/or being guided by an instructor.

Trainees use their journals to record relevant information on their learning process. This may include recording the various stages of the problem-based learning process (known facts, ideas, learning issues, etc.) as well as any information from their regular duties. These journals allow the trainee and trainer to record instances where learning has or has not occurred during a shift. Topics for journaling include: strengths and areas for improvement, debriefings on handling duties of the position, and dialogue on problem-based learning exercises (PBLEs) and the Neighborhood Portfolio Exercise (NPE).

When to Journal

Trainees and trainers journal daily at the end of their shift. No journal is required on the day they write the Coaching & Training reports. The trainee’s journal is open for review by the trainer and training supervisors or training managers. The trainer’s journal is to be shared with the trainee. Agencies have the option to have the trainee sign or initial the journal. Journals are not part of the **formal** evaluation process. However, journals are discoverable for court purposes and both trainees and trainers must remember to keep the language and content professional.

The Journal format for Trainers

Agencies can choose to have trainers write a free-form journal or a structured journal. Our agency (the Marin County Sheriff's Office Communications Division) has chosen to go with a structured journal for the trainer. It is a Word document template that can be typed. On average, our trainers take about 20-25 minutes to complete a journal at the end of their shift. The four questions on the trainer's journal are:

1. What training or instruction was provided today?
2. What were the favorable performances of the day?
3. What does the trainee still need to work on?
4. Additional Comments or Prescriptive Training (can include focus on the next shift or next phase). This 4th area is an option for the trainer. If there are additional comments they can use this forum. If there are no concerns or the rest of the journal says what needs to be said, trainers can leave this blank.

The Journal format for Trainees



Generally, the trainee's journal is free form and electronic. Typing the journal is usually much faster than handwriting and also enables easy access to the journal by authorized personnel (as opposed to hunting for the hand written copy).

As a guide for our trainees, we provide them with the following suggestions to help them complete their daily journal.

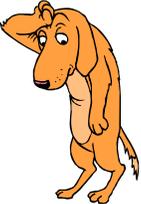
- Note the date, the shift, and the trainer you are working with
- Be sure to...
 1. Reflect back on the day (What did I learn? What do I still need to learn and how will I learn it?)
 2. Note progress made on the PBLE and/or NPE
 3. Be open about "the good, the bad and the ugly".
 4. Embrace that ever-so-important-concept of *Failing Forward*. Don't just beat yourself up, analyze what went wrong and what you have learned from it. How will you avoid making that mistake again?
- Think **D-P-A**...
 - ✓ **D**escribe the situation – a very short story of what took place
 - ✓ **P**ersonalize it – what was my involvement, what did I learn?
 - ✓ **A**ction Plan – what will I do because of experiencing or working through this situation?

Causes of Stress

- ⊕ Officer involved shooting
- ⊕ Officer witnessed shooting
- ⊕ Abrupt changes in working shift
 - ⊕ Horrible crime scenes
 - ⊕ Senseless death
 - ⊕ Child victims of crime
- ⊕ Officer family member being the victim of a crime
- ⊕ Judicial system stacked against the law enforcement profession
 - ⊕ Conflict with law enforcement administration
 - ⊕ Marital problems
 - ⊕ Inept supervision
 - ⊕ Lack of debriefing after a critical incident
 - ⊕ Lack of support from friends and family



SYMPTOMS OF STRESS

ACUTE	CHRONIC
<ul style="list-style-type: none">• Tightened scalp (hair seems to stand up)• Rapid breathing• Increased oxygen intake to lungs• Dry mouth• Spasms of throat muscles• Increased blood flow (300% to 400%)• Cool, clammy, sweaty skin• Shut down of digestive activity 	<ul style="list-style-type: none">• Exhaustion• Boredom and cynicism• Increased impatience and irritability• Feelings of not being appreciated• Change in work style• Paranoia• Disorientation and memory loss• Insomnia• Loss of libido• Self-medication (drug use, alcohol abuse, tobacco use)• Depression• Suicidal thoughts• Increase in accidents• Increased susceptibility to infections• Headaches• Back pain• Gastrointestinal symptoms (diarrhea, constipation, abdominal cramping and bloating, burning indigestion)• Loss of appetite and weight, or• Cravings for salt, fat, and sugar, resulting in weight gain• Skin conditions (hives, psoriasis, acne, rosacea, eczema)  

Schedule of Recent Experience

INSTRUCTIONS

Think back on each possible life event listed below and decide how many times, if at all, it has happened to you within the last year. Write that number in the "number of times" column. (if an event happened more than four times, give it a score of four.)

Event	Number of Times	X	Mean Value	=	Your Score
1. A lot more or a lot less trouble with the boss		X	23	=	
2. A Major change in sleeping habits (sleeping a lot more or a lot less or a change in time of day when you sleep)		X	16	=	
3. A major change in eating habits (eating a lot more or a lot less or very different meal hours or surroundings)		X	15	=	
4. A revision of personal habits (dress, manners, associations, and so on)		X	24	=	
5. A major change in your usual type or amount of recreation.		X	19	=	
6. A major change in your social activities (e.g., clubs, dancing, movies, visiting, and so on)		X	18	=	
7. A major change in church activities (attending a lot more or less than usual)		X	19	=	
8. A major change in the number of family get-togethers (a lot more or a lot less than usual)		X	15	=	
9. A major change in your financial state (a lot worse off or a lot better off)		X	38	=	
10. Trouble with in-laws		X	29	=	

