



*Kern County*

**SHERIFF**

**Student Learning Activity  
Active Shooter**

**DUE** \_\_\_\_\_

You receive the following call:

“This is the principal at Wasco High. We have a school shooting here. Several students and teachers are injured and the suspect is still on the school grounds.” That call is followed by several calls from others at the school.

Include answers to the following questions in your project:

**Questions**

1. What actions do you take?
2. What do you need to be aware of in an Active Shooter incident?
3. What liability do you have in ensuring safety of those on scene and the general public safety?
4. How can you lessen this liability?
5. Are there policies in place for handling this type of incident?

You will be given time to work on this project while on duty. You may work on this project off duty but we do not have the ability to pay overtime for this project at this time. You are free to prepare any “hand-outs” or training material any way you would like, including electronically, by using Word, PowerPoint or other computer programs. Be as creative as you desire.

Be sure to quote your sources. If you interview someone, give his or her name, position and affiliation. If you use the Internet or some other form of written source, be sure and include the web site or book name, magazine article, etc. If you have researched using a video, give the name of the video.



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**ALLIED AGENCIES 1 TEST**

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

1. What are some of the types of calls the Fire Department responds to?
  - a. \_\_\_\_\_ f
  - b. \_\_\_\_\_ g
  - c. \_\_\_\_\_ h
  - d. \_\_\_\_\_ i
  - e. \_\_\_\_\_ j
  
2. What type of calls does CHP handle?
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
  
3. Name the CHP Dispatch centers and substations we deal with and list the area each center dispatches for.
  - a. \_\_\_\_\_ covers \_\_\_\_\_
  - b. \_\_\_\_\_ covers \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
  - e. \_\_\_\_\_
  
4. Name of the police departments in our county.
  - a. \_\_\_\_\_ h
  - b. \_\_\_\_\_ i
  - c. \_\_\_\_\_ j
  - d. \_\_\_\_\_ k
  - e. \_\_\_\_\_ l
  - f. \_\_\_\_\_ m
  - g. \_\_\_\_\_ n



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5. Name all the parks/lakes the park rangers handle and list the corresponding call signs for each area.

- a. \_\_\_\_\_ Call Sign \_\_\_\_\_
- b. \_\_\_\_\_ Call Sign \_\_\_\_\_
- c. \_\_\_\_\_ Call Sign \_\_\_\_\_
- d. \_\_\_\_\_ Call Sign \_\_\_\_\_
- e. \_\_\_\_\_ Call Sign \_\_\_\_\_

6. Name the four railroad companies in our county.

- a.
- b.
- c.
- d.

7. List some miscellaneous agencies we deal with.

- a.
- b.
- c.
- d.
- e.
- f.
- g.
- h.
- i.
- j.
- k.
- l.
- m.
- n.
- o.
- p.



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**Student Learning Activity**

**Back to the Headlines**

**DUE** \_\_\_\_\_

**Description**

In this activity you will be learning how to understand and point out personal and agency liability and the importance of each. Read the following scenarios and in a word document you will write the following:

**Excuses**

List at least three possible reasons the employees performed in the manner they did

**Liability**

What are the areas where liability is an issue and the possible outcomes of those liabilities?

**The Change**

List three training related issues you would address first if you were the “Chief” of the agency to insure to the public this would never happen again.



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## CALL #1

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The Baltimore Sun...08/25/2001

Two Anne Arundel County emergency operators have been suspended without pay and will receive notice of the county's intention to fire them for botching the 911 call about the carjacking of a Glen Burnie pharmacist, officials said yesterday.

Police officials have faulted the two 911 operators for failing to relay information from the Aug. 8 call to police officers, who might have been able to intervene before 26 year old Yvette A. Beakes was killed, authorities said.

The dispatchers – one of whom has 24 years experience and the other eight years – are scheduled to meet with Deputy Chief Emerson Davis on Wednesday to answer the charges.

Police Chief P. Thomas Shanahan made the preliminary decision to fire the dispatchers Thursday after reviewing the investigation of the call.

But the American Federation of State, County and Municipal Employees, which represents the operators, are criticizing police for blaming the dispatchers, saying that the county's 911 operators are poorly trained, forced to work overtime and must use what they call an antiquated computer system.

Fraternal Order of Police President Paul Ingley also questioned yesterday the wisdom of firing two dispatchers when the 911 center is already short-staffed.

The female dispatchers – who are not being identified by county officials – were suspended with pay Aug. 15.

Police say the Aug. 8 emergency call about several men assaulting Beakes could have been critical, because detectives believe Beakes' abductors drove her around for several hours before they shot her in the head.

An anonymous caller dialed 911 from a pay phone at 11:58 p.m. and hung up, police said. Seconds later, she called back to report a car accident involving a white woman and four black men, and described their cars. She also described an assault on the woman. Police were dispatched to the pay phone to check the 911 hang-up, but were not told about the second call detailing the carjacking, officials said.

Four suspects were charged with first-degree murder two days later, after one of the suspects used Beakes' cellular phone.

County police officials said that the 911 operator taking the second call from the pay phone did not create a new entry in the computer. Instead, she added the information to notes about the initial 911 hang-up, which police officials said was a violation of procedures.

The dispatcher reviewing the entries did not relay the new information to officers. Arundel police didn't know about the 911 call until Baltimore homicide detectives requested a log of the emergency calls the county received in the area the night Beakes was abducted.



## CALL #2

During a 911 call that was barely one minute and seven seconds long, a **Pennsylvania** man confessed to a dispatcher that he had bludgeoned his wife and 7 year-old son to death. Three hours later Christopher Moyer was found dead seven miles away after being struck by a train. Moyer, 44, was calm and collected at 9:30 p.m. on June 17th when he told a Bucks County 911 calltaker.

911 Call from Christopher Moyer Transcribed:

911 Dispatcher (D): "911, where's your emergency?"

Moyer (M): "Uh, I need to report a murder."

D: "Okay, where is that sir?"

M: "167 Redstone Drive in Warrington."

D: "One five seven?"

M: "One six seven."

D: "Okay, can you tell me about what's going on there?"

M: "Uh, mother and son, uh, bludgeoned to death."

D: "And you just found that?"

M: "Yes."

D: "Okay. Who are you?"

M: "I'm...the husband."

D: "Did you do it?"

M: "Yes, I did."

D: "What's your name sir?"

M: "Chris."

D: "Last name?"

M: "Moyer."

D: "M-o-y-e-r?"

M: "Correct."

D: "What's your phone number sir?"

M: "It is...267 - 927 0245."

D: "You're there now?"

M: "Yes."

D: "Okay, 167 Redstone?"

M: "Correct."

D: "Okay, are you sure they're dead?"

M: "I am positive."

D: "Okay, are you still armed?"

M: "Uhh, no."

D: "Okay, I'll get somebody right out there for you Chris."

M: "Thank you."

D: "You're welcome."

The call then ended with no attempt by the dispatcher to keep him on the line, to question him about the incident further or to explore his motive. Police arrived at the house after Moyer had driven away. At about 1 a.m. police responded to a report of a person struck by a train in nearby Hatboro, and learned it was Moyer. Investigators say Moyer had put his head on the rails and waited for a train to pass.



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### CALL #3

In October 2003, Michael Michalski worked for Allegheny County, Pa., as an emergency dispatcher. He began running searches on the internal computer network and databases to locate his former girlfriend, Gretchen Ferderbar, and her current boyfriend, Mark Phillips.

A supervisor, Daniel Nussbaum, became aware of Michalski's misuse of government databases and placed him on a deferred suspension that was to begin a week later, on Oct. 27.

On Oct. 29, when the suspension took effect, Michalski called the 911 center during the early morning hours seeking assistance in locating Phillips. Two of his co-workers allegedly complied with the request and searched the database. Michalski's supervisor met with him the same day and fired the troubled 21-year-old. Court papers stated that "despite recognizing that Michalski had used the 911 center's computer system to track Mark Phillips, [the supervisor] made no effort to detain Michalski, deter him from reaching Mark Phillips or to warn Mark Phillips of Michalski's potentially violent behavior." The supervisor did contact Ferderbar and told her she should be careful.

A few hours later, Michalski again contacted his co-workers at the call center. He stated that he "had nothing to live for" and that Ferderbar and Phillips were going to "pay for putting him in his present position." That afternoon Michalski murdered Phillips, Ferderbar and her sister.

A Pittsburgh Tribune-Review [article](#) from October 2005 says Michalski pleaded guilty to the slayings that month and was sentenced to three consecutive life terms.

Phillips' mother sued Allegheny County, claiming it had a duty to do more once it realized Michalski was abusing his database access. U.S. District Judge [Arthur Schwab](#) forwarded the case to state court on May 15.



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**TRAINER'S NOTES:**

**CALL #1:** A federal judge yesterday threw out a lawsuit filed by a murdered woman's family who claimed she might still be alive if county police hadn't mishandled a 911 call.

U.S. District Court Judge Marvin J. Garbis agreed with the county's argument that it had no legal "special relationship" with Yvette Beakes that makes it financially liable for failing to help her.

**CALL #3:** The Michalski case serves as a cautionary tale about protecting classified data within a public safety environment. Typically the image of a dispatcher is one where an individual sends the fire department, emergency medical services and/or police to an emergency in a timely, efficient manner. This generalization, while not entirely inaccurate, has led to the misnomer "telecommunicator." In reality, dispatchers are information managers who are exposed to highly sensitive data. Criminal histories, terror alerts, Health Insurance Portability and Accountability Act (HIPAA) regulations, and the mundane vacation house check could be misused in the hands of an unscrupulous, desperate or disturbed person. As such, it's imperative that employees understand their obligations regarding the protection and dissemination of information. Furthermore, the call center's management team must be vigilant in identifying abuses and act swiftly to mitigate them.

**Liability:** The dispatcher abused his access to the call center's databases Put on a deferred suspension that was to begin a week later instead of immediate. Co-workers gave him information while he was on suspension even though they were aware it was for illicit purposes.

**Lawsuit:** Federal district court in the western district of Pennsylvania ruled on May 15 2006 in a suit brought by the mother of the late boyfriend and was taken to the state court.

**Outcome:** Wrongful death and survival claims transferred to state court for further proceedings, and other claims dismissed.



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**Excerpt from the court's opinion:**

"On the afternoon of October 29, 2003, Michalski contacted dispatchers at the 911 Call Center...to explain the circumstances of his termination, indicating that he had nothing left to live for and that Gretchen Ferderbar and Mark Phillips were going to pay for putting him in his present situation. Despite this contact by Michalski, none of the dispatchers made an effort to contact Gretchen Ferderbar or Mark Phillips or the police departments of the Township of Shaler or the Borough of Carnegie. Later that afternoon, Michalski shot and killed Mark Phillips with a handgun.

"(Northwest Regional Communications, which operates the call center) and the individual defendants assert that plaintiff has failed to state a constitutionally cognizable equal protection claim under the Fourteenth Amendment because the complaint fails to allege that they intentionally treated Mark Phillips differently from other similarly situated persons. Again, after consideration, the Court agrees.

"NRC and the individual defendants maintain that the allegations in the complaint do not set forth a substantive due process claim based on the state-created danger theory as a matter of law. Again, after consideration, the Court agrees.

"The Court concludes that the harm ultimately caused by Michalski--the murder of Mark Phillips--was not foreseeable. There are no allegations in the complaint that Michalski had a history of violence or, if he did, that any of the defendants were aware of such history. Second, the Court concludes as a matter of law that the alleged conduct of (two co-workers) in providing Michalski with unauthorized personal information concerning Mark Phillips from the 911 Call Center's network and databases does not rise to the required level of shocking the conscience.

"The Court will transfer plaintiff's wrongful death and survival claims to state court where NRC and the individual defendants may pursue, in an appropriate motion, the arguments raised..."



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TRAINEE: \_\_\_\_\_

DATE: \_\_\_\_\_

## BACK UP/AOD TEST

Who would you send as a back-up to units if they needed assistance?

1 ZONE: \_\_\_\_\_

2 ZONE: \_\_\_\_\_

3 ZONE: \_\_\_\_\_

4 ZONE: \_\_\_\_\_

LAMONT: \_\_\_\_\_

NORTH: \_\_\_\_\_

TAFT: \_\_\_\_\_

RIDGECREST: \_\_\_\_\_

TEHACHAPI: \_\_\_\_\_

MOJAVE: \_\_\_\_\_

WASCO: \_\_\_\_\_

DELANO: \_\_\_\_\_

KERN: \_\_\_\_\_

GLENVILLE: \_\_\_\_\_

BORON: \_\_\_\_\_

FRAZIER PARK: \_\_\_\_\_

WALKER BASIN: \_\_\_\_\_

ROSAMOND: \_\_\_\_\_

# Lesson CAD1103: Basic Skills Assessment



1. Match the numbers from the above screen shot to the appropriate description below.

Number	Description
	Default Call for Service Detail
	Operational Indicator
	Title Bar
	Default Call for Service Entry
	Command Line
	Default Unit Detail
	Application Button
	Default Unit List
	Default Call for Service List
	Ribbon Tool Bar

## 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?

\_\_\_\_\_  
\_\_\_\_\_

## Basic Steps for Conflict Resolution

### A. Seek To Understand

1. Validate each person's feeling.
2. Confirm a willingness to solve problem.
3. Seek understanding of the cause of the feeling.
4. Confirm accurate understanding. Paraphrase. Identify the underlying unmet emotional needs.
5. Show empathy.
6. Ask the powerful and positive question: What would help you feel better?

### B. Seek to be Understood:

1. Share your feelings & needs
2. Confirm accurate reception & understanding.
3. Mutually generate options & resolutions
4. Brainstorm solutions (while withholding evaluation/judgment).
5. Discuss each party's feelings about alternatives.
6. Make the selection that maximizes positive feelings and minimizes negative feelings.

### Hints

1. Resist inclination to focus on behavior and neglect the feelings behind the behavior.
2. Allow the least powerful person the lead role in generating and evaluating options. This helps balance the power.

OFFENSE INFORMATION			
OFFENSE TYPE			COLUMN
BROADCAST DATE	BROADCAST TIME	BROADCAST AGENCY	
DATE OF OFFENSE		TIME OF OFFENSE	
LOCATION OF OFFENSE			
WEAPON(S)			
DIRECTION OF FLIGHT			
METHOD OF FLIGHT: <input type="checkbox"/> UNKNOWN <input type="checkbox"/> VEHICLE <input type="checkbox"/> ON FOOT <input type="checkbox"/> OTHER			
VEHICLE INFORMATION			
LICENSE STATE	LICENSE NUMBER	COLOR	
YEAR	MAKE	MODEL	
VIN (IF NO PLATE GIVEN)			
ADDITIONAL INFO			
GENERAL INFORMATION			
CASE NUMBER		OFFICER	
DATE RECEIVED	TIME RECEIVED	RECEIVED BY	
<input type="checkbox"/> BROADCAST ON METRO ID _____ TIME _____ <input type="checkbox"/> BROADCAST ON EAST ID _____ TIME _____ <input type="checkbox"/> BROADCAST ON WEST ID _____ TIME _____ <input type="checkbox"/> BROADCAST ON PROB. ID _____ TIME _____			
REBROADCAST DATE	REBROADCAST TIME	REBROADCAST BY (ID)	
TELETYPES SENT TO:		OTHER TELETYPES SENT	
<input type="checkbox"/> REPORT RECORDS (BHK0/A118) <input type="checkbox"/> METRO PATROL (BHA0/RO22) <input type="checkbox"/> BAKERSFIELD POLICE (BPC0) <input type="checkbox"/> CHP BAKERSFIELD (BFD) <input type="checkbox"/> CHP BISHOP (BISO)		<input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____	
		TELETYPES SENT BY (ID)	
CANCELLATION - RADIO BROADCAST			
BROADCAST BY (ID)	DATE	TIME	
APPROVAL- BROADCAST CARD			
BY (ID & INITIALS)	DATE	TIME	

2210-0821

SUSPECT/VICTIM <input type="checkbox"/> ARMED <input type="checkbox"/> PC TO ARREST			
RACE	SEX	DATE OF BIRTH (OR AGE)	
HEIGHT	WEIGHT	HAIR	EYES
HAIR STYLE & LENGTH / FACIAL HAIR / SMT / PHYSICAL ODDITIES / ETC.			
CLOTHING			
LAST KNOWN ADDRESS			
SUSPECT/VICTIM <input type="checkbox"/> ARMED <input type="checkbox"/> PC TO ARREST			
RACE	SEX	DATE OF BIRTH (OR AGE)	
HEIGHT	WEIGHT	HAIR	EYES
HAIR STYLE & LENGTH / FACIAL HAIR / SMT / PHYSICAL ODDITIES / ETC.			
CLOTHING			
LAST KNOWN ADDRESS			
SUSPECT/VICTIM <input type="checkbox"/> ARMED <input type="checkbox"/> PC TO ARREST			
RACE	SEX	DATE OF BIRTH (OR AGE)	
HEIGHT	WEIGHT	HAIR	EYES
HAIR STYLE & LENGTH / FACIAL HAIR / SMT / PHYSICAL ODDITIES / ETC.			
CLOTHING			
LAST KNOWN ADDRESS			
ADDITIONAL INFORMATION			



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# SHERIFF

## CAD CODE 1 TEST

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

- 1. Someone is spray-painting the bathrooms in the park. \_\_\_\_\_
- 2. Fled Denny's Restaurant without paying for food. \_\_\_\_\_
- 3. My wife just punched me. \_\_\_\_\_
- 4. I need an ambulance in Stallion Springs. \_\_\_\_\_
- 5. A shoplifter detained at Walgreens. \_\_\_\_\_
- 6. Suspicious package with wires coming out. \_\_\_\_\_
- 7. Howling dog in the back yard. \_\_\_\_\_
- 8. A man with a gun took my purse. \_\_\_\_\_
- 9. A woman just kicked her 2 yr old child. \_\_\_\_\_
- 10. A Hispanic male was looking in my windows. \_\_\_\_\_
- 11. Grandma was beaten by her caretaker. \_\_\_\_\_
- 12. Someone gave me a fake \$20.00 bill. \_\_\_\_\_
- 13. My car was taken from me by a man with a gun. \_\_\_\_\_
- 14. Employee has been skimming cash from accounts. \_\_\_\_\_
- 15. Received a call saying there was a bomb. \_\_\_\_\_
- 16. My neighbor is hooked up to my electricity. \_\_\_\_\_
- 17. Officer down. \_\_\_\_\_



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# SHERIFF

## CAD CODE 2 TEST

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

- 1. IN POSSESSION OF STOLEN PROPERTY..... \_\_\_\_\_
- 2. STALKING..... \_\_\_\_\_
- 3. LOADED FIREARM..... \_\_\_\_\_
- 4. DUI..... \_\_\_\_\_
- 5. BOMB THREAT..... \_\_\_\_\_
- 6. TRESPASSING..... \_\_\_\_\_
- 7. ELDER ABUSE..... \_\_\_\_\_
- 8. EMBEZZLEMENT..... \_\_\_\_\_
- 9. HOMICIDE..... \_\_\_\_\_
- 10. CONTRIBUTE DELINQUENCY OF MINOR..... \_\_\_\_\_
- 11. RECKLESS DRIVING..... \_\_\_\_\_
- 12. DEFRAUDING AN INNKEEPER..... \_\_\_\_\_
- 13. CHILD MOLESTATION..... \_\_\_\_\_
- 14. CRUELTY TO ANIMALS..... \_\_\_\_\_
- 15. PROSTITUTION..... \_\_\_\_\_
- 16. CTW OF 911 HANG UP..... \_\_\_\_\_
- 17. COUNTERFEIT BILL..... \_\_\_\_\_
- 18. VIOLATION OF RESTRAINING ORDER..... \_\_\_\_\_
- 19. BURGLARY..... \_\_\_\_\_
- 20. RESISTING ARREST..... \_\_\_\_\_
- 21. SHOOTING @ INHABITED DWELLING..... \_\_\_\_\_
- 22. KIDNAPPING..... \_\_\_\_\_
- 23. CRIMINAL THREATS..... \_\_\_\_\_
- 24. GRAND THEFT..... \_\_\_\_\_
- 25. MALICIOUS MISCHIEF..... \_\_\_\_\_
- 26. PROWLER..... \_\_\_\_\_
- 27. FIRE..... \_\_\_\_\_
- 28. ANNOYING A CHILD..... \_\_\_\_\_
- 29. CAR JACKING..... \_\_\_\_\_
- 30. ASSAULT..... \_\_\_\_\_
- 31. RAPE..... \_\_\_\_\_
- 32. SPOUSAL ABUSE..... \_\_\_\_\_
- 33. DISSUADING A VICTIM..... \_\_\_\_\_
- 34. FORGERY..... \_\_\_\_\_
- 35. DOG BITE..... \_\_\_\_\_



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- 36. BRANDISHING A WEAPON..... \_\_\_\_\_
- 37. UTILITY THEFT..... \_\_\_\_\_
- 38. CHILD ENDANGERMENT..... \_\_\_\_\_
- 39. DEAD BODY..... \_\_\_\_\_
- 40. SHOPLIFTER IN CUSTODY..... \_\_\_\_\_
- 41. INDECENT EXPOSURE..... \_\_\_\_\_
- 42. CONCEALED FIREARM..... \_\_\_\_\_
- 43. ROBBERY..... \_\_\_\_\_
- 44. ASSAULT WITH A DEADLY WEAPON..... \_\_\_\_\_
- 45. VERBAL PEACE DISTURBANCE..... \_\_\_\_\_
- 46. MENTALLY UNSTABLE..... \_\_\_\_\_
- 47. PROWLER..... \_\_\_\_\_
- 48. CRAZY PERSON..... \_\_\_\_\_
- 49. HIT AND RUN INJURY..... \_\_\_\_\_
- 50. THROW OBJECT AT MOVING VEHICLE..... \_\_\_\_\_
- 51. CONTEMPT OF COURT..... \_\_\_\_\_
- 52. SHOOT @ UNINHABITED DWELLING..... \_\_\_\_\_
- 53. SILENT BURGLARY ALARM..... \_\_\_\_\_
- 54. SEX REGISTRANT INVESTIGATION..... \_\_\_\_\_
- 55. PETTY THEFT..... \_\_\_\_\_
- 56. ILLEGAL CABLE INVESTIGATION..... \_\_\_\_\_
- 57. AMBULANCE REQUEST..... \_\_\_\_\_
- 58. NOISY ANIMAL..... \_\_\_\_\_
- 59. BOMB DEVISE FOUND..... \_\_\_\_\_
- 60. PEACE DISTURBANCE - LOUD MUSIC..... \_\_\_\_\_
- 61. HIT AND RUN NON-INJURY..... \_\_\_\_\_
- 62. BATTERY..... \_\_\_\_\_
- 63. STATUATORY RAPE..... \_\_\_\_\_
- 64. ANNOYING PHONE CALLS..... \_\_\_\_\_
- 65. UNKNOWN SITUATION..... \_\_\_\_\_
- 66. ESCAPE..... \_\_\_\_\_



*Kern County*

# SHERIFF

## CAD CODE 3 TEST

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

- 1. ASSAULT WITH A DEADLY WEAPON \_\_\_\_\_
- 2. MY Wii WAS TAKEN FROM MY LOCKED CAR \_\_\_\_\_
- 3. MY SISTER BEAT ME UP \_\_\_\_\_
- 4. THE WINDSHIELD OF MY CAR WAS SHATTERED \_\_\_\_\_
- 5. MY LAWN MOWER WAS TAKEN OUT OF MY LOCKED GARAGE \_\_\_\_\_
- 6. MY BF IS 647F AND BREAKING THINGS IN OUR HOUSE \_\_\_\_\_
- 7. MY DAUGHTER IS REFUSING TO GO TO SCHOOL \_\_\_\_\_
- 8. MY NEIGHBOR IS HAVING A PARTY AND THERE ARE KIDS DRINKING \_\_\_\_\_
- 9. THERE IS A SUBJECT AT MY COUNTER TRYING TO CASH A STOLEN CHECK \_\_\_\_\_
- 10. MY MOM KICKED ME OUT OF THE HOUSE AND I AM 14 YEARS OLD \_\_\_\_\_
- 11. I SEE A LOT LIZARD AT THE FLYING J TRUCK STOP \_\_\_\_\_
- 12. MY 5 YEAR OLD WAS JUST TAKEN FROM THE FRONT OF MY HOUSE BY A STRANGER \_\_\_\_\_
- 13. I STABBED MY HUSBAND \_\_\_\_\_
- 14. MY 8 YR OLD SON SAID HE WAS FONDLED BY OUR ADULT NEIGHBOR \_\_\_\_\_



# SHERIFF

- 15. THERE ARE 20 KIDS ACROSS FROM EAST HIGH GETTING READY TO FIGHT \_\_\_\_\_
- 16. A GUY ON THE STREET HAS JUST BEEN STABBED \_\_\_\_\_
- 17. THERE IS A KID THROWING EGGS AT THE CARS AS THEY DRIVE BY \_\_\_\_\_
- 18. THIS GUY IN MCDONALD SMELLS LIKE ALCOHOL AND HE'S STUMBLING AROUND \_\_\_\_\_
- 19. THIS MAN JUST FORCED ME TO HAVE SEX WITH HIM IN THE ORCHARD \_\_\_\_\_
- 20. I THINK THAT ALIENS ARE COMING TO TAKE ME AWAY \_\_\_\_\_
- 21. MY PS3 WAS TAKEN FROM MY UNLOCKED CAR \_\_\_\_\_
- 22. MY NEIGHBOR IS PLAYING LOUD MUSIC, I DON'T WANT CONTACT \_\_\_\_\_
- 23. MY BROTHER JUST SLAPPED ME \_\_\_\_\_
- 24. MY 14 YEAR OLD WAS JUST CAUGHT HAVING SEX WITH HER 16 YO BF \_\_\_\_\_
- 25. THIS IS PROTECTION ONE WITH A PANIC ALARM FROM A BUSINESS \_\_\_\_\_
- 26. CONTROL 1 1P1A, I JUST SHOT A 245 SUSPECT AND I NEED ASSISTANCE \_\_\_\_\_
- 27. MY BROTHER HIT ME WITH THE BROOM \_\_\_\_\_
- 28. CONTROL 1 1P1, I WILL BE TRANSPORTING MY PRISONER TO CRF \_\_\_\_\_
- 29. MY HUSBAND HAS NOT RETURNED MY KIDS PER OUR CUSTODY ORDER \_\_\_\_\_
- 30. A MAN JUST BROKE INTO MY HOUSE AND TIED ME UP AND TOOK MONEY \_\_\_\_\_



# SHERIFF

- 31. MY NEIGHBOR IS IN THE BACKYARD WITH FRIENDS FIGHTING PIT BULLS \_\_\_\_\_
- 32. THERE ARE 6 KIDS LIVING NEXT DOOR WITH NO ELECTRICITY \_\_\_\_\_
- 33. A PATRON JUST GAVE ME A FAKE \$100 BILL \_\_\_\_\_
- 34. I JUST FOUND OUT SOMEONE USED MY SSN TO GET A CREDIT CARD \_\_\_\_\_
- 35. MY DAD JUST HIT MY MOM IN THE FACE \_\_\_\_\_
- 36. THIS IS SONITROL WITH A SILENT ALARM AT BEARDSLEY SCHOOL \_\_\_\_\_
- 37. I SAW A WHI PU CRASH INTO A RED CAR, THE LADY NEEDS MED AID \_\_\_\_\_
- 38. A BROWN PU JUST HIT A LITTLE KID AND TOOK OFF, SEND AMBULANCE \_\_\_\_\_
- 39. MY 14 YO SON DID NOT COME HOME LAST NIGHT, AND HE DOES THIS OFTEN \_\_\_\_\_
- 40. MY NEIGHBOR IS 80 AND HER GRANDSON JUST BEAT HER UP \_\_\_\_\_
- 41. THIS IS TEL TECH WITH AN AUDIBLE ALARM AT A RESIDENCE \_\_\_\_\_
- 42. MY SISTER SHOT MY FATHER \_\_\_\_\_
- 43. A BLU TRUCK CRASHED INTO A FENCE AND THEN FLED SOUTHBOUND \_\_\_\_\_
- 44. I JUST SAW AN ADULT BUY ALCOHOL FOR SEVERAL JUVENILES AT THE GAS STATION \_\_\_\_\_
- 45. THERE'S A WOMAN STANDING BY AT HQ, SHE HAS A PROBLEM AND NEEDS TO TALK TO A UNIT \_\_\_\_\_
- 46. A WHI CAR JUST DROVE BY AND SHOT AT MY \_\_\_\_\_



*Kern County*

# SHERIFF

NEIGHBOR'S HOUSE \_\_\_\_\_

47. SEV M/C'S ARE RIDING ON PRIVATE PROPERTY \_\_\_\_\_

48. MY NEIGHBOR HAS AN EXTENSION CORD  
HOOKED UP TO MY ELECTRICITY \_\_\_\_\_

49. MY GIRLFRIEND IS UPSET AND TALKING ABOUT  
KILLING HERSELF \_\_\_\_\_

50. A CAR CRASHED INTO MY FENCE AND FLED. \_\_\_\_\_

51. I'M GOING ON VACATION AND HAVE HAD  
SEVERAL 460'S TO MY RESID RECENTLY. \_\_\_\_\_

52. THERE'S A DOG LOCKED IN A REALLY HOT CAR \_\_\_\_\_

53. MY BROTHER BORROWED MY CAR BUT HE  
NEVER BROUGHT IT BACK \_\_\_\_\_

54. MY HOSE WAS STOLEN FROM MY YARD \_\_\_\_\_

55. A MAN LAYING IN THE STREET NOT MOVING \_\_\_\_\_

56. LERDO HAD 2 INMATES FLEE OVER THE FENCE \_\_\_\_\_

57. MY EX-BOYFRIEND KEEPS FOLLOWING ME AND  
SENDING ME SCARY PRESENTS AND LETTERS \_\_\_\_\_



*Kern County*

# **SHERIFF**

## **CAD CODE 4 TEST**

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

1. MY SISTER'S CAR WAS JUST STOLEN FROM IFO THE HOUSE. \_\_\_\_\_
2. THERE'S A KID THAT JUST SHOT A DOG WITH A BB GUN. \_\_\_\_\_
3. TWO GUYS JUST BROKE INTO MY NEIGHBOR'S HOUSE.  
THEY ARE IN THE GARAGE RIGHT NOW. \_\_\_\_\_
4. 6 GUYS ARE FIGHTING INSIDE TROUT'S BAR. \_\_\_\_\_
5. MY BABY'S DADDY JUST PUNCHED ME IN THE STOMACH. \_\_\_\_\_
6. I SAW A GIRL SOLICITING SEX AT THE TRUCK STOP. \_\_\_\_\_
7. MY SISTER IS UPSET BECAUSE HERBOYFRIEND JUST BROKE  
UP WITH HER. SHE WANTS TO KILL HER SELF. \_\_\_\_\_
8. MY NEIGHBORS ARE HAVING A HUGE PARTY AND BLASTING  
THEIR MUSIC. I WANT CONTACT FOR A COMPLAINT. \_\_\_\_\_
9. SOMEONE STOLE MY LICENSE PLATES OFF MY TRUCK. \_\_\_\_\_
10. MY FENCE WAS TAGGED LAST NIGHT. \_\_\_\_\_
11. THERE'S AN ELDERLY MALE WALKING NB ON MING AV AND  
HE APPEARS DISORIENTED. \_\_\_\_\_
12. MY NEIGHBOR'S KEEP REVV'ING THEIR M/C ENGINES. \_\_\_\_\_
13. A BLU HONDA ACCORD IS PARKED IFO MY HOUSE WITH THE  
IGNITION PUNCHED. \_\_\_\_\_
14. I LOCATED A 2 YR OLD JUV WALKING DOWN THE STREET. \_\_\_\_\_
15. WM, DIRTY CLOTHING DIGGING IN MY TRASH CANS. \_\_\_\_\_
16. I WENT TO THE STORE AND CAME BACK AND SOMEONE  
BROKE INTO MY HOUSE. \_\_\_\_\_



*Kern County*

# SHERIFF

- 17. MY FRIEND FOUND MY STOLEN CAR AT THE CORNER OF NILES/FAIFAX. THE SHERIFF'S OFFICE TOOK MY ORIGINAL REPORT. \_\_\_\_\_
- 18. 2 FEMALES FIST FIGHTING IN THE PARKING LOT. \_\_\_\_\_
- 19. FEMALE LAYING IN THE YARD AFTER BEING HIT IN THE HEAD WITH A BASEBALL BAT. \_\_\_\_\_
- 20. SOMEONE IS BLARING MUSIC IN THE AREA OF MING/H ST. I DO NOT WANT CONTACT. \_\_\_\_\_
- 21. OPEN 911 CALL WITH 2 SUBJS HEARD YELLING LOUDLY. \_\_\_\_\_
- 22. MY NEIGHBOR'S ALARM IS GOING OFF AT THEIR HOUSE. \_\_\_\_\_
- 23. I CAN'T FIND MY BABY; HE'S ONLY 3 YRS OLD. \_\_\_\_\_
- 24. CHP IS IN FOOTPURSUIT, CAN YOU SEND UNITS TO HELP. \_\_\_\_\_
- 25. HEAVY FOOT AND VEH TRAFFIC AT A RESID ON 5<sup>TH</sup> AV. \_\_\_\_\_
- 26. 2 VEHS JUST CRASHED. NO ONE IS INJURED. \_\_\_\_\_
- 27. HM ARMED WITH A KNIFE THREATENING PEOPLE. \_\_\_\_\_
- 28. 2 SUBJS WITH GUNS SHOOTING THEM IN THE AIR. \_\_\_\_\_
- 29. 3 TRANSIENTS ARE SLEEPING IN A VACANT RESID. \_\_\_\_\_
- 30. MY 17 YR OLD SON IS UTI OF ALCOHOL, CAUSING 415. \_\_\_\_\_
- 31. A GIRL JUST TOOK OFF HER CLOTHES AND IS WALKING DOWN THE STREET. \_\_\_\_\_
- 32. I JUST HEARD 3 SHOTS FIRED SOMEWHERE CLOSE BY. \_\_\_\_\_
- 33. LO12 I HAVE A SUBJ RESISTING ARREST. SEND BACKUP. \_\_\_\_\_
- 34. MY BOYFRIEND JUST BIT OFF THE TIP OF MY FINGER. \_\_\_\_\_
- 35. SOMEONE JUST SHOT UP THE VACANT HOUSE X-ST. \_\_\_\_\_
- 36. I THINK I RECEIVED A FAKE \$20 FROM THE STORE. \_\_\_\_\_
- 37. MY ADULT DAUGHTER KEEPS ME LOCKED IN THE HOUSE. \_\_\_\_\_



*Kern County*

# **SHERIFF**

38. A BABY LOCKED IN A CAR AND CAN'T FIND THE PARENTS. \_\_\_\_\_

39. SOMEONE STOLE MY PURSE FROM MY SHOPPING CART. \_\_\_\_\_



*Kern County*

**SHERIFF**

## CAD CODE 5 TEST

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

**Read the following true life scenarios and decide the best event type for each:**

1. Event type: \_\_\_\_\_ A mother hosted a party at her Virginia home at which she served alcohol to underage teens. Elisa Kelly's rule was all the kids had to stay the night and no one could drink and drive. Kelly's two sons, Ryan and Brandon, asked her to buy their friends some beer and wine, and she did, thinking it was better to have them drink supervised and safe.

2. Event type: \_\_\_\_\_ A man lapped gasoline off the ground after a nozzle fell on the ground and gas leaked out. He then got up, screamed at several passing cars and ran around. Jose Dias Ferreira, 35, ran into the middle of Waverly Street, stopping traffic.

3. Event type: \_\_\_\_\_ A 33 year old homeless man followed a female to her home, entered through an unlocked door and raped her in the bedroom. Suspect Kenny King pleaded guilty to sexual intercourse without consent.

4. Event type: \_\_\_\_\_ Two masked and machete-wielding men barged into a club yelling for patrons to drop to the floor as they emptied cash registers at the bar. About 50 burly bikers fought back with tables and chairs. One suspect was tackled outside, hogtied with electrical wires and left for the cops.

5. Event type: \_\_\_\_\_ Four teenage boys destroyed about 500 headstones at a Jewish Cemetery in New Brunswick. They smashed nearly every tombstone, almost 90 percent of the graveyard.

6. Event type: \_\_\_\_\_ A 21-year-old woman was stabbed in the chest after she refused to hand over the keys to her car. An officer responding noticed a man fitting the suspect's description waiting at a bus stop at the mall.

7. Event type: \_\_\_\_\_ A Hispanic male in his 20's was standing out in front of the bank yelling and screaming for the loan manager to come out. He was swinging a baseball bat in the air.

8. Event type: \_\_\_\_\_ Alex called his aunt and told her he was having suicidal thoughts. He is 13 years old and home alone with his 4 year old sister.



*Kern County*

# SHERIFF

9. Event type: \_\_\_\_\_ Jenny's baby's father, Michael, came to the house to visit the baby. While he was there, Jenny's new boyfriend called. Michael got upset and started yelling and throwing things in the house. Michael punched Jenny several times in the face, then left.
10. Event type: \_\_\_\_\_ There is an injured dog on the sidewalk near the intersection of Niles and Horace Mann.
11. Event type: \_\_\_\_\_ At least 4 people have died after two private planes collided in midair Sunday afternoon. The planes collided at 3:35 pm about a mile from Meadows Field airport and just east of Highway 99.
12. Event type: \_\_\_\_\_ It's 1:30 in the morning and the neighbor's dog has been barking for the last 4 hours. The neighbors are home, but are refusing to answer the door.
13. Event type: \_\_\_\_\_ Mary is calling because the house across the street and to the west has loud music playing. It's been playing all day, but she didn't want to call because she doesn't want the neighbors to know it was her calling. She does not want any contact with police at all.
14. Event type: \_\_\_\_\_ CHP has responded for a multi-vehicle accident out in Mojave. They only have one unit on, but need help controlling traffic.
15. Event type: \_\_\_\_\_ A 6-year-old boy was found at a rest stop. He said he came out of the restroom after a day spent playing in the snow to find the van carrying his parents and 13 siblings had left. The boy's father contacted authorities after arriving home 4 hours later and said he thought the boy was asleep in their van.
16. Event type: \_\_\_\_\_ A cab driver delivered a 6 month old baby to a firehouse, telling authorities an unidentified man had left her in his cab and disappeared. A day later he admitted he knew the 14-year-old mother's family and had participated in the plan to help abandon the baby.
17. Event type: \_\_\_\_\_ A pastor was checking on one of his vacant rental properties when he heard noises coming from under the crawl space. He got a hammer and nails and put the board back in place, trapping the subject until the police arrived.
18. Event type: \_\_\_\_\_ Mark M. Braden, 38, unlawfully used the name and Social Security number of another person in order to commit credit card fraud. Braden used an American Express card issued in that victim's name to receive items valued at \$1,000 or more.



*Kern County*

# SHERIFF

19. Event type: \_\_\_\_\_ Theresa Morgan forced her 83-year-old housemate to smoke crack cocaine, telling her it was “hooty”. Morgan then stole personal info to get a credit card in her name and ran up more than \$3,000 in charges.

20. Event type: \_\_\_\_\_ Michael and Melanie Hernandez were in a verbal argument. Melanie pointed at Michael putting her finger in his face when Michael bit off the tip of her finger.

21. Event type: \_\_\_\_\_ Authorities found a 4-year-old boy who only weighed 22 pounds and living in a filthy home. The suspects are an aunt, uncle, and grandma. The child was malnourished and had several bruises, including a set that encircled his left arm. Grandma told how he would get up in the middle of the night to get into things. So she and the aunt would tie him to the bed at night.

22. Event type: \_\_\_\_\_ Tiffany Lyles, black female, 12 yrs, was last seen yesterday at her school. Tiffany is described as 5’2, 100, with black hair in braids, and brown eyes. She was last seen wearing a black bubble coat, tan/brown turtleneck, dark blue pants, and white tennis shoes.

23. Event type: \_\_\_\_\_ A man arrived home drunk, cut the phone lines and started punching holes in the walls. His teenager daughter was able to push him outside, where he allegedly found the garden gnome and chucked it through a window and hit her.

24. Event type: \_\_\_\_\_ A female was chained to a motor in a closet for weeks. Whenever the boyfriend left the apartment, he left her chained to the engine block. Doors were double dead bolted and windows were screwed closed. Neighbors didn't even know a woman lived there. How did anyone possibly find her? Her chain was just long enough to walk around the room, so she spelled out “911” in condensation on the window.

25. Event type: \_\_\_\_\_ Two teenagers, one dangling from a rope tied to an interstate bridge and holding a can of spray paint, did not see Sheriff’s Deputy Melissa Myers when she drove up. They never got a chance to express their love with graffiti.

26. Event type: \_\_\_\_\_ A 7-year-old boy was playing in the front yard of his house by himself. A man driving a yellow older modeled Buick pulled up to the sidewalk and appeared to be asking the boy a question. The man then reached over and pulled the boy into the vehicle through the open window and sped away.



*Kern County*

# **SHERIFF**

27. Event type: \_\_\_\_\_ A silver minivan was driving at a high rate of speed through a residential area. He ran through a stop sign, clipping the front end of a red compact carrying a family. No one was injured and the compact was able to pull over to the side of the road. The minivan continued traveling at a high rate of speed towards the outskirts of town.
28. Event type: \_\_\_\_\_ A female was jogging in her neighborhood. She glanced across the street and saw what appeared to be a man laying next to the bushes in a front yard. He was wearing a white t-shirt and jeans. The t-shirt was covered in blood.
29. Event type: \_\_\_\_\_ The Turner family was driving from LA to San Francisco on the I-5. They stopped at the Chevron to make a Starbucks, Gas and bathroom run. When they got to San Francisco, Mrs. Turner realized she had left her purse in the bathroom at the Chevron.
30. Event type: \_\_\_\_\_ Mr. Randall had been watching the neighbor's house for the last week while they were on vacation. He was awakened around 3 am by strange noises, and saw two subjects in dark clothing climb near the side window to his neighbor's residence. One climbed in, and after a couple of minutes started handing items out to the other subject.
31. Event type: \_\_\_\_\_ On a December morning, Janine started her Toyota Tercel in the driveway to warm up while she ran inside to pour her cup of coffee and grab her purse. When she came out 5 minutes later, her car was nowhere in sight.
32. Event type: \_\_\_\_\_ Jenny and Greg moved into an apartment complex last month. They have had ongoing problems with the old lady in the apartment below theirs. One morning Jenny was leaving for work when the neighbor came out and said to her, "You better move out, or you'll regret moving in here."
33. Event type: \_\_\_\_\_ A mom calls to report that her 5 year old son told her that his 14 year old cousin has been touching him for the last several weeks.
34. Event type: \_\_\_\_\_ At a rally for Lincoln High's homecoming football game, a fight broke out between 4 students. One of them pulled out a handgun and pointed it at two of the other students. The fight abruptly came to a stop, and the student with the gun walked off the field and to the parking lot.
35. Event type: \_\_\_\_\_ A man was awakened in the middle of the night by the sound of the alarm on a car across the street. It looked like no one was around, so the neighbor called police, but did not want to give his name.
36. Event type: \_\_\_\_\_ Melanie called last week and reported a burglary to her house. She has her report number, but has realized her stereo from the back bedroom was also taken in the incident.

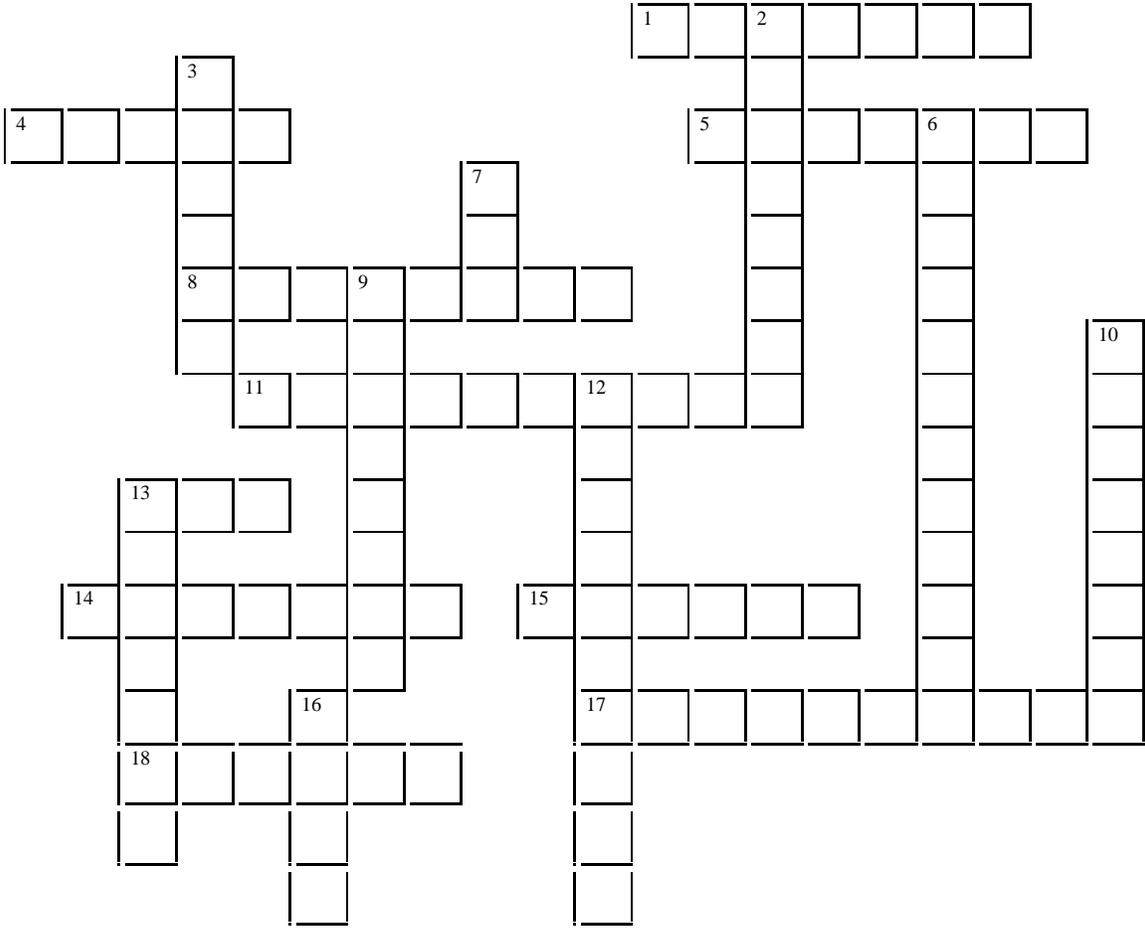


*Kern County*

**SHERIFF**

37. Event type: \_\_\_\_\_ Linda Lee David, of Derby, Connecticut, was forging the signature of her employer on business checks that she made payable to herself, petty cash, or to credit card companies from which she had obtained fraudulent credit cards using the personal identification of her employer.

# CAD CODES



**ACROSS**

- 1** 240
- 4** 451
- 5** 242
- 8** 245 KNIFE
- 11** 215
- 13** 11550B
- 14** 211
- 15** 203
- 17** 647B
- 18** 4532B

**DOWN**

- 2** 646.9
- 3** 288
- 6** 503
- 7** 23152
- 9** 460
- 10** 187
- 12** 207
- 13** 921
- 16** 261

Name: \_\_\_\_\_ Date: \_\_\_\_\_ CTO: \_\_\_\_\_



*Kern County*

**SHERIFF**

**Student Learning Activity**  
**CAD Commands**

Name \_\_\_\_\_ Date: \_\_\_\_\_ CTO: \_\_\_\_\_

CAD Commands are used by everyone in the Communication Center. It is important to the efficiency of our job to be able to use these commands quickly and correctly.

Create a test, worksheet or game that will assist with understanding the use of the command line functions.



*Kern County*

**SHERIFF**

## **Student Learning Activity**

### **CAD Failure Simulation-Advanced**

Our job relies heavily on technology and sometimes technology can fail. Your training officer will coordinate with the on duty sergeant, advising that you will be doing a CAD Failure simulation.

#### **Trainee:**

You will only be allowed to use the radio, phone, pen and paper, maps if needed, pink and yellow cards. Your training officer will be handling 29 returns and initial dispatch of priority 1 and in-progress events. You will be handed the printed form of all other calls for dispatch.

#### **Trainer:**

After coordinating the simulation with the on duty sergeant send a message to all units advising them to do all status changes over the air and to not use their mdc. Also send a message to the room to send you messages when needed as the trainee will not be logged on to CAD. You will be handling 29 returns and manipulating CAD. You will handle initial dispatch of priority 1 and in-progress events. You will print out all other calls for trainee to dispatch from (in place of pink/yellow cards).



*Kern County*

**SHERIFF**

## **Student Learning Activity**

### **CAD Failure Simulation-Introduction**

Our jobs depend heavily on the use of technology and at times technology can fail. Your training officer will go over with you the protocols of what to do when CAD fails. You will then write a paragraph or two of the steps you need to take and what occurs when CAD fails.



*Kern County*

**SHERIFF**

## CAD GEOGRAPHY

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

For the following, look up the location in CAD, and answer the questions.

- 1) Deputy on a traffic stop on Highway 58 at 9 Mile Hill, maybe westbound. Find it. What substation response is this?
- 2) RP calling from 14035 Rosedale Hwy to report a person screaming from the corner at Jenkins/Rosedale. Find it. What zone would respond?
- 3) A child is reported on the Highway 46 just east of J Street. Find it. What substation would respond?
- 4) There is a traffic accident on the street to the South of KMC. Find it. What is the agency would respond?
- 5) There is a loud juvenile party at 25 Hill. What substation would respond?
- 6) There is a report of a physical fight at Aurora School. Find it. What is the address and the cross streets? What zone would respond?
- 7) There is an alarm reported to be sounding in the area of Graaf and N Kip St. What substation would respond?
- 8) A runaway juvenile who is sighted on Dunford St., no further information. What is the cross street? What substation would respond?



*Kern County*

**SHERIFF**

### **CAD PRACTICE 1 TEST**

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

- 1) You need to let any on-duty officer know that Lisa called, and she wants a call back. How would you get that information to the deputy?
- 2) A citizen called and wanted to thank a dispatcher, who is not on duty, for all the help they provided when his daughter fell and cut her knee. How will you let the dispatcher know?
- 3) You need to remember that you have a meeting tomorrow at 1130 hours and want a reminder 30 minutes prior. How will you remind yourself?
- 4) The call that Cheryl has been waiting for all day is holding on line 7. She is busy on the phone and is ignoring you. How can you catch her attention to let her know that this important call is waiting?
- 5) Dispatcher Derryberry is out of the room on a break, but will be back momentarily. You want to make sure that he gets an important message from John. How can you make sure he gets his message when he logs back onto CAD.
- 6) Due to an unusual power situation, you must unplug the coffee maker every Wednesday at 0900 hrs or all the computers will overload. What type of message can be used to remind you of this every Wednesday?
- 7) You need to find out what terminal Kyanna is working at. How would you do that?
- 8) You have a caller wanting to leave a message for a Deputy Kessler. How can you find out if we have such a deputy?
- 9) You get a strange message from terminal sdisp2 and you would like to know who is sending such nonsense. How would you find out who is at that terminal?



*Kern County*

**SHERIFF**

TRAINEE: \_\_\_\_\_

DATE: \_\_\_\_\_

## CAD RESEARCH 1

(Training officer will need to adjust the questions and research.)

1. How many 273.5's in progress were entered in the last 3 months?
2. Look up Incident # \_\_\_\_\_.
  - a. What was the disposition?
  - b. What unit's responded?
  - c. What time was the call created?
  - d. What was the call type?
3. Search for all CFS entered on \_\_\_\_/\_\_\_\_/\_\_\_\_.
  - a. How many were there?
4. Find all calls entered for 1350 Norris Rd over the last 24 hours?
  - a. How many were there?
5. Find all calls for Walmart in Wasco in the last 2 months?
  - a. How many were there?
6. What types of calls were entered?



*Kern County*

# SHERIFF

7. What units responded to 528 Fairview during his investigation on 01/17/2018? \_\_\_\_\_
  - a. What are their CAD ID's?
  
8. Find the CFS entered at \_\_\_\_\_ on \_\_\_\_\_.
  - a. What is the call type?
  - b. What are the incident numbers?
    - i. \_\_\_\_\_
    - ii. \_\_\_\_\_
    - iii. Why are there two incident numbers?
    - iv. Was any one transported to another location?
    - v. If so who transported and what is the station change abbreviation?
  
9. How many CFS were entered with phone number 661-364-0455 in the last 2 years? List the CFS numbers.
  - i. \_\_\_\_\_
  
10. Look up incident #\_\_\_\_\_.
  - a. Who responded?
  - b. What time did he arrive?
  - c. What time did he clear?
  - d. What was the disposition of that call?
  
11. How many calls were cleared PAPER on \_\_\_ / \_\_\_ / \_\_\_?



*Kern County*

**SHERIFF**

12. How many calls were taken for GTAI on / \_\_\_\_ / \_\_\_\_ ?

13. How many calls did K4 handle on \_\_\_\_ / \_\_\_\_ / \_\_\_\_ ?

14. Locate the CFS using vehicle plate 4MBH119.

- a. What is the call type? \_\_\_\_\_
- b. Did another agency respond?
  - i. If so who? \_\_\_\_\_
- c. What time was the channel cleared for units? \_\_\_\_\_
- d. Which units responded code? \_\_\_\_\_
- e. Was a sergeant advised of the code response? \_\_\_\_\_
- f. Why did the vehicle stop? \_\_\_\_\_



*Kern County*

**SHERIFF**

TRAINEE: \_\_\_\_\_

DATE: \_\_\_\_\_

## **CAD RESEARCH 2**

Find all calls entered for 211A in the last 10 days.  
How many were there?

Using Global Subject Search, ATL suspect first of "Ashley", first 2 digits of address are "90".

List name and DOB for all subjects located that match above information.

Find the most recent call entered at the 24-7 Travel Plaza, 209 Weedpatch Hwy.

What type of call was entered?  
Who was the RP?  
What was their telephone number?

What time did K1 log on duty for his most recent shift?  
Did he log on using his MDC, or did dispatch log him on?  
What time did he go 10-7?

Find all CTW 911 HANG UP calls entered in the last 24 hours.  
How many were there?

Find the most recent log on for 2P5.  
How many calls did he handle during that shift?  
How many were traffic stops?



*Kern County*

**SHERIFF**

How many alerts are placed for Code Compliance Red Tagged?

How many events have the secondary location of KM?

Search Narrative for PC to Arrest for past 2 days.  
How many are there?

How many calls were cleared citation in the last 7 days?

How many calls entered involved phone number 877-238-7730?

Units are ATL a black BMW sedan.  
How do you search for this information?  
What is the license plate?

Find all events entered for the WalMart in Wasco for past 30 days.  
How many calls were to report 488 with suspect In Custody?

Find all events entered Airport Dr./Norris Rd. in past 30 days.  
How many were there?  
What was the highest priority call?



*Kern County*

# **SHERIFF**

TRAINEE: \_\_\_\_\_

DATE: \_\_\_\_\_

## **CAD RESEARCH 3**

(Training Officer will need to adjust questions and research info.)

1. Look up all the 245 calls that occurred between \_\_/\_\_/\_\_ and today's date.  
How many were there?
2. Look up Event # \_\_\_\_\_.  
What was the disposition?  
What unit responded?  
What is the area code?  
What was the event type?
3. Search for all events entered on \_\_/\_\_/\_\_.
4. How many calls have been entered on Niles St. between \_\_/\_\_/\_\_ and \_\_/\_\_/\_\_?
5. Find all calls entered at the Golden West Casino on between \_\_/\_\_/\_\_ and \_\_/\_\_/\_\_.  
How many calls were there?  
Were there any 415V calls?  
If so, what units responded?
6. Find Event # \_\_\_\_\_.  
What type of call is it?  
Time and area?
7. How many calls were entered for the area/ESZ 4401 between \_\_/\_\_/\_\_ and \_\_/\_\_/\_\_?



*Kern County*

# SHERIFF

8. Look up all the calls entered at HQ from \_\_\_/\_\_\_/\_\_\_ to \_\_\_/\_\_\_/\_\_\_.  
How many calls were entered?  
Were there any GTA calls? If so, what is the event number?  
Vehicle description?  
What is the area/esz?
9. Find all the calls for EAST dispatch on \_\_\_/\_\_\_/\_\_\_.  
How many calls were entered?
10. How many calls for service did Rosamond handle between \_\_\_/\_\_\_/\_\_\_ and today?
11. Look up Event # \_\_\_\_\_.  
What type of call is it?  
Who responded?  
What time was the call entered and closed?  
Disposition of the call?
12. How many calls were cleared Paper between \_\_\_/\_\_\_/\_\_\_ and \_\_\_/\_\_\_/\_\_\_?
13. How many calls did 1P4A handled on \_\_\_/\_\_\_/\_\_\_?  
What time was his AOD entered?  
What address did it occur?
14. How many calls were entered in the Lamont area between \_\_\_/\_\_\_/\_\_\_ and \_\_\_/\_\_\_/\_\_\_?



*Kern County*

# SHERIFF

## CALL SIGNS 1 TEST

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

Write out the call signs and what substation, zone or division they work out of.

1. 1P3 - \_\_\_\_\_
2. DV29 - \_\_\_\_\_
3. MI7 - \_\_\_\_\_
4. DE5 - \_\_\_\_\_
5. WC4 - \_\_\_\_\_
6. RI4 - \_\_\_\_\_
7. WK5 - \_\_\_\_\_
8. WCS1 - \_\_\_\_\_
9. TED2 - \_\_\_\_\_
10. PS2 - \_\_\_\_\_
11. NOS1 - \_\_\_\_\_
12. MIH5 - \_\_\_\_\_
13. 2P3 - \_\_\_\_\_
14. KE6 - \_\_\_\_\_
15. RG8 - \_\_\_\_\_
16. PD2 - \_\_\_\_\_
17. I3 - \_\_\_\_\_
18. TA1 - \_\_\_\_\_
19. ST5 - \_\_\_\_\_
20. RAP1 - \_\_\_\_\_
21. ED1 - \_\_\_\_\_
22. SHC3 - \_\_\_\_\_
23. ME4 - \_\_\_\_\_
24. MI4 - \_\_\_\_\_



*Kern County*

# SHERIFF

- 25. 3P4B - \_\_\_\_\_
- 26. AC20 - \_\_\_\_\_
- 27. GS50 - \_\_\_\_\_
- 28. KE18 - \_\_\_\_\_
- 29. RG1 - \_\_\_\_\_
- 30. WCD1 - \_\_\_\_\_
- 31. CH4 - \_\_\_\_\_
- 32. WB1 - \_\_\_\_\_
- 33. 4P4 - \_\_\_\_\_
- 34. CIV2 - \_\_\_\_\_
- 35. GL1 - \_\_\_\_\_
- 36. G6 - \_\_\_\_\_
- 37. EAS5 - \_\_\_\_\_
- 38. J6 - \_\_\_\_\_
- 39. LAKE13 - \_\_\_\_\_
- 40. COMD1 - \_\_\_\_\_
- 41. CORA2 - \_\_\_\_\_
- 42. RESC1 - \_\_\_\_\_
- 43. SS1 - \_\_\_\_\_
- 44. HART26 - \_\_\_\_\_
- 45. NOH1 - \_\_\_\_\_
- 46. K5 - \_\_\_\_\_
- 47. ES1 - \_\_\_\_\_
- 48. COB1 - \_\_\_\_\_
- 49. B1 - \_\_\_\_\_
- 50. WCV1 - \_\_\_\_\_
- 51. JD11 - \_\_\_\_\_
- 52. BR1 - \_\_\_\_\_
- 53. Z10 - \_\_\_\_\_
- 54. MET1 - \_\_\_\_\_



*Kern County*

# SHERIFF

## CALL SIGNS 2 TEST

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

Write out the call signs and what substation, zone or division they work out of.

1. CIVIL SAM 1 \_\_\_\_\_
2. DELTA DAVID 1 \_\_\_\_\_
3. EAST SAM 1 \_\_\_\_\_
4. SOUTH SAM 1 \_\_\_\_\_
5. FRANK 3 \_\_\_\_\_
6. LAKE 21 \_\_\_\_\_
7. SCOUT 65 \_\_\_\_\_
8. METRO 3 \_\_\_\_\_
9. RESCUE 1 \_\_\_\_\_
10. ROSE DAVID 1 \_\_\_\_\_
11. WASCO BIKE 2 \_\_\_\_\_
12. MET 1 \_\_\_\_\_
13. TECHNICAL INVESTIGATOR 1 \_\_\_\_\_
14. STALLION 5 \_\_\_\_\_
15. GANG DAVID 3 \_\_\_\_\_
16. EAGLE 1 \_\_\_\_\_
17. JAY SAM 10 \_\_\_\_\_
18. DISTRICT 12 \_\_\_\_\_
19. PAUL SAM 7 \_\_\_\_\_
20. HENRY 4 \_\_\_\_\_
21. KING 2 \_\_\_\_\_
22. NICK DAVID 1 \_\_\_\_\_
23. MIKE 7 \_\_\_\_\_
24. AIR 1 \_\_\_\_\_



*Kern County*

# SHERIFF

- 25. CORONER 7 \_\_\_\_\_
- 26. LERDO PAUL 2 \_\_\_\_\_
- 27. TEMPO SAM 1 \_\_\_\_\_
- 28. AIR SAM 1 \_\_\_\_\_
- 29. LINCOLN 10 \_\_\_\_\_
- 30. COMMAND 3 \_\_\_\_\_
- 31. WORK 5 \_\_\_\_\_
- 32. RAPTOR1 \_\_\_\_\_
- 33. XRAY 2 \_\_\_\_\_
- 34. NORTH SAM 1 \_\_\_\_\_
- 35. WASCO VICTOR 1 \_\_\_\_\_
- 36. FRANK HENRY 1 \_\_\_\_\_
- 37. SHAFTER COURT 1 \_\_\_\_\_
- 38. CIVIL DAVID 1 \_\_\_\_\_
- 39. 2 PAUL 5 ADAM \_\_\_\_\_
- 40. DAVID 40 \_\_\_\_\_
- 41. ALPHA 26 \_\_\_\_\_
- 42. CHARLIE 7 \_\_\_\_\_
- 43. LOUIE 2 \_\_\_\_\_
- 44. TANGO IDA 1 \_\_\_\_\_
- 45. RIDGE 5 \_\_\_\_\_
- 46. TEMPO 9 \_\_\_\_\_
- 47. NORTH 8 \_\_\_\_\_
- 48. RANGER SAM 3 \_\_\_\_\_
- 49. RIDGE COURT 1 \_\_\_\_\_
- 50. CROSS ROADS 10 \_\_\_\_\_
- 51. SIERRA DAVID 1 \_\_\_\_\_
- 52. MINIMUM 5 \_\_\_\_\_
- 53. CRF 2 \_\_\_\_\_

## CAD Enterprise Call Taking Skills Assessment

Practice Worksheet: **Write** in the call for service number in the column to the right for each call you create.

#		CFS #
1.	Create a CFS with the 2 pieces of information needed in order to dispatch. - Provide CFS number on right column.	
2.	Create a CFS of an accident at the nearest corner to the police department - put a vehicle descriptions in the narrative	
3.	Enter a call for service and add the apartment number of 48. Add a narrative and vehicle information, using the license plate number of "Your initials 111"	
4.	Enter a call type for verbal dispute – Add Caller: <b>Your Name</b> - Callers Address: (Local Police Department Address) and Phone Number (PD main number). Add Narrative to indicate caller is neighbor reporting this dispute.	
5.	Create a CFS of an Armed Robbery at a local fast food restaurant - the suspects are 2 White Males, wearing black hooded sweatshirts and blue jeans, they ran northbound from the business. Caller is reporting they are having difficulty breathing and may need paramedics - activate the Fire/EMS to respond	
6.	Using an address in the same block as call #4 - create another call from an anonymous caller of a similar call type - realizing that it is the same call as #4 associate the calls together.	
7.	Manager of a local business (use a family members name) (enter valid business name), is calling to report a robbery. He was just robbed by two white males, wearing blue jeans and white t-shirts; they ran northbound from the business carrying the money in an orange bank bag.	
8.	On last CFS - Officers are out with subjects they want added to the CFS - Add the following persons: Larry L Leinweber - W/M, DOB/041548 and then Your Name and DOB.	
9.	Add the information of :“( <b>Your Agency Name</b> ) is the best agency in the state of <b>(Your State)</b> ” to another students call for service, in the Narrative.	
10.	Take a call of a past tense burglary at one of your addresses. Get all of the appropriate information. Just as you are ready to complete the call and hang up, the RP tells you that they need to leave and will be back in an hour. Clear/Cancel this call and advise the RP to call back when they are available for contact.	
11.	The caller from above has called back and says that their appointment was cancelled, so they are home now for the contact. Reactivate this call and ensure that it is in the pending call queue.	

## CAD Enterprise Call Taking Skills Assessment

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	After this step go back and clear each of your CFS numbers out by hitting the Clear Call button on the tool bar and enter a Disposition of Report Made.	
12.	Go to Cleared Call Search - Search for calls - current date - CFS Type Accident No Injury (whatever your agency uses for this type of call) - How many CFS types are there?	

**CALL TAKING CHEAT SHEET**

Where \_\_\_\_\_?  
What \_\_\_\_\_?  
    Depending on type of call:  
    Weapons \_\_\_\_\_?  
    Med Aid \_\_\_\_\_?  
Who \_\_\_\_\_?  
    Susp desc \_\_\_\_\_?  
    Vict desc \_\_\_\_\_?  
    (race/sex/age/height/weight/hair/eyes/clothing)  
Vehicles \_\_\_\_\_?  
    (Color/Year/Make/Body/License)  
Alcohol/Drugs \_\_\_\_\_?

**CALL TAKING CHEAT SHEET**

Where \_\_\_\_\_?  
What \_\_\_\_\_?  
    Depending on type of call:  
    Weapons \_\_\_\_\_?  
    Med Aid \_\_\_\_\_?  
Who \_\_\_\_\_?  
    Susp desc \_\_\_\_\_?  
    Vict desc \_\_\_\_\_?  
    (race/sex/age/height/weight/hair/eyes/clothing)  
Vehicles \_\_\_\_\_?  
    (Color/Year/Make/Body/License)  
Alcohol/Drugs \_\_\_\_\_?

**CALL TAKING CHEAT SHEET**

Where \_\_\_\_\_?  
What \_\_\_\_\_?  
    Depending on type of call:  
    Weapons \_\_\_\_\_?  
    Med Aid \_\_\_\_\_?  
Who \_\_\_\_\_?  
    Susp desc \_\_\_\_\_?  
    Vict desc \_\_\_\_\_?  
    (race/sex/age/height/weight/hair/eyes/clothing)  
Vehicles \_\_\_\_\_?  
    (Color/Year/Make/Body/License)  
Alcohol/Drugs \_\_\_\_\_?

**CALL TAKING CHEAT SHEET**

Where \_\_\_\_\_?  
What \_\_\_\_\_?  
    Depending on type of call:  
    Weapons \_\_\_\_\_?  
    Med Aid \_\_\_\_\_?  
Who \_\_\_\_\_?  
    Susp desc \_\_\_\_\_?  
    Vict desc \_\_\_\_\_?  
    (race/sex/age/height/weight/hair/eyes/clothing)  
Vehicles \_\_\_\_\_?  
    (Color/Year/Make/Body/License)  
Alcohol/Drugs \_\_\_\_\_?

Description	Priority
1014 - COURTESY TRANSPORT	5
1016 - TRANSPORT PRISONER	3
148 - RESISTING ARREST	1
187 - HOMICIDE	1
20001 - HIT & RUN W/INJURY	2
20001 - HIT & RUN W/INJURY INV	1
20002 - HIT & RUN NON-INJURY	1
20002I - HIT & RUN NON-INJURY INV	3
207 - KIDNAPPING	1
207I - KIDNAPPING INV	2
211 - ROBBERY	1
211A - ROBBERY ALARM	1
211I - ROBBERY INVESTIGATION	2
212.5 - RESIDENTIAL ROBBERY	1
212.5I - RESIDENTIAL ROBBERY INV	2
215 - CARJACKING	1
215I - CAR JACKING INV	2
240 - ASSAULT	3
240I - ASSAULT INV	4
242 - BATTERY	2
242I - BATTERY INV	4
243.4 - SEXUAL BATTERY	2
243.4I - SEXUAL BATTERY INVESTIGATION	3
243E1 - SPOUSAL BATTERY	
243E1I - SPOUSAL BATTERY INV	3
245 - ASSAULT WITH A DEADLY WEAPON	1
245I - ASSAULT W/DEADLY WEAPON INV	2
246 - SHOOT @ INHABIT DWELLING	1
246I - SHOOT @ INHABIT DWELL INV	2
247 - SHOOT @ UNOCC DWELL/VEH	2
247I - SHOOT @ UNOCC DWELL/VEH	3

261 - RAPE	1
261.5 - ILLEGAL SEX WITH MINOR	2
261.5I - ILLEGAL SEX WITH MINOR	2
261I - RAPE INV	2
273.5 - SPOUSAL ABUSE	1
273.5I - SPOUSAL ABUSE INV	2
273.6 - VIOLATION OF DVRO	2
273.6I - VIOLATION OF DVRO INV	3
273A - CHILD ENDANGERMENT	1
273AI - CHILD ENDANGERMENT INV	2
278.5 - VIOLATION OF CUSTODY ORDER	3
278.5I - VIOL OF CUSTODY ORDER INV	4
288 - CHILD MOLESTATION	1
288I - CHILD MOLESTATION INV	2
290I - SEX REG VIOL INV	4
314 - INDECENT EXPOSURE	2
314I - INDECENT EXPOSURE INV	3
368 - ELDER ABUSE	2
368I - ELDER ABUSE INV	3
415 - PEACE DISTURBANCE	3
415I - PEACE DISTURBANCE INV	4
415M - PEACE DISTURB LOUD MUSIC	3
415P - PEACE DISTURB PHYSICAL FIGHT	2
415V - PEACE DISTURBANCE VERBAL	3
417 - BRANDISHING A WEAPON	1
417I - BRANDISHING A WEAPON INV	2
422 - CRIMINAL THREATS	3
422 - CRIMINAL THREATS INV	4
451 - ARSON	2
4532B - ESCAPE	2
460 - BURGLARY	2
460A - AUDIBLE ALARM	3
460I - BURGLARY INV	3

Kern County Sheriff's Office Communications

460S - SILENT BURGLARY ALARM	2
470 - FORGERY	3
470I - FORGERY INV	3
475 - COUNTERFEIT BILL	3
475I - COUNTERFEIT BILL INV	3
487 - GRAND THEFT	1
487I - GRAND THEFT INV	3
488IC - SHOPLIFTER IN CUSTODY	3
503 - EMBEZZLEMENT	3
503I - EMBEZZLEMENT INV	4
5150 - MENTALLY UNSTABLE	2
5150I - MENTALLY UNSTABLE INV	
530.5I - IDENTITY THEFT INVESTIGATION	5
594 - MALICIOUS MISCHIEF	3
594I - MALICIOUS MISCHIEF INV	4
597 - CRUELTY TO ANIMALS	3
597I - CRUELTY TO ANIMALS INV	4
602 -TRESPASSING	3
602I -TRESPASSING INV	4
646.9 - STALKING	2
646.9I - STALKING INV	4
647.6 - ANNOYING A CHILD	2
647.6I - ANNOYING A CHILD INV	3
647B - PROSTITUTION	3
647F - PUBLIC INTOXICATION	3
653MI - ANNOYING PHONE CALLS INVESTIGATION	4
664/187I - ATTEMPT HOMICIDE	2
901A - AMBULANCE REQUEST	2
901H - DEAD BODY	2
901T - ACCIDENT W/INJURIES	1
901T - ACCIDENT W/INJURY INV	2
902T - ACCIDENT W/NO INJURIES	2
902TI - ACCIDENT W/NO INJURIES INV	4

Kern County Sheriff's Office Communications

904 - FIRE	2
905N - BARKING DOG	5
905V - VICIOUS ANIMAL	3
CTW - 911 HANG UP	2
918 - MENTALLY ILL	4
921 - PROWLER	3
921I - PROWLER INV	4
927 - UNKNOWN SITUATION	1
930 - SEE THE SUBJECT	4
996 - BOMB DEVICE FOUND	1
996A - BOMB THREAT	1
998 - OFFICER INVOLVED SHOOTING	1
999 - OFFICER NEEDS ASSISTANCE	1
ACO - ANIMAL COMPLAINT	5
ALARM - DEPARTMENT ALARM	1
ALERT1 - MINOR AIRCRAFT INCIDENT	2
ALERT2 - MAJOR AIRCRAFT INCIDENT	1
ALERT3 - AIRCRAFT ACCIDENT	1
AOD - ASSIST OTHER DEPARTMENT	2
AODP - EMERGENCY ASSIST OTHER DEPT	1
ATC - ATTEMPT TO CONTACT	3
ATTSUI - ATTEMPT SUICIDE	1
B&P - BUSN & PROF CODE VIOL	5
BARCHK - BAR CHECK	2
BCST - BROADCAST	2
C10 - WARRANT SERVICE	3
C10K - IMMEDIATE KICKOUT	2
C5 - STAKEOUT	5
C6 -CODE 6	2
CIVIL INCIDENT	4
COMPLAINT TRACKING	9
COVIOL - COUNTY ORDINANCE VIOL	5
CRTVIOL - COURT ORDER VIOLATION	3

Kern County Sheriff's Office Communications

CRTVIOLI - COURT ORDER VIOL INV	4
CTW - CHECK THE WELFARE	2
CVC - CA VEH CODE VIOLATION	3
DA - DA CALLOUT	1
DESK WALK IN	4
DISVEH - DISABLED VEHICLE	3
EMP/SP	4
FIREWKS - ILL FIREWORKS SELF-INTIATED	5
FIREWX - ILLEGAL FIREWORKS	5
FNDJUV - FOUND JUVENILE	2
FNDPRO - FOUND PROPERTY	5
FOOTPAT - FOOT PATROL	4
FW - FISH & WILDLIFE	3
GENSVCS - GENERAL SERVICES	9
GTA - THEFT MOTOR VEHICLE	2
GTAI - THEFT MOTOR VEH INV	3
GUARD - GUARD DUTY	5
HS - NARCOTICS	3
IDA/SCHOOL	4
INDACC - INDUSTRIAL ACCIDENT	2
INFO - INFORMATION	3
JAIL - JAIL INCIDENT	4
KERN ALERT	9
KTP - KEEP THE PEACE	4
LEOCHK - LAW ENFORCEMENT CHECK	3
LIGHTNING IN A BOTTLE	1
LOUDMSC - CO 8.36.020G LOUD MUSIC	5
LOST PROPERTY	4
MET - MET TEAM RESPONSE	5
MET - MET TEAM UNAVAILABLE	5
MSGJUV - MISSING JUVENILE	2
MISSING PERSON	2
MSGPERI - MISSING PERSON INVESTIGATION	3

NON-CRIMINAL ACTIVITY	5
OCJ - OUT OF CONTROL JUVENILE	3
OCJ - OUT OF CONTROL JUV INV	4
OD - OVERDOSE	2
OD - OVERDOSE INV	4
OHV - OFF HIGHWAY VEHICLE	3
OP - SPECIAL OPERATION	3
PANIC - PANIC ALARM	2
PARKS - PARKS CALLOUT	9
PATCK - PATROL CHECK	5
PENAL CODE	5
PREA - PRISON RAPE ELIMIN ACT	1
PROBATION EVENT	1
PRIORITY SUPPLEMENTAL	2
RESC - RESCUE	1
RIOT - LERDO RIOT	1
ROADS - ROADS CALLOUT	9
S&R - SEARCH & RESCUE	1
SCHOOL - THREAT TO SCHOOL	1
SERT - SERT CALLOUT	1
SHOTHRD - SHOTS HEARD ONLY	5
SHOTS - SHOTS FIRED	1
SP - SUBJECT PURSUIT	1
SS - SUBJECT STOP	1
SUBDN - SUBJECT DOWN	1
SUICIDE	1
SUPP - SUPPLEMENTAL	3
SUPPINV - SUPPLEMENTAL INV	3
SUSCIR - SUSPICIOUS CIRCUMSTANCE	3
SUSINV - SUSPICIOUS INVESTIGATION	3
SUSPER - SUSPICIOUS PERSON	3
SUSVEH - SUSPICIOUS VEHICLE	3
TEXT - TEXT-TO-911	3

Kern County Sheriff's Office Communications

THEFT	3
THEFT - THEFT INVESTIGATION	4
TP - TRAFFIC PURSUIT	1
TRAFHAZ - TRAFFIC HAZARD	2
TRN - TRAINING	3
TRUANT - TRUANCY VIOLATION	5
TS - TRAFFIC STOP	1
VENDOR - VENDOR VIOLATION	5
WALK - WALKAWAY	3
WEAPON - WEAPON POSSESSION	2
WRNT - WARRANT SUBJECT	4



*Kern County*

**SHERIFF**

## **Student Learning Activity Call-Taking: Demeanor & Technology**

### **Introduction**

As dispatchers in a Public Safety environment, we are faced daily with answering 911 calls from citizens for help. There is both a technical component and a customer service component to handling emergency calls. The call-taker's demeanor and role is one of the most critical as they are often the first, and sometimes the only, point of contact. How quickly the call is answered, how it is transferred, how the caller is questioned, how information is obtained, what instructions are given to the caller and how the call is classified all drive the response to the situation and can leave the caller with a lasting impression of how they were handled.

Also on the technical side, with emerging technologies, many of our 911 calls are being placed from wireless telephones (cell phones). Unfortunately many callers often do not know their location or the address from which they are placing their call for assistance. To quickly aid a caller it is the call-taker's responsibility to know how to find a caller in the instance that the caller does not know their location or address. The call-taker will also need to know how to properly route the call should it be of a Fire or EMS nature.