Schedule of Recent Experience

11. A major change in the number of arguments with spouse (a lot more or a lot less than usual regarding child rearing, personal habits, and so on)	X	35	=
12. Sexual difficulties	X	39	=
13. Major personal injury or illness	X	53	=
14. Death of a close family member (other than spouse)	X	63	=
15. Death of spouse	X	100	=
16. Death of a close friend	X	37	=
17. Gaining a new family member (through birth, adoption , oldster moving in and so on)	X	39	=
18. Major change in the health or behavior of a family	X	44	=
19. Change in residence.	X	20	=
20. Detention in jail or other institution	X	63	=
21. Minor violations of the law (traffic tickets, disturbing the peace, and so on)	X	11	=
22. Major business re-adjustment (merger, reorganization, bankruptcy and so on)	X	39	=
23. Marriage	X	501	=
24. Divorce	X	73	=
25. Marital separation from spouse	X	65	=

Schedule of Recent Experience

26. Outstanding personal achievement	X	28	=
27. Son or daughter leaving home (marriage, college and so on)	X	29	=
28. Retirement from work	X	45	=
29. Major change in working hours or conditions	X	20	=
30. Major change in responsibilities at work (promotion, demotion or lateral transfer)	X	29	=
31. Being fired from work	X	47	=
32. Major change in living conditions (building a new home or remodeling, deterioration of home or neighborhood)	X	25	=
33. Spouse beginning or ceasing to work outside the home	X	26	=
34. Taking out a mortgage or loan for a major purchase (home, business and so on)	X	31	=
35. Taking out a loan for a lesser purchase (car, TV freezer and so on)	X	17	=
36. Foreclosure on a mortgage or loan	X	30	=
37. Vacation	X	13	=
38. Changing to a new school	X	20	=
39. Changing to a different line of work	X	36	=
40. Beginning or ceasing formal schooling	X	26	=

Schedule of Recent Experience

41. Marital reconciliation with mate	X	45	=
42. Pregnancy	X	40	=
Total Score			=

SCORING

Multiply the mean score by the number of times an event happened, and enter the result in the "your score" column. (remember, if an event happened more than four times within the past year, give it a score of four.) Add up your scores to get your total score and enter it at the bottom of the schedule.

The higher your total score, the greater your risk of developing stress related symptoms or illnesses. Of those people with a score of over 300 for the past year, almost 80% get sick in the near future; with a score of 200 to 299, about 50% get sick in the near future; with a score of 150 to 199, only about 30% get sick in the near future. A score of less than 150 indicates that you have a low chance of becoming ill. So the higher your score, the harder you should work to stay well.

Since individuals vary in their perception of a given life event as well as in their ability to adapt to change, it is recommended that you use this standardized test only as a rough predictor of your increased risk.

Stress can be cumulative. Events from two years ago may still be affecting you now. If you think that past events may be a factor for you, repeat this test for the events of the preceding year and compare your scores.

In any event, nothing on this page or any other within this web site should be considered as a substitute for professional diagnosis by a licensed psychiatrist, therapist or physician.

SOURCE: The Relaxation and Stress Reduction Workbook by Martha Davis, P.H.D., Elizabeth Robbins Eshelman, M.S.W., and Mathew McKay, Ph.D

THE SIX R's FOR STRESS MANAGEMENT

RESPONSIBILITY

- You are in control
- Establish priorities
 - Keep it simple

REFLECTION

- Know your stress triggers
- Be aware of stress symptoms
- Check your balance in life

RELAXATION

- Do something good for yourself
 - Schedule "worry time"
 - Schedule time out

RELATIONSHIPS

- Maintain supportive relationships
 - Manage your relationships
- Improve your relationships with yourself

REFUELING

- Eat a balanced diet with high fiber, low cholesterol
- Be aware of poisons: caffeine, fats, nicotine, fast food
 - Drink lots of water

RECREATION

- Laugh and love
 - Learn how to have fun with your family
- Enjoy your life and treat others the way you want to be treated



KERN COUNTY SHERIFFS OFFICE
COMMUNICATIONS DIVISION



**PHONETIC ALPHABET AND
 MILITARY TIME HANDOUT**

PHONETIC ALPHABET

A	ADAM	B	BOY	C	CHARLES
D	DAVID	E	EDWARD	F	FRANK
G	GEORGE	H	HENRY	I	IDA
J	JOHN	K	KING	L	LINCOLN
M	MARY	N	NORA	O	OCEAN
P	PAUL	Q	QUEEN	R	ROBERT
S	SAM	T	TOM	U	UNION
V	VICTOR	W	WILLIAM	X	XRAY
Y	YELLOW	Z	ZEBRA		

MILITARY TIME

1200	12:00PM	0000	12:00AM
1300	1:00PM	0100	1:00AM
1400	2:00PM	0200	2:00AM
1500	3:00PM	0300	3:00AM
1600	4:00PM	0400	4:00AM
1700	5:00PM	0500	5:00AM
1800	6:00PM	0600	6:00AM
1900	7:00PM	0700	7:00AM
2000	8:00PM	0800	8:00AM
2100	9:00PM	0900	9:00AM
2200	10:00PM	1000	10:00AM
2300	11:00PM	1100	11:00AM

Kern County Sheriff's Office Radio Codes

Ten Codes

10-1	Radio Reception Poor
10-2	Radio Reception Good
10-4	Acknowledged, Okay
10-5	Relay Info
10-6	Busy, Away From Unit, C4
10-7	Off Duty
10-8	In Service
10-9	Repeat
10-10	Out of Service/On a Break
10-11	What is the Traffic?
10-13	Advise Weather/Road Conditions
10-14	Courtesy Transport
10-14F	Courtesy Transport of Female
10-15	Prisoner In Custody
10-16	Transporting Prisoner
10-16F	Transporting Female Prisoner
10-17	Transport Paperwork
10-19	Return to Station
10-19B	In-Route to My Residence
10-20	What Is Your Location?
10-21	Call/Telephone
10-21B	Call Your Home
10-22	Disregard Last Transmission
10-23	Standby
10-27	Driver License Check
10-28	Registration Check
10-29	Wants and Warrant Check
10-30	Does Not Conform To Regulations
10-32M	Misdemeanor Warrants
10-32F	Felony Warrant
10-35	Confidential Info To Follow
10-36	Correct Time?
10-37	Who Is The Operator?
10-50	Arrived at Jail
10-97	Arrived At Scene
10-98	Finished Last Assignment