### **Outcomes**

After completing this SLA, you will be able to:

- Elaborate on specific communication skills and techniques used in call-taking and identify the variety of "tools" they have in your own "tool chest" to deal with a wide variety of callers, situations and variables
- Demonstrate the ability to show warmth, compassion and empathy with callers on the emotional side of the situation in order to get to the facts of the situation to respond appropriate resources in a timely fashion
- Evaluate your own strengths and weaknesses in their demeanor with callers
- Describe methods used to aid a caller in locating an address
- Properly apply those methods and techniques into daily call-taker duties
- Evaluate and recognize the differences between wireless and landline 911's
- Compare and contrast wireless Phase 1 and Phase 2 calls
- Demonstrate the ability to use and correctly apply policy and resources available in the communications center to the handling of wireless calls



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### **Comprehensive Questions**

1. What are specific ways you can exhibit warmth, empathy and compassion while also exhibiting competence, confidence and professionalism?
2. What is the impact of not entering emergency calls quickly or with inaccurate or incomplete information?
3. What is the impact of not transferring a medical or fire emergency call in a timely manner?
4. What is the difference in handling a wireless 911 call and a land based 911 call?
5. How does the wireless 911 policy aid you in locating a wireless caller?
6. How can using VESTA aid in narrowing down a Phase 2 wireless callers location?
7. What are questions you can ask or techniques you can use with the caller to try and locate them?
8. What are other resources in our Communications Center for finding an address? How and when will you become proficient in these resources?
9. How can you use the Internet to locate a wireless caller?
10. How will you ensure that you are prepared to handle any level emergency call quickly, efficiently and following proper procedure? What training classes and materials have you received here that you can review to strengthen your knowledge, skills and abilities across the board?

### **Application**

You will identify and describe questions and techniques that can be used to locate callers who do not know where they are. This applies to all calls. You will review the existing policy and guidelines on handling calls from wireless callers (both Phase 1 and Phase 2) and will create a guide for yourself to use as a quick reference when faced with wireless calls. This guide should include when and how to transfer a wireless caller with a medical or fire emergency. This portion of the project will be in a Word Document and turned in to your training officer.

After submitting the above information, you will develop a presentation to share with your training officer and the training manager on handling wireless calls. This presentation should be short (15-30 minutes) and should include visual aids and handouts. Be as creative as you desire with your presentation and remember that it is for your benefit.

For the second part of this application you will focus on demeanor. You will review a series of calls you and others have taken and will critique the call-taker's demeanor on the phone and the impact that demeanor may have had on the caller. This critique should also evaluate your own application of different techniques to obtain the information and deal with the caller and the situation. You will then develop a written personal action plan to improve your own skills in the area of demeanor and to expand your techniques in dealing with callers.

You will be given time to complete this project while on duty. You may wish to work on this at home and are more than welcome to however; we do not have the resources to pay overtime for this project.

**Revised 12/14/15**



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**Student Learning Activity**

**Cell Phone Problems**

**DUE** \_\_\_\_\_

**Description**

In this activity you will be given two problems and it is your job to come up with the solutions to these problems. You can provide your response in a Word document, Power Point presentation, or anyway that helps you understand the information you are presenting.

**Problem #1**

You have received an open wireless 911 or a dropped 911 line. What are the steps you can take to locate this caller? Make sure to include the difference between Phase 1 and Phase 2 calls.

**Problem #2**

You have a caller on the line with static or poor reception. What are your options in this situation? What steps would you take so you can obtain the relevant information from the caller?



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**SHERIFF**

Student Learning Activity

## Codes, Jargon & Abbreviations

Name \_\_\_\_\_ Date: \_\_\_\_\_ CTO: \_\_\_\_\_

### Introduction

In the public safety world, much of our communications is conducted using codes, abbreviations and jargon. Codes and jargon help speed up our communications. They help clarify details and provide, to a certain extent, some security on the radio. Using codes, abbreviations and jargon extends beyond radio transmissions. These should be used in creating calls for service in CAD, talking with co-workers and field units and some allied agencies. There are many codes, jargon and abbreviations to learn. The quicker you learn these, the easier and faster you will be able to comprehend information and communicate effectively with others.

### Activity

Write out four plain English paragraphs (calls for service) and then translate them into coded format using the appropriate codes, jargon and abbreviations. Then write out four coded paragraphs (calls for service) and then translate them into plain English.

Create a test, worksheet or game that will assist with the use or memorization of our codes, jargon and abbreviations



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**Student Learning Activity**

**Communication Styles & Conflict Resolution Due \_\_\_\_\_**

Why is it important as a call-taker and a dispatcher to know a variety of communication styles and conflict resolution techniques? What are some communication styles? What are some conflict resolution techniques? When researching these, concentrate on how and when you would employ these techniques with callers on the phone, or even interactions with co-workers. Describe situations and apply the appropriate technique(s) to the situations.

While you may wish to do some of this at home, and you are certainly welcome to, we don't at this time have the ability to pay overtime for this assignment. You are free to prepare this project in any way you would like, by using programs such as PowerPoint, Word, or other computer programs. Your project can include display boards or other presentation tools. Be as creative as you desire.

Be sure and quote your sources. If you interview someone, give his or her name, position, and affiliation. If you use the Internet or some other form of written source, be sure and include the web site or book name, magazine article, etc. If you have researched using a video, give the name of the video.

Name	HotKey	Description	Parameters
17		1017	UnitNumbers, SecondaryLocation
19		1019	UnitNumbers, SecondaryLocation
19B		1019B	UnitNumbers, SecondaryLocation
28		VEHICLE TAB COMMAND	CallNumber
29		PEOPLE TAB COMMAND	CallNumber
6		10-6 OUT OF SERVICE	UnitNumbers, SecondaryLocation
8		IN SERVICE	UnitNumbers
97		ARRIVE	UnitNumbers, SecondaryLocation
A		ARRIVE	UnitNumbers, SecondaryLocation
A97		ALL UNITS ON CALL 97	CallNumber, SecondaryLocation
AAA			UnitNumber
AAOD		CLEAR ALL UNITS AOD	CallNumber
AAR2		ALL UNITS ON CALL AR2	CallNumber, SecondaryLocation
AC4		ALL UNITS ON CALL C4	CallNumber, SecondaryLocation
ACAN		CLEAR ALL UNITS CANC	CallNumber
ACIT		CLEAR ALL UNITS CIT	CallNumber
ACIV		CLEAR ALL UNITS CIV	CallNumber
ACL		CHANGE ALL UNITS LOCATION	CallNumber, SecondaryLocation
ACLA		CHANGE ALL UNITS LOCATION ARRIVE	CallNumber, SecondaryLocation
ADER		CLEAR ALL UNITS DER	CallNumber
AFA		CLEAR ALL UNITS FA	CallNumber
AFI		CLEAR ALL UNITS FI	CallNumber
AGOA		CLEAR ALL UNITS GOA	CallNumber
AIN		ASSIGN ADDL INCIDENT NUMBER	CallNumber, UnitNumber, IncidentType
AK		ACKNOWLEDGE	UnitNumbers, SecondaryLocation
ANCA		CLEAR ALL UNITS NCA	CallNumber
ANFA		CLEAR ALL UNITS NFA	CallNumber
AOD		CLEAR UNIT AOD	UnitNumbers, Comment
APAP		CLEAR ALL UNITS PAPER	CallNumber
AR2		ARRIVE 2ND	UnitNumbers, SecondaryLocation
ASS		ASSOCIATE CFS	CallNumberToAssociate, CallNumber
ASUP		CLEAR ALL UNITS SUPP	CallNumber
AUNF		CLEAR ALL UNITS UNF	CallNumber
AUTC		CLEAR ALL UNITS UTC	CallNumber
AUTL		CLEAR ALL UNITS UTL	CallNumber
AV		IN SERVICE	UnitNumbers
AVR		AVAILABLE ON RADIO	UnitNumbers
AWAR		CLEAR ALL UNITS WARN	CallNumber
AWRN		CLEAR ALL UNITS WRNT	CallNumber, Counts
C		CLEAR UNIT W/DISPO	UnitNumbers, UnitDispositions, Comment
C10		C10 - WARRANT SERVICE	UnitNumbers, Location, Qualifier, Narrative
C10K		C10K - IMMEDIATE KICKOUT	UnitNumbers, Location, Qualifier, Narrative
C4		CODE 4	UnitNumbers, SecondaryLocation
C4H		C4 HOSPITAL	UnitNumbers, SecondaryLocation
C5		CODE 5	UnitNumbers, Location, Qualifier, Narrative
C6	F9	CODE 6	UnitNumbers, Location, Narrative, PlateNumber, PlateState, Qualifier
C6V		C6 ON VEH	UnitNumbers, PlateNumber, Narrative, Location, PlateState
C7		CODE 7	UnitNumbers, SecondaryLocation
CAN		CLEAR UNIT CANC	UnitNumbers, Comment
CAR		CANCEL REQUEST	CallNumber, Narrative
CAU		CLEAR ALL UNITS FROM A CALL W/DISPO	CallNumber, Dispositions
CC		CANCEL CALL	CallNumber
CCS		CLEARED CALL SEARCH	
CDER		CLEAR ALL UNITS DER	CallNumber
CIT		CLEAR UNIT CIT	UnitNumbers, Comment
CIV		CLEAR UNIT CIV	UnitNumbers, Comment
CL		ENROUTE	UnitNumbers, SecondaryLocation
CL2		ENROUTE ADDTL LOCATION	UnitNumbers, SecondaryLocation
CLA		CHANGE LOCATION ARRIVE	UnitNumbers, SecondaryLocation, Comment
CMD	F7	GO TO COMMAND LINE	
COPY		COPY CALL	CallNumber, PoliceCallType, Comment
CRT		OUT OF SERVICE COURT	UnitNumbers, SecondaryLocation
D		DISPATCH UNIT	UnitNumbers, CallNumber, SecondaryLocation
DASS		DISASSOCIATE CFS	CallNumber, AssociatedCallNumber
DER		CLEAR UNIT DER	UnitNumbers, Comment
DISP	F12		
E		EN ROUTE	UnitNumbers, SecondaryLocation
FA		CLEAR UNIT FA	UnitNumbers, Comment
FI		CLEAR UNIT FI	UnitNumbers, Comment
FP		FOOT PATROL C6	UnitNumbers, Location, Narrative
GOA		CLEAR UNIT GOA	UnitNumbers, Comment
GSS		GLOBAL SUBJECT SEARCH	LastName, FirstName, D.O.B.
LF		LOG OFF/OFF SHIFT	UnitNumbers

LINK		LINKING ACTIVE CALLS (XREF)	CallNumber, LinkCallNumbers
LJ		NCIC - LO JACK QUERY	RequestUnitNumber, AssociatedCall, LOJACK #
MAP		CENTER CALL ON MAP	CallNumber
N		ADD NARRATIVE	CallNumber, Narrative
NC	F5	NEW CALL	
NCA		CLEAR UNIT NCA	UnitNumbers, Comment
NFA	F2	CLEAR UNIT NFA	UnitNumbers, Comment
ON		ON SITE W/ABILITY TO CHOOSE CALL TYPE	UnitNumbers, CallType, Location, Narrative, PlateNumber, Qualifier
P		PROB C6	UnitNumbers, Location, Qualifier, Narrative
PAGE	F3	PAGING SYSTEM	UnitNumbers, PagingGroups, Personnel, Message
PAP		CLEAR UNIT PAPER	UnitNumbers, Comment
PC		PATROL CHECK	UnitNumbers, Location, Qualifier, Narrative
PER		PEOPLE TAB COMMAND	CallNumber
QA		NCIC - ARTICLE QUERY	RequestUnitNumber, TYPE, SERIAL, AssociatedCall
QG		NCIC - GUN QUERY	RequestUnitNumber, SERIAL, AssociatedCall
QL		NCIC - IN STATE PLATE QUERY	RequestUnitNumber, LICENSE PLATE #, AssociatedCall, SearchPlateHistory
QLS		NCIC - OUT STATE PLATE QUERY	RequestUnitNumber, LICENSE PLATE #, STATE, AssociatedCall, SearchPlateHistory
QN		NCIC - IN STATE PERSON BY NAME QUERY	AssociatedCall, LAST NAME, FIRST NAME, DATE OF BIRTH, SEX
QNS		NCIC - OUT STATE PERSON BY NAME QUERY	RequestUnitNumber, LAST NAME, FIRST NAME, MIDDLE INITIAL, DATE OF BIRTH, SEX, STATE, AssociatedCall
QO		NCIC - IN STATE OLN QUERY	RequestUnitNumber, DRIVER LICENSE #, AssociatedCall
QOS		NCIC - OUT STATE OLN QUERY	RequestUnitNumber, DRIVER LICENSE #, STATE, AssociatedCall
QV		NCIC - IN STATE VIN QUERY	RequestUnitNumber, VIN #, AssociatedCall
QVS		NCIC - OUT STATE VIN QUERY	RequestUnitNumber, VIN #, STATE, AssociatedCall, RUN LOCAL QUERY
REP		EXCHANGE UNITS	UnitNumber1, UnitNumber2
RR		REROUTE UNIT	UnitNumbers, CallNumber
S		SHOW CALL	CallNumber
SCFS		SEARCH PRIORS AT AN ADDRESS	Location, Qualifier
SCS		SHOW CALL STACK	UnitNumber
SS		SUBJECT STOP	UnitNumbers, Location, Narrative, Qualifier
STC		STACK CALL FOR UNIT	UnitNumber, CallNumber
STRK		STOP UNIT TRACKING	UnitNumber
SUP		CLEAR UNIT SUPP	UnitNumbers, Comment
TA		TRANSPORT ARRIVE	UnitNumbers, SecondaryLocation
TEMP		NCIC - TEMP PLATE QUERY	LICENSE PLATE #, AssociatedCall
TOW		DISP TOW	CallNumber, SVRCategory, SVRType
TR		TRANSPORT	UnitNumbers, SecondaryLocation
TRK		START UNIT TRACKING	UnitNumber
TS	F4	TRAFFIC STOP	UnitNumbers, PlateNumber, Narrative, Location, PlateState
U2		UPDATE SECONDARY	UnitNumbers, SecondaryLocation
UD		UNIT DETAIL	UnitNumber
UH		UNIT HISTORY	UnitNumber
UNF		CLEAR UNIT UNF	UnitNumbers, Comment
UNIT		CREATE CALL SIGN	UnitNumber, UnitType, Jurisdiction, RadioNumber
UP		UPDATE UNIT PERSONNEL	UnitNumber, ID
US		UPDATE UNIT STATION	UnitNumber, Station
UTC		CLEAR UNIT UTC	UnitNumbers, Comment
UTL		CLEAR UNIT UTL	UnitNumbers, Comment
UV		UPDATE UNIT VEHICLE	UnitNumber, VehicleNumber
UWRN		CLEAR ALL UNITS WRNT	CallNumber
VEH		VEHICLE TAB COMMAND	CallNumber
WAR		CLEAR UNIT WARN	UnitNumbers, Comment
WOU		CENTER MAP ON UNIT IF GPS EQUIP	UnitNumber
WRN		CLEAR UNIT WRNT	UnitNumbers, Comment
U		EX: S U1P2	
		ALLOWS A COMMAND TO USE A CALL SIGN INSTEAD OF A CFS	



*Kern County*

**SHERIFF**

**Student Learning Activity**

**Communication Center Overview 1**

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **CTO:** \_\_\_\_\_

As a new hire, it is important for you to know what we do, who we serve, and how we do it. Reaching the goal of working on your own will require that you learn vast amounts of information. Knowing whom we serve and how we serve them will help you reach this goal. Your task is to learn this information and ensure that you retain and transfer this knowledge as you begin your training.

**Activity**

Create a test, worksheet or game to assist with familiarizing yourself with the Communication Center. Make sure to include the following in your work.

1. Who are our contract agencies?
2. What are the other dispatch centers in the county that we regularly work with?
3. How do we contact our own contract agencies and other agencies we work with?
4. How will you know who to refer someone to, whether to one of our agencies, one of the county departments or one of our allied agencies?



*Kern County*

**SHERIFF**

**Student Learning Activity**

**Communication Center Overview 2**

**Due** \_\_\_\_\_

Our call takers and dispatchers handle a large volume and variety of calls each day. We serve many agencies and provide many services. Our size and diversity of what we do can be overwhelming at times. The goal of this SLA is to help lessen that feeling of being overwhelmed by having you gain a solid understanding of what we do in the Communication Center, who we serve and how we do it. Part I of this SLA is to describe the different functions of the communication center and the different positions and their tasks.

Another way to help the feeling of being overwhelmed is to understand the training program. Part II of this SLA is to become familiar with the training program. Include answers to the following questions:

1. What responsibility do you have, as the trainee, in the program?
2. What responsibility does the trainer have in the program?
3. What are some tools used to assist with training?
4. How will you prepare yourself for success?
5. What will you do when you hit stumbling blocks?

You will be given time to complete this project while on duty. While you are welcome to work on the project at home, we are unable to pay overtime for this assignment. Present your findings in a way that helps you understand the information and is easy for you to explain to others. Be as creative as you wish, write a paper, create a power point, or display board. Be sure to quote any sources used in this project.



*Kern County*

**SHERIFF**

## **Student Learning Activity Composing Text**

### **Introduction**

Due to the nature of our work, it is vital that we enter information into events quickly, accurately and concisely. At times citizens will make a short story long and it is your job to condense the information into a few sentences. This is important for officer and public safety. Dispatchers need to pass the information onto officers as quickly as possible, providing only the pertinent information while still portraying the event accurately. The ability to condense information can often be difficult skill for new call-takers. This SLA is designed to help improve your skills in condensing information from callers and properly ordering that information into CAD events.

### **Outcomes**

After completing this SLA, you will be able to:

- Identify calls where the text is incomplete, unclear or unnecessarily wordy.
- Identify the types of calls where the information can be difficult to condense.
- Demonstrate the ability to correctly condense information
- Demonstrate the ability to accurately order information into a CAD event.
- Analyze a series of calls and evaluate what information can be removed as unnecessary.
- Evaluate your own skills in composing text and identify a plan to further your skills in this area.

### **Comprehensive Questions**

1. What is the impact of poorly composed text in CAD events?
2. What are techniques to help shorten the text of a call?
3. In general, what is the proper order for entering information into a CAD event?
4. What are some types of calls that can be difficult to condense?
5. How do you know what is pertinent information and what is not?

### **Application**

You will be given a series of CAD events to review. You will be looking for accuracy, brevity and conciseness. Highlight sentences or information in the text that could be improved upon and show how you would improve the information. After reviewing these calls you will be given a series of stories depicting calls that are lengthy and complex. You will assess the information and reword the stories into logical order containing only pertinent information, as you would for an actual CAD event, for the dispatcher to give to the field units. Use common abbreviations, codes and jargon.

After these activities assess your own skills and develop a plan to continue improvement and strengthening of your skills.



*Kern County*

**SHERIFF**

**Student Learning Activity**

**Console Equipment**

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **CTO:** \_\_\_\_\_

**Activity**

As a dispatcher there is a lot of equipment used to complete the necessary tasks of the job. Not including CAD functions make a presentation, handout, or training guide for remembering how to use each piece of equipment and what its function is. You will need to list each piece of equipment and give a description of its uses. You can create a test, worksheet or game.



**Student Learning Activity**

**Controlling the Flow**

**Due** \_\_\_\_\_

**Introduction**

One of the major challenges call-takers and dispatchers face is developing their skills in controlling the flow of phone conversations and radio traffic. **On the phones**, call control is vital. Due to the large volume of calls and other pressing duties, we cannot afford to let our callers ramble. With all calls we must be able to control the call, extract information and give instructions quickly and efficiently. **On the radio**, the ability to control the pace and to coordinate responses can be crucial to the safety of all involved. Knowing how to control the flow is an important skill as a dispatcher. You must be able to control the flow while showing diplomacy, respect and professionalism in dealing with callers, field personnel and other agencies. This learning activity is designed to help you discover tools in controlling the flow with phones and the radio.

**Outcomes**

After completing this SLA, you will be able to:

- Identify the potential impact of failing to control the phone calls or radio traffic.
- Identify techniques to control the flow of information.
- Demonstrate the ability to apply techniques to control incoming information
- Evaluate your own effectiveness of controlling the flow of information and identify a plan to further your skills in this area.

**Comprehensive Questions**

1. What is the impact of failing to control calls?
2. What is the impact of failing to control radio traffic?
3. What are techniques for controlling calls?
4. What are techniques for controlling radio traffic?
5. What resources are available to you for developing your control techniques?
6. What is your own skill level at controlling the flow of information?
7. What is your plan to further developing your skills in controlling the flow?



*Kern County*

**SHERIFF**

### **Application**

#### **For Call-Taking:**

You have a potential dispatch applicant sitting with you. The applicant questions you on how it is that you are able to handle so many calls so quickly. She asks how you know when to cut a caller off and how you do so without offending callers. She wants to know what type of training she might get that specifically deals with this topic. As a new call-taker, will there be resources available to her? If so, what are they and where can they be found? Finally, the applicant wants to know how you measure your skill level and what strategic plan you have to continue your skill development in this area.

Create a presentation any way you would like answering the above concerns.

#### **For Radio Dispatch:**

Develop a training resource for controlling the flow of traffic on the radio. In your training guide, be sure to address the following questions”

1. Are there call-taking control techniques that can be applied to controlling the flow of radio traffic?
2. Are there Division Policies or materials to guide you?
3. What are control techniques unique to radio dispatching?
4. What techniques do veteran dispatchers use to manage radio traffic at all times?  
Do they change with the priority of the situation?
5. What can dispatchers do to improve their skills in managing heavy radio traffic?

Separate from the training resource you develop, you are to write a personal plan to advance your skills in the area of controlling the flow of traffic.

**\*\*\*\*Reminder! You will come across many different techniques in this activity, some you will be able to use while in training, others you will need to wait until after training. You will be taught a certain way for uniformity in the training program. I encourage you to hold on to what you gather in the activity for after training.\*\*\*\***



*Kern County*

**SHERIFF**

**Student Learning Activity**

**Customer Service “DON'TS”**

**DUE** \_\_\_\_\_

**Description**

Make a list of behaviors and things that are inappropriate in the workplace as it related to dealing with citizens, deputies, co-workers. Keep in mind all of the above are our customers.

Answer the following for each instance:

1. Is there a way to prevent the situation or to handle it correctly if it comes up?
2. Are there policies in place for this?
3. What are those policies?

After completing your list read the attached information and see how you could use it for keeping customer service at the forefront of your mind during each day. Write a paragraph of what you learned from the readings and your own thoughts.



*Kern County*

**SHERIFF**

## EFFECTIVE INTERVIEWING AND LISTENING SKILLS

### **FOCUS ON THE CALLER**

Focus your mind on what the caller is saying. You can't talk and listen at the same time. If you try to talk over someone you could miss some important information. Ignore the distractions around you that are not important. You can learn a great deal if you listen to the undertones in a conversation. A little quiver of fear in their voice tells you there might be something more here than meets the eye.

### **DON'T JUMP TO CONCLUSIONS**

If you don't understand something, or feel you may have missed a point, clear it up now before it embarrasses you later. Avoid making unwarranted assumptions about what the person says or you think may be happening. Base your decisions on facts. Do not try to complete sentences for someone.

### **RESPECT OTHERS AND GIVE THEM CONSIDERATION**

Someone else's problems are important and you will receive a lot more cooperation if you do not discredit their problems. People will get emotional. Recognize the emotion for what it is and move on to helping the caller. Be opened minded to the caller's story. Guide the conversation back to the topic if the caller rambles or strays, keeping in mind that there are times when they will need to vent a little bit because they want someone to hear them out. Telling the caller that while you know they are frustrated/angry that they will have an opportunity to speak with an officer and that you don't want them to have to tell their story twice may do this.

### **IGNORE AND CONTROVERSY THE POLITICS**

Don't give credit to someone's personal feelings about politics or controversy by arguing with them. Don't react to the person. Don't allow irritation at things that someone says to you to distract or anger you. Don't argue mentally. You may disagree with what they are saying or they may not know the proper terminology, but keep an open mind.

### **PERCEPTION – OURS, YOURS, THEIRS**

Everyone has different beliefs, values, and standards of life. Don't impose yours on others. Don't place yourself into a position of belittling someone because of his or her beliefs, values, or standards of life. Avoid stereotyping.

### **PREPARE IN ADVANCE**

You never know what will happen next. Expect the worse and rehearse what you would do in your mind. What does happen will then seem easier. Take notes. Notes may be helpful at a later time. Practice listening. When conversing with friends, family and people you meet, learn to sharpen your inner ear to be aware of what people are actually saying.



*Kern County*

**SHERIFF**

Most people spend so much of their time thinking of their next response to what is being said that they are not actually listening to the other person. Stay tuned, and then formulate your response on the information you have received, not on the information you have presumed.

### **WHAT IS REALITY?**

Someone has called wanting help. You are the person who answered the telephone and you are expected to provide assistance. Can you help them? If so, gather the necessary information to complete an accurate incident for public safety response. If you cannot help the caller then be prepared to provide options. The proper resolution to a call reflects on both you and your agency.

#### **DO:**

1. Use effective listening techniques, as listed above.
2. Repeat key words in a manner in which to clarify.
3. Ask questions that will not make the caller defensive. Avoid "do you", "did you" or "why".
4. Address the caller by first name for more cooperation (Some senior citizens do not like this type of approach)
5. Frustration of the callers needs to be vented, sometimes verbally, but let them tell their story.
6. Refer callers to other resources when you can.
7. If the caller is extremely emotional, upset, irate, or irrational, have them sit down and guide hem through one or two deep breaths. Sitting down and deep breathing stops the flows of adrenaline in the body.

#### **DON'T:**

1. Don't argue with or challenge the caller. It serves no purpose other than to escalate the situation.
2. Don't let the caller deviate from the problem.
3. Don't do the talking for the caller.
4. Don't put words into the caller's mouth.
5. Don't legalize.
6. Don't use police jargon. The public will not understand agency jargon or do not know, nor do they need to know the difference between a burglary and a robbery.



## Daisy Goes to Oildale

Dispatcher Daisy left headquarters \_\_\_\_\_  
Address

eastbound on \_\_\_\_\_ and turned south on the next street  
Street name

\_\_\_\_\_ to the park \_\_\_\_\_.  
Street Name Park name

She left the park and drove directly to the nearest hospital \_\_\_\_\_  
Hospital name

Daisy drove out of the north parking lot of the hospital and immediately turned

east and stopped at the traffic light on \_\_\_\_\_. When  
Cross Street name

the light changed she continued eastbound on \_\_\_\_\_ to  
Street name

the dead end. At the dead end she turned north on \_\_\_\_\_  
Street name

and drove to the school \_\_\_\_\_.  
School name

She left the school and drove east on either \_\_\_\_\_ or  
Street name

\_\_\_\_\_ to the park \_\_\_\_\_.  
Street name park name

“Were Ah  
Mad Here”



# Day 1 Humor

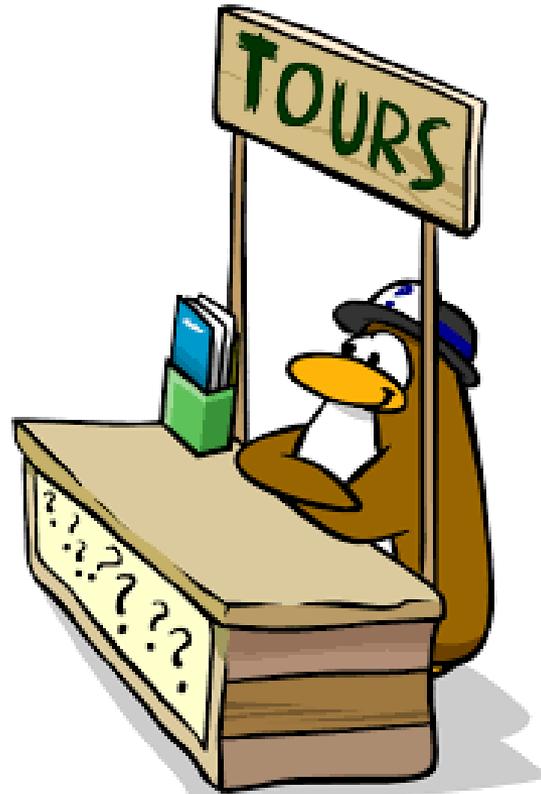


# Candy Introductions



- ▶ Name / Age
  - ▶ Prior Employment
  - ▶ Why do you want to be a dispatcher
  - ▶ Red – Favorite Hobbies
  - ▶ Pink – Favorite Place on Earth
  - ▶ Blue – Favorite Memory
  - ▶ Yellow – Dream Job
  - ▶ Orange – Wildcard (Tell us anything about yourself)
- 

# Tour Time!



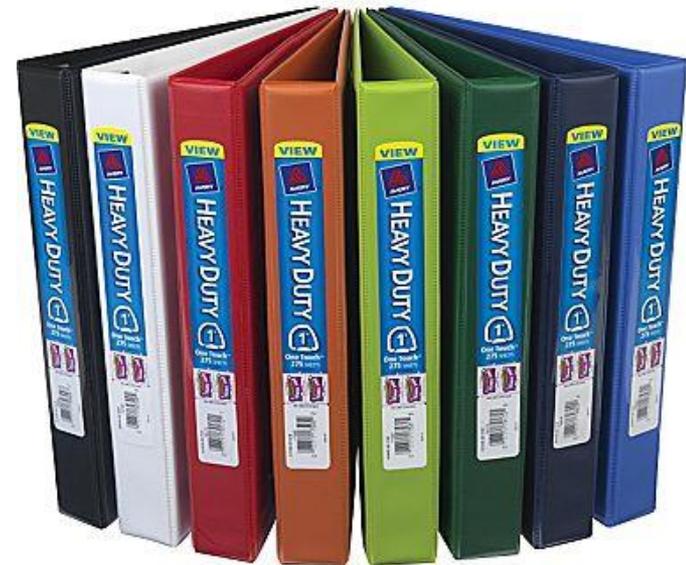
# Ice Breaker

- ▶ Pair Up
- ▶ You have 1 minute to come up with as many Law Enforcement movies you can.



# Binders/Flash Drives

- ▶ You are being provided with county USB Flash Drives with all the necessary training material.
- ▶ You are also being provided with a binder for worksheets and documents you may want in paper form.



A scroll of aged, yellowish parchment is unrolled, revealing the text "Mission Statement" written in a dark blue, serif font. The scroll is set against a white background with a subtle shadow beneath it. In the bottom-left corner, there is a decorative graphic element consisting of a blue and black gradient shape.

*Mission Statement*

# Department Mission Statement

- ▶ **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.**
- 

# Communications Center 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.
- 

**DISPATCH**

**911**

**THE TOUGHEST JOB  
YOU'LL EVER LOVE**

# Training Overview

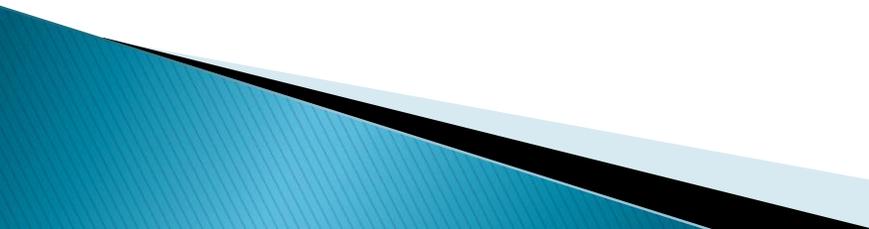
- ▶ Environment
  - Work load
  - Leaving Premises
  - Lunch/Breaks
  - Para Military
  - Focus
- ▶ Performance
  - Be on time!
  - Sick/Late
  - Dispatcher Briefing
  - Time off
- ▶ Customer Service
  - Always remain professional
  - Different types of callers and calls
- ▶ Shifts
  - Follow CTO
  - SHIFT WORK
  - Overtime
- ▶ Shift Bids
- ▶ Medication

# Training Overview Continued

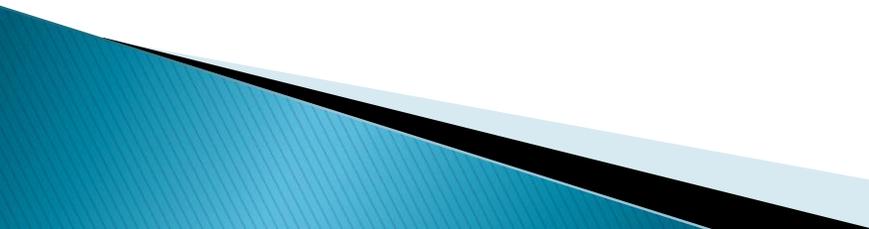
## ▶ Chain of Command

- ▶ CTO (informal)
  - ▶ Training Manager/Supervisor
- ▶ Communications Section Manager
  - ▶ Patrol Commander
- ▶ Law Enforcement Bureau Deputy Chief
  - ▶ Undersheriff
    - ▶ Sheriff

# Training Overview Continued

- ▶ DOR
  - ▶ New CTO every 6 weeks
  - ▶ Multi-task
  - ▶ Quick decisions
  - ▶ Headset
  - ▶ Calm during critical incidents
  - ▶ Confidential
  - ▶ Respect
  - ▶ Time sheets/Mailbox
  - ▶ Prepared
  - ▶ Receptive
  - ▶ Mindful of outside activities
  - ▶ Department social functions
  - ▶ No socializing with CTOS
  - ▶ Evaluations
  - ▶ Phones
  - ▶ Down time
  - ▶ One year probation
- 

# Training Overview Continued

- ▶ Learning styles
  - ▶ Open Communication
  - ▶ Our goal
  - ▶ Your CTOs
  - ▶ EPRs
  - ▶ DOC/Laudatory
  - ▶ Mistakes
  - ▶ Other agencies
  - ▶ Spotlight
  - ▶ Customer Service
  - ▶ Tone
  - ▶ Discretion
  - ▶ Community Oriented
  - ▶ Competence/  
Confidence
  - ▶ Complaints
  - ▶ ETAs
- 



Give a man a fish and you feed him for a day.  
Teach him how to fish  
and you feed him for a lifetime.

© 2009 www.fishandchum.com

Lao Tzu

600 - 470 B C

# Phase Expectations

I HAVE NO IDEA  
WHAT'S GOING  
TO HAPPEN.

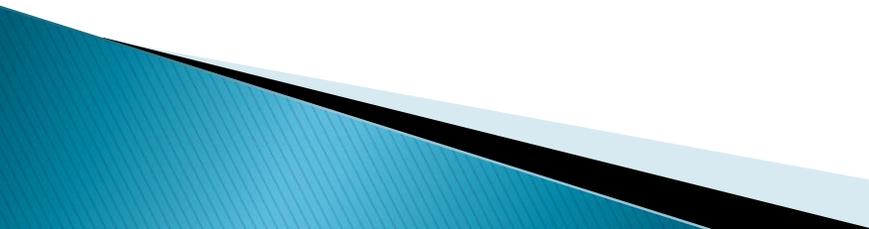


AND I LOVE IT.

# Academy Expectations

- ▶ Be proficient in Kern County Geography. ( Boundary lines, municipality codes, highways, freeways, common places, zones, substations)
- ▶ Be proficient in using Military Time and the Phonetic Alphabet.
- ▶ Know all of the Police agencies within Kern County.
- ▶ Know all of the Jail facilities within Kern County.
- ▶ Be proficient in writing, entering and verbally giving proper information in relation to Broadcasts.
- ▶ Know where to locate Sheriff Department and Sheriff's Communications Policy and Procedures.
- ▶ Have a base knowledge of Penal Codes, Call Types, Dispositions, Abbreviations, Terminology and Jargon.
- ▶ Ability to put together a suspect description using the proper format.
- ▶ Ability to put together a vehicle description using the proper format.
- ▶ Possess a base knowledge of CAD Command Line functions.
- ▶ Possess a base knowledge of commonly used Call-Signs.
- ▶ Possess a base knowledge of the various Sections of the Sheriff's Office and what those Sections handle.
- ▶ Have a beginning understanding of CLETS/CJIS and common "returns".
- ▶ Pass the Academy Final with an 85% or higher

# Phase 1 Expectations

- ▶ Demonstrate a working knowledge of the commonly used radio codes, penal codes, event types, and call signs.
  - ▶ Working knowledge of CLETS/CJIS returns, with minimal assistance from CTO.
  - ▶ Begin to manipulate CAD efficiently.
  - ▶ Ability to page and dispatch all ACO calls for service
  - ▶ Enter priority 3 calls and above report calls with no assistance from CTO.
  - ▶ Enter priority 3 calls and above in progress calls with minimal assistance from CTO.
  - ▶ Understand and possess the ability to transfer callers and understand when to transfer to the appropriate entity; without assistance from your CTO.
  - ▶ Ability to efficiently use the 911 queue and mapping to locate and verify locations.
- 

# Phase 2 Expectations

- ▶ Be able to understand CLETS and CJIS returns and relay the pertinent information into the narrative with minimal assistance from your CTO.
- ▶ Begin to apply the Communications Center Call Taking quality control standards.
- ▶ Enter priority 3 and above calls with no assistance from CTO.
- ▶ Enter priority 1 and 2 calls for service with minimal assistance from CTO.
- ▶ Ability to utilize the radio console with little to no assistance from CTO.
- ▶ Work the ACO channel with no assistance from CTO.
- ▶ Begin to make yourself aware of what is happening in the room, recognize when your team needs assistance and when to ask for assistance.

# Phase 3 Expectations – Dispatch Assistant

- ▶ Ability to manipulate CAD; without assistance.
  - ▶ Handle Priority 1 and 2 calls for service with no assistance from CTO.
  - ▶ Work through emergency situations; with assistance from CTO.
  - ▶ Demonstrate your ability to make decisions independently and correct errors as needed, with minimal to no assistance from CTO
  - ▶ Utilize the various resources available and recognize when to assist team members and when to ask for assistance.
  - ▶ Be consistent in the Communications Centers Call Taking Quality Control Standards.
  - ▶ Begin to apply the Communications Centers Radio Traffic Quality Control Standards.
  - ▶ Appropriately prioritize all tasks including triaging 9-1-1 and 7-digit lines.
- 

# Questions?

- ▶ We have answers!



# Policy and Procedure

**KNOW THE  
RULES!**



# B-100

- ▶ General Rules and Regulations



- ▶ Report for duty at assigned time
  - ▶ Be in uniform
  - ▶ Check mailbox, e-mail daily
  - ▶ Notify on duty Dispatch Supervisor at least **2 hours** prior to beginning of shift for any reason of being absent
  - ▶ Notify on duty Dispatch Supervisor as soon as possible if you will be late.
  - ▶ Fill out time sheet daily
  - ▶ Submit time sheet on the last day worked prior to the due date.
  - ▶ You may leave the facility with the approval of the Dispatch Supervisor
  - ▶ Do not sleep on duty
- 

- ▶ Submit vacation/CTO requests within specified time of shift bids
  - ▶ Time off must be covered unless otherwise approved by a supervisor
- 

# K-200

- ▶ General Appearance - All Members



# Male Personnel (All)

## ▶ Hair

- Clean and neatly combed
- No unusual or bizarre colors or styles
- No longer than the top of the shirt collar at back of the neck
- Hair will be tapered so it does not curl outward at the back of the head
- Hair may not extend further than the bottom of the ear opening
- Bulk and length of hair shall not interfere with wearing of all standard headgear
- Sideburns shall be neatly trimmed, rectangular and shall not extend below the ear lobe

## ▶ Beards/Facial Hair

- Must be neatly trimmed no more than ½” thick and may not extend more than 1.5” from the tip of the chin/jaw line back toward the neck. The neck will be clean-shaven
- Goatees include a full mustache that complies with mustache guidelines. The mustache must extend in a straight vertical line to the beard. No more than ½” long and may not extend 1” from the tip of the chin/jaw line back toward the neck.
- Mustaches shall not extend more than ½” beyond the corners of the mouth nor below the vermilion border of the upper lip or more than ¼” below the corner of the mouth. Waxed ends or points are not allowed
- No soul patches or Fu-Manchu mustaches

# Male Personnel Cont'd (All)

- ▶ **Fingernails**
  - Clean and Trimmed
  - No longer than 1/8" past fingertip
- ▶ **Jewelry**
  - Conservative in nature
  - Medical bracelets
  - 2 rings including a wedding band
  - A watch
  - No visible body piercing, earrings, eyebrow, nose or tongue studs
  - Teeth: No dental are, decals, inlaid rings, stones or other adornments.
- ▶ **Tattoos, Branding, Scarification, Body Implants**
  - Shall not be displayed
  - To cover can use approved uniform, approved uniform clothing, neutral skin patch or bandage
  - Facial tattoos are prohibited

# Female Personnel (All)

Except Civilian Non-Uniform

- ▶ Hair
  - Clean, neat and well groomed
  - No unusual/bizarre styles or colors
  - Hair ties must be concealed as much as possible and blend in with the hair
- ▶ Fingernails
  - Clean and trimmed
  - No longer than 1/8" past fingertip
  - Polish will be clear, french-nails, neutral, or subdued soft tones. No art, decals, or other adornments
  - Ceramic or gel overlays is allowed if they conform to the above standards
- ▶ Jewelry
  - Conservative in nature
  - Medical bracelets
  - A watch
  - 2 earrings per ear – stud-type earrings no to exceed ¼" in diameter
  - No visible body piercing, eyebrow, nose, or tongue studs
- ▶ Teeth: No dental art, decals, stones or other adornments

# Female Personnel Cont'd (All)

Except Civilian Non-Uniform

- ▶ Tattoos, Branding, Scarification, Body Implants
  - Shall not be displayed
  - Will be covered by wearing approved uniform, non-uniform clothing, or neutral skin patch or bandage
  - Facial tattoos are prohibited
  - Permanent, conservative eyebrow and lip liner cosmetic tattoos are acceptable
- ▶ Cosmetics
  - Subdued and blended to match natural skin color of the individual
  - Unusual/Bizarre false eyelashes or longer than ½" are prohibited

# K-300

## ▶ Uniform Specifications – Clothing



## ▶ Class B Uniform (daily uniform)

- Black polyester/cotton twill slacks (Dickie's) – pg 30
- Black skirt polyester/cotton w/ flesh tone or black nylons
- Black socks – pg25
- Black plain belt – pg 1
- Black tie shoes – pg 6
- Polo – pg 24

## ▶ Class A Uniform

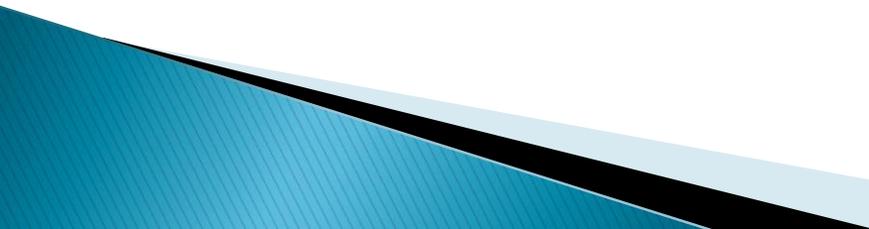
- White zippered front permanent–press shirt – pg24
- Black skirt polyester/cotton w/ flesh tone or black nylons
- Black polyester/cotton twill slacks (Dickie's)
- Black socks

# K-0425

- ▶ Sheriff Dispatcher Uniforms



# Class A

- ▶ Black and White Uniform
  - ▶ Sheriff's Office Metal Civilian Badge
  - ▶ Silver Metal Name plate
  - ▶ Sheriff's Office Shoulder Patch (picked up at prop room)
  - ▶ Plain Black belt 1 – 1.5” wide with metal buckle
  - ▶ Black plain toed black sole shoes plain.
  - ▶ No open toe or heel.
  - ▶ Heels no higher than 1.5”
- 

# Class B

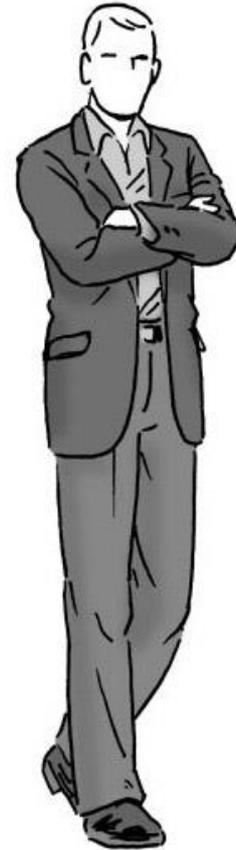
- ▶ Sheriff's Office Polo
  - Embroidered Sheriff's Office badge on left breast
  - Embroidered first initial and last name
    - Colorfast black thread in ½" block letters in all caps
- ▶ Sheriff's Office Identification card
- ▶ Must be worn above the waist and clearly visible
- ▶ Black pants or skirt
- ▶ Plain black belt 1 – 1.5" wide with metal buckle
- ▶ Black plain toed, black soles, low heel no higher than 1.5"
- ▶ Plain black blazer (optional)
- ▶ Solid black zip up or Sheriff's Office Black zip up sweater

# Female Personnel

- ▶ Hair
    - Kept clean, neat and well groomed
    - No unusual/bizarre colors or styles
  - ▶ Can wear 1 necklace
  - ▶ Conservative stud or hoop earrings. No dangling earrings
  - ▶ 4 rings are allowed
- 

# K-800

- ▶ Non-Uniform Dress – Male



- ▶ Hats allowed only when necessary.
    - Conservative, clean, no slogans/logos
  - ▶ Dress shirt or polo tucked in
    - The Sheriff's Office polo is allowed at the discretion of the Section Manager
    - Discreet logos or approved Sheriff's Office graphics allowed
  - ▶ Dress slacks including Dockers style
    - No jeans
  - ▶ Footwear will be appropriate to the rest of the ensemble
    - No sandals, athletic shoes, flip flops, clogs...
  - ▶ Except when necessary for in-service training classes undershirts or athletic t-shirts shall not be worn as outer garments
    - No profane, offensive or vulgar logos, slogans, or graphics allowed
- 

# K-810

- ▶ Non-Uniform Dress – Female



- ▶ Hats allowed only when necessary.
  - Conservative, clean, no slogans/logos
- ▶ Dress slacks including Dockers style
  - No jeans
- ▶ Skirt or Dress
  - No strapless, spaghetti strap, backless, tube top unless covered by a jacket
  - No shorter than 3" above the knee
  - Conservative judgement is to be exercised in clothing with slits or vents
- ▶ Blouse
  - The Sheriff's Office polo shirt is allowed at the discretion of the Section Manager.
  - Discreet logos or approved Sheriff's Office logos allowed
- ▶ While on duty a brassiere that provides adequate support shall be worn
- ▶ Hosiery shall be conservative, professional and appropriate to the rest of the ensemble
- ▶ Footwear must be appropriate to the rest of the ensemble
  - Sandals of a professional appearance may be worn
  - No athletic shoes, heels higher than 3", flip flops, clogs....
- ▶ The following are prohibited
  - Tube tops, halter tops, strapless, skorts, capri pants, leggings, mesh or transparent fabrics
  - Shorts, sweat suits, jogging suits, gym clothing
  - Excessively open or low-cut garments
  - Bare midriffs
  - Revealing or skin-tight clothing
  - Backless sun dresses

# K-820

- ▶ Dress – Training Courses



## ▶ Shirts

- Collar or Button front
- Polo shirts
- NO t-shirts, tank tops, sweatshirts or other casual clothing

## ▶ Long Pants

- Cargo pants or clean jeans are acceptable
- No shorts, sweatpants, or swim wear

## ▶ Shoes

- Casual/athletic shoes allowed
  - No flip-flops, shower shoes or slippers
- 

# J-3200

- ▶ Employee Speech, Expression and Social Networking



# Safety

- ▶ Do not post anything that could compromise the safety of an employee.
  - Disclosing a photograph and name or address of a deputy who is working in an undercover capacity
  - Disclosing the address of another Sheriff's Office Member
  - Otherwise disclosing where another member of the Sheriff's Office can be located off-duty

# Prohibited Speech, Expression and Conduct

- ▶ Speech or expression made pursuant to an official duty that tends to compromise or damage the mission, function, reputation or professionalism of the Sheriff's Office or its employees.
- ▶ Speech or expression that, while not made pursuant to an official duty, is significantly linked to, or related to, the Sheriff's Office and tends to compromise or damage the mission, function, reputation or professionalism of the Sheriff's Office or its employees.
- ▶ Speech or expression that could reasonably be foreseen as creating a negative impact on the credibility of the employee as a witness. For example, posting statements or expressions to a website that glorify or endorse dishonesty or illegal behavior.
- ▶ Speech or expression of any form that could reasonably be foreseen as creating a negative impact on the safety of the employees of the Sheriff's Office. For example, a statement on a blog that provides specific details as to how and when prisoner transportations are made could reasonably be foreseen to jeopardize employees by informing criminals of details that could facilitate an escape or attempted escape.
- ▶ Speech or expression that is contrary to the canons of the Law Enforcement Code of Ethics as adopted by the Sheriff's Office.
- ▶ Disclosure, through whatever means, of any information, photograph, video or other recording obtained or accessible as a result of employment with the Sheriff's Office for financial gain, or any disclosure of such materials without the expressed authorization of the Sheriff or his designee (Penal Code § 146g).
- ▶ Posting, transmitting or disseminating any photographs, video or audio recordings, likenesses or images of Sheriff's Office logos, emblems, uniforms, badges, patches, marked vehicles, equipment or other material that specifically identifies the Sheriff's Office on any personal or social networking or other website or web page, without the express written permission of the Sheriff or his designee.
- ▶ Failure to take reasonable and prompt action to remove any content that is in violation of this policy and/or posted by others from any web page or website maintained by the employee (e.g., social or personal website).

# Where are Policies and Procedures?

- ▶ Sheiffnet
- ▶ County web page
- ▶ Behind Supervisors desk
- ▶ Your Flash Drive



# Time Sheets

- ▶ How to fill them out
- ▶ Fill them out daily
- ▶ How to look up pay stubs



# Learning Styles

- ▶ Do you know yours?
  - ▶ Why it is important for us to know
  - ▶ There are 3 major learning styles
- 

# Visual Learner

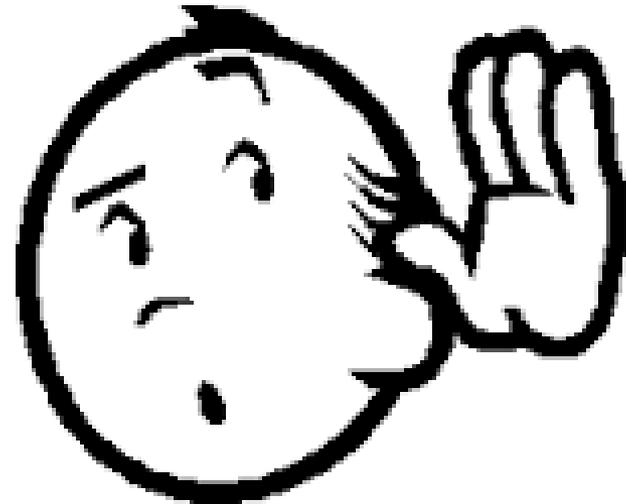
- ▶ Visual learners prefer the use of images, maps, and graphic organizers to access and understand new information



*"When I see it, then I understand"*

# Auditory Learner

- ▶ Auditory learners best understand new content through listening and speaking in situations such as lectures and group discussions. They use repetition as a study technique and benefit from the use of mnemonic devices



# Kinesthetic Learner

- ▶ Kinesthetic learners best understand information through tactile representations of information. These students are hands-on learners and learn best through figuring things out by hand.



# Resources, Stress Management, Keys to Coping

## ▶ EAP:

- <https://www.kerncountyhealthbenefits.com/active-employees/employee-assistance-program>
- Finding child and elder care
- Handling grief and loss
- Free identity theft monitoring
- Budgeting tools
- Legal forms
- Career advice
  - There are three free counseling sessions per incident available to you as well.

## ▶ CISM

- Critical Incident Stress Management

## ▶ PEER Support

- Can locate on Sharepoint

## ▶ Journaling

# PTSD

- ▶ Posttraumatic Stress Disorder
- ▶ Typically appears within 3 months
- ▶ 3 categories
  - Intrusion – Flashbacks
  - Avoidance – Avoids emotional ties/activities that remind them of original event
  - Hyperarousal – Feelings of constantly being in danger. Explosive and/or exaggerated reactions
- ▶ Symptoms are not one size fits all
- ▶ Treatment is not one size fits all

# Acute Stress Symptoms

- ▶ Tightened scalp
  - ▶ Rapid Breathing
  - ▶ Increased oxygen intake to lungs
  - ▶ Dry mouth
  - ▶ Spasms of throat muscles
  - ▶ Increased blood flow (300%–400%)
  - ▶ Cool, Clammy, Sweaty skin
  - ▶ Shut down of digestion
- 

# Chronic Symptoms

- ▶ Exhaustion
- ▶ Boredom/cynicism
- ▶ Impatience/irritability
- ▶ Feeling unappreciated
- ▶ Changes in work style
- ▶ Paranoia
- ▶ Disorientation/Memory loss
- ▶ Insomnia
- ▶ Self-Medicating
- ▶ Depression
- ▶ Suicidal thoughts
- ▶ Increase in accidents
- ▶ Susceptibility to infections
- ▶ Headaches
- ▶ Back pain
- ▶ Stomach issues
- ▶ Loss of appetite
- ▶ Weight loss or gain
- ▶ Food cravings
- ▶ Skin conditions

# STRESS TEST



edStein '09 Nea  
edSTEININK.COM

# How We Cope With Stress

- ▶ This job is stressful, and it is important to take care of you and develop healthy habits of handling stress. These habits can also carry over into your personal life as well. Think back to a particular stressful time in your life, how did you cope with the situation? Thinking of that same situation answer the following questions:
  - Did you eat or drink? If so, what kind of food or beverages?
  - Did you smoke or drink alcohol?
  - Did you meditate or pray?
  - Did you seek out a friend or coworker to confide in?

# Plan

- ▶ Come up with some positive ways to use when stressed.
  - ▶ Now write down a plan that will work for you to keep with you throughout your training.
- 





A stylized green mobile phone is positioned in the lower-left quadrant, with its antenna pointing upwards. From the phone, several green curved lines radiate outwards, representing signal waves. Another set of similar signal waves is located in the upper-right quadrant. In the center of the image, there is an orange rectangular box with a jagged, hand-cut edge. Inside this box, the words "P-H-O-N-E-T-I-C" and "A-L-P-H-A-B-E-T" are written in white, spaced-out, uppercase letters. The background is white, with a blue and black diagonal graphic element in the bottom-left corner.

P-H-O-N-E-T-I-C  
A-L-P-H-A-B-E-T



Z

ZEBRA

# Military Time





2300  
11:00PM

# Radio Codes



# 10-1

## Radio Reception Poor



# 10-2

- ▶ Radio Reception Good



**LOUD AND  
CLEAR!**

# 10-4

- ▶ Acknowledged, Okay



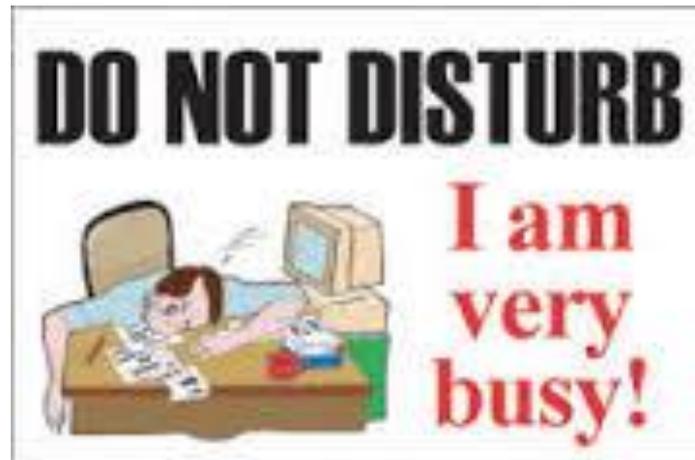
# 10-5

- ▶ Relay Info



# 10-6

- ▶ Busy
- ▶ Away From Unit / Code 4



10-7

▶ Off Duty



# 10-8

- ▶ In Service
- ▶ Sometimes used when clearing a call



# 10-9

- ▶ Repeat



**"Um, Can you repeat  
the part of the stuff  
where you said all  
about the things?"**

# 10-11

- ▶ What is the Traffic?



# 10-15

- ▶ Prisoner In Custody
- ▶ Also used to talk about prisoner
  - (ex: My 10-15 is uncooperative)



# 10-19

- ▶ Return to Station
- ▶ Enroute to area or \_\_\_\_\_



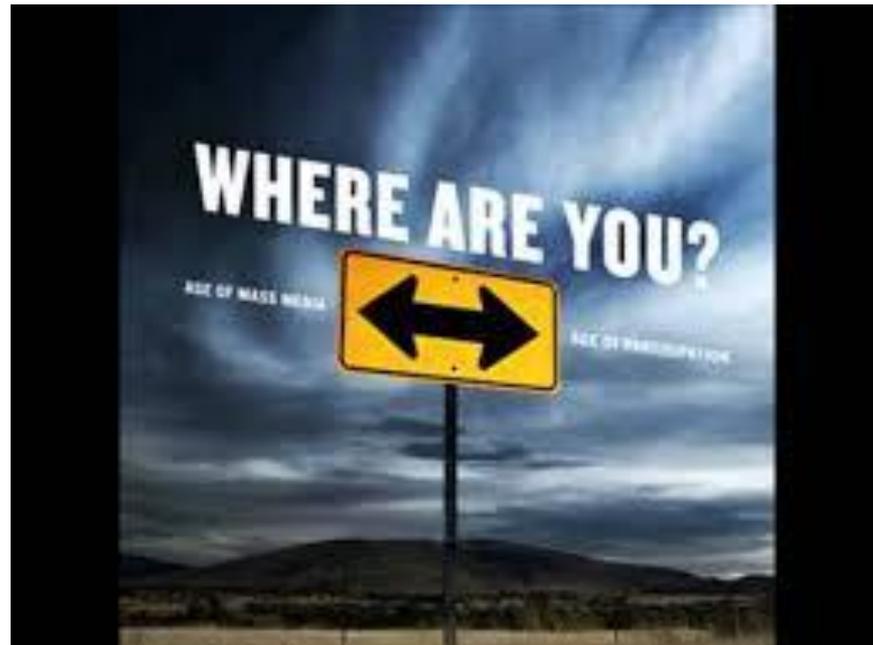
# 10-19B

- ▶ En-Route to my residence



# 10-20

- ▶ What is your location?
- ▶ Also used for “location” --- Susp 10-20 unkwn



# 10-21

- ▶ Call
- ▶ Telephone



# 10-21B

- ▶ Call Your Home



# Control 1 / CTRL 1

- ▶ Kern Country Sheriff



# Control 2 / Ctrl 2

Bakersfield Police Department



# Control 3 / CTRL 3

- ▶ California Highway Patrol



# CTRL4 / ECC

- ▶ Kern County Fire Department
- ▶ The Fire Communication Center is called ECC



# CTRL 5

- ▶ Radio Shop

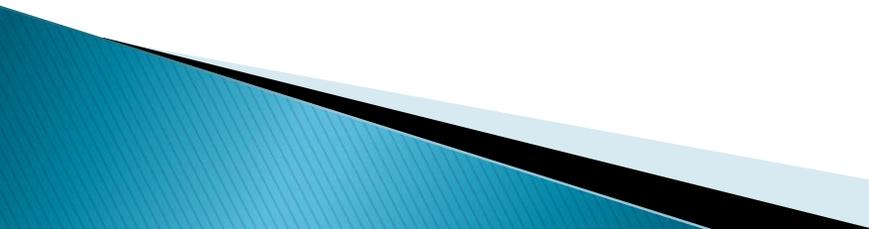




“Be more concerned with your character than your reputation, Because your character is what you really are, while your reputation is merely what others think you are.”

– John Wooden

# What are Ethics?

- ▶ Rules of behavior based on ideas about what is morally good and bad
  - ▶ The discipline dealing with what is good and bad and with moral duty and obligation
  - ▶ A set of moral principles: a theory or system of moral values. The principles of conduct governing an individual or a guiding philosophy, a consciousness or moral importance
  - ▶ A set of moral issues or aspects (as rightness)
- 

# Ethics and Morality

## Ethics

- The rules of conduct recognized in respect to a particular class of human actions or a particular group or culture.
- External – Social System
- Why? Because society says it is the right thing to do
- Ethics are dependent on others for definition. They tend to be consistent within a certain context but can vary between contexts.
- A person strictly following Ethical Principles may not have any Morals at all. Likewise, one could violate Ethical Principles within a given system of rules in order to maintain Moral integrity.
- Greek word "ethos" meaning "character"
- Ethics are governed by professional and legal guidelines within a particular time and place

## Morals

- Principles or habits with respect to right or wrong conduct. While morals also prescribe dos and don'ts, morality is ultimately a personal compass of right and wrong.
- Individual – Internal
- Because we believe in something being right or wrong.
- Usually consistent, although can change if an individual's beliefs change.
- A Moral Person although perhaps bound by a higher covenant, may choose to follow a code of ethics as it would apply to a system. "Make it fit"
- Latin word "mos" meaning "custom"
- Morality transcends cultural norms

# Ethics Check

- ▶ Did any of the questions surprise you?
  - ▶ Did you feel that all of these questions were of an “ethical” nature?
  - ▶ Did anyone answer “yes” to all of the questions?
  - ▶ Did anyone answer “no” to all of the questions?
- 

# Ethical Dilemma

- ▶ A complex situation that often involves an apparent mental conflict between moral imperatives, in which to obey one would result in transgressing another

# Ethics Scenarios

- ▶ What was the unethical behavior?
  - ▶ What are the options?
  - ▶ What are the possible consequences of taking no action?
- 

# DOR / Daily Observation Report

- ▶ Why we do them
  - ▶ What is acceptable
  - ▶ What is expected
  - ▶ What you are seeing
- 



**QUIZ**  
**TIME!**



# Important Phone Number

- ▶ Late/Call in protocol



Good Night





*Kern County*

# SHERIFF

## DAY 1 QUIZ

Name: \_\_\_\_\_ DATE: \_\_\_\_\_ Score: \_\_\_\_\_ /50

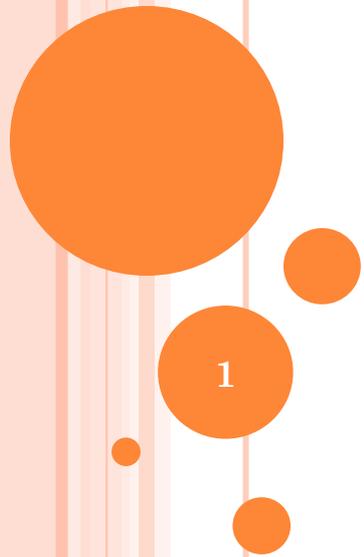
### PHONETIC ALPHABET

A -	B -
C -	D -
E -	F -
G -	H -
I -	J -
K -	L -
M -	N -
O -	P -
Q -	R -
S -	T -
U -	V -
W -	X -
Y -	Z -

Spell your first and last name using the phonetic alphabet:

## Military Time

1	_____0300	13	_____1200
2	_____0800	14	_____0500
3	_____0000	15	_____1300
4	_____1900	16	_____1400
5	_____2000	17	_____2200
6	_____1500	18	_____1700
7	_____1100	19	_____1000
8	_____0400	20	_____0900
9	_____0100	21	_____2300
10	_____0200	22	_____1800
11	_____2100	23	_____0600
12	_____1600	24	_____0700



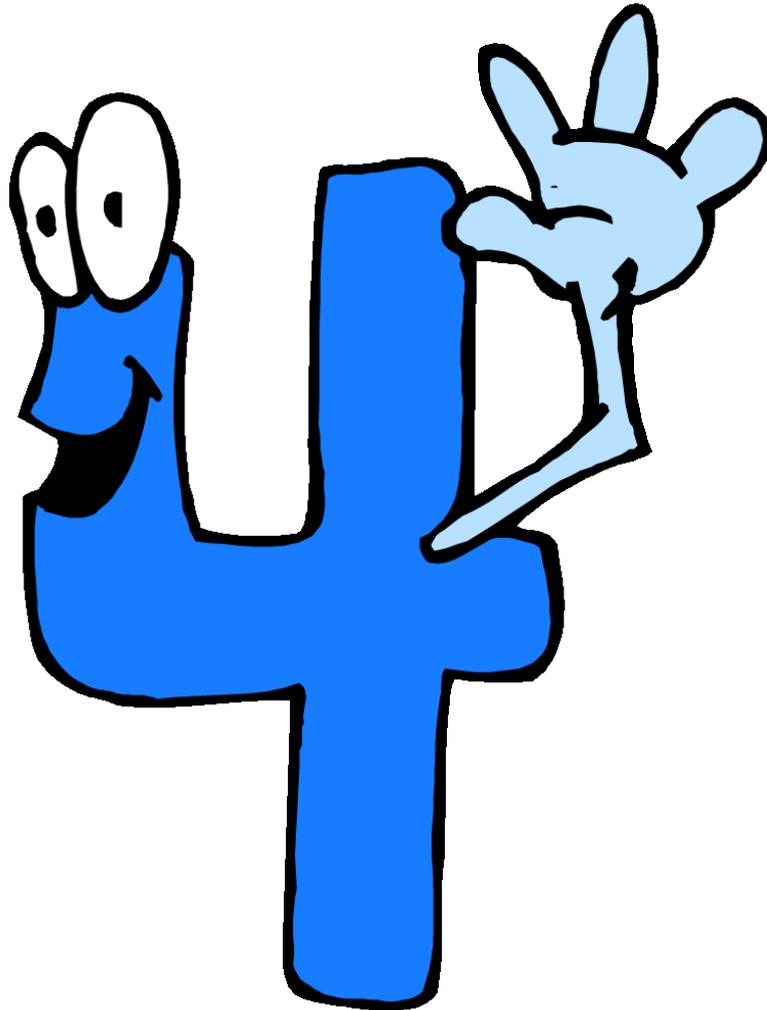
1



DAY

2

HOW MANY BATHROOMS ARE IN THE  
COMMUNICATIONS CENTER?



WHAT TWO THINGS NEED TO BE WRITTEN  
ON ANYTHING PUT INTO THE FRIDGE?



WHICH MISSION STATEMENT IS LONGER, THE  
DEPARTMENT'S OR THE COMMUNICATION CENTER'S?

**Communication  
Center**

A black spotlight is positioned in the top-left corner, casting a wide, yellowish-green beam of light across the slide. The beam converges on a bright yellow oval in the lower-right quadrant. The background is a dark gray gradient.

# Student Spotlight

EACH OF YOU GIVE  
ME AN ASPECT OF  
ANY POLICY FROM  
YESTERDAY.

HOW OFTEN SHOULD YOU BE ENTERING  
TIME ON YOUR TIME SHEETS?



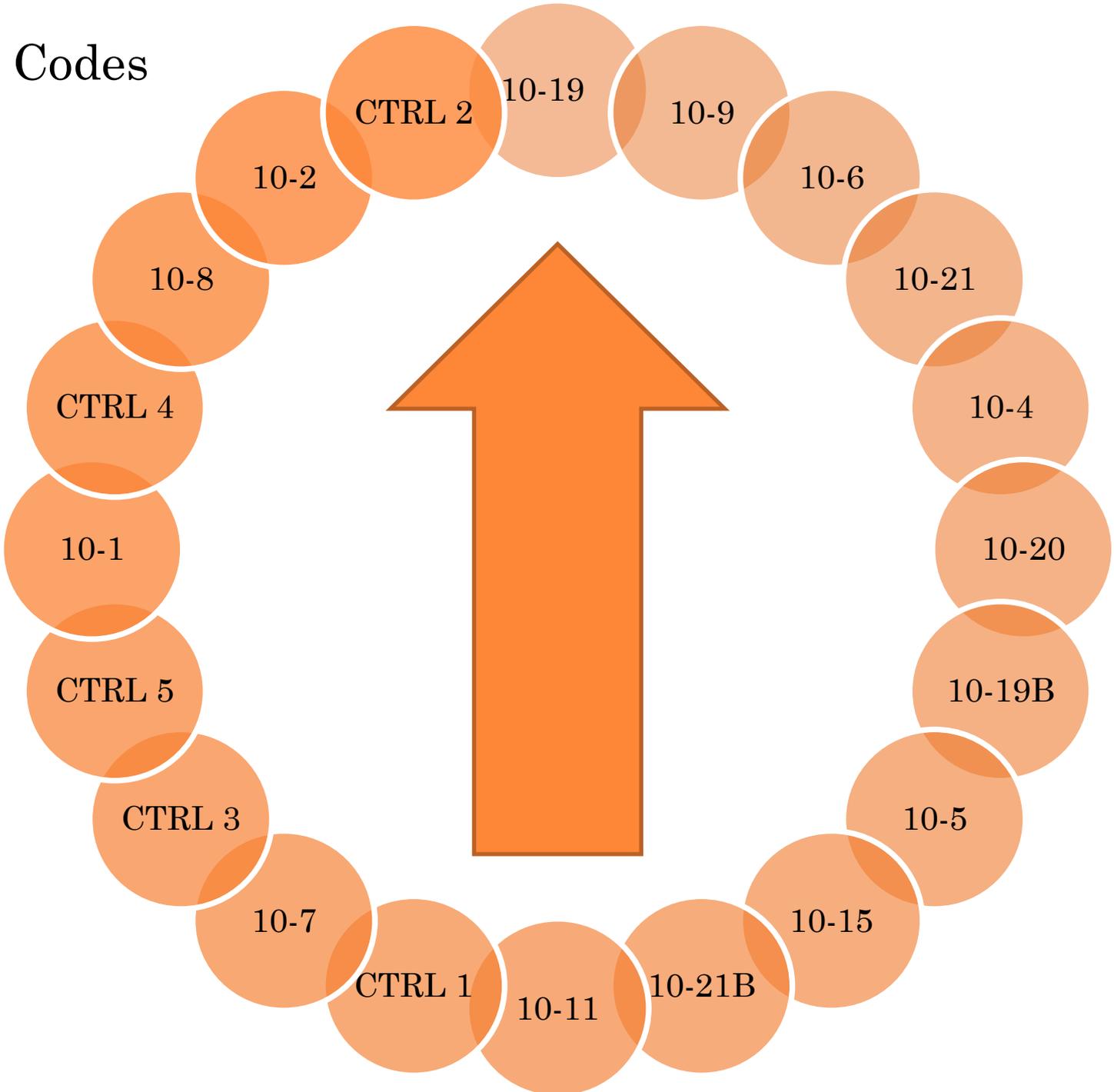
WRITE YOUR NAME PHONETICALLY ON  
YOUR WHITE BOARD

- Charles Adam Sam Sam Ida Edward
- Cassie

# MILITARY TIME

- What time is it now?
- What time do we get to go home?

# Radio Codes



WHAT IS THE DISCIPLINE DEALING WITH WHAT IS  
GOOD AND BAD AND WITH MORAL DUTY AND  
OBLIGATION?



WHAT MUST YOU BE WHILE WRITING IN  
YOUR DOR'S?



# WHY DO WE COMPLETE DOR's?

If you didn't  
**document**  
you didn't  
**do it.**

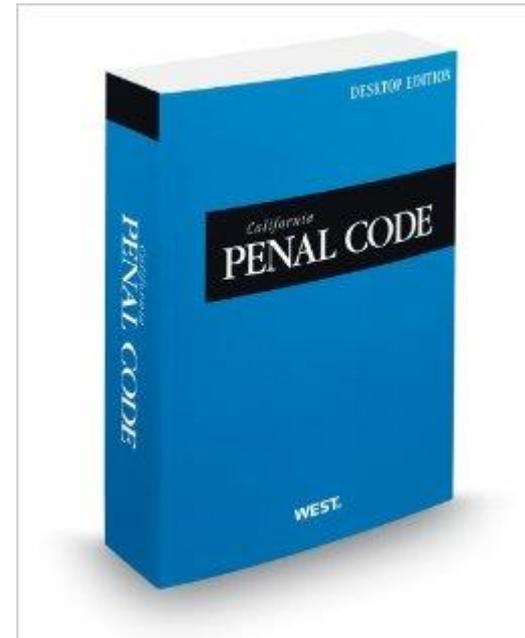


© Can Stock Photo - csp14862914

A stack of colorful sticky notes is pinned to a corkboard. The top note is light green and features the word "QUESTIONS" in a large, black, serif font, oriented diagonally from the bottom-left to the top-right. The stack includes notes in various colors such as purple, orange, blue, and pink. A single white pushpin is visible on the top note.