Special Codes

Code 3	Emergency Call-Lights/Siren
Code 4	No Assistance Needed
Code 5	Stake Out
Code 6	Out for Investigation
Code 7	Out to Eat
Code 8	Assign a Case Number
Code 9	No Case Number Needed
Code 10	Misd. Warrant/Subpoena Service
Code 10F	Felony Warrant Service
Code 10K	Immediate Kick Out Order Service
Code 30	Resume Normal Traffic
Code 33	Emergency Traffic Only

Nine Codes

901A	Ambulance Request
901H	Dead Body
901T	Traffic Accident with Injury
902T	Traffic Accident Non-Injury
905B	Animal Bite
905N	Noisy Animal
905V	Vicious Animal
912	Am I Clear?
913	You Are Clear
918	Insane Person
921	Prowler
927	Unknown Trouble
930	See the Subject
996A	Bomb Threat
996	Bomb Device Found
998	Officer Involved Shooting
999	Officer Needs Help

Alert Tones

3 Tones: In-Progress Emergency
Traffic to Follow

Meadows Field Alerts

Alert 1 Aircraft In Minor Difficulty
Alert 2 Aircraft in Major Difficulty
Alert 3 Aircraft Has Crashed

Control Numbers

Control 1 Kern County Sheriff
Control 2 Bakersfield Police Dept.
Control 3 California Highway Patrol
Control 4 Kern County Fire Dept.
(The Comm Center is called ECC and
Ctrl 4 is still used by patrol units)
Control 5 Radio Shop
(now only called radio shop however
still used by patrol units)

11 Codes

11-85 Start Tow
11-87 Start Homicide Proceedings
11-98 Meet at
11-99 Officer needs assistance
(used by CHP only however need to
know in case heard on intercom or
scanners)

Kern County Sheriff's Office Radio Codes



Kern County

SHERIFF

Ethics

If you don't have time to do it right, when will you have time to do it over? –John Wooden

What are Ethics?

Basic Definition:

Rules of behavior based on ideas about what is morally good and bad

Full Definition:

1. The discipline dealing with what is good and bad and with moral duty and obligation
2. A set of moral principles : a theory or system of moral values

The principles of conduct governing an individual or a

A guiding philosophy, a consciousness of moral importance

3. A set of moral issues or aspects (as rightness)

Origin:

Middle English *ethik*, from Middle French *ethique*, from Latin *ethice*, from Greek *ēthikē*, from *ēthikos*

First Known Use: 14th century

Source: <http://www.merriam-webster.com/dictionary/ethic>



Kern County

SHERIFF

Student Learning Activity

Ethics Check

ETHICS CHECK QUESTIONNAIRE

CHECK ALL THAT APPLY...

- You have never used department issued equipment for personal use.
- You always follow all local, state and federal laws.
- You always follow all of your department policies all of the time.
- You always maintain your highest professional standards.
- You never intentionally physically or emotionally hurt another person.
- You never gossiped about another person.
- You feel that there should be no special considerations taken for public safety personnel.
- You always act/ behave in a manner that would make your (fill in which applies for you) parents, church, employer, spouse, child, etc. proud.
- You have not thought, at least once, of looking at neighbor's paper during this questionnaire to see what they are answering.
- You believe, that as a whole, you are an ethical person?

Created by Teresa Yamanoha, Marin County Sheriff's Office, POST Instructor



Kern County

SHERIFF

Student Learning Activity

Ethics Check

For Training Officer

You will give the trainees the questionnaire. Stress to them that they need to answer honestly and their answers are completely confidential. They may share their answers if they wish during the discussion portion of the activity. They are to check only the ones they would answer “yes” to.

Once they have completed the questionnaire ask the following questions to them for discussion.

1. Did any of the questions surprise you?
2. Did you feel that all of these questions were of an “ethical” nature?
3. Did anyone answer “yes” to all of the questions?
4. Did anyone answer “no” to all of the questions?

The purpose of this activity is to provide an opportunity to see that we are all human, and as such we tend to bend or break rules that may be ethical in nature.



Kern County

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Student Learning Activity

Ethical Dilemma or Right vs Wrong

Description

In this activity you will be given a handout and decide on one example of each of the following situations:

- RIGHT vs RIGHT
- RIGHT vs WRONG

We will then discuss the scenarios you have chosen. The goal of this activity is to show the difference between RIGHT vs WRONG situations and true ethical dilemmas.



Kern County

SHERIFF

RIGHT VS WRONG

One of your co-workers regularly comes in 2 minutes prior to shift change and you have to stay late to brief her before leaving. You start to do the same to your other co-workers feeling it is only fair.

Your friend has gone through a bad divorce. Her ex is refusing to give her the address and phone number where he is living. You look in the CAD files at work and get her the information from a past call.

Some of your co-workers call in sick for what they call “mental health” days. You start to do the same thing even though it causes other people to have to cover the shifts on their regular days off.

You have felt for a long time that you are underpaid. The opportunity arises where you can claim overtime that you haven’t really earned and it won’t be questioned by your supervisor.

You are looking at a new car and the salesman knows that you dispatch for the local law enforcement agency. You know that he goes to the bars quite a bit after work and drives home under the influence. You agree when he asks you to ask your officers to look the other way when he is driving knowing you will get a very good deal on the car.

Your friend has applied for a job with another agency that pays better and has better benefits. The other agency wants to hire her, but she is still undecided about changing jobs. Your supervisor has told you in confidence that your friend will be getting an adverse evaluation soon that you believe may affect her chance at the other job. You don’t want to be the “bad guy” to your friend or your supervisor, so you say nothing and your friend loses her chance at the job.