QUESTIONS

# CALL TYPES AND PENAL CODES



# 415P

- Peace Disturbance Physical



# 415V

- Peace Disturbance Verbal



# 415 / 415I

- Peace Disturbance (Investigation)



# 647F

- Public Intoxication
- Intoxicated



# 594 / 594I

- Malicious Mischief (Investigation)
- Vandalism



# 602 / 602I

- Trespassing (Investigation)



# LOUDMSC

- CO 8.36.020 – Loud Music



# 415M

- Peace Disturbance Loud Music
- RP wants contact



# 653MI

- Annoying Phone Calls Investigation



# 211/211I

- ROBBERY (INVESTIGATION)



# 215/215I

- Carjacking (Investigation)



# 212.5 / 212.5I

- Residential Robbery (Investigation)



# THEFT/THEFTI

- Theft (investigation)



\*537 - Defrauding Innkeeper

\*498 - UTILITY THEFT (INVESTIGATION)

\*593D - Illegal Cable Investigation

# 460/460I

- Burglary (Investigation)



# 487/487I

- Grand Theft (Investigation)



# \*488 / 488I

- Petty Theft (Investigation)
- \*Will be entered as THEFT/THEFTI



# 503/503I

- Embezzlement (Investigation)



# 530.5I

- Fraud Using Personal Information Investigation



# 488IC

- Shoplifter In Custody



# 475/475I

- COUNTERFEIT BILL



# 470 / 470I

- Forgery (Investigation)



# \*496

- In possession of Stolen Property
- Stolen Property
- \*Will be entered as SUSCIR/SUSINV



# 211A

- Robbery Alarm
- Used for businesses
- Cannot Cancel



# PANIC

- Panic Alarm
- Used for residences



# 460S

- Silent Burglar Alarm



# 460A

- Audible Burglar Alarm



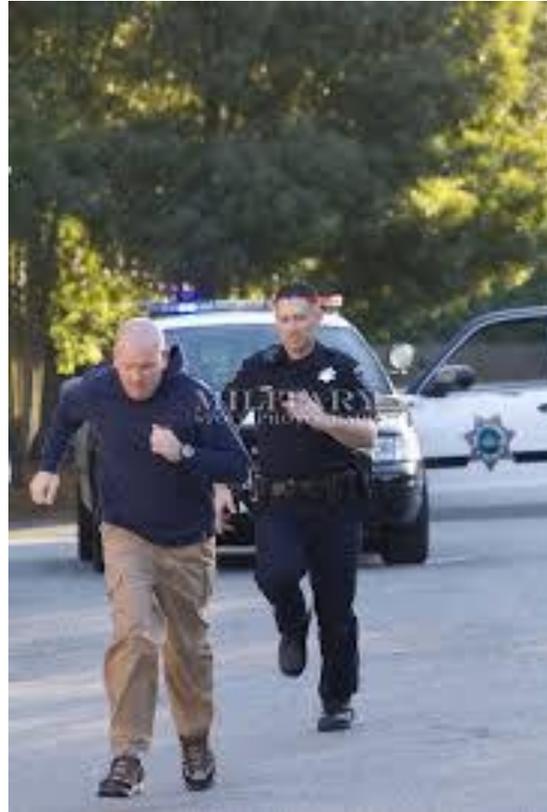
# ALARM

- Department Alarm



# SP

- Subject Pursuit



# TP

- Traffic Pursuit



# OP

- SPECIAL OPERATION



# EMP/SP

- EMP/SP Violation
- Electronic Monitoring Program and Sheriff Parole

**VIOLATION**

# S&R

- Search and Rescue



# RESC

- Rescue



# HS

- Narcotics
- Health and Safety



# WRNT

- Warrant Service
- Initiated from the public



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# ALERT1

- Minor Aircraft Incident



# ALERT2

- Major Aircraft Incident



The Daily Breeze / Brad Greenston

# ALERT3

- Aircraft Accident



# CRTVIOL/CRTVIOLI

- Court Order Violation (Investigation)



# 273.6 / 273.6I

- Violation of Domestic Violence Restraining Order (Investigation)

If you're close  
enough to read this...  
**YOU JUST VIOLATED YOUR  
RESTRAINING ORDER!**

# 278.5 / 278.5I

- Violation of Custody Order (Investigation)



# 4532B

- Escape



# WALK

- Walk Away



# WEAPON

- Weapons Violation



\*CCW - Carrying Concealed Weapon

\*GUNSEIZD - Weapons Seized

# 246 / 246I

- Shooting at Inhabited Dwelling (Investigation)



# 247 / 247I

- SHOOT AT UNOCCUPIED DWELLING (INVESTIGATION)



# SHOTS

Shots Fired



# 417 / 417I

- Brandishing Weapon (Investigation)



# SHOTHRD

- Shots Heard Only
- 50/50





**KEEP  
CALM  
AND  
LOVE  
CALL SIGNS**

KeepCalmAndPosters.com

# SHERIFF AND CHIEFS

- COMD\_
  - Command



# COMMANDER

- CH\_
  - Charlie



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# LIEUTENANT

- L\_
  - Lincoln



# ADMINISTRATION UNITS

- ALF\_
  - Alpha
- AD\_
  - Alpha David
- AS\_
  - Alpha Sam



# CANINE UNIT

- K\_
- King



# TECHNICAL INVESTIGATORS/ CRIME SCENE INVESTIGATORS

- TL\_
  - T I



# EMP/SP UNITS

- ED\_
  - Edge
- EDD\_
  - Edge David
- EDS\_
  - Edge Sam



# CIVIL UNIT

- CIV\_
  - Civil
- CIVD\_
  - Civil David
- CIVS\_
  - Civil Sam

CIVIL SECTION

# CORONER UNITS

- CORA\_
  - Cora



# EAST AND WEST SUBSTATION SERGEANTS

- ES\_
  - East Sam
- WS\_
  - West Sam



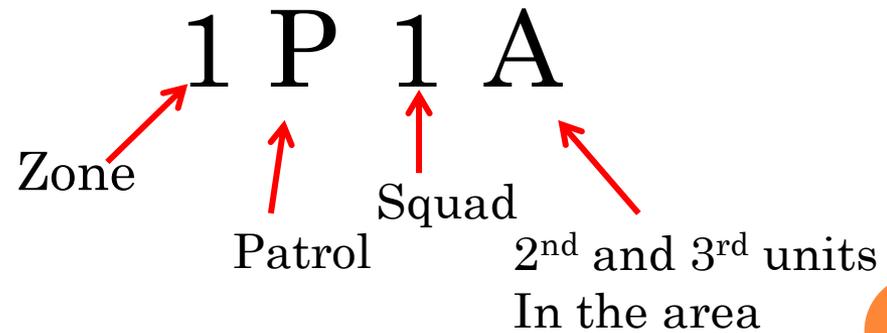
# AIR SUPPORT

- AIR\_
  - Air
- AIRS\_
  - Air Sam
- AER\_
  - Aero



# METRO PATROL

- \_P\_
  - Paul
- 1P1
  - 1 Paul 1
- 2P1
  - 2 Paul 1
- PD\_
  - Paul David
- PS\_
  - Paul Sam
- ME\_
  - Metro
- B\_
  - Bike



# GLENNVILLE UNIT

- GL\_
  - Glenn



# DELANO UNITS

- DE\_
  - Delta
- DED\_
  - Delta David
- DES\_
  - Delta Sam
- DEB\_
  - Delta Bike
- DEH\_
  - Delta Henry
- DEC\_
  - Delano Court



# WASCO UNITS

- WC\_
  - Wasco
- WCD\_
  - Wasco David
- WCS\_
  - Wasco Sam
- WCV\_
  - Wasco Victor
- WCB\_
  - Wasco Bike
- WCH\_
  - Wasco Henry
- WCU\_
  - Wasco Union
- WCI\_
  - Wasco Ida



# NORTH UNITS

- NO\_
  - North
- NOD\_
  - North David
- NOS\_
  - North Sam
- NOH\_
  - North Henry
- SHC\_
  - Shafter Court



# TAFT UNITS

- TA\_
  - Tango
- TAD\_
  - Tango David
- TAS\_
  - Tango Sam
- TAB\_
  - Tango Bike
- TAH\_
  - Tango Henry
- TAI\_
  - Tango Ida
- TAC\_
  - Taft Court



# FRAZIER PARK UNITS

- FP\_
  - Frank
- FPD\_
  - Frank David
- FPS\_
  - Frank Sam
- FPB\_
  - Frank Bike
- FPH\_
  - Frank Henry



# LAMONT UNITS

- LO\_
  - Louie
- LOD\_
  - Louie David
- LOS\_
  - Louie Sam
- LOB\_
  - Louie Bike
- LOH\_
  - Louie Henry
- LAC\_
  - Lamont Court



# TEHACHAPI UNITS

- TE\_
  - Tempo
- TED\_
  - Tempo David
- TES\_
  - Tempo Sam
- TEB\_
  - Tempo Bike
- TEH\_
  - Tempo Henry



# STALLION SPRINGS POLICE UNIT

- ST\_
  - Stallion



# WALKER BASIN UNIT

- WB\_
  - Walker

WALKER BASIN

# KERN VALLEY UNITS

- KE\_
  - Kern
- KED\_
  - Kern David
- KES\_
  - Kern Sam
- KEB\_
  - Kern Bike
- KEH\_
  - Kern Henry
- KEC\_
  - Kern Court



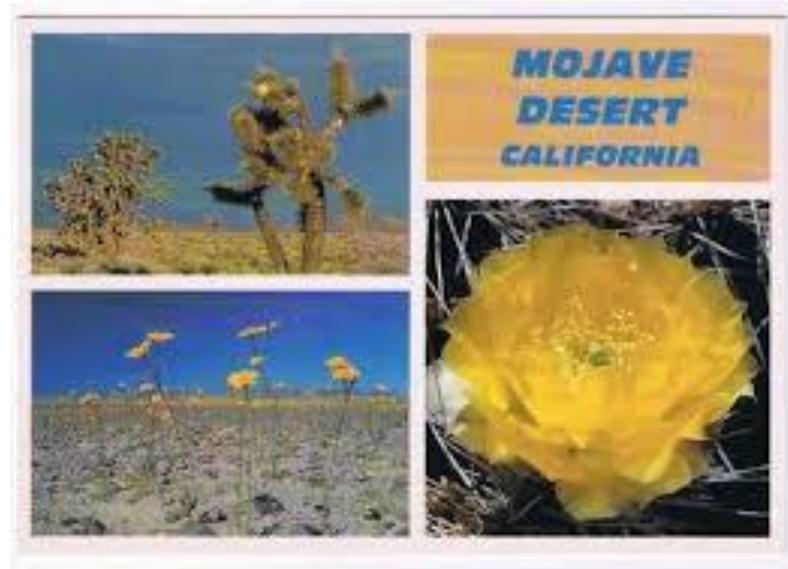
# RIDGECREST UNITS

- RI\_
  - Ridge
- RID\_
  - Ridge David
- RIS\_
  - Ridge Sam
- RIH\_
  - Ridge Henry
- RIC\_
  - Ridge Court



# MOJAVE UNITS

- MI\_
  - Mike
- MID\_
  - Mike David
- MIS\_
  - Mike Sam
- MIB\_
  - Mike Bike
- MIH\_
  - Mike Henry
- MOC\_
  - Mojave Court



# ROSAMOND UNITS

- RO\_
  - Rose
- ROD\_
  - Rose David
- ROS\_
  - Rose Sam
- ROH\_
  - Rose Henry



# BORON UNITS

- BR\_
  - Bravo



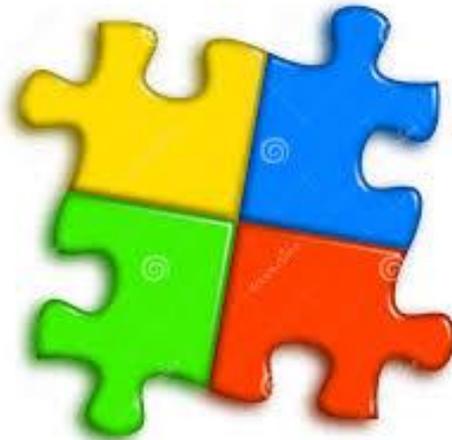
# BEAR VALLEY UNITS

- Chief of Police
  - BEA\_
    - Bear Adam
- Sergeant
  - BES\_
    - Bear Sam
- Senior
  - BED\_
    - Bear David
- Patrol/Reserve
  - BE\_
    - Bear
- Volunteer
  - BEH\_
    - Bear Henry

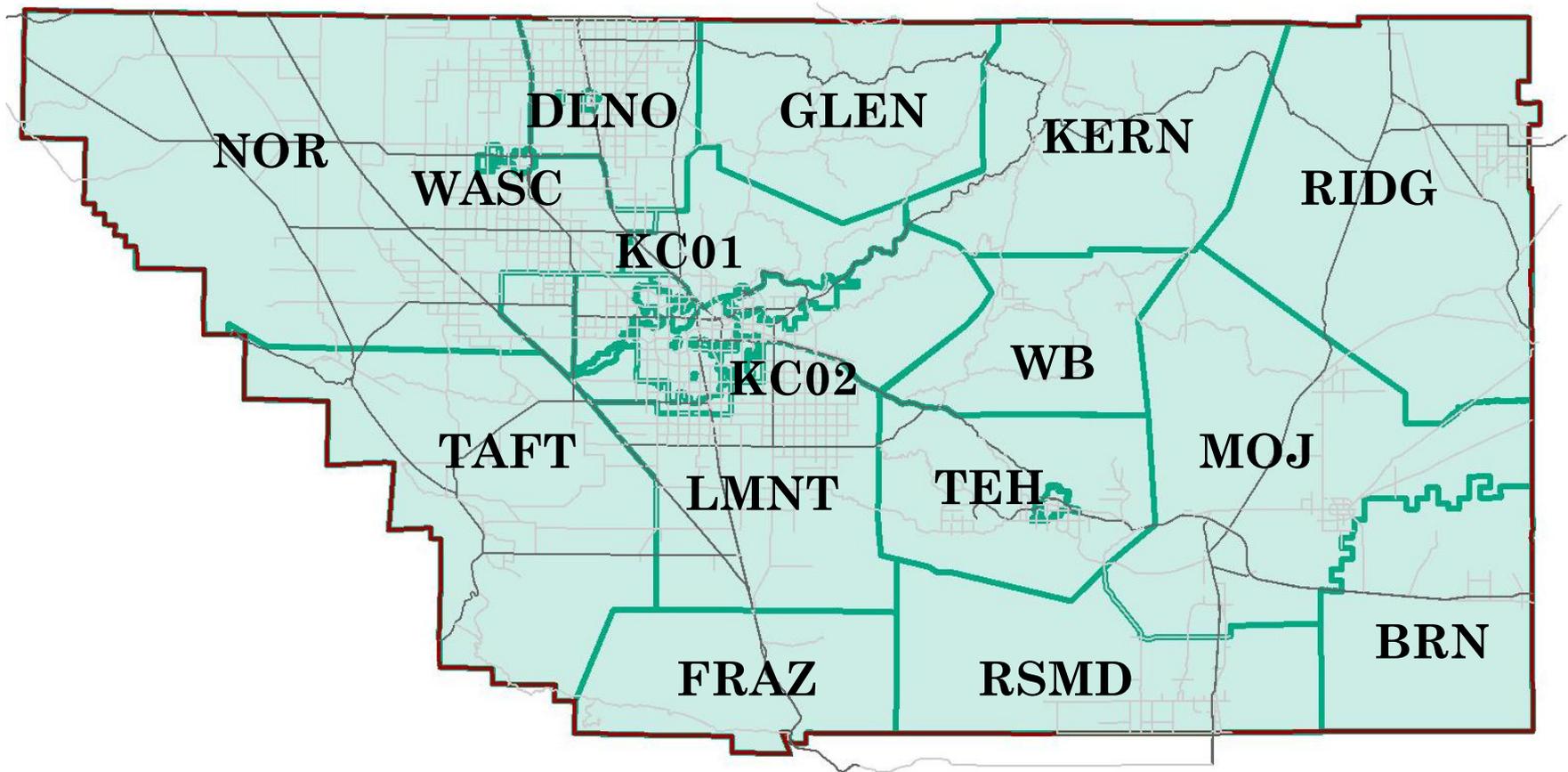


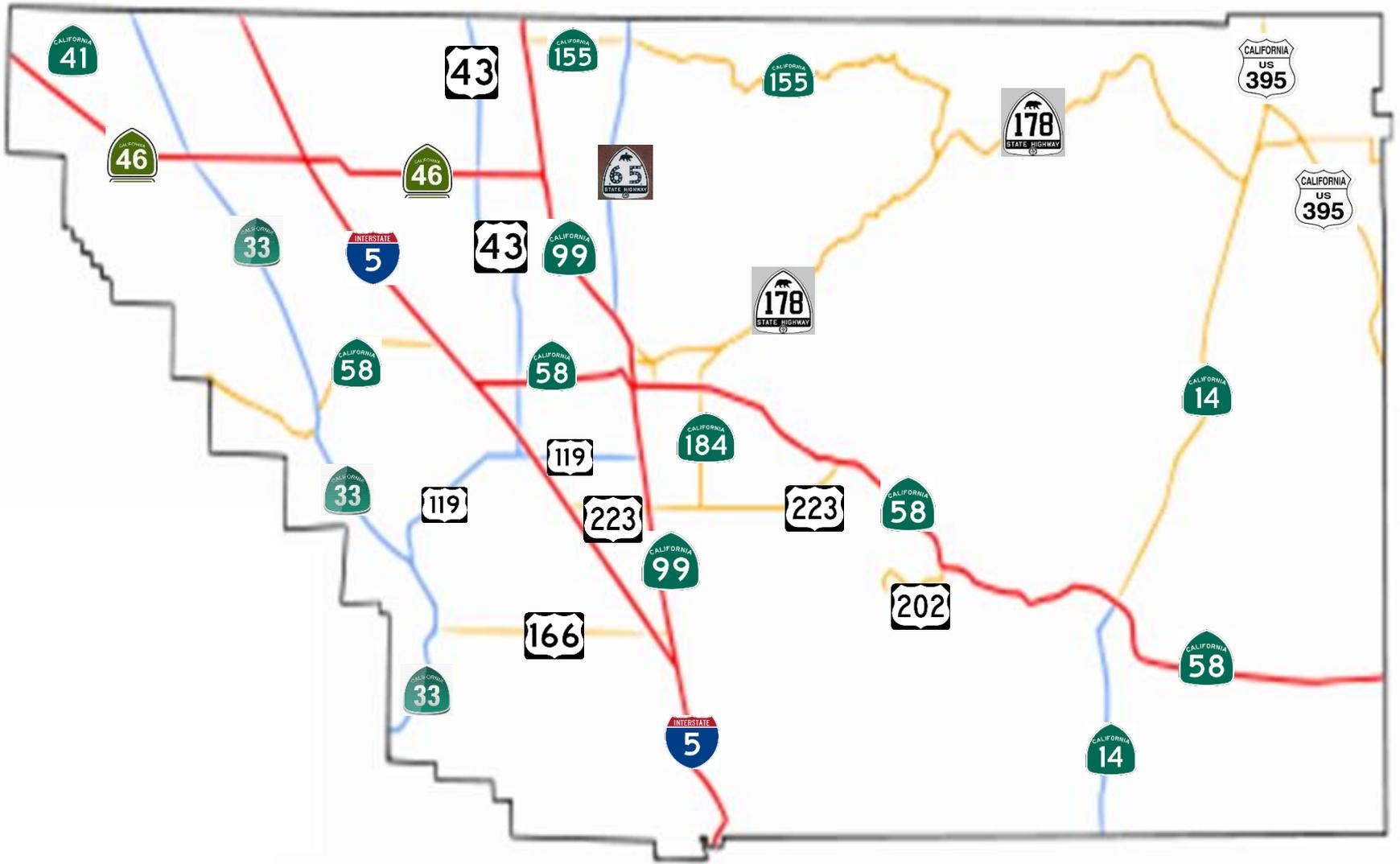
# EAST UNITS

- E\_
  - East
- These units are the combination of Tehachapi, Mojave, Rosamond and Boron



# BOUNDARIES AND HIGHWAYS

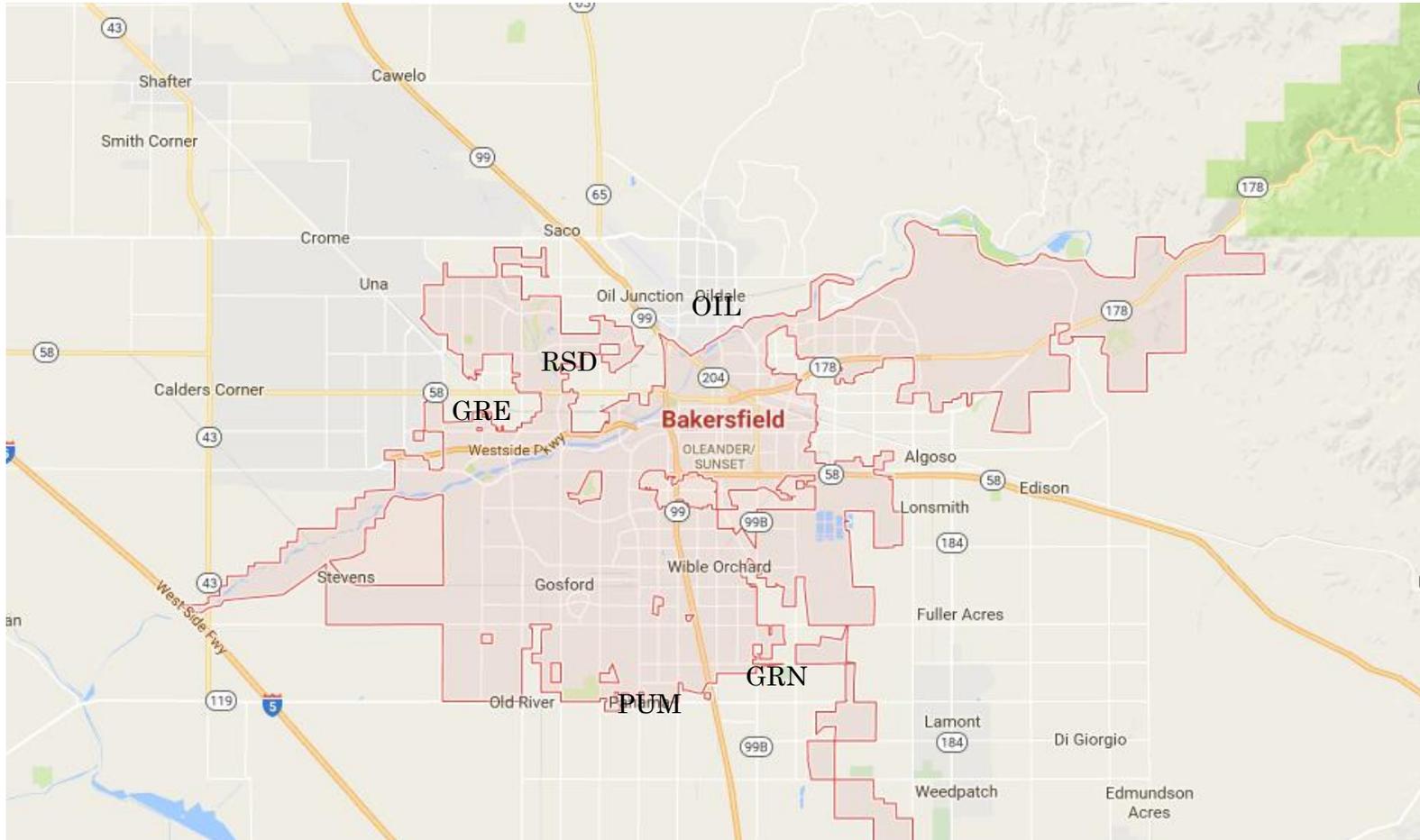






# MUNICIPALITIES

# METRO



# METRO COMMON PLACES

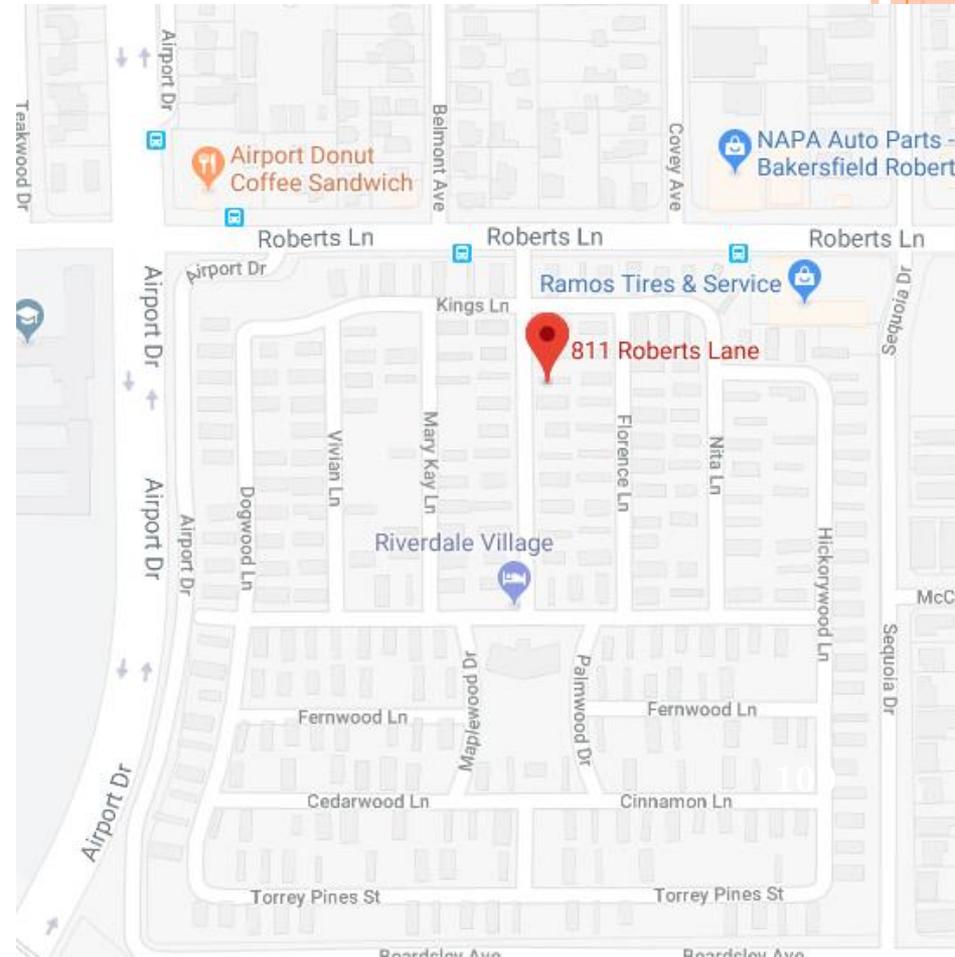


# 1 ZONE

- **Riverdale Village**
  - **The Pit**
- **Beardsley School**
- **Little Green Store**
  - **Meadows Field**
  - **Robertson Stables**
- **San Joaquin Hospital**
- **Bakersfield Heart Hospital**
- **Good Samaritan Hospital –Oildale**
  - **Memorial Hospital**
  - **Rosedale Village MHP**
    - **Vis Cocktails**
    - **Hooters**
- **Second Amendment Sports (2 Locations) –Now Turner’s Outdoorsman**
  - **Vagabond Inn**
    - **Hodels**
  - **Milts Coffee Shop**
  - **Lone Oak Lounge**
- **Springwood Court Apartments (Several Addresses)**

# RIVERDALE VILLAGE

811 ROBERTS LN XST TEAKWOOD LN/BELMONT AV



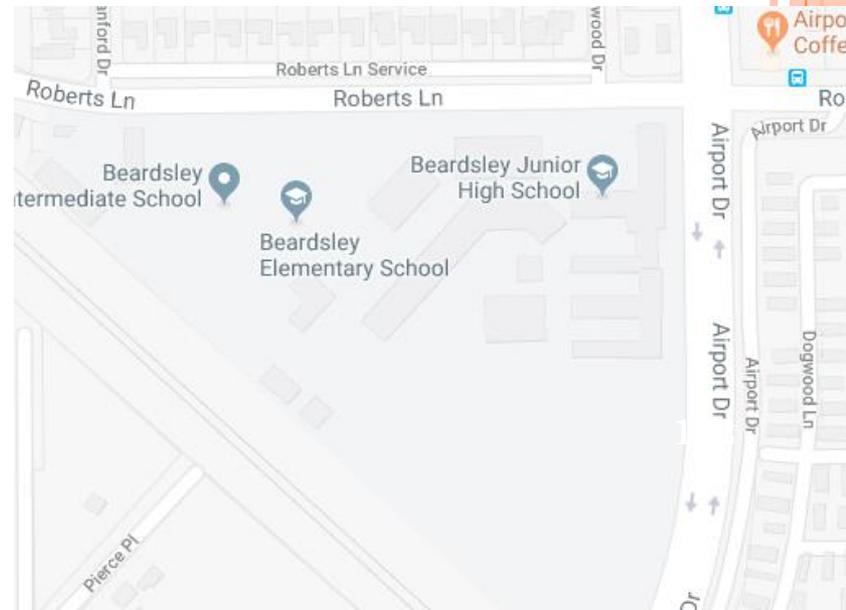
# THE PIT

325 ROBERTS LN XST LOCUST ST/PLYMOUTH ST



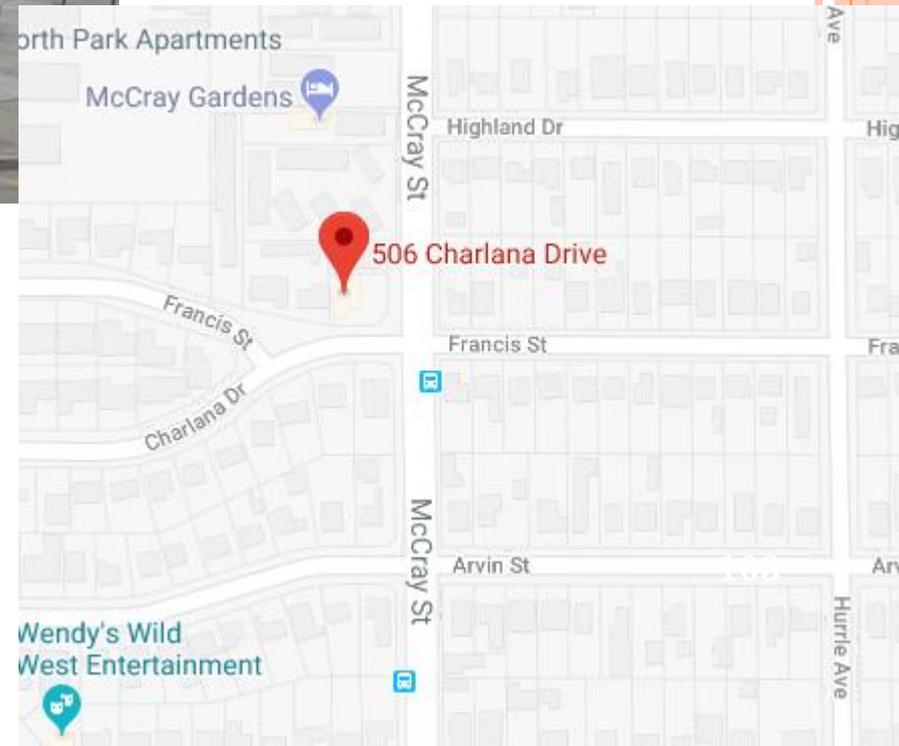
# BEARDSLEY SCHOOL

1001 ROBERTS LN XST SANFORD DR/TEAKWOOD DR



# LITTLE GREEN STORE

506 CHARLANA DR XST FRANCIS ST/DIANE DR



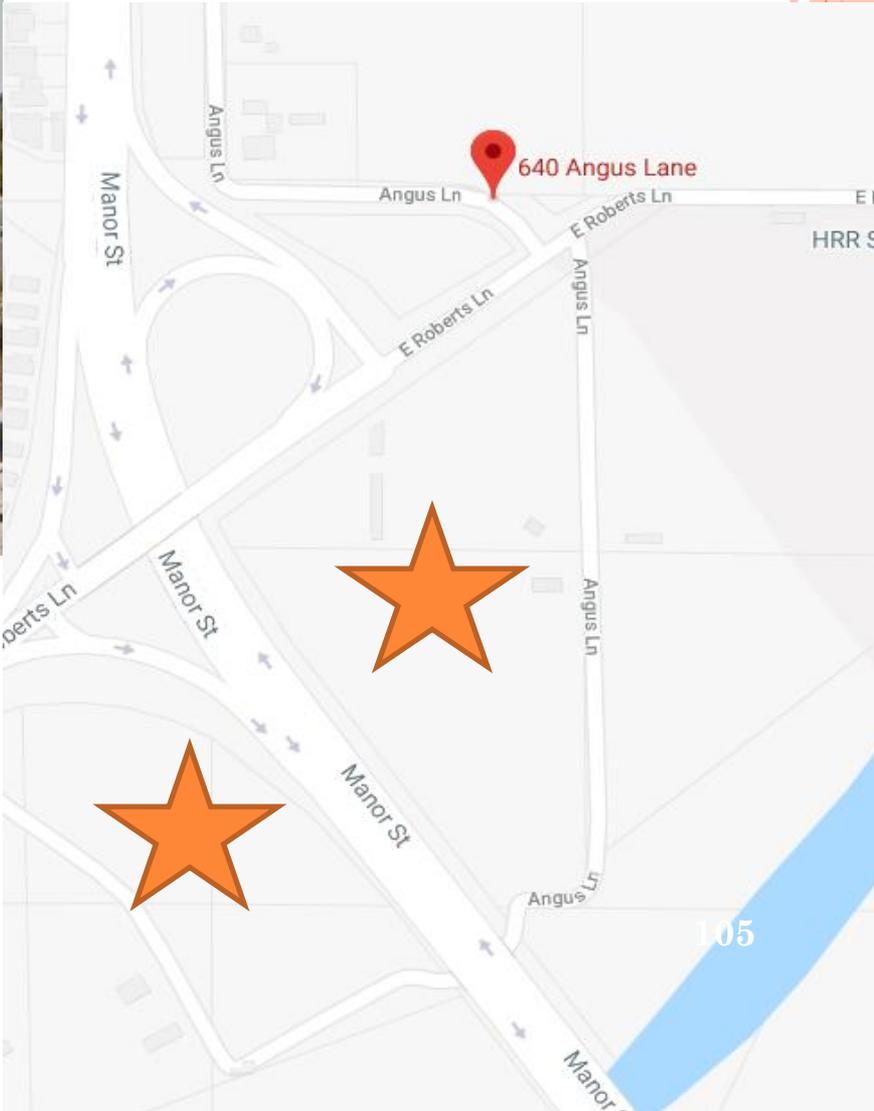
# MEADOWS FIELD AIRPORT

3701 WINGS WY XST MERLE HAGGARD DR



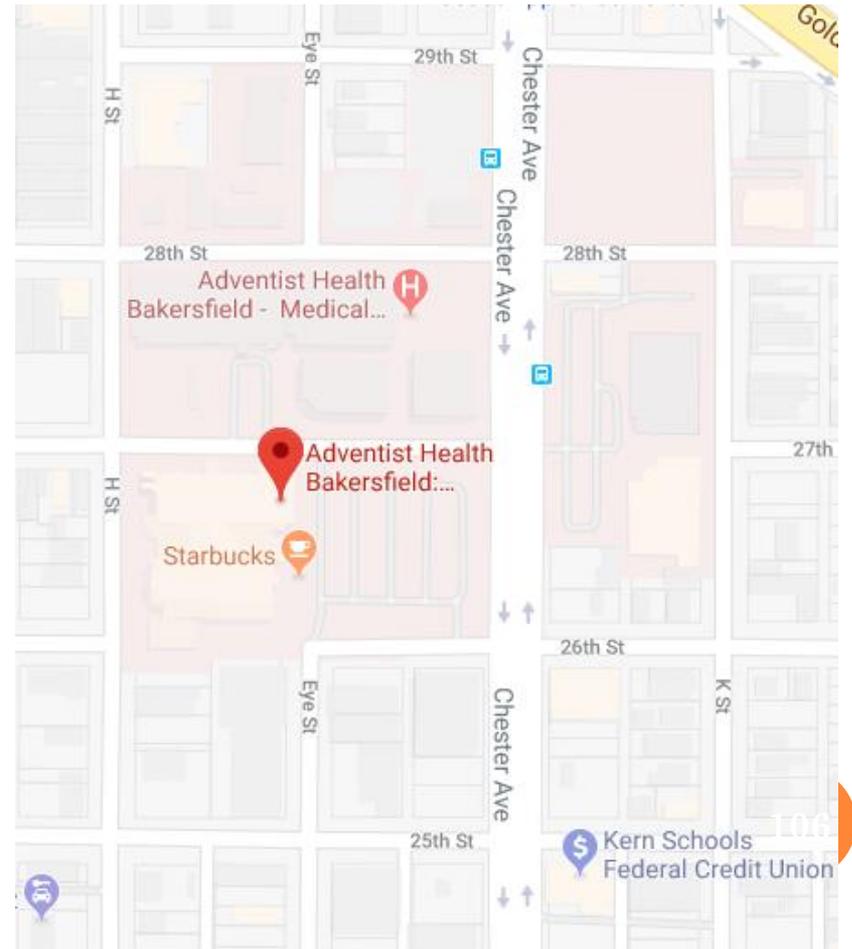
# ROBERTSON STABLES

640 ANGUS LN XST E ROBERTS LN



# SAN JOAQUIN HOSPITAL

2615 CHESTER AV XST 26<sup>TH</sup> ST/27<sup>TH</sup> ST



# BAKERSFIELD HEART HOSPITAL

3001 SILLECT AV XST ARROW ST/BUCK OWENS BLVD



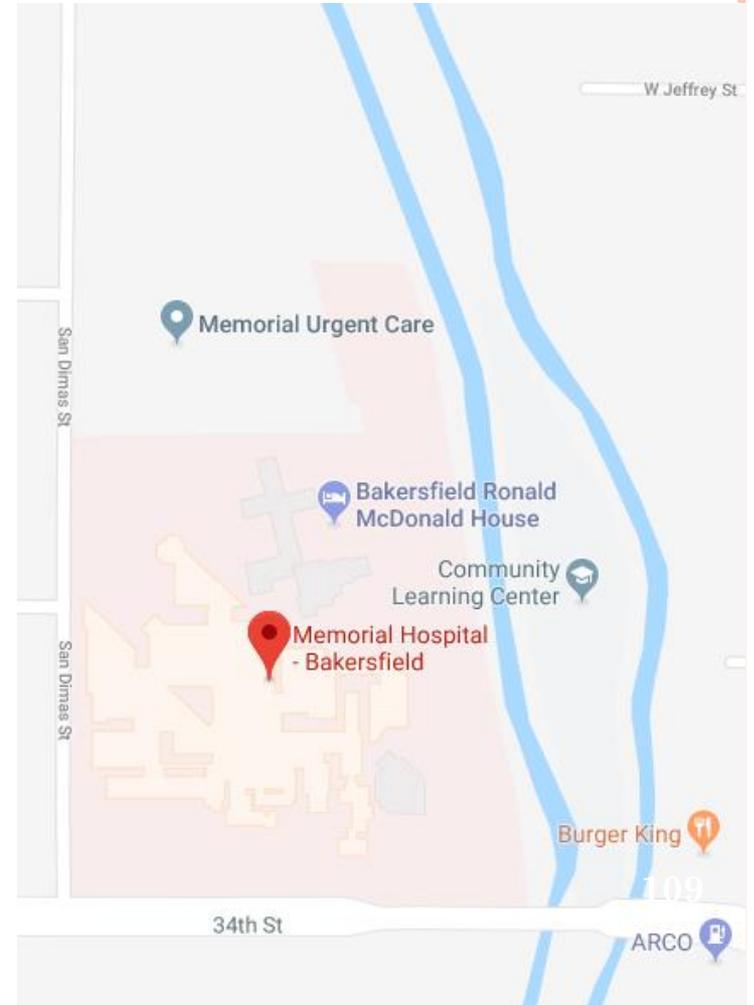
# GOOD SAMARITAN HOSPITAL – OILDALE

901 OLIVE DR XST AIRPORT DR/DECATUR ST



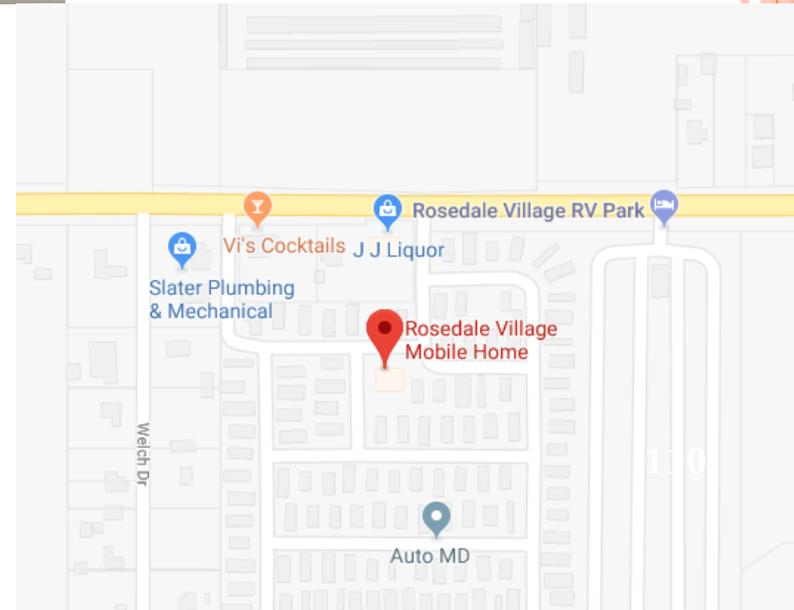
# MEMORIAL HOSPITAL

420 34<sup>TH</sup> ST XST SAN DIMAS ST/UNION AV



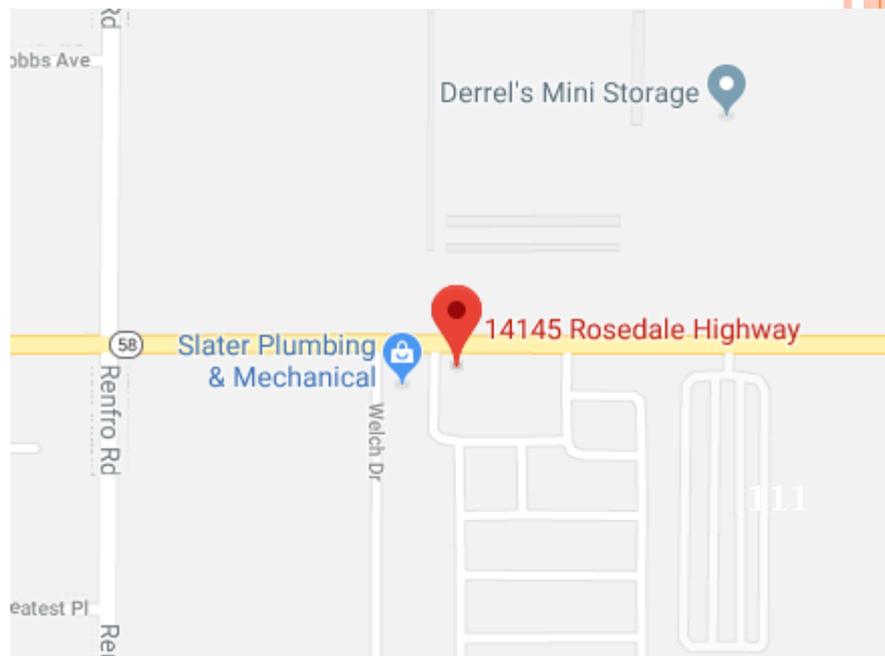
# ROSEDALE VILLAGE MHP

14035 ROSEDALE HWY XST WELCH DR/JENKINS RD



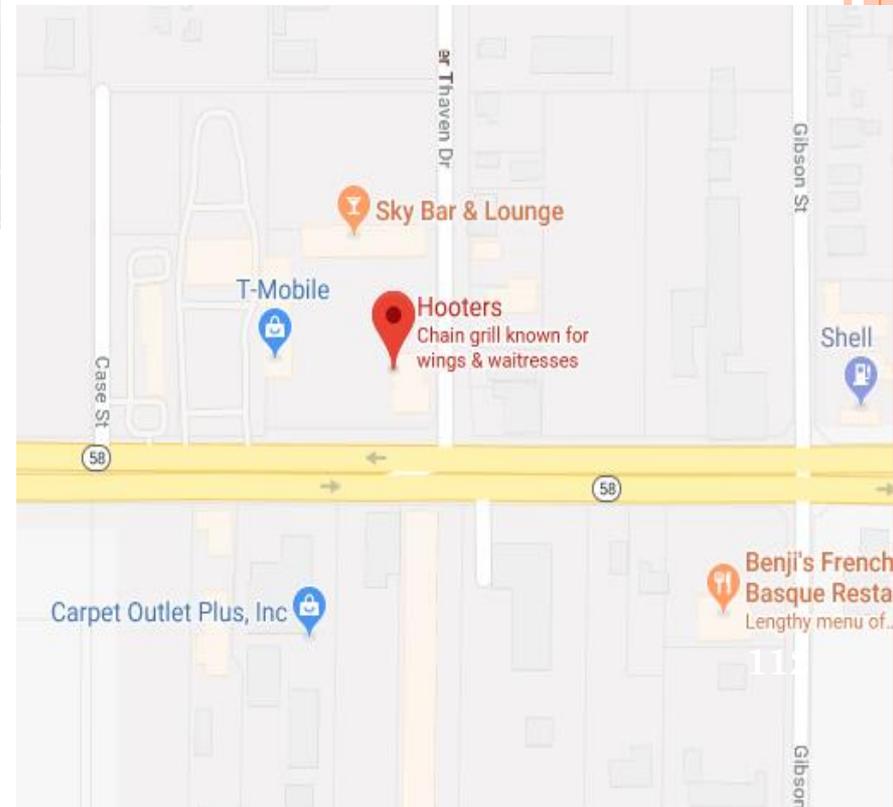
# VI'S COCKTAILS

14145 ROSEDALE HWY WELCH DR/JENKINS RD



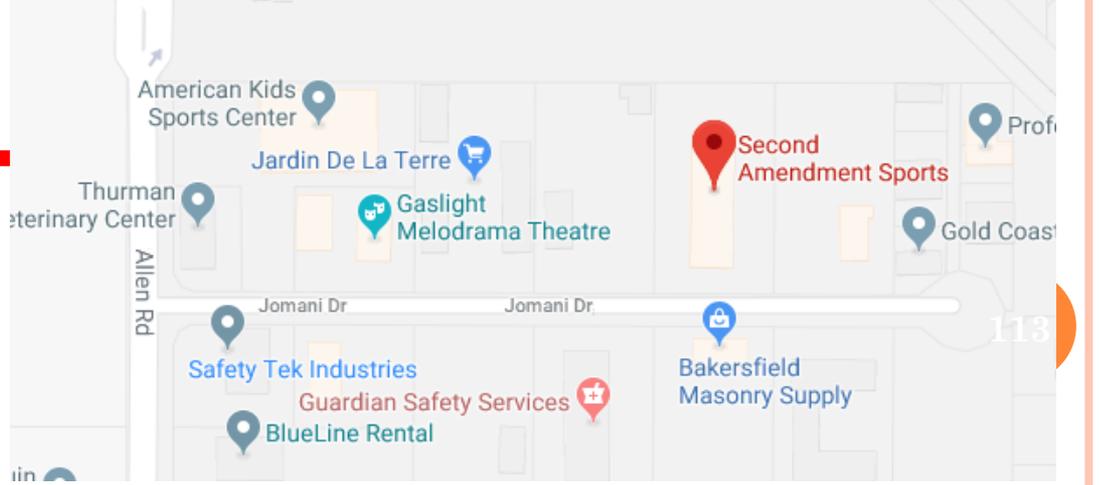
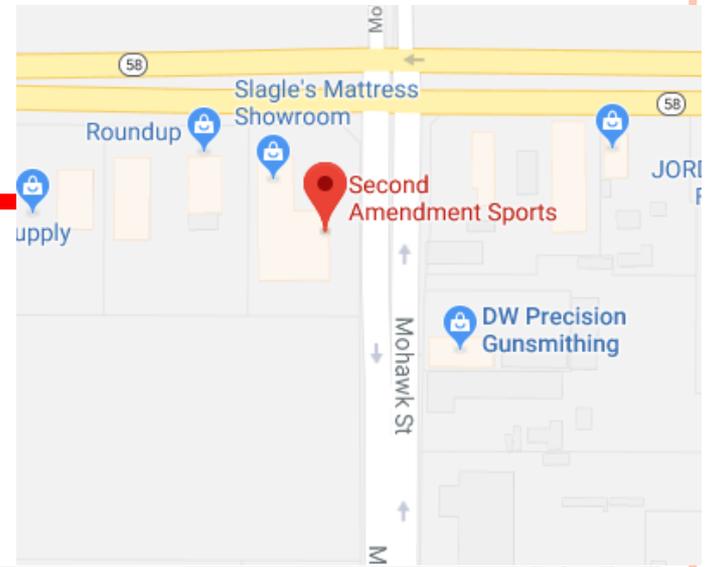
# HOOTERS