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RIGHT VS. RIGHT

It is right to protect the endangered spotted won in the old-growth forests of the American Northwest - and right to provide jobs for loggers.

It is right to honor a woman's right to make decisions affecting her body - and right to protect the lives of the unborn.

It is right to provide our children with the finest public schools available - and right to prevent the constant upward ratcheting of state and local taxes.

It is right to extend equal social services to everyone regardless of race or ethnic origin - and right to pay special attention to those whose cultural backgrounds may have deprived them of past opportunities.

It is right to refrain from meddling in the internal affairs of sovereign nations - and right to help protect the undefended in warring regions where they are subject to slaughter.

It is right to bench the star college quarterback caught drinking the night before the championship game - and right to field the best possible team for tomorrow's game.

It is right to resist the importation of products made in developing nations to the detriment of the environment - and right to provide jobs, even at low wages, for citizens of those nations.

It is right to condemn the minister who has an affair with a parishioner - and right to extend mercy to him for the only real mistake he's ever made.

It is right to find out all you can about your competitor's costs and price structures - and right to obtain information only through proper channels.

It is right to take the family on a much-need vacation - and right to save that money for your children's education.

It is right to speak up in favor of a minority viewpoint in your club - and right to see the majority rule.

It is right to support the principle of creative and aesthetic freedom for the curator of a photography exhibition - and right to uphold the community's desire to avoid displaying pornographic or racially offensive works.

It is right to "throw the book" at good employees who make dumb decisions that endanger the firm - and right to have enough compassion to mitigate the punishment and give them another chance.

Obtained from <http://www.globalethics.org/pub/toughchouces.html>. ©1995-2001 the Institute for Global Ethics. Camden, Maine 04843

What is problem solving?

Problem solving is a tool, a skill and a process. It is a tool because it can help you solve an immediate problem or to achieve a goal. It is a skill because once you have learnt it you can use it repeatedly, like the ability to ride a bicycle, add numbers or speak a language. It is also a process because it involves taking a number of steps.

You can engage in problem solving if you want to reach a goal and experience obstacles on the way. As a student, your goals are likely to be many and varied. You might want to write more effectively, increase the number of your friends, get a job, become computer literate, buy a car or improve your fitness. So it is likely that in working towards your goals you will encounter some barriers.

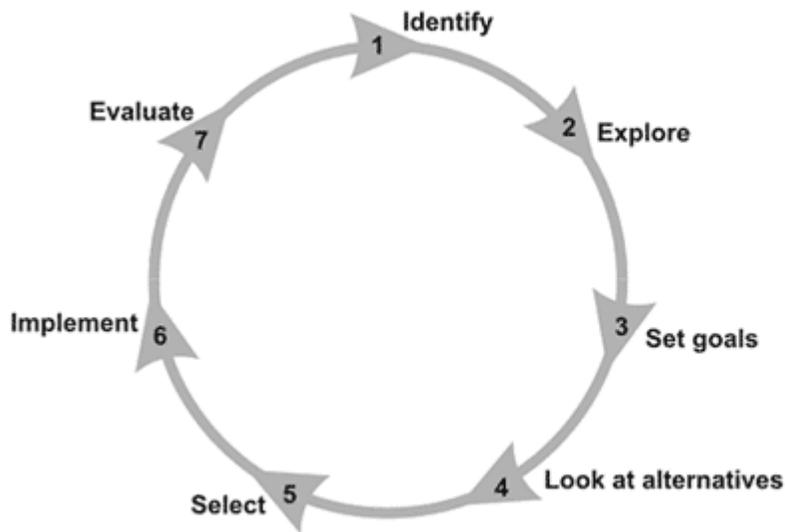
At the point at which you come up against a barrier you can engage in a problem solving process to help you achieve your goal. Every time you use a problem solving process you are increasing your problem solving skills.

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A seven-step problem solving cycle

There are a variety of problem solving processes but each process consists of a series of steps, including identifying an issue, searching for options and putting a possible solution into action. It is useful to view problem solving as a cycle because, sometimes, a problem needs several attempts to solve it, or the problem changes. Figure 1 shows a seven-step problem solving cycle.

To solve a problem, take the steps, one at a time.



Step 1. Identify the problem

The first step you need to take is to identify and name the problem so that you can find an appropriate solution. Sometimes you might be unsure about what the problem is: you might just feel general anxiety or be confused about what is getting in the way of your goals. If it is a personal problem you can ask yourself, your friends or a counsellor, 'What is the problem which is getting in the way of me achieving my goal'. If it is an academic issue you can ask yourself, 'What is hindering me from completing this task', and you can consult with your tutor, supervisor or a Learning Adviser to clarify the issue.

Step 2. Explore the problem

When you are clear about what the problem is you need to think about it in different ways. You can ask yourself questions such as:

- 'How is this problem affecting me?'
- 'How is it affecting others?'
- 'Who else experiences this problem?'
- 'What do they do about it?'

Seeing the problem in different ways is likely to help you find an effective solution.

Step 3. Set goals

Once you have thought about the problem from different angles you can identify your goals. What is it that you want to achieve? Sometimes you might get so frustrated by a problem that you forget to think about what you want. For example, you might become ill, struggle to complete a number of assignments on time and feel so unmotivated that you let due dates pass. It is important at this time to consider the question, 'What is my immediate goal?' Do you want to:

- improve your health?
- increase your time management skills?
- complete the assignments to the best of your ability?
- finish the assignments as soon as possible?

If you decide your goal is to improve your health, that will lead to solutions which are different from those linked to the goal of completing your assignments as soon as possible. One goal may lead you to a doctor and/or to take leave of absence from university; the other goal may lead you to apply for extensions for your assignments. So working out your goals is a vital part of the problem solving process.