4208 ROSEDALE HWY XST FAIRHAVEN DR/CASE ST



# SECOND AMENDMENT SPORTS. (NOW TURNER'S OUTDOORSMAN)

2523 MOHAWK ST XST ROSEDALE HWY/WALKER TRL  
12556 JOMANI DR XST ALLEN RD



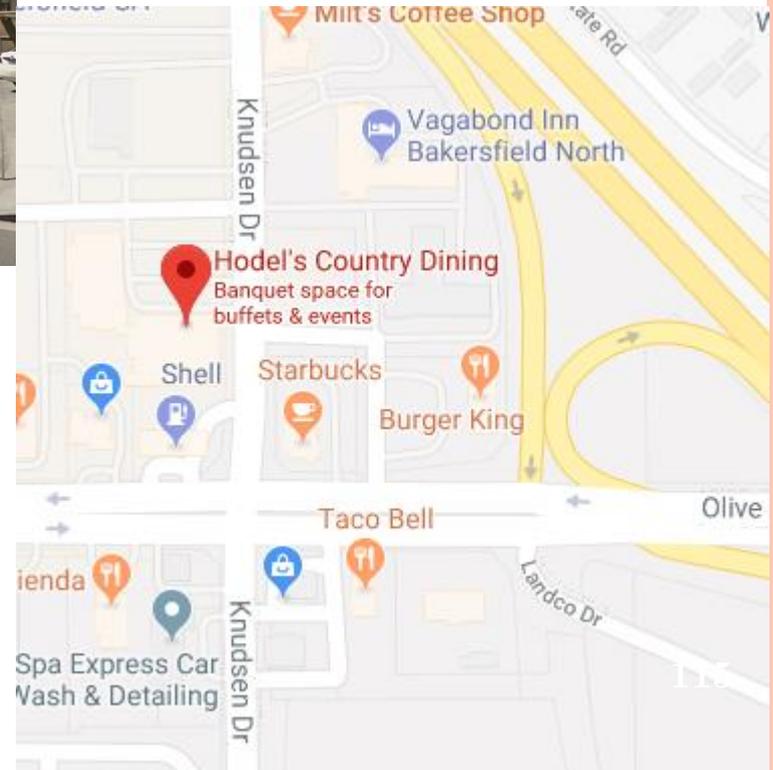
# VAGABOND INN

6100 KNUDSEN DR XST OLIVE DR/OLIVE TREE CT



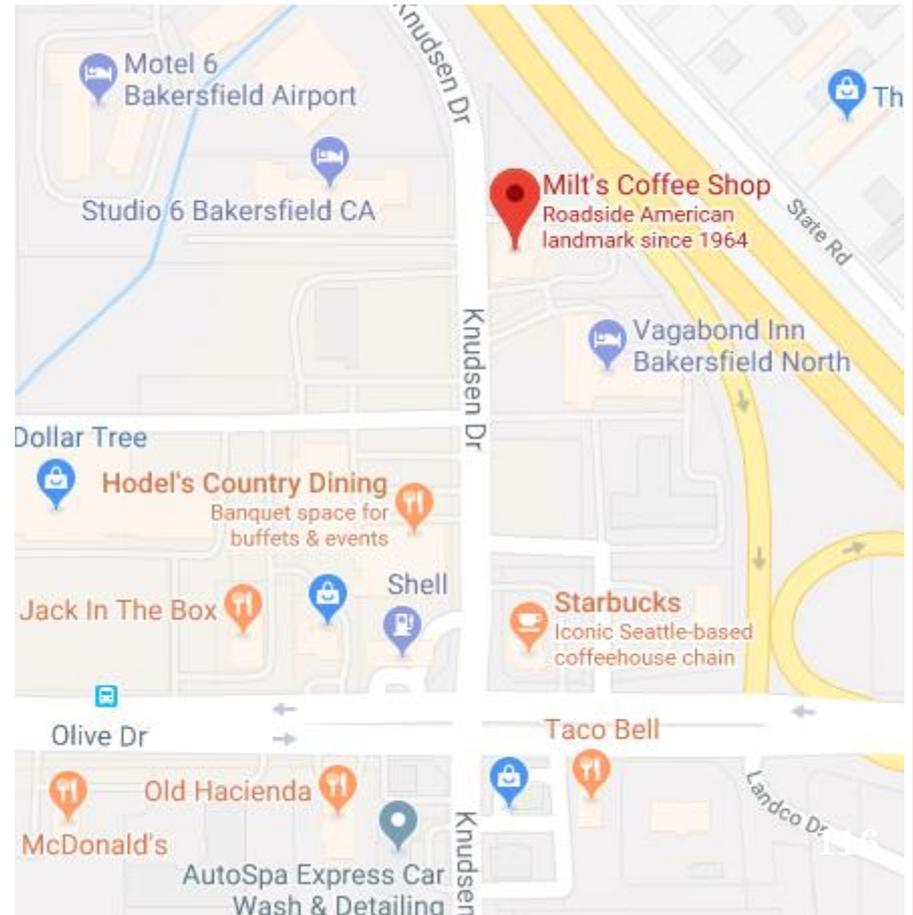
# HODELS

5917 KNUDSEN DR XST OLIVE DR/OLIVE TREE CT



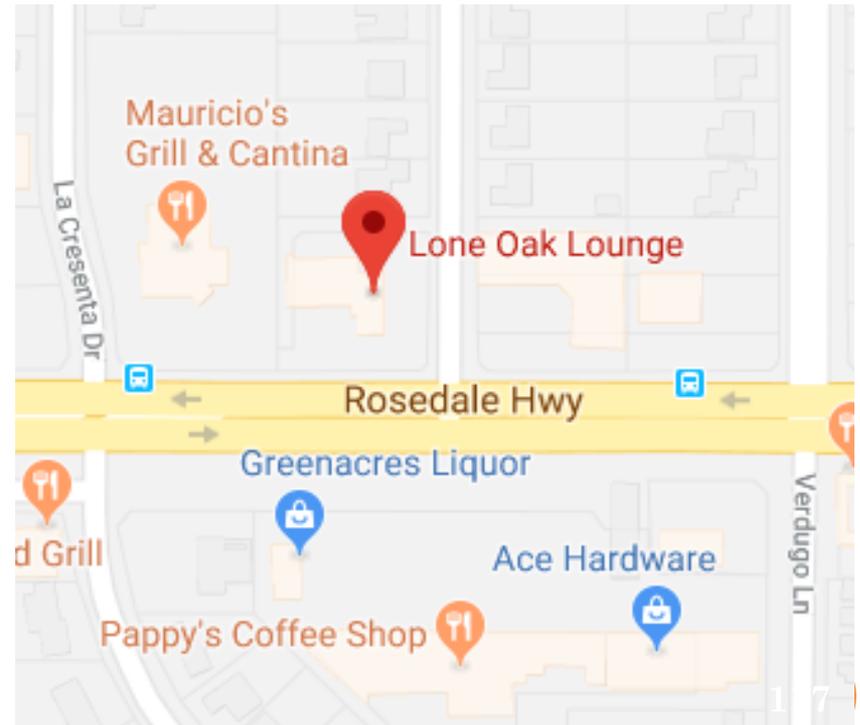
# MILTS COFFEE SHOP

6112 KNUDSEN DR XST OLIVE TREE CT/OLIVE DR



# LONE OAK LOUNGE

10612 ROSEDALE HWY XST KARLA ST/LA CRESENTA DR



# SPRINGWOOD COURT APARTMENTS

MULTIPLE ADDRESSES

NORRIS RD/SUMMERSET WY/VICTOR ST

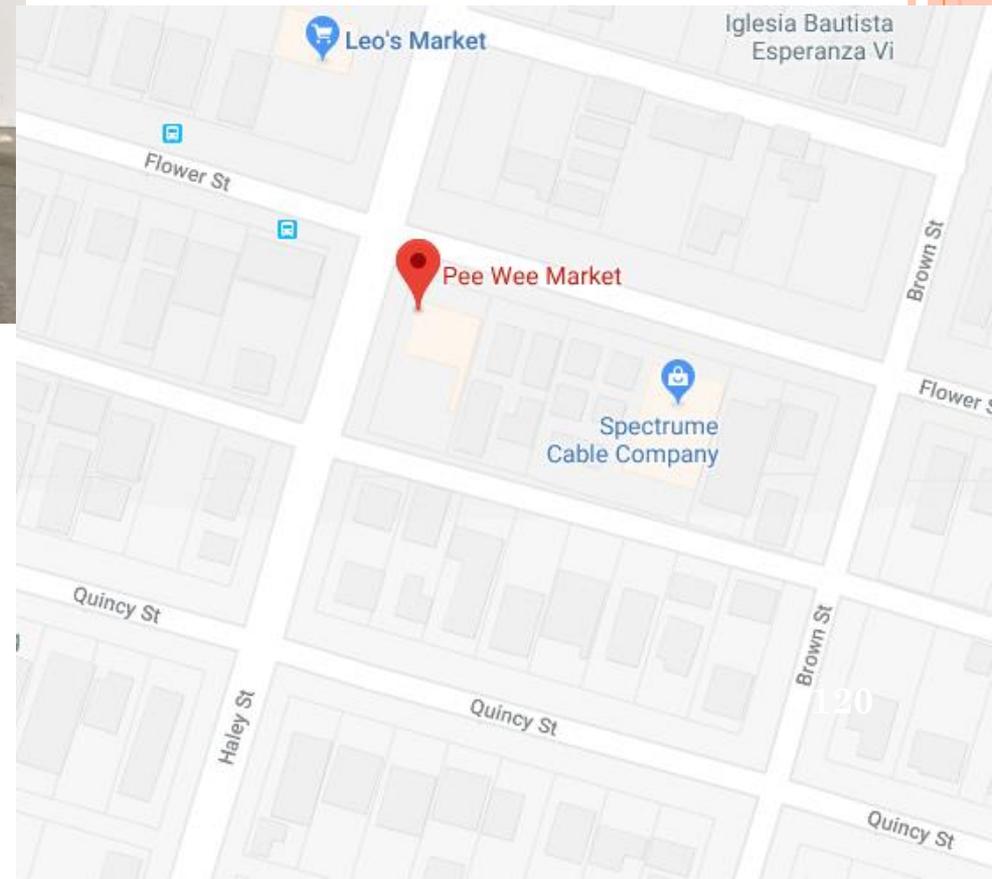


## 2 ZONE

- Pee Wee Market
- KM (Kern Medical)
- Fastrip (East Side Crips area)
- Bakersfield Country Club
  - Mercado Latino
- Crestwood Behavioral Health
  - Jamison Center
  - Hillcrest Cemetery
  - Stella's Sandtrap
  - Juvenile Hall
  - Mary K Shell (MKS)
- Stockdale Country Club
  - Fairgrounds
- CRF (Central Receiving Facility)
  - Golden West Casino
  - Star Liter Motel
  - California Inn
- Camellia Garden Apartments
  - Mercy SW
  - Mercy Downtown

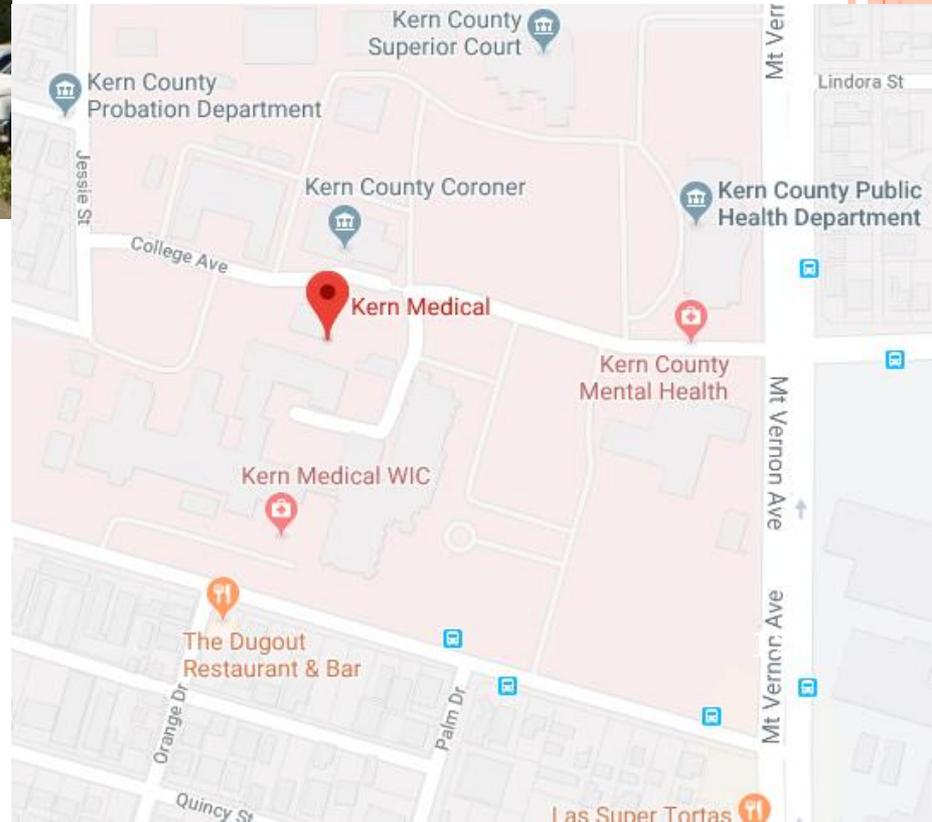
# PEEWEE MARKET

1401 FLOWER ST XST HALEY ST/BROWN ST



# KM (KERN MEDICAL)

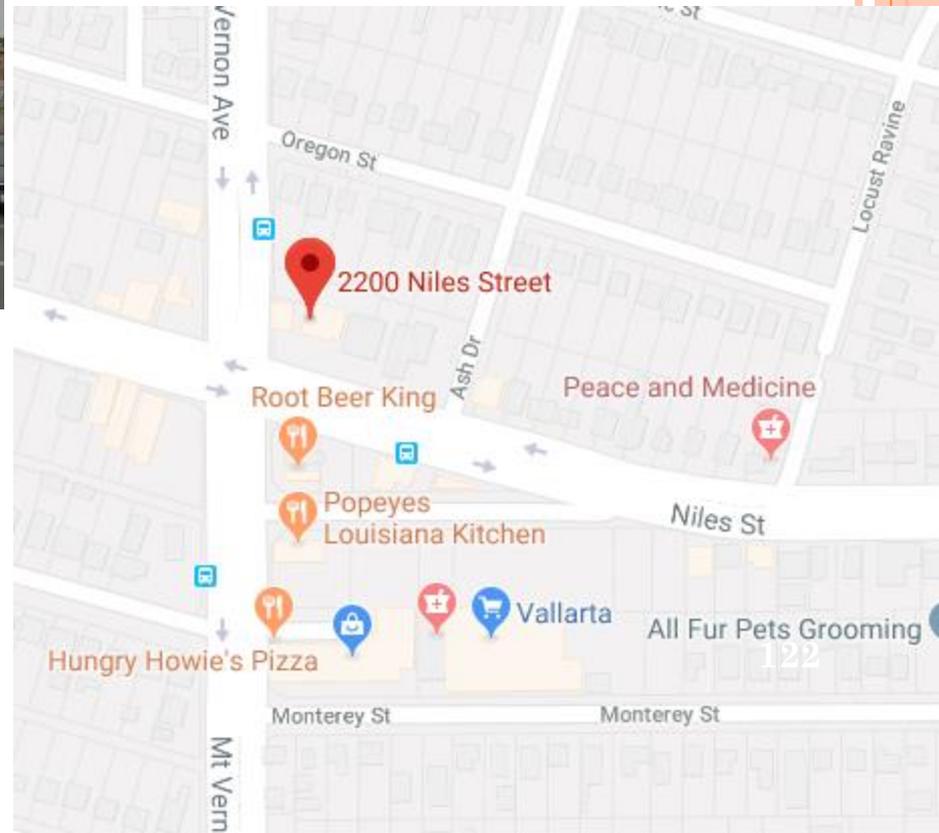
1700 MT VERNON AV XST COLLEGE AVE/FLOWER ST



# FASTRIP

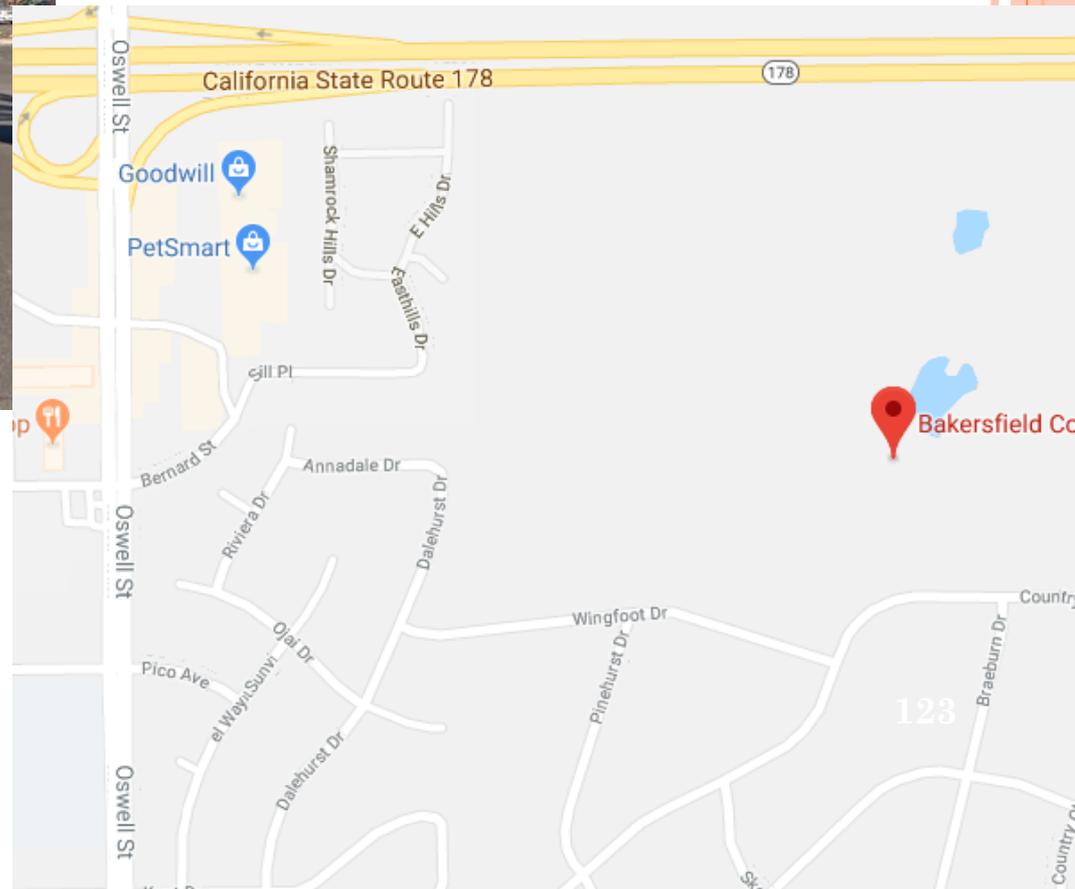
(EAST SIDE CRIPS AREA)

2200 NILES ST XST MT VERNON AV/ASH DR



# BAKERSFIELD COUNTRY CLUB

4200 COUNTRY CLUB DR XST BRAE BURN DR/CLAREMONT DR



# MERCADO LATINO

2105 EDISON HWY XST CHAMBERLAIN AV/OGDEN ST



# CRESTWOOD BEHAVIORAL HEALTH

6700 EUCALYPTUS DR XST STEPHEN KELLY LN/ANSOL LN



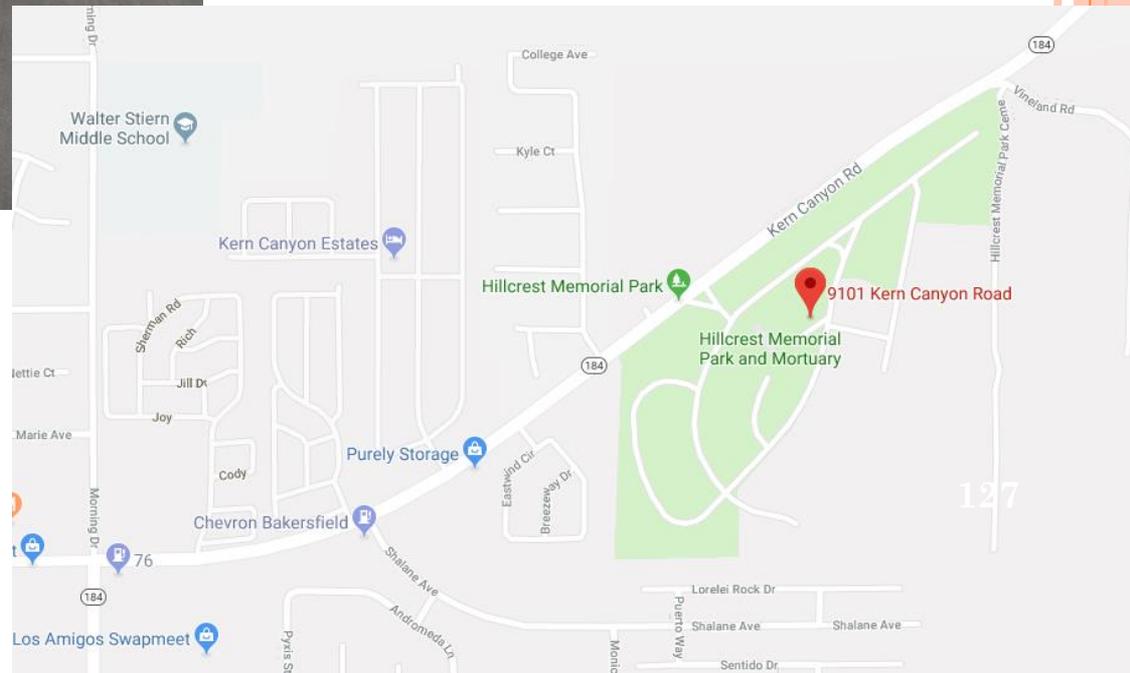
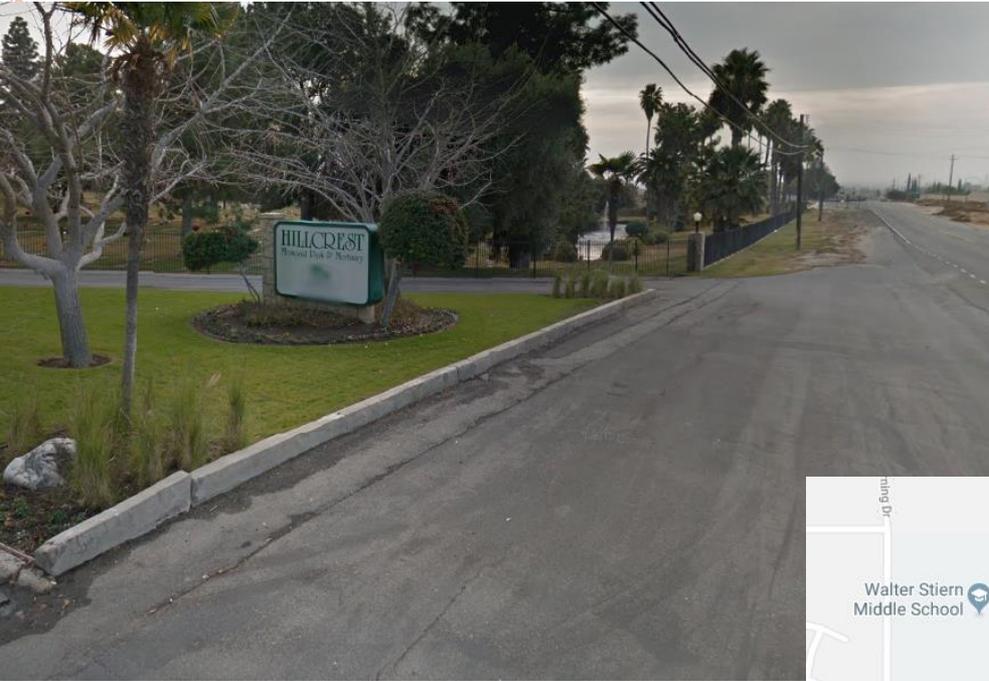
# JAMISON CENTER

1010 SHALIMAR DR XST CENTER ST/NILES ST



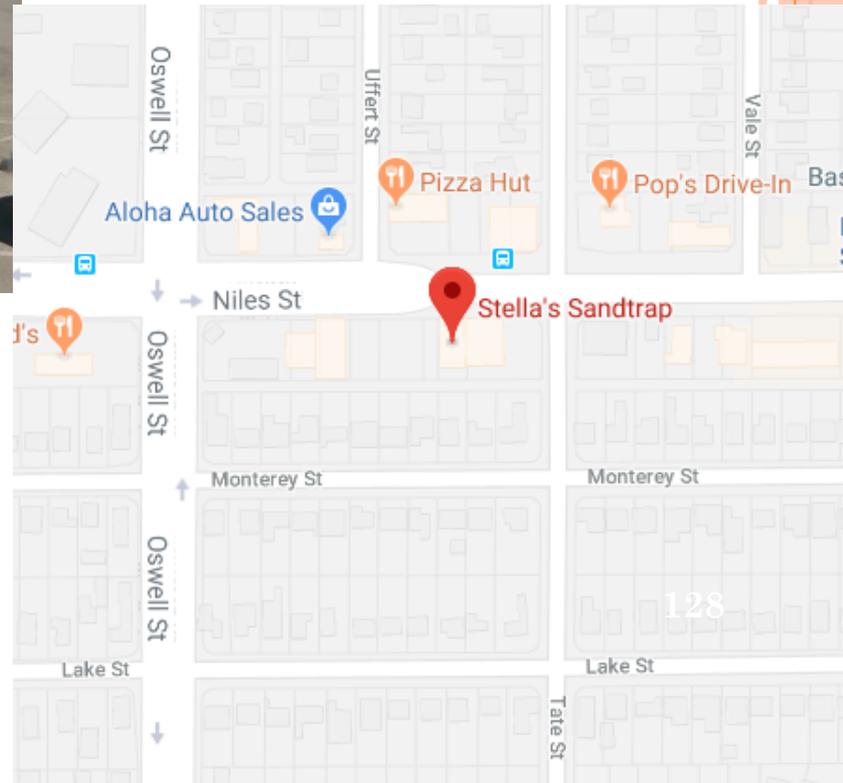
# HILLCREST CEMETERY

9101 KERN CANYON RD XST WATERGRASS RD/VINELAND RD



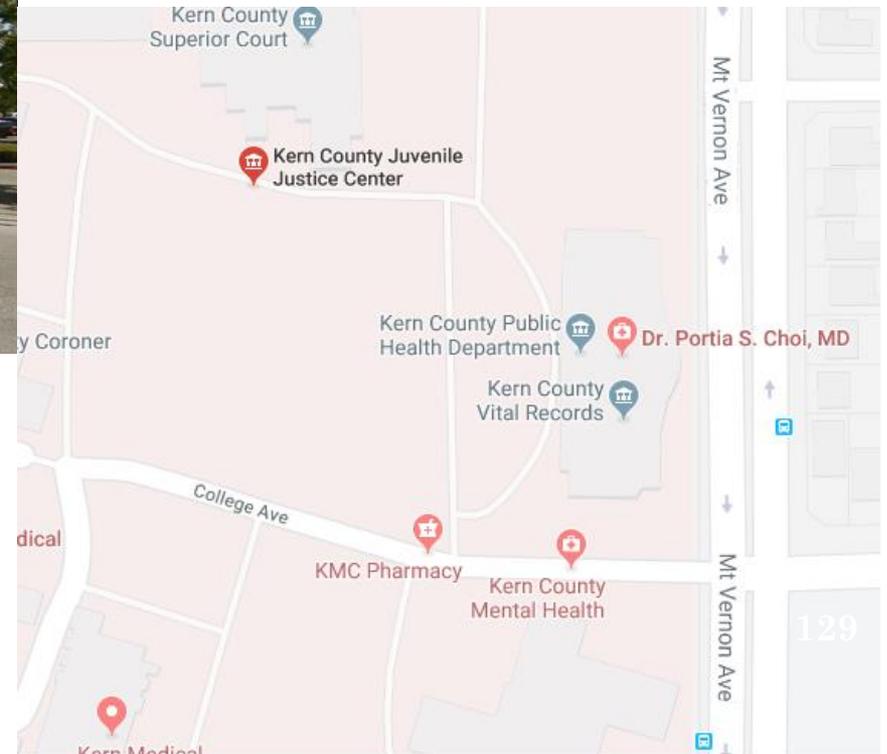
# STELLA'S SANDTRAP

3133 NILES ST XST UFFERT ST/TATE ST



# JUVENILE HALL

1831 RIDGE RD XST CAMINO REAL/JESSIE ST



# MARY K SHELL (MKS)

2151 COLLEGE AV XST MT VERNON AV



# STOCKDALE COUNTRY CLUB

7001 STOCKDALE HWY XST STOCKDALE CIR/EL RIO DR



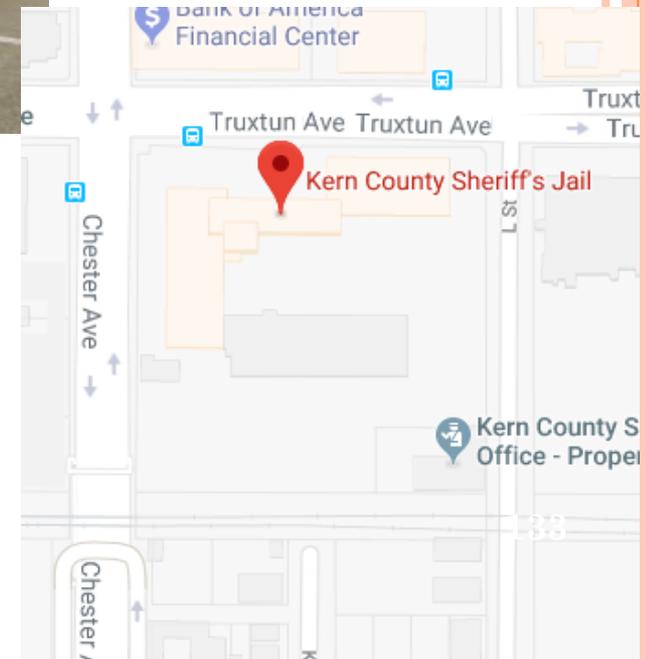
# FAIRGROUNDS

1142 S P ST XST BELLE TERRACE/MING AV



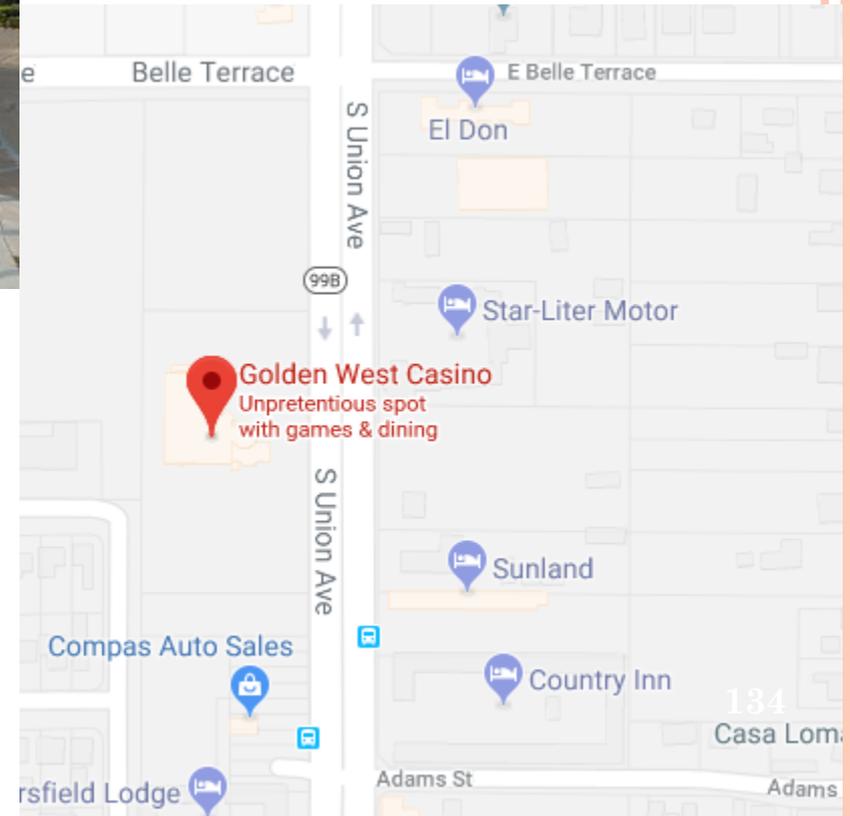
# CRF

(CENTRAL RECEIVING FACILITY)  
1415 TRUXTUN AV XST CHESTER AV/L ST



# GOLDEN WEST CASINO

1001 S UNION AV XST ADAMS ST/BELLE TERRACE



# STAR LITER MOTEL

900 S UNION AV XST BELLE TERRACE/ADAMS ST



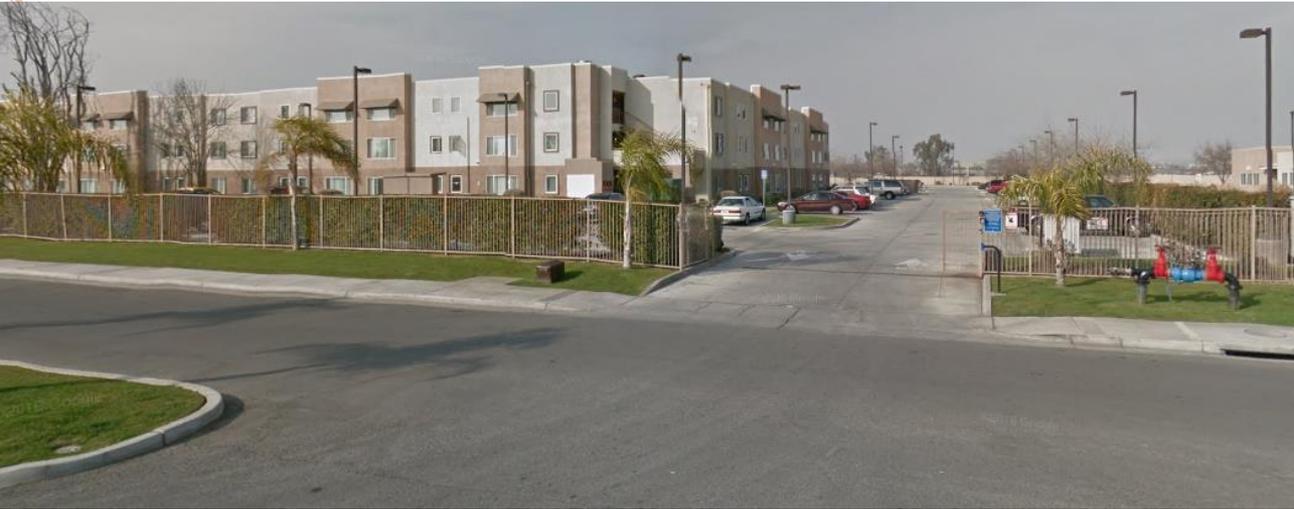
# CALIFORNIA INN

1030 WIBLE RD XST WOOD LN/MING AV



# CAMELIA GARDEN APARTMENTS

1750 CHEATHAM AV XST MISSISSIPPI LN/COTTONWOOD RD



# MERCY SW

400 OLD RIVER RD XST STOCKDALE HWY/CALLOWAY DR



# MERCY DOWNTOWN

2215 TRUXTUN AV XST B ST/C ST



# RADIO CODES



# 901A

- Ambulance Request



# 901H

- Dead Body



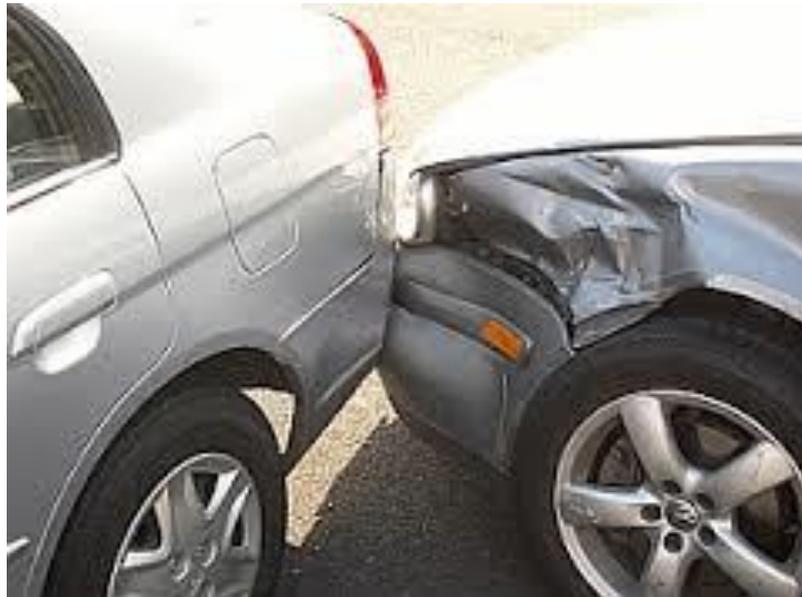
# 901T

- Traffic Accident with Injury



# 902T

- Traffic Accident Non-Injury



# 905B

- Animal Bite / Dog Bite



# 905N

- Noisy Animal
- Barking Dog



# 905V

- Vicious Animal / Dog



# 912

Am I Clear?