Step 4. Look at Alternatives

When you have decided what your goal is you need to look for possible solutions. The more possible solutions you find the more likely it is that you will be able to discover an effective solution. You can *brain-storm* for ideas. The purpose of brain-storming is to collect together a long list of possibilities. It does not matter whether the ideas are useful or practical or manageable: just write down the ideas as they come into your head. Some of the best solutions arise from creative thinking during brain-storming. You can also seek ideas about

possible solutions from friends, family, a partner, a counsellor, a lecturer, books or the internet. The aim is to collect as many alternative solutions as possible.

Step 5. Select a possible solution

From the list of possible solutions you can sort out which are most relevant to your situation and which are realistic and manageable. You can do this by predicting outcomes for possible solutions and also checking with other people what they think outcomes might be. For example, if a possible solution is withdrawing from a course and it seems realistic and manageable to you, you can check with university staff how withdrawing will affect your grade for that course, your future enrolment and your Higher Education Contributions. And if you are receiving a Centrelink Allowance you will need to check with Centrelink whether or not withdrawal from a course will affect your payment. When you have explored the consequences, you can use this information to identify the solution which is most relevant to you and is likely to have the best outcomes for your situation.

Step 6. Implement a possible solution

Once you have selected a possible solution you are ready to put it into action. You will need to have energy and motivation to do this because implementing the solution may take some time and effort. (If the solution had been easy to find and do, you would have probably already done it.) You can prepare yourself to implement the solution by planning when and how you will do it, whether you talk with others about it, and what rewards you will give yourself when you have done it.

Step 7. Evaluate

Just because you have worked your way through the problem solving process it does not mean that, by implementing the possible solution, you automatically

solve your problem. So evaluating the effectiveness of your solution is very important. You can ask yourself (and others) :

- 'How effective was that solution?'
- 'Did it achieve what I wanted?'
- What consequences did it have on my situation?'

If the solution was successful in helping you solve your problem and reach your goal, then you know that you have effectively solved your problem. If you feel dissatisfied with the result, then you can begin the steps again. Viewing problem solving as a cycle may help you recognize that problem solving is a way of searching for a solution which will lead to different possible solutions, which you can evaluate. If you have solved the problem you have found an effective solution. If you judge the problem has not been solved you can look for, and try, alternative possibilities by beginning the problem solving cycle again.

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When to use problem solving

You can problem solve anytime you have a problem to solve or a goal to achieve. You can use the problem solving model to look for solutions to issues connected with your study, relationships, work or sport. You can take the problem solving steps by yourself, with a friend, or in a group. Problem solving with others is often very effective because you have access to a wide variety of viewpoints and potential solutions. The problem solving model is a useful resource for you to utilise in your personal, academic and professional lives.

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Conclusion

Problem solving is a skill and a process which you can learn. You can implement the process to help you solve a problem by following the seven steps outlined in

this Learning Guide. Once you have learned the steps and begun to implement the process, *problem solving* will be a new skill which you have acquired and can be used at university, home and in the workplace.



Kern County

SHERIFF

Student Learning Activity

Problem Solving Scenarios

Description

You will read the handout describing the Six Pillars of Character. You will be given a scenario and using the Six Pillars of Character you will discuss, evaluate, and reach one or two possible solutions for the scenario, without requiring a supervisor's involvement.

Scenarios

- Radio traffic with no response from deputy
- Middle of the night shift with light or no traffic, status check deputy who often fails to respond
- Deputy, out on a cold report, never advises Code 4 and doesn't pay attention to the radio, feels it distracts him/her from the interview
- Sarcasm while dispatching call
- Showing dislike for the type of call or caller
- Giving value to a call or caller not based on department policy
- 290 registrant being harassed by neighbors
- 261 victim, 460 victim wanting protection (their personal deputy)
- The caller who tells you he pays your wages and tells you how bad you and your department are



The Six Pillars of Character

Trustworthiness, respect, responsibility, fairness, caring, and citizenship — these six core ethical values, which the Josephson Institute dubs "Pillars of Character," provide objective criteria to guide our choices. The standards of conduct that arise out of those values constitute the ground rules of ethics, and therefore of ethical decision-making.

There is nothing sacrosanct about the language of the Six Pillars. The terms simply represent discrete ethical concepts that function as moral truths. Why is a common lexicon necessary? So that people can see what unites our diverse and fractured society. So that the challenge of ethical relativism can be tackled. So that ethical decisions, while not necessarily made any easier, can nevertheless become more consistent and defensible.

Consensus, discovered and acknowledged, has a special power to change society and lives. A clear, consistent language represents that consensus.

The principles represented by this common language in turn act as filters through which to process decisions. So, being trustworthy is not enough — we must also be caring. Adhering to the letter of the law is not enough — we must accept responsibility for our inaction.

Finally, using core ethical values as the basis for principled reasoning can help us detect situations where we focus so hard on upholding one moral principle that we sacrifice another — where, intent on holding others accountable, we ignore the duty to be compassionate; where, intent on getting a job done, we ignore how.

In short, systematically using the Six Pillars can dramatically improve the ethical quality of our decisions, and thus our character.

1. TRUSTWORTHINESS

When we're trusted we're given greater leeway by others because they don't feel they need contracts to assure that we'll meet our obligations. They believe in us. That's satisfying. But there's a downside: we must constantly live up to the expectations of others and refrain from competitive, self-serving behavior that tarnishes if not destroys relationships, both professional and personal.

Simply refraining from lies and deception is not enough. Trustworthiness is the most complicated of the six core ethical values and concerns a variety of behavioral qualities — qualities like honesty, integrity, reliability and loyalty.

Honesty

There is no more fundamental ethical value than honesty. We associate honesty with people of honor, and we admire and trust those who are honest. But honesty is a broader concept than many may realize. Honesty in communications requires good-faith intent to convey the truth as best we know it and to avoid communicating in a way likely to mislead or deceive. There are three dimensions:

Truthfulness



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The obligation of truthfulness precludes intentional misrepresentation of fact (lying). Intent is the crucial distinction between truthfulness and truth itself. Being wrong is not the same thing as being a liar, although honest mistakes can still damage trust insofar as they may show sloppy judgment.

Sincerity/non-deception

The obligation of sincerity precludes all acts; including half-truths, out-of-context statements, and even silence that are intended to create beliefs or leave impressions that are untrue or misleading.

Candor

In relationships involving legitimate expectations of trust, honesty may also require candor, forthrightness and frankness, imposing the obligation to volunteer information that another person needs to know.

Honesty in conduct prohibits stealing, cheating, fraud, subterfuge and other trickery. Cheating is a particularly foul form of dishonesty because one not only seeks to deceive but to take advantage of those who are not cheating. It's a two-fer: a violation of trust and fairness.

Not all lies are unethical, even though all lies are dishonest. Huh? That's right, honesty is not an inviolate principle. Occasionally dishonesty is ethically justifiable, as when the police lie in undercover operations or when one lies to criminals or terrorists to save lives. But don't kid yourself: occasions for ethically sanctioned lying are rare and require serving a very high purpose indeed — not hitting a management-pleasing sales target or winning a game or avoiding a confrontation. We're talking saving a life, that sort of thing.

Integrity

The word integrity comes from the word integer, meaning "one" or wholeness. This means there are no divisions in an ethical person's life, no difference in the way she makes decisions from situation to situation, no difference in the way she acts at work and at home, in public and alone. At one time or another, we all have allowed our behavior to depart from our conscience or to vary according to locale. Even so, almost all of us have lines we will not cross; our challenge is to draw the line around the Six Pillars.

Because she must know who she is and what she values, the person of integrity takes time for self-reflection, so that the events, crises and seeming necessities of the day do not determine the course of her moral life. She stays in control. She may be courteous, even charming, but she is never duplicitous. She never demeans herself with obsequious behavior toward those she thinks might do her some good. She is trusted because you know who she is: what you see is what you get.

The four enemies of integrity:

Self-interest — Things we want

Self-protection — Things we don't want

Self-deception — A refusal to see a situation clearly

Self-righteousness — An end-justifies-the-means attitude



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Reliability (Promise-Keeping)

When we make promises or other commitments that create a legitimate basis for another person to rely upon us to perform certain tasks, we undertake moral duties that go beyond legal obligations. The ethical dimension of promise-keeping imposes the responsibility of making all reasonable efforts to fulfill our commitments. Because promise-keeping is such an important aspect of trustworthiness, it is important to:

Avoid bad-faith excuses — Honorable people interpret their contracts and other commitments in a fair and reasonable manner and not in a way designed to rationalize noncompliance or create justifications for escaping commitments.

Avoid unwise commitments — Be cautious about making commitments that create ethical obligations. Before making a promise consider carefully whether you are willing and likely to keep it. Think about unknown or future events that could make it difficult, undesirable or impossible. Sometimes, all we can do is promise to do our best.

Avoid unclear commitments — Since others will expect you to live up to what they think you have promised to do, be sure that, when you make a promise, the other person understands what you are committing to do.

Loyalty

Loyalty is a special moral responsibility to promote and protect the interests of certain people, organizations or affiliations. This duty goes beyond the normal obligation we all share to care for others. Some relationships — husband-wife, employer-employee, citizen-country — create an expectation of allegiance, fidelity and devotion.

Limitations to Loyalty — Loyalty is a tricky thing. It is not uncommon for friends, employers, co-workers and others who have a claim on us to demand that their interests be ranked first, even above ethical considerations. Loyalty is a reciprocal concept, however, and no one has the right to ask another to sacrifice ethical principles in the name of a special relationship. Indeed, one forfeits a claim of loyalty when so high a price is put on maintaining the relationship.

Prioritizing Loyalties. Because so many individuals and groups make loyalty claims on us, it is often impossible to honor them all simultaneously. Consequently, we must rank our loyalty obligations in some rational fashion. In our personal lives, for example, most people expect us to place the highest degree of loyalty on our family relationships. It's perfectly reasonable, and ethical, to look out for the interests of our children, parents and spouses even if we have to subordinate our obligations to other children, neighbors, or co-workers in doing so.

Safeguarding Confidential Information. Loyalty requires us to keep secrets or information learned in confidence.

Avoiding Conflicting Interests. Employees and public servants have an additional responsibility to make all professional decisions on merit, unimpeded by conflicting personal interests. Their goal is to secure and maintain the trust of the public, to whom they owe their ultimate loyalty.



2. RESPECT

The way one shows respect varies, but its essence is the display of regard for the worth of people, including oneself. We have no ethical duty to hold all people in high esteem or admire them, but we are morally obligated to treat everyone with respect, regardless of who they are and what they have done. We have a responsibility to be the best we can be in all situations, even when dealing with unpleasant people.

Respect focuses on the moral obligation to honor the essential worth and dignity of the individual. Respect prohibits violence, humiliation, manipulation and exploitation. It reflects notions such as civility, courtesy, dignity, autonomy, tolerance and acceptance.

Civility, Courtesy and Decency

A respectful person is an attentive listener, although his patience with the boorish need not be endless (respect works both ways). Nevertheless, the respectful person treats others with consideration, conforming to accepted notions of taste and propriety, and doesn't resort to intimidation, coercion or violence except in extraordinary and limited situations to teach discipline, maintain order or achieve social justice. Punishment is used in moderation and only to advance important social goals and purposes.

Autonomy

An ethical person exercises personal, official and managerial authority in a way that provides others with the information they need to make informed decisions about their own lives.

Tolerance

An ethical person accepts individual differences and beliefs without prejudice and judges others only on the content of their character.