**CAN WE GO EAT**



**PLEASE?**

memegenerator.net

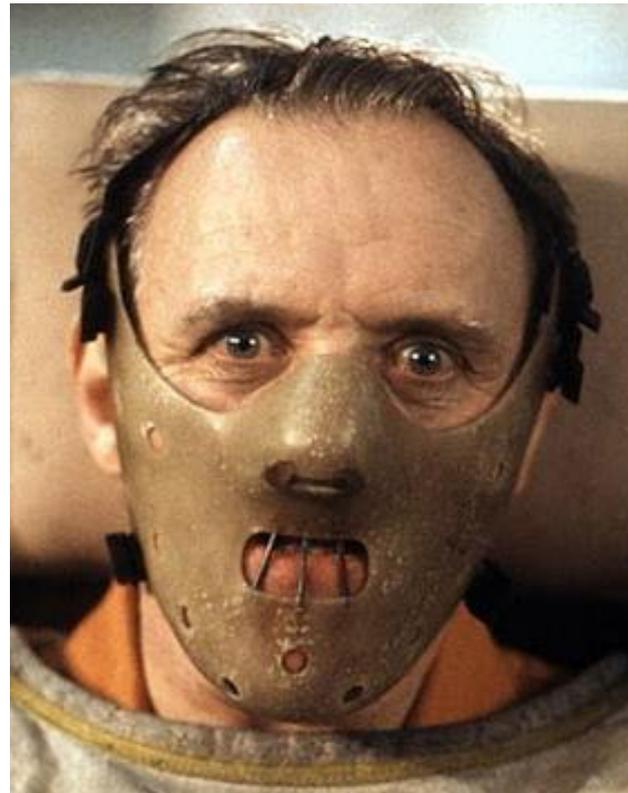
# 913

- You are Clear



# 918

- Insane Person



# 921

- Prowler



# 927

- Unknown Situation



# 930

- See The Subject...



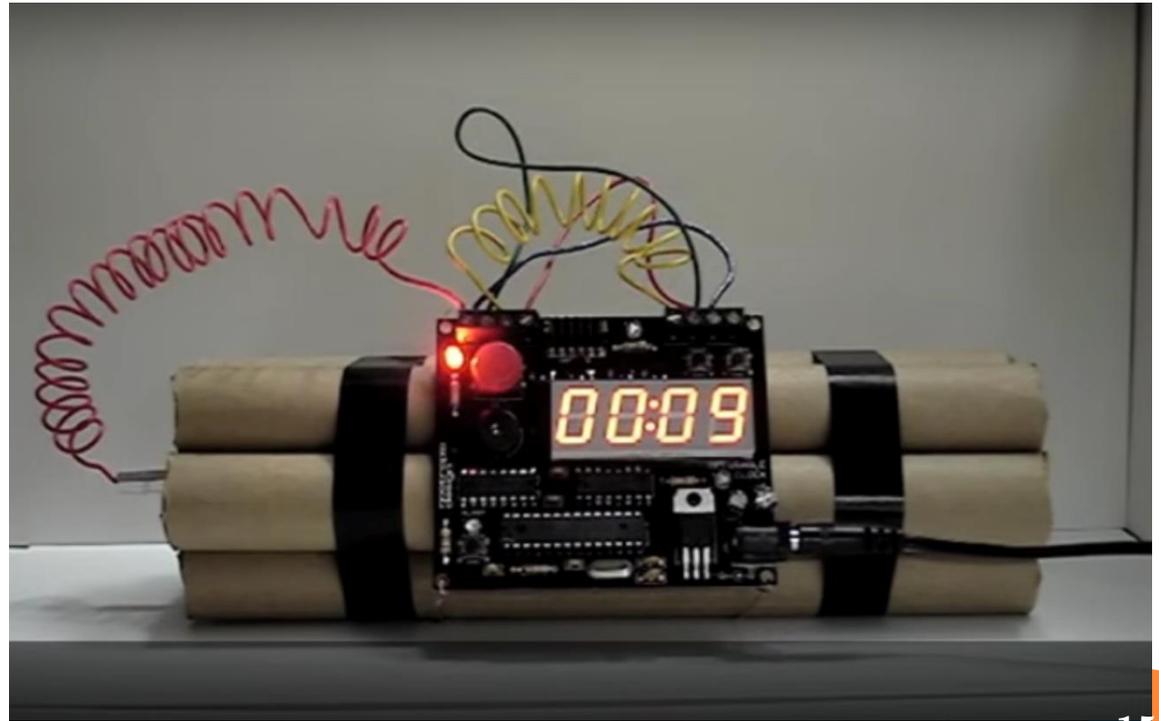
# 996A

- Bomb Threat



# 996

## Bomb Device Found



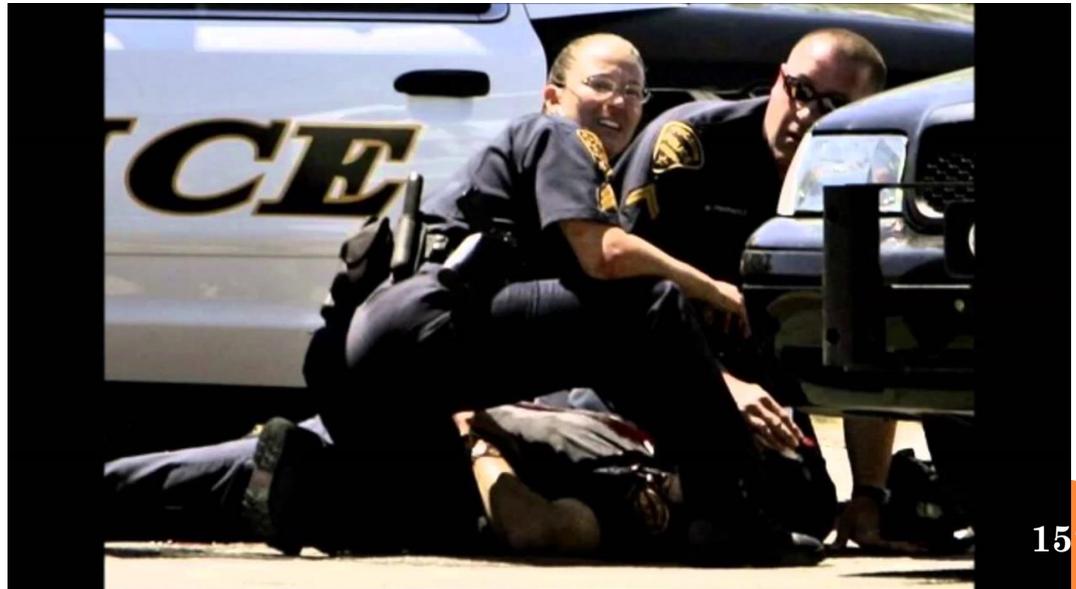
# 998

- Officer Involved Shooting



# 999

- Officer Needs Help
- Officer Down



# 11-85

- Start Tow



# 11-87

- Start Homicide Proceedings



# 11-98

- Meet at



# 11-99

- Officer Needs Assistance
- Used by CHP
- Same as our 999



**WHY IS  
ABBREVIATION  
SUCH A  
LONG WORD?**

THE  
VIEW  
HUMAN RIGHTS  
IN JUVENILE  
JUVENILE

# METRO PARKS

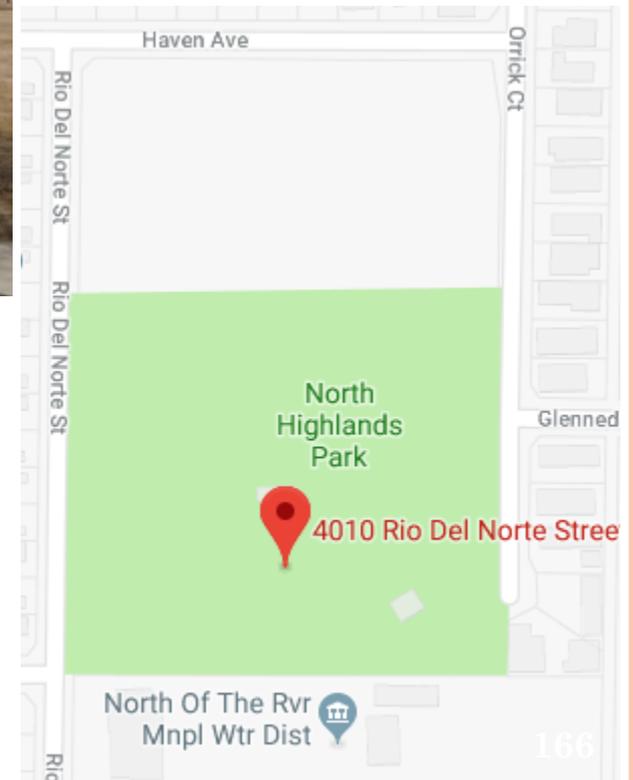
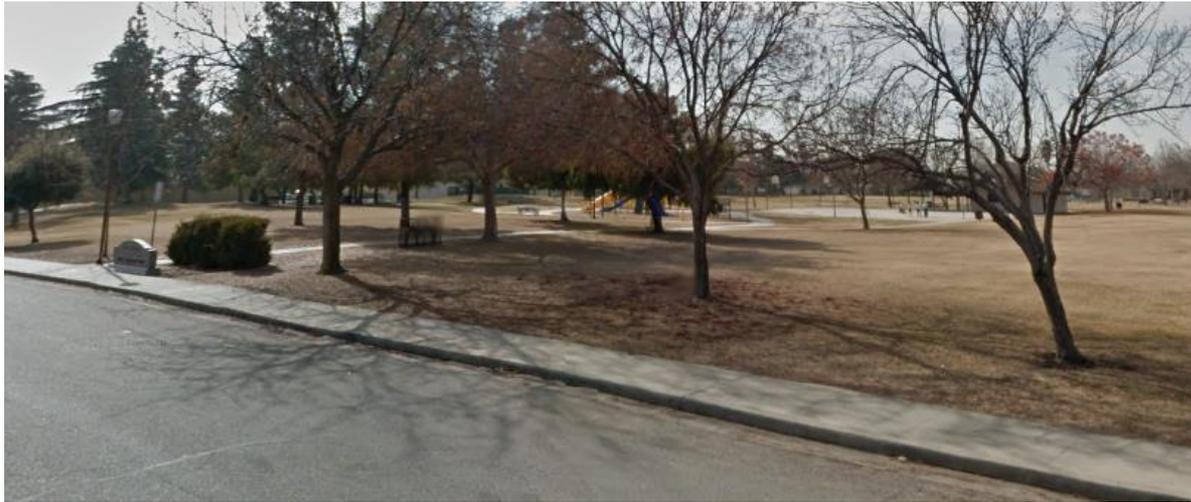


# 1 ZONE

- **North Highland Park**
  - **McCray Park**
    - AKA Triangle Park
  - **Beardsley Park**
- **North Meadows Park**
  - AKA Day Park
- **Riverview Park**
  - AKA Willow Park
- **Sears Park**
- **Standard Park**
- **Fruitvale Norris Park**
- **Greenacres Park**
- **Olive Park West**
  - AKA Peanut Park
- **Rosedale Park**
- **Silver Oak Park**
- **Westdale Park**

# NORTH HIGHLAND PARK

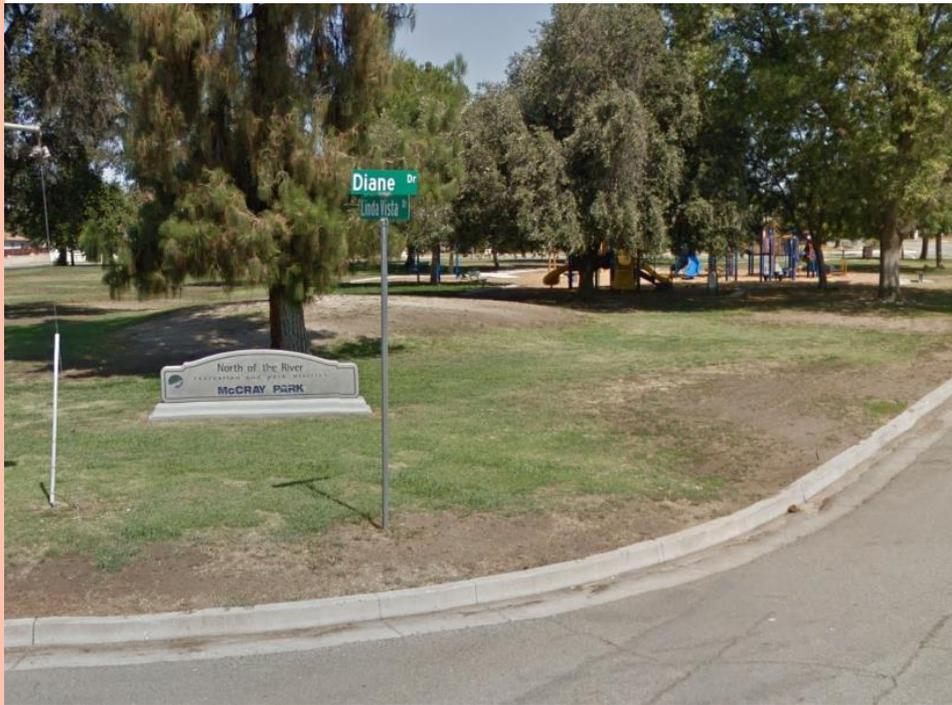
4010 RIO DEL NORTE ST XST RILEY WY/HAVEN AV



# MC CRAY PARK

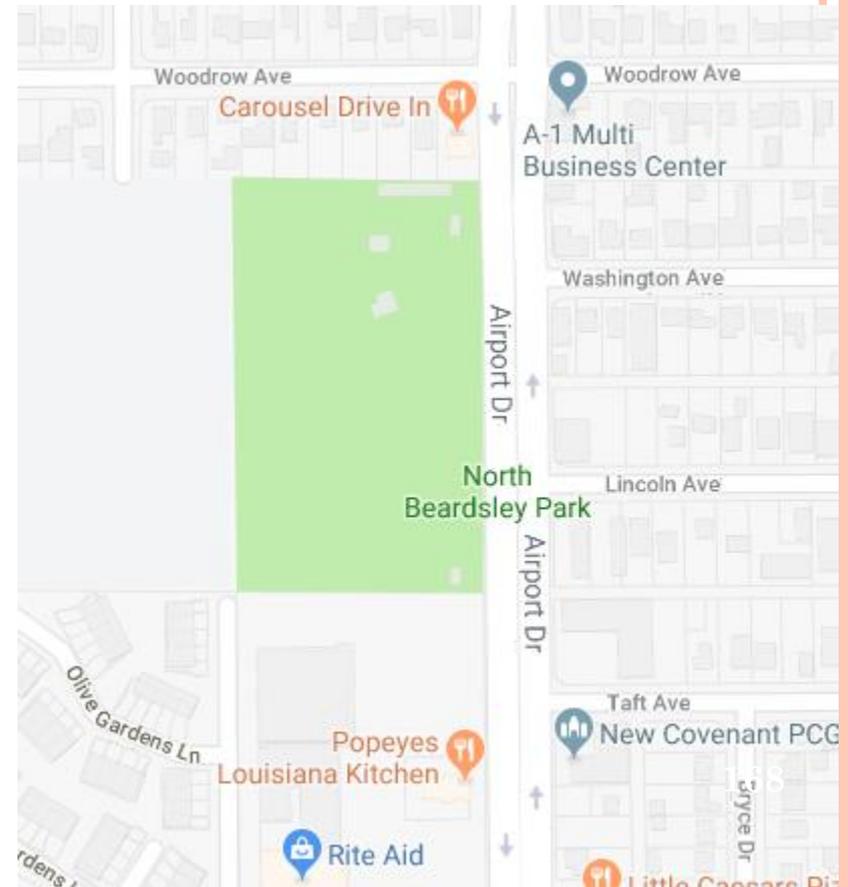
AKA TRIANGLE PARK

600 LINDA VISTA DR XST DIANE DR/RAY ST



# BEARDSLEY PARK

901 AIRPORT DR XST LINCOLN AV/WASHINGTON AV

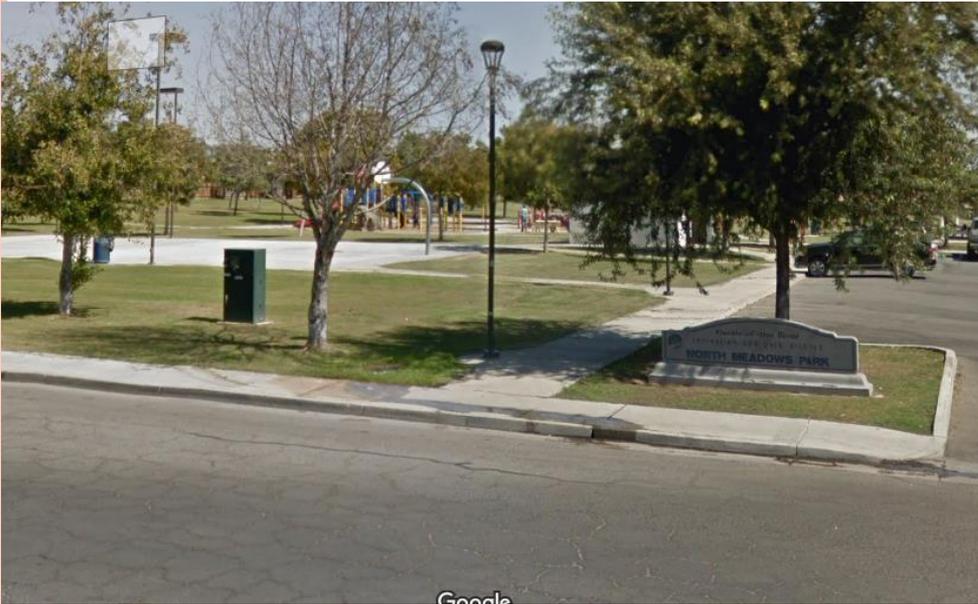


Skate Park attached

# NORTH MEADOWS PARK

AKA DAY PARK

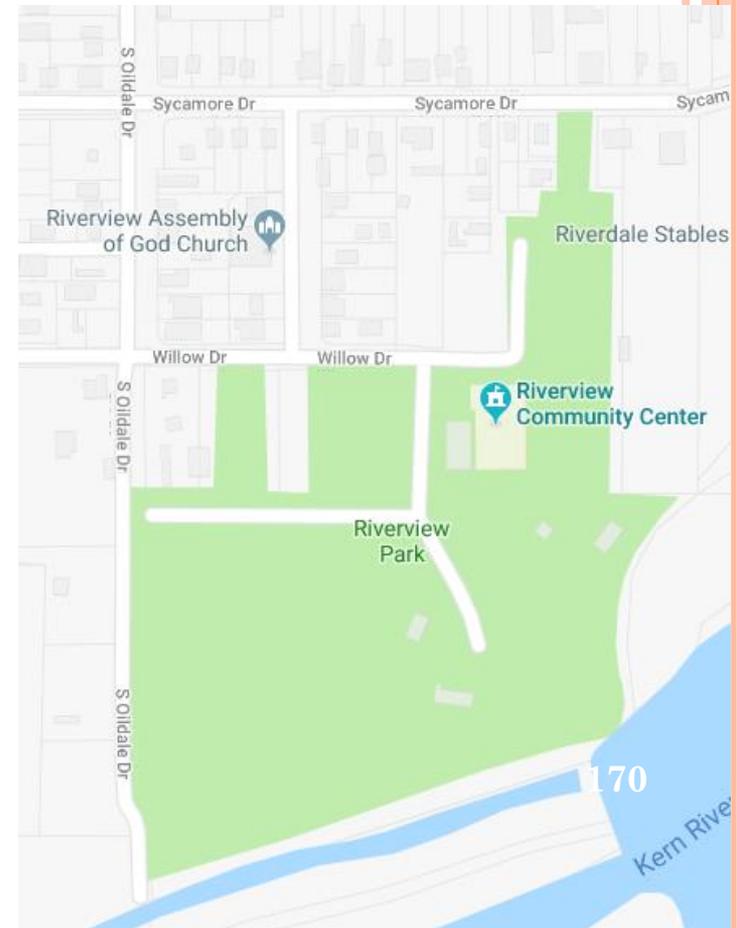
3300 McCRAY ST XST SUNSET MEADOW LN/W DAY AV



# RIVERVIEW PARK

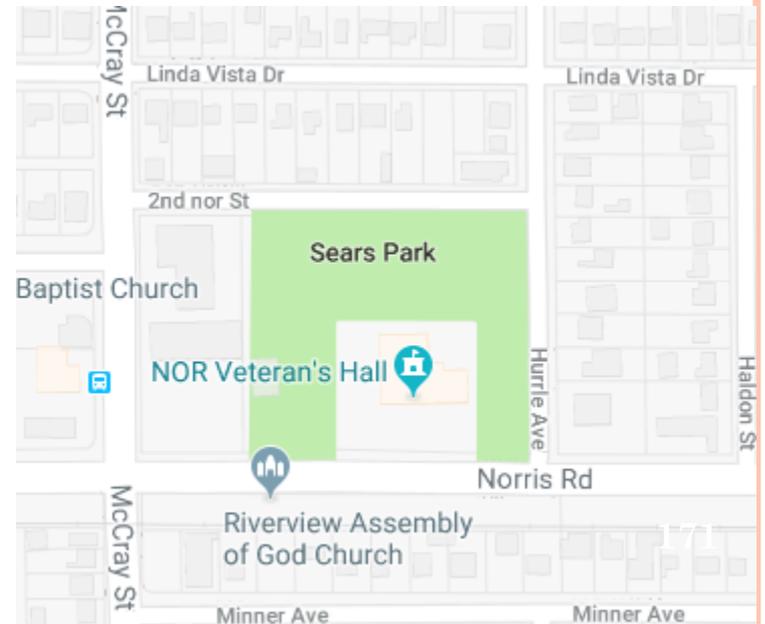
## AKA WILLOW PARK

401 WILLOW DR XST MAY ST



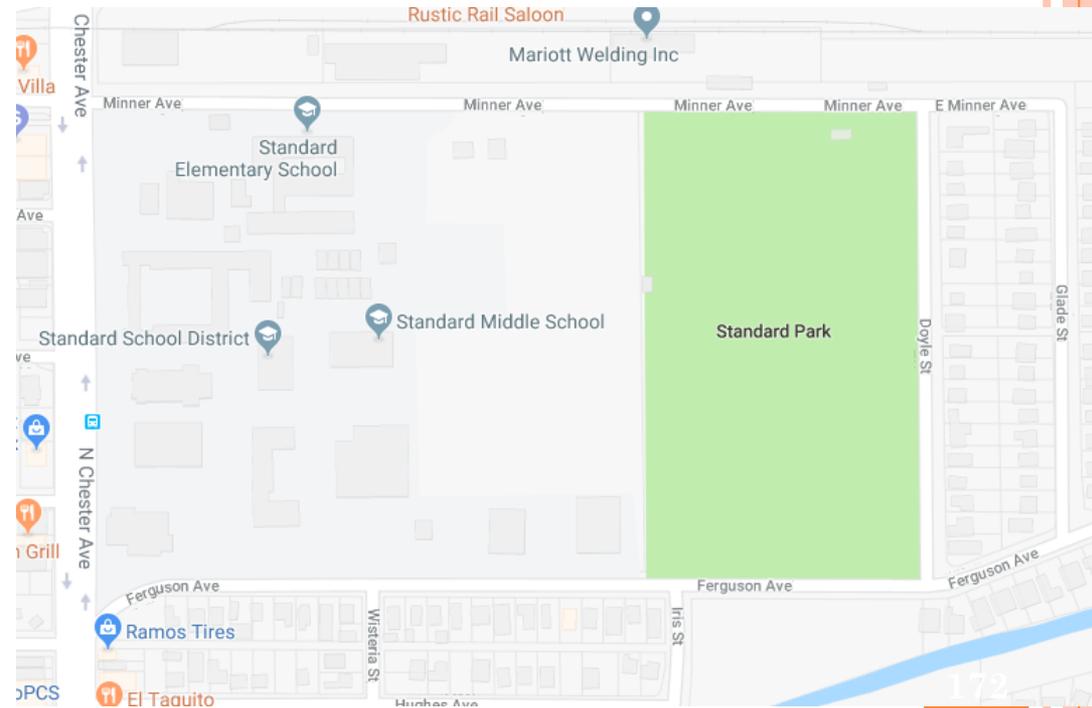
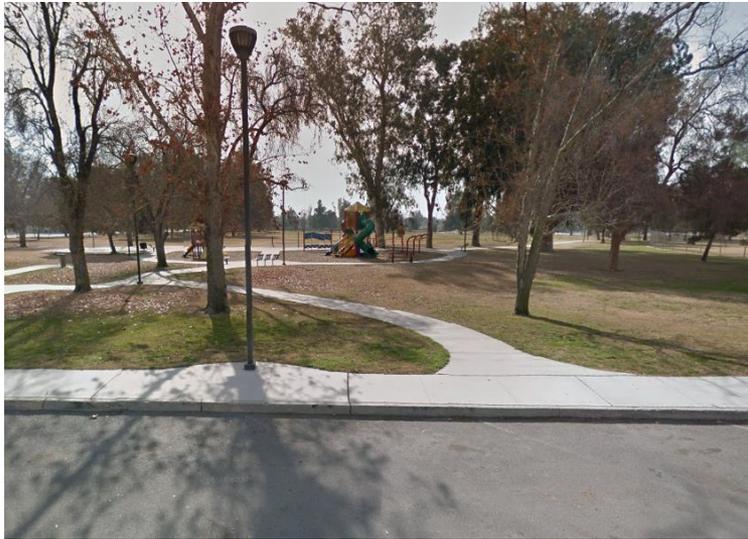
# SEARS PARK

444 NORRIS RD XST HURRELE AV/OILDALE DR



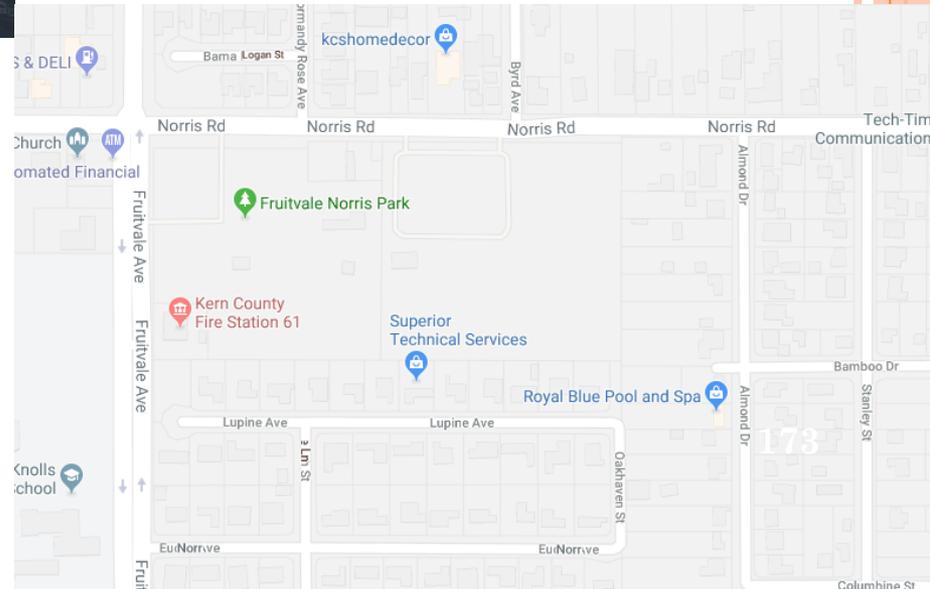
# STANDARD PARK

301 E MINNER AV XST DOYLE ST/MINNER AV



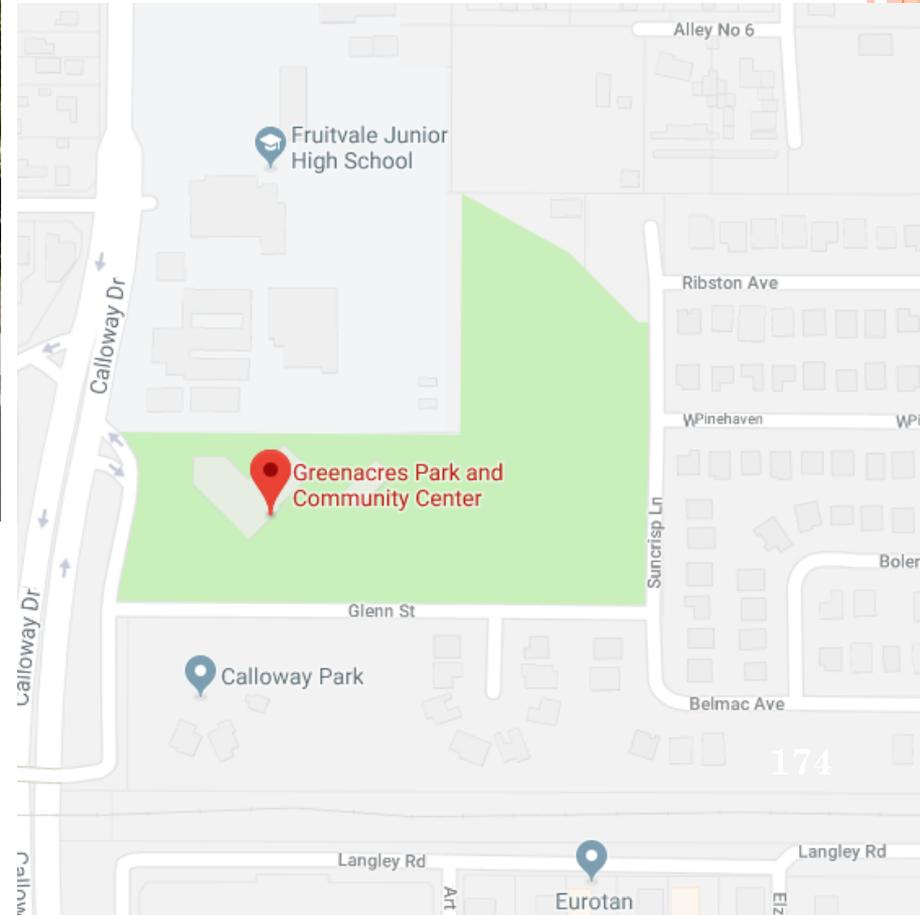
# FRUITVALE NORRIS PARK

6221 NORRIS RD XST BYRD ST/NORMANDY ROSE AV



# GREENACRES PARK

2014 CALLOWAY DR XST CALLOWAY FRONTAGE RD



# OLIVE PARK WEST

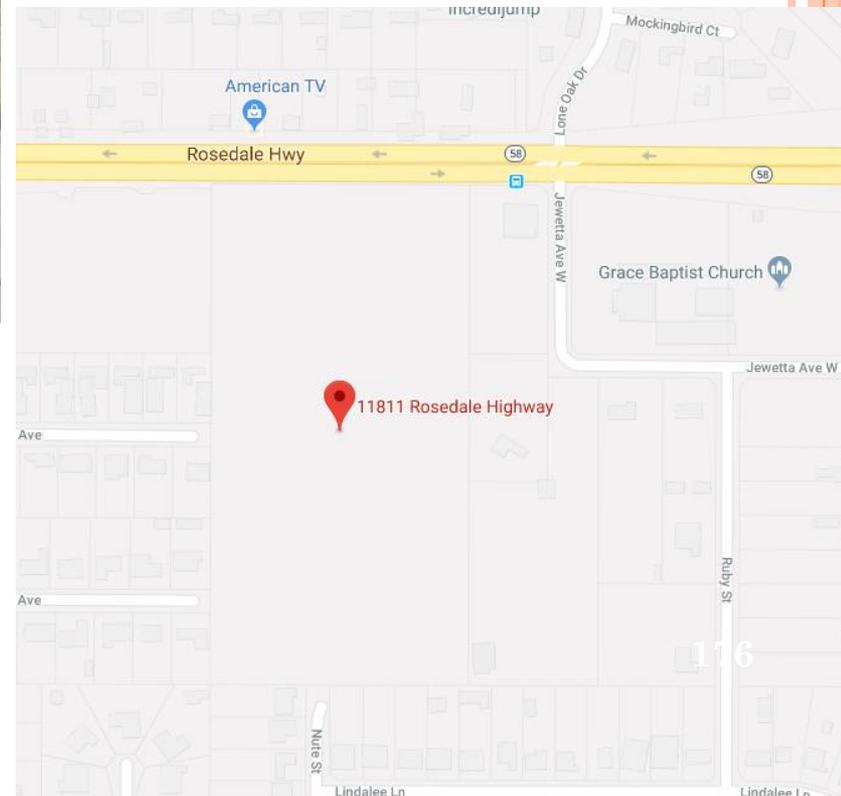
## AKA PEANUT PARK

7901 PEANUT AV XST SEDWICK ST/WESTPARK ST



# ROSEDALE PARK

11811 ROSEDALE HWY XST W JEWETTA AV/LONE OAK DR



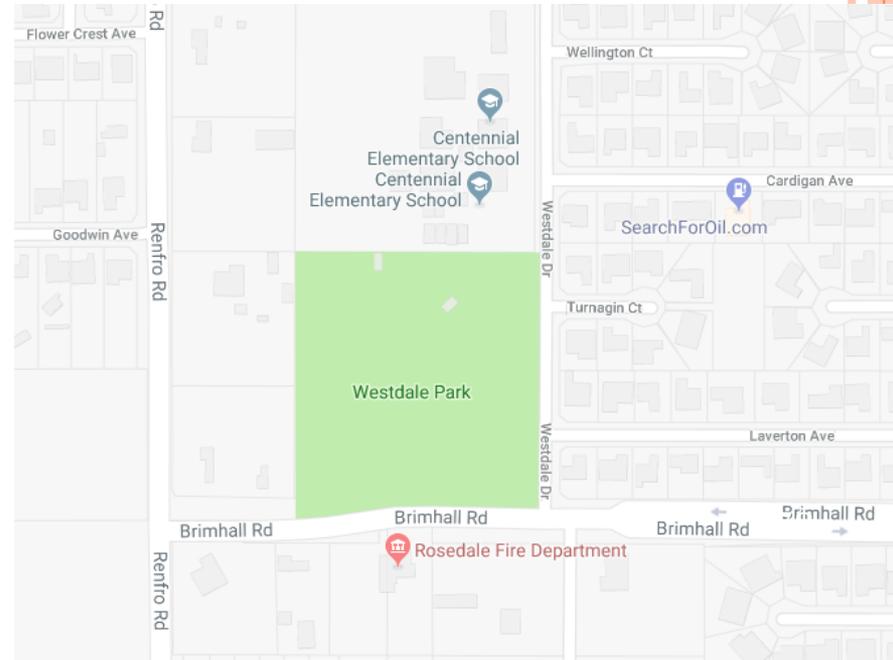
# SILVER OAK PARK

15855 OPUS ONE DR XST VERAMONTE WY/PAOLETTI WY



# WESTDALE PARK

15400 WESTDALE DR XST TURNAGIN CT/LAVERTON AV

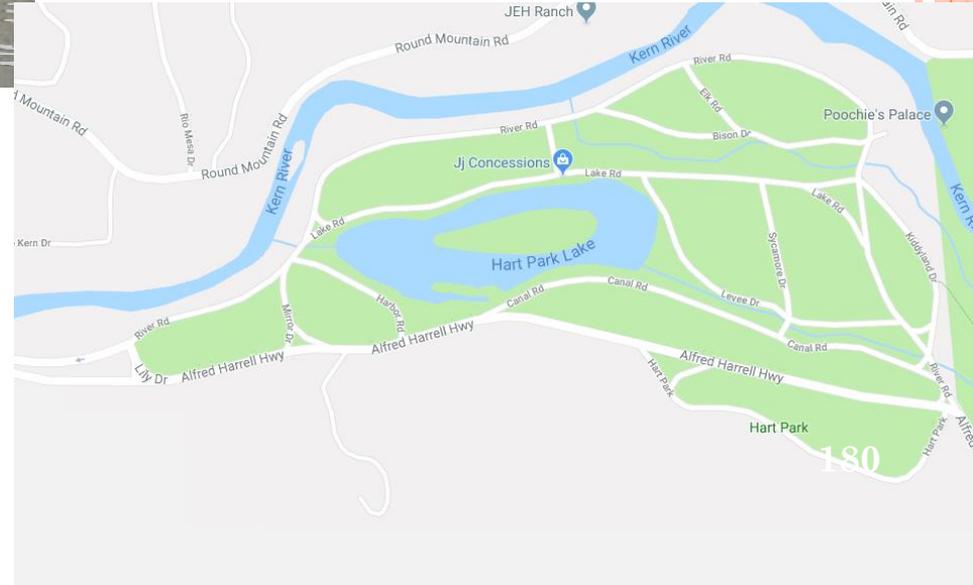


# 2 ZONE

- Hart Park
- Heritage Park (City Jurisdiction)
- Panorama Park (City Jurisdiction)
  - Pioneer Park
  - Potomac Park
  - Virginia Avenue Park
    - Wilkins Park
    - AKA Gutter Park
- Belle Terrace Park
  - (City Jurisdiction)
- Greenfield Park
- Rexland Acres Park
  - AKA Fairview Park