3. RESPONSIBILITY

Life is full of choices. Being responsible means being in charge of our choices and, thus, our lives. It means being accountable for what we do and who we are. It also means recognizing that what we do, and what we don't do, matters and we are morally on the hook for the consequences. Responsibility makes demands on us. It imposes duties to do what we can, not because we are being paid or because we will suffer if we don't, but simply because it is our obligation to do so. The essence of responsibility is continuous awareness that our capacity to reason and our freedom to choose make us morally autonomous and, therefore, answerable for how we use our autonomy and whether we honor or degrade the ethical principles that give life meaning and purpose.

Beyond having the responsibility to be trustworthy, respectful, fair, and caring, ethical people show responsibility by being accountable, pursuing excellence and exercising self-restraint. They exhibit the ability to respond to expectations.

Accountability

An accountable person is not a victim and doesn't shift blame or claim credit for the work of others. He considers the likely consequences of his behavior and associations. He recognizes the common complicity in the triumph of evil when nothing is done to stop it. He leads by example.



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Pursuit of Excellence

The pursuit of excellence has an ethical dimension when others rely upon our knowledge, ability or willingness to perform tasks safely and effectively.

Diligence

It is hardly unethical to make mistakes or be less than "excellent," but there is a moral obligation to do one's best, to be diligent, reliable, careful, prepared and informed.

Perseverance

Responsible people finish what they start, overcoming rather than surrendering to obstacles and excuses.

Continuous Improvement

Responsible people look for ways to do their work better.

Self-Restraint

Responsible people exercise self-control, restraining passions and appetites (such as lust, hatred, gluttony, greed and fear) for the sake of reason, prudence and the duty to set a good example. They delay gratification if necessary and never feel it's necessary to "win at any cost." They realize they are as they choose to be, every day.

4. FAIRNESS

Most would agree that fairness and justice involve issues of equality, impartiality, proportionality, openness and due process. Most would agree that it is unfair to handle similar matters inconsistently. Most would agree that it is unfair to impose punishment that is not commensurate with the offense. Beyond that, there is little agreement. Fairness is another tricky concept, probably more subject to legitimate debate and interpretation than any other ethical value. Disagreeing parties tend to maintain that there is only one fair position (their own, naturally). But while some situations and decisions are clearly unfair, fairness usually refers to a range of morally justifiable outcomes rather than discovery of one fair answer.

Process

In settling disputes or dividing resources, how one proceeds to judgment is crucial, for someone is bound to be disappointed with the result. A fair person scrupulously employs open and impartial processes for gathering and evaluating information necessary to make decisions. Fair people do not wait for the truth to come to them; they seek out relevant information and conflicting perspectives before making important judgments.

Impartiality

Decisions should be made without favoritism or prejudice.

Equity

Fairness requires that an individual, company, or society correct mistakes, promptly and voluntarily. It is improper to take advantage of the weakness or ignorance of others.



5. CARING

Caring is the heart of ethics. It is scarcely possible to be truly ethical and not genuinely concerned with the welfare others. That is because ethics is ultimately about our responsibilities toward other people. If you existed alone in the universe, there would be no need for ethics and your heart could be a cold, hard stone without consequence to anyone or anything.

It is easier to love "humanity" than it is to love people. People who consider themselves ethical and yet lack a caring attitude toward individuals tend to treat others as instruments of their will. They rarely feel an obligation to be honest, loyal, fair or respectful except insofar as it is prudent for them to do so, a disposition which itself hints at duplicity and a lack of integrity.

A person who really cares feels an emotional response to both the pain and pleasure of others. Oddly enough, though, it is not uncommon for people to be remarkably ungracious, intolerant, and unforgiving toward those they love — while at the same time showing a generous spirit toward strangers and business associates. Go figure.

Of course, sometimes we must hurt those we truly care for and some decisions, while quite ethical, do cause pain. But one should consciously cause no more harm than is reasonably necessary to perform one's duties.

The highest form of caring is the honest expression of benevolence. This is sometimes referred to as altruism, not to be confused with strategic charity. Gifts to charities to advance personal interests are a fraud. That is, they aren't gifts at all. They're investments or tax write-offs.

6. CITIZENSHIP

The concept of citizenship includes civic virtues and duties that prescribe how we ought to behave as part of a community. The good citizen knows the laws and obeys them, yes, but that's not all. She volunteers and stays informed on the issues of the day, the better to execute her duties and privileges as a member of a self-governing democratic society. That is, she does more than her "fair" share to make society work, now and for future generations. Such a commitment to the public sphere can have many expressions, such as conserving resources, recycling, using public transportation and cleaning up litter. The good citizen gives more than she takes.

When we say something is a civic duty, we imply that not doing that duty is unethical. Yet that can be a harsh and erroneous judgment. If one has a duty to be honest, caring, fair, respectful and responsible, then we mean it is ethically wrong to be the opposite of those things. But does that then mean that, if one has a "civic duty" to stay informed, one is unethical if one is ignorant? Certainly we don't have to admire people who take their citizenship for granted. It is important, however, to make the distinction between what is ethically mandated and what is merely desirable and worthy of emulation.

Adapted from the Internet

<http://www.josephsoninstitute.org/MED/MED-6pillars.htm>

CHARACTER COUNTS! and the Six Pillars of Character are service marks of the CHARACTER COUNTS! Coalition, products of the Josephson Institute of Ethics.



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ABBREVIATIONS #1 TEST

NAME: _____ DATE: _____ CTO: _____

1. A green Chevrolet pickup occupied by a white male approximately sixty-five years old just crashed into my neighbor's fence across the street.
2. A black female wearing an orange shirt and brown skirt just shot a Hispanic male wearing a yellow sweatshirt. This occurred in front of my house.
3. A white female juvenile just brandished a knife at the reporting party.
4. Run a driver's license check and check for wants and warrants on a black male by the name of John Smith, date of birth August 8, 1963.
5. Three Paul Three is foot pursuit of an oriental male wearing a blue tee shirt. He was last seen running northbound on Mount Vernon Avenue.
6. Can you dispatch an Animal Control Officer to meet me at Headquarters. I have a vicious black and white dog.



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7. Attempt to Contact the registered owner of a 2003 yellow Honda Accord.

8. My boyfriend is refusing to leave my house. Can you send a unit to keep the peace?

9. I have a temporary restraining order against my wife. She is at my house right now. She's an Asian female approximately 23 years old.

10. Tempo nine will be en route to Kern Medical Center for follow up.

11. Child Protective Services is standing by in the parking lot of Food Maxx in a white county vehicle.

12. Check for wants and warrants on Kelly Tatum, date of birth November 12, 1963. Attempt to locate any probation or parole information. Also check for scars, marks and tattoo information.

13. I think my sixteen year old juvenile possibly has been drinking.



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14. I just witnessed an injury traffic accident occur. There were 2 vehicles involved. The driver is acting suspicious. He may have been drinking. I don't have any further information.

15. Ridge five is requesting a technical investigator to respond for fingerprints on a felony malicious mischief. He also needs a tow truck dispatched.

16. A male just hit a female in the stomach. He fled on foot southbound in the company of three other males who were wearing white shirts and baggy jeans. The suspect had a large tattoo on his head of a devil.

17. Grand Theft Auto just occurred. Taken was a tan Mitsubishi sports utility vehicle, California license plate 3RRT617. It was last seen heading towards Ming Avenue occupied by an Indian Male approximately 40 years old.

18. Someone is playing loud music at the residence just east of my house. It is coming from a gray Toyota pick up.

19. There's a victim of spousal abuse at Kern Medical Center. Make contact with the reporting party in the emergency room.



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20. A Hispanic male is walking westbound in the eastbound lanes of Highway 58. He appears to be under the influence of illegal drugs.



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ABBREVIATIONS 2 TEST

ISSUED TO: _____ DATE: _____ CTO: _____

COMMON ABBREVIATIONS

- _____ Estimated time of arrival
- _____ Unable to locate
- _____ Gone on arrival
- _____ Dead on arrival
- _____ Driver's license/California driver's license
- _____ Be on the look out
- _____ Unknown
- _____ Last seen
- _____ Last seen wearing
- _____ Vehicle
- _____ Suspect vehicle
- _____ Suspect
- _____ Victim
- _____ Juvenile
- _____ Female
- _____ Temporary restraining order
- _____ Northbound
- _____ Southbound
- _____ Eastbound

ISSUED TO _____ DATE _____ CTO _____

- _____ Westbound
- _____ End of
- _____ Registered owner / Restraining Order
- _____ In front of
- _____ Across from
- _____ Reporting party
- _____ Regular day off
- _____ Comp time off
- _____ Attempt to locate
- _____ Attempt to contact
- _____ Follow up
- _____ Field interrogation
- _____ White male
- _____ Black male
- _____ Hispanic male
- _____ Assault with deadly weapon (245 PC)
- _____ Grand Theft Auto
- _____ Civil
- _____ Refusing to Leave
- _____ Great Bodily Injury
- _____ Non Criminal Activity
- _____ No Further Action



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ABBREVIATIONS 3 TEST

ISSUED TO: _____ DATE: _____ CTO: _____

1. Reporting party observed a Hispanic male juvenile running southbound in the north alley wearing a white shirt, blue pants and a yellow baseball hat.

2. A shooting victim at Kern Medical Center is standing by in the emergency room with the possible suspect. Suspect is a white male, eighteen years.

3. A beer run just occurred from the market on the northeast corner of South Union and East White Lane. Suspects were seen driving a blue ford pick up westbound on Fairview.

4. Foot pursuit, southbound east alleyway, in the 100 block of Oildale Drive. Possible suspect now fleeing in a purple Monte Carlo with a partial license plate of 123, northbound North Chester Avenue.

5. Victim refusing to leave the scene after the report was taken. Suspect is taken into custody for being under the influence of a controlled substance.

6. The suspect in the spousal battery was gone upon arrival. No further action needed, we are also unable to locate victim. We will clear until the reporting party calls again.



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Decipher the following codes and write out the entire sentence. Use no abbreviations.

1. 3P5 10-98 susp goa, utl on rp. I'll be 10-19.
2. 11-98 s/w Niles/Mt Vernon atl msgjuv, hm, 10, 4'0, 92, blk, brn, whi t sht, blu jeans, l/s w/b s/alley to the rear of KMC.
3. 11-98 comm center 10-17 10-19 11-98 w/ CH15 for vic of 243.4.
4. NB Main St, 245 susp, whi Chev PU, occp by 4 hma's, CTW of vict N/W Main/Panama – Med aid er.
5. NO7 AOD CHP Hwy 58 eof I5 148 pending 998 code3 response per NOS1.
6. 10-97 10-98 goa, utl, nfa, if vic recont adv I will be er to 11-98 w/ 918 RP.

Lesson CAD1103: Basic Skills Assessment

2. For locations, what does each of the following colors indicate?

White _____ Green _____

Blue _____ Yellow _____

Salmon _____ Orange _____

3. What is the quickest way to sort values in a grid? _____

4. How do you change the column order in a grid? _____

5. If you lose your Template screen setup, accidentally close a Unit Status Control panel for instance, what is the quickest way to reset your workspace?

6. If you have several windows open and need to locate one in the background, where would you go that will help bring your wanted window to the front?

7. What are the two ways to log off the system? _____

8. Why is it important to properly VERIFY your addresses on your Calls for Service? _____

9. How do you add additional information onto the address without interfering with the GEO verification process?