# HART PARK

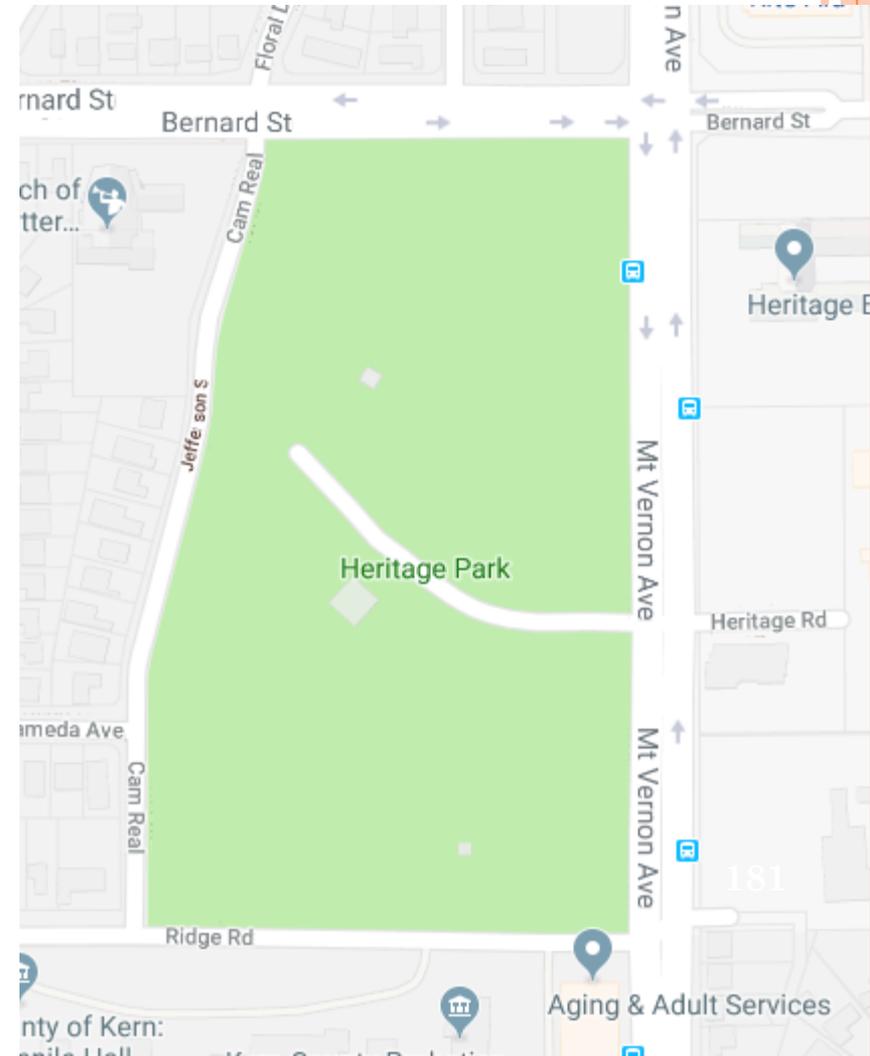
8222 ALFRED HARRELL HWY XST CANAL RD/HILL RD



# HERITAGE PARK

(CITY JURISDICTION)

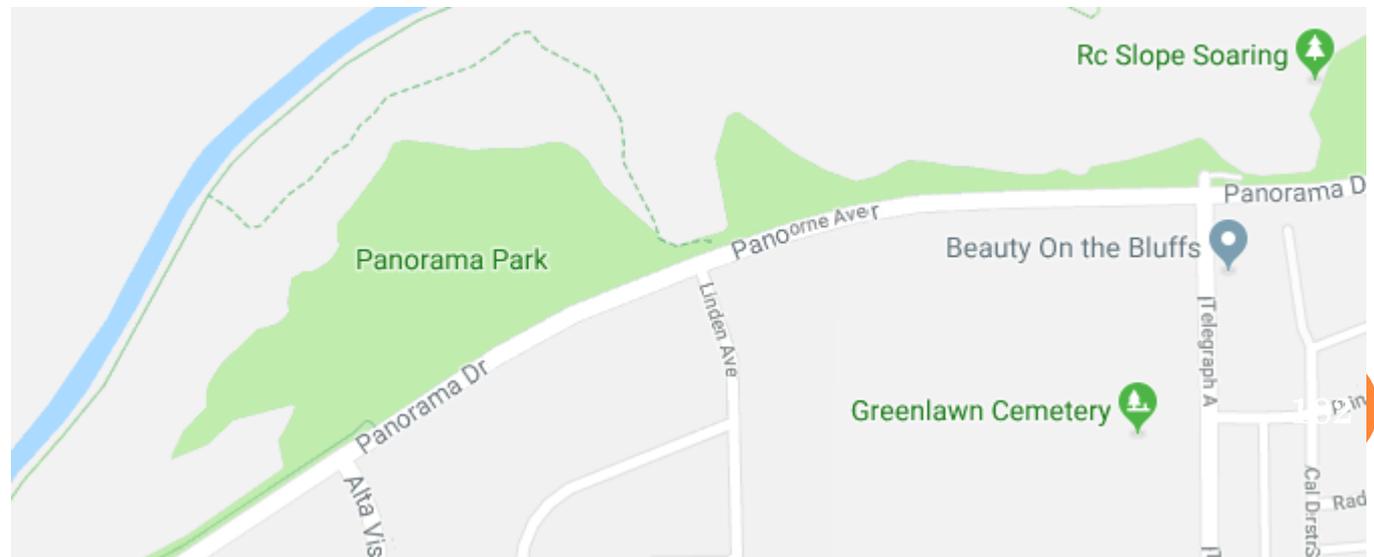
2320 MT VERNON AV XST RIDGE RD/BERNARD ST



# PANORAMA PARK

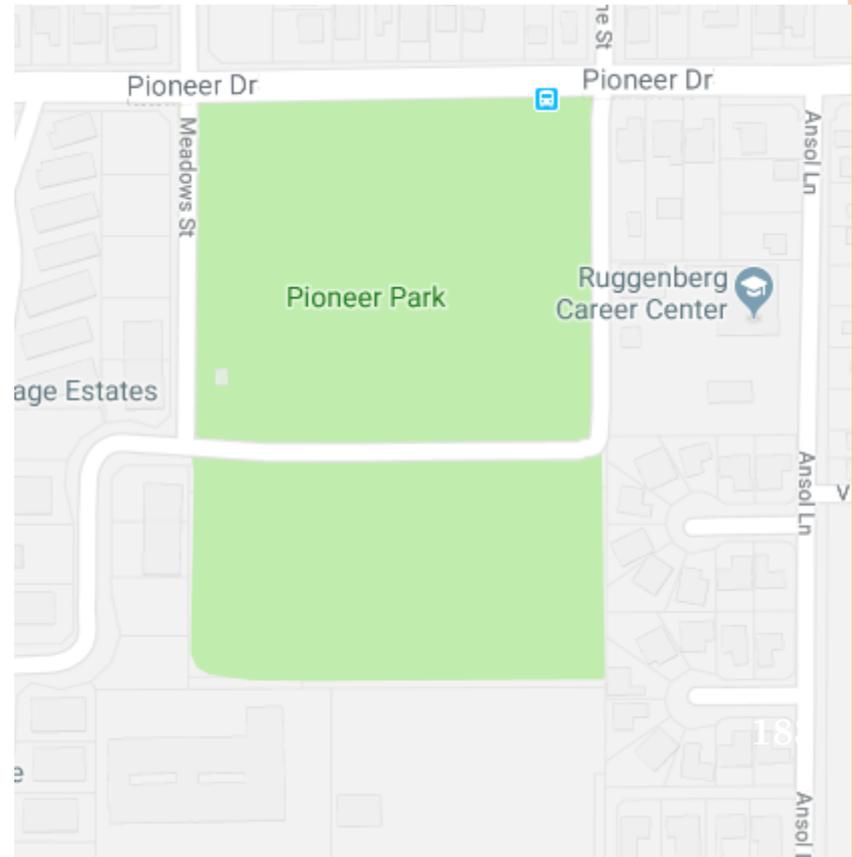
(CITY JURISDICTION)

300 PANORAMA DR XST ALTA VISTA DR/LINDEN AV



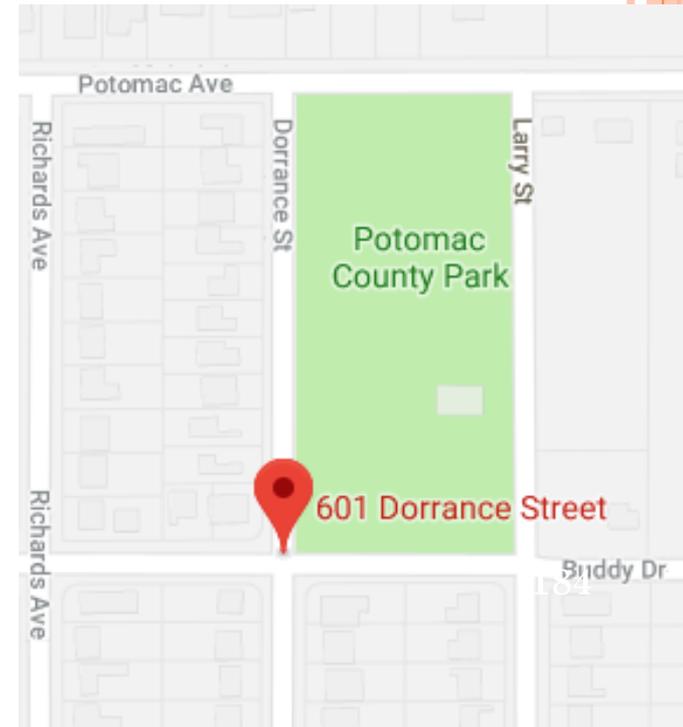
# PIONEER PARK

4929 PIONEER DR XST MEADOWS ST/TANGERINE ST



# POTOMAC PARK

601 DORRANCE ST XST BUDDY DR/POTOMAC AV



# VIRGINIA AVENUE PARK

(VERFIES WITH LAT/LON)

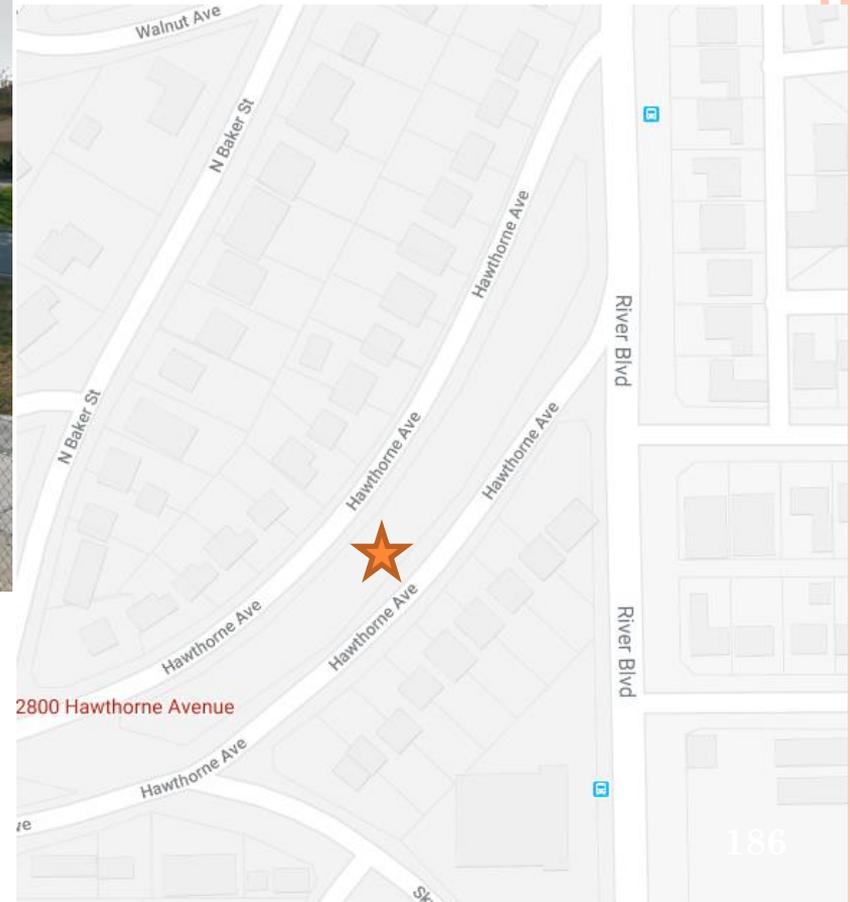
2020 VIRGINIA AV XST MT VERNON AV



# WILKINS PARK

## AKA GUTTER PARK

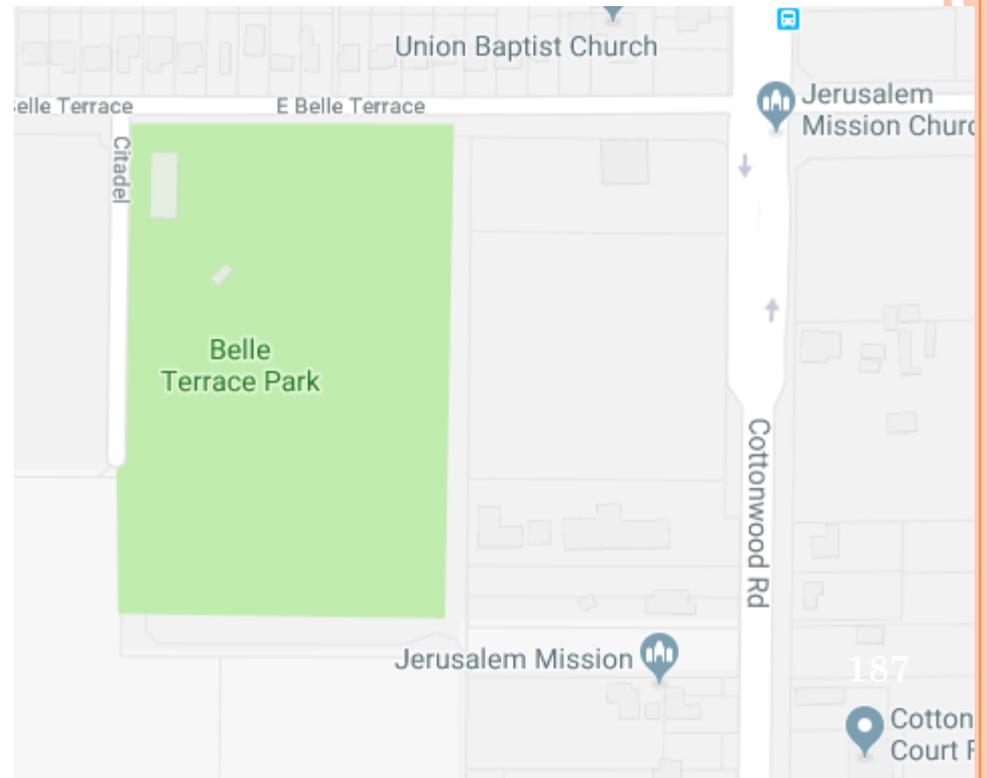
2800 HAWTHORNE AV XST RIVER BLVD/N BAKER ST



# BELLE TERRACE PARK

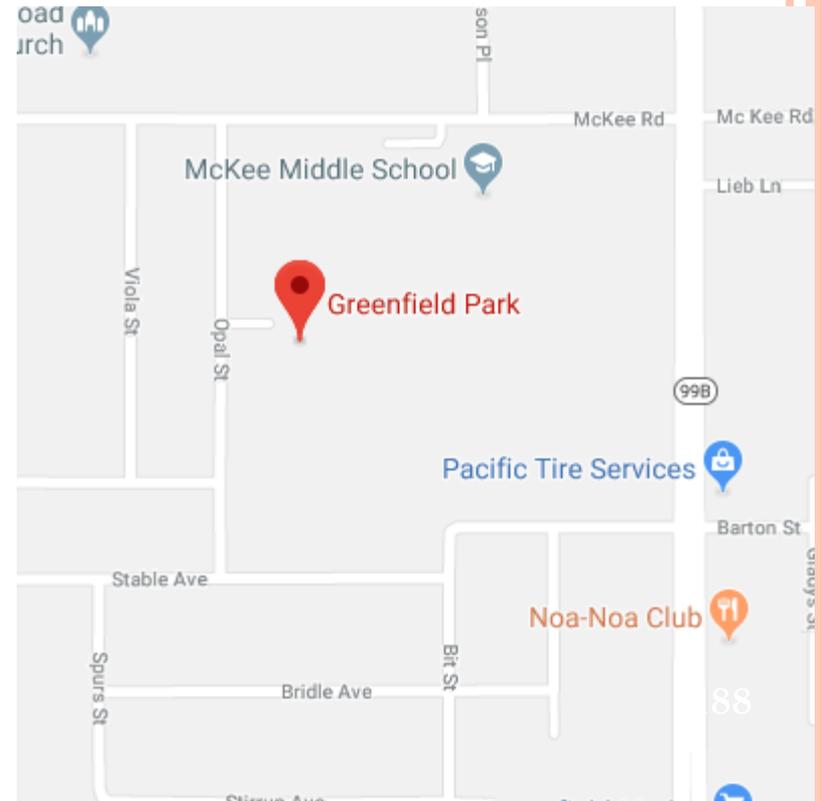
(CITY JURISDICTION)

1101 E BELLE TERRACE XST CITADEL ST/COTTONWOOD RD



# GREENFIELD PARK

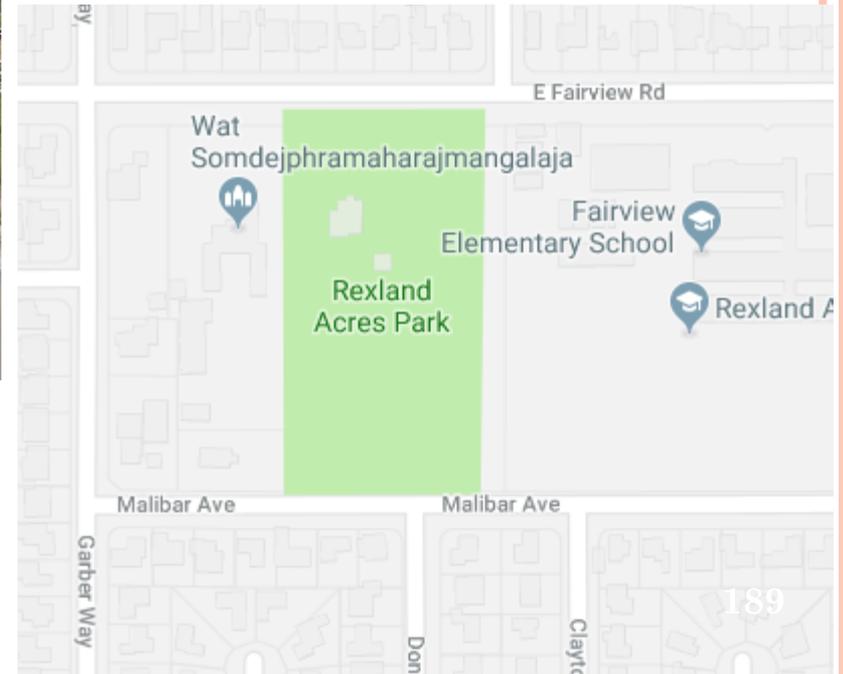
401 AUDREY AV XST OPAL ST



# REXLAND ACRES PARK

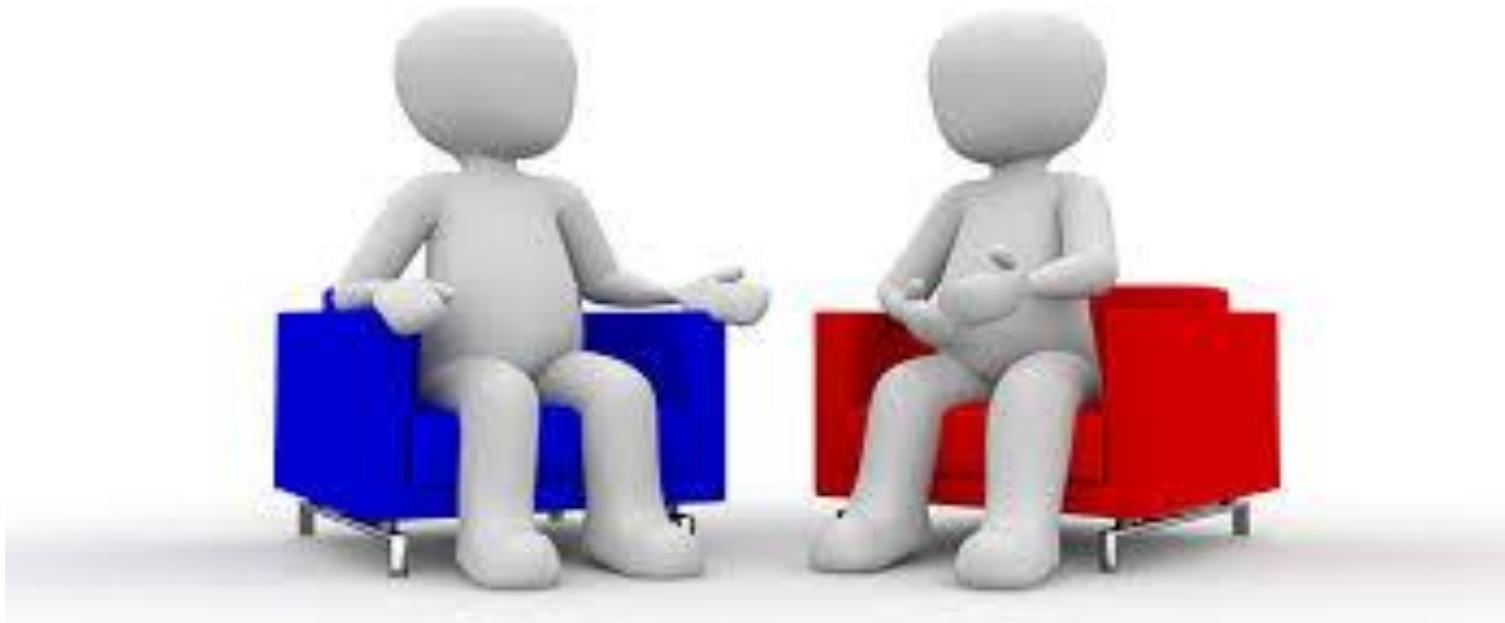
AKA FAIRVIEW PARK

350 E FAIRVIEW RD XST DON ST/GARBER WY



**JEDOPARDY!**

# PEER TALK





**Goodnight**





*Kern County*

# SHERIFF

## DAY 2 QUIZ

Name: \_\_\_\_\_ DATE: \_\_\_\_\_ Score: \_\_\_\_\_ /62

### PHONETIC ALPHABET (26 Points)

A -	B -
C -	D -
E -	F -
G -	H -
I -	J -
K -	L -
M -	N -
O -	P -
Q -	R -
S -	T -
U -	V -
W -	X -
Y -	Z -

**Spell your name using the phonetic alphabet (2 points)**

**Military Time  
(24 Points)**

2000 =	2200 =
1200 =	0000 =
1800 =	0400 =
1300 =	2100 =
0900 =	0100 =
2300 =	0700 =
0800 =	0500 =
1000 =	1100 =
0600 =	1600 =
0300 =	1500 =
1900 =	1700 =
0200 =	1400 =

## Radio Codes (10 points)

1. 10-15 \_\_\_\_\_

2. CTRL 1 \_\_\_\_\_

3. 10-19 \_\_\_\_\_

4. CTRL 2 \_\_\_\_\_

5. 10-8 \_\_\_\_\_

6. 10-7 \_\_\_\_\_

7. 10-21B \_\_\_\_\_

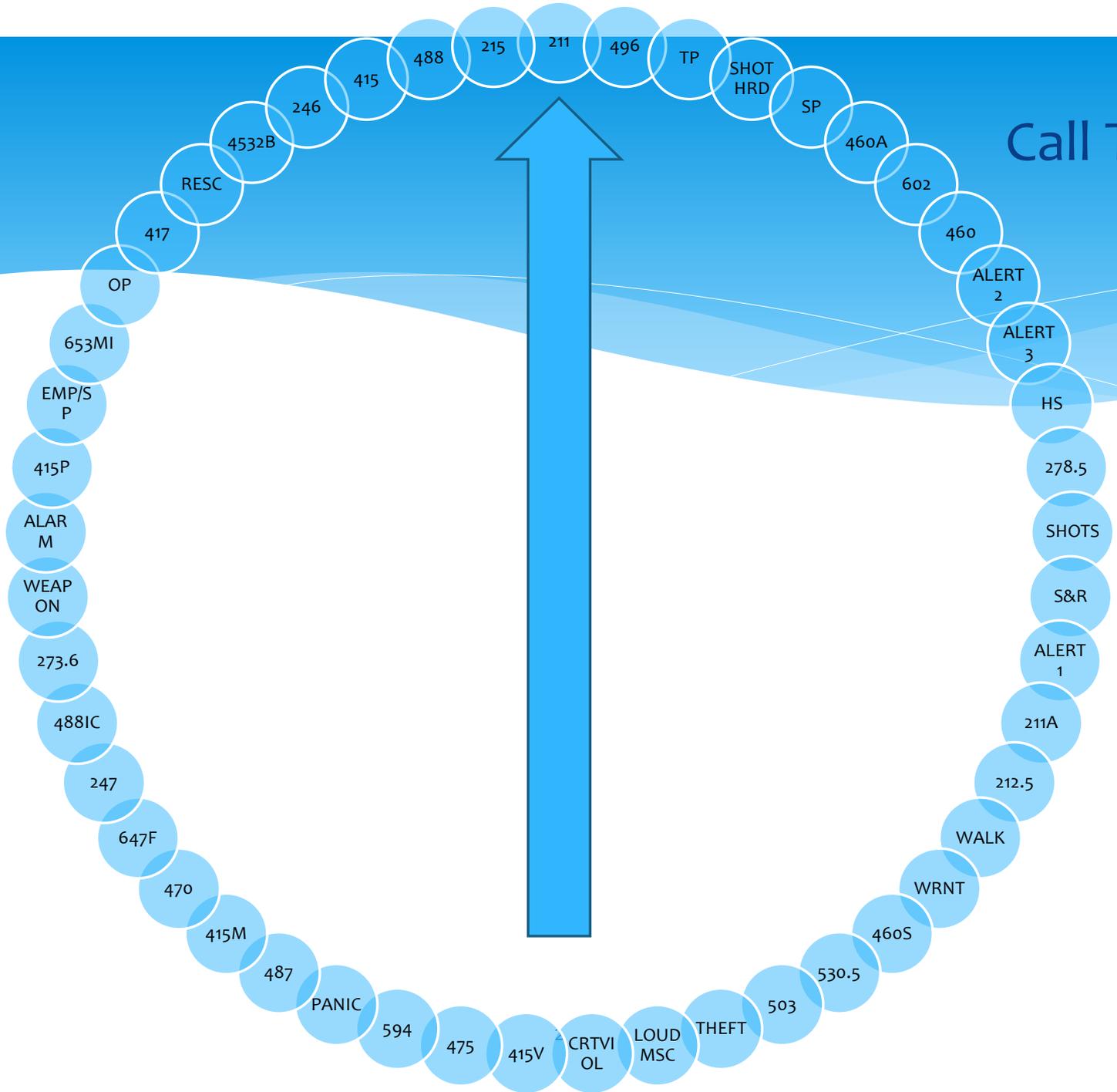
8. 10-6 \_\_\_\_\_

9. 10-21 \_\_\_\_\_

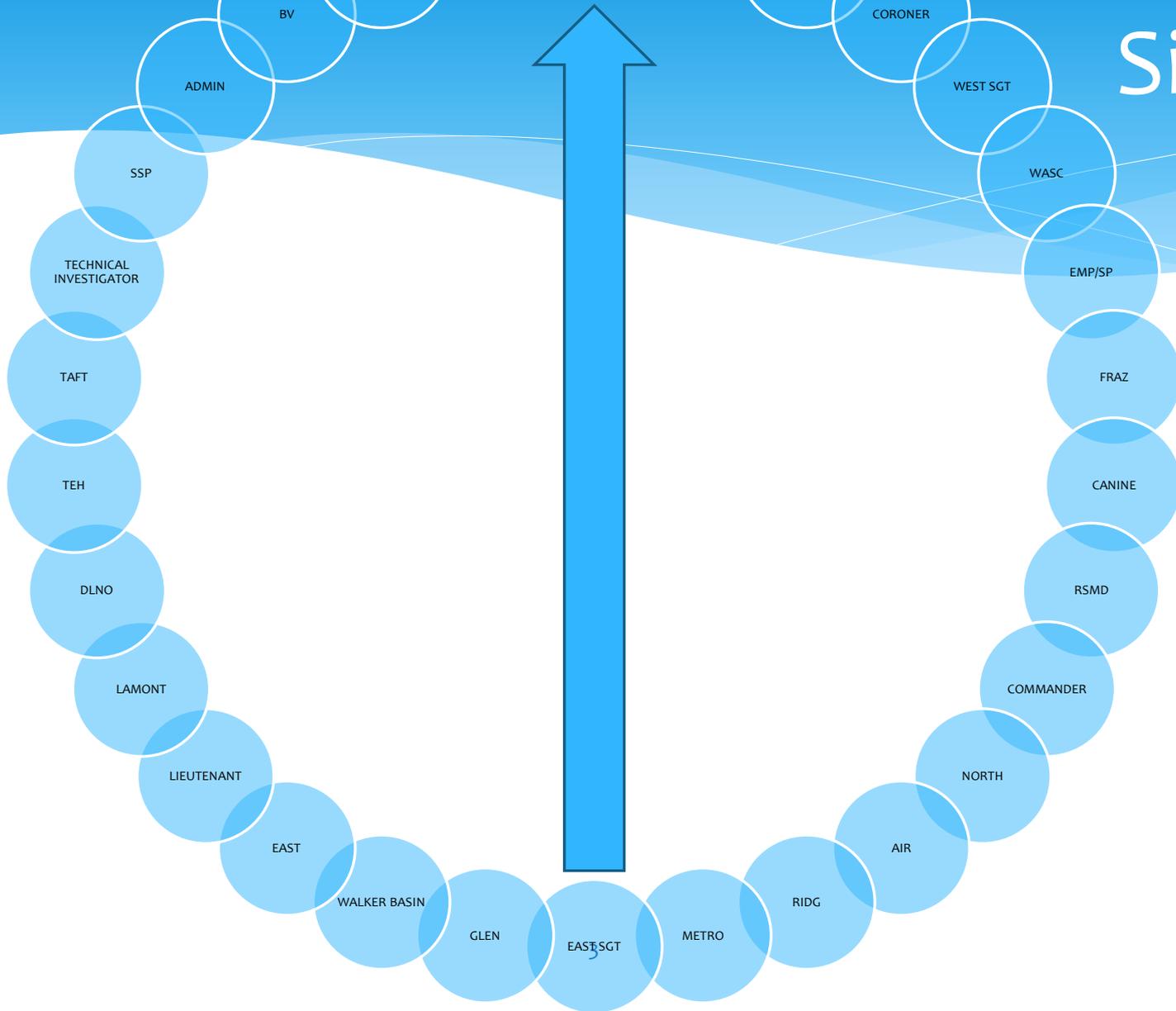
10. 10-20 \_\_\_\_\_



# Call Types

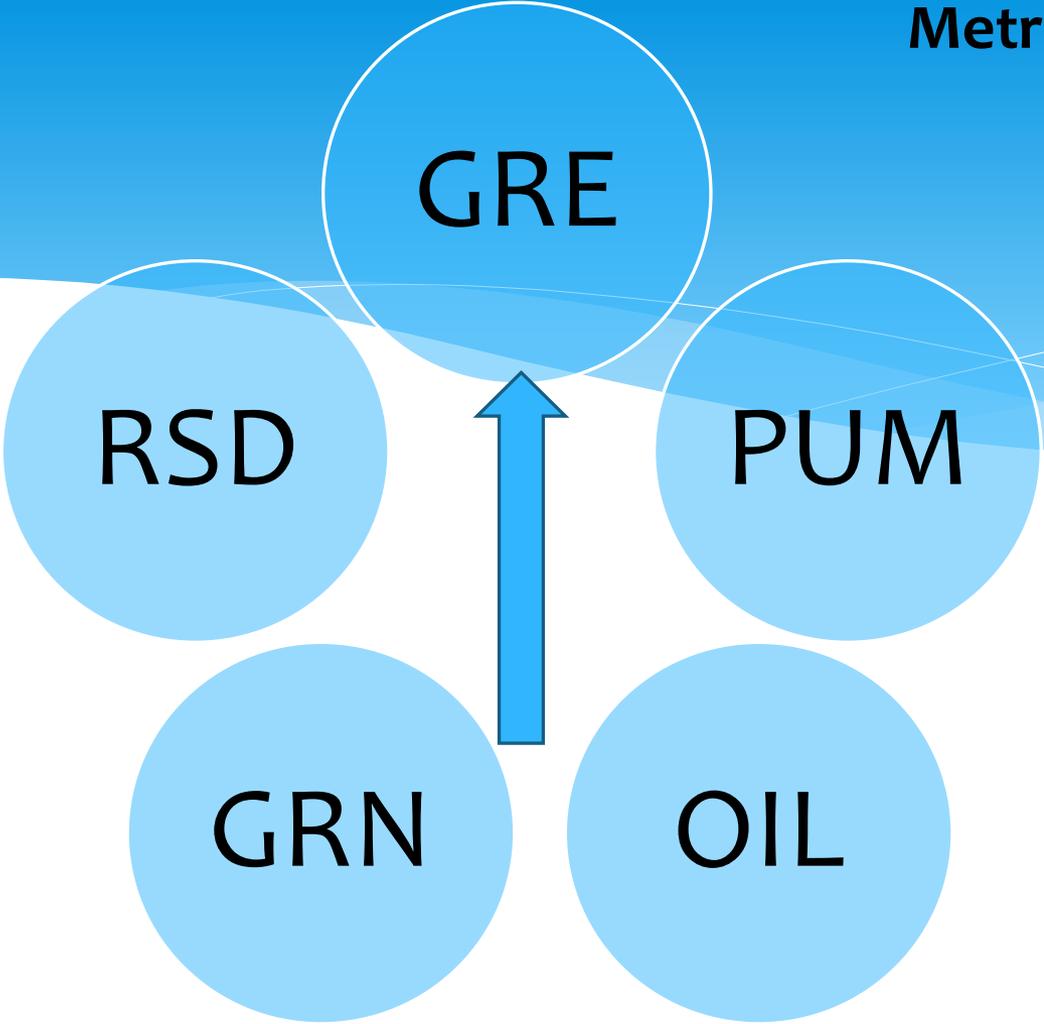


# Call Signs

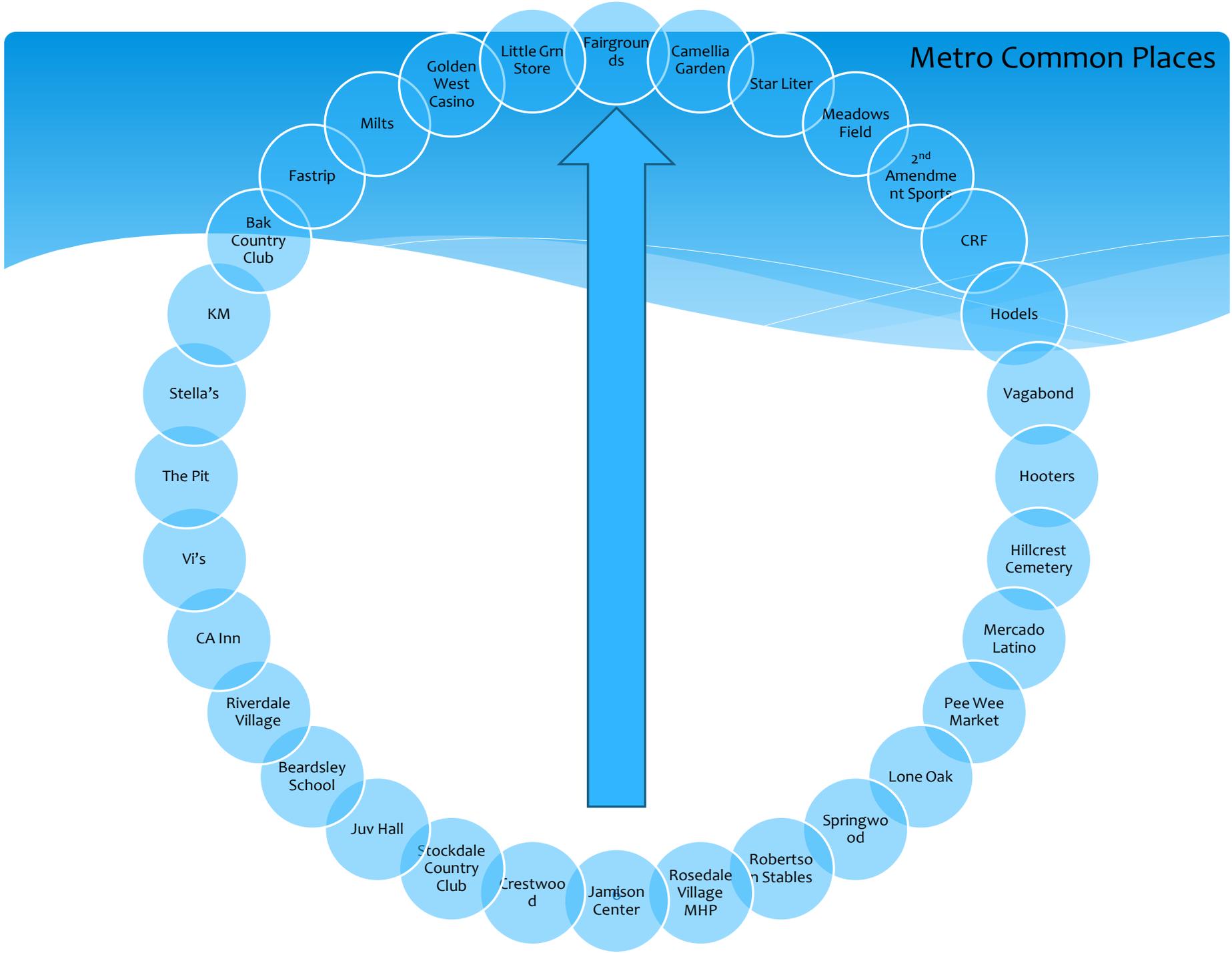


# Name the surrounding counties.

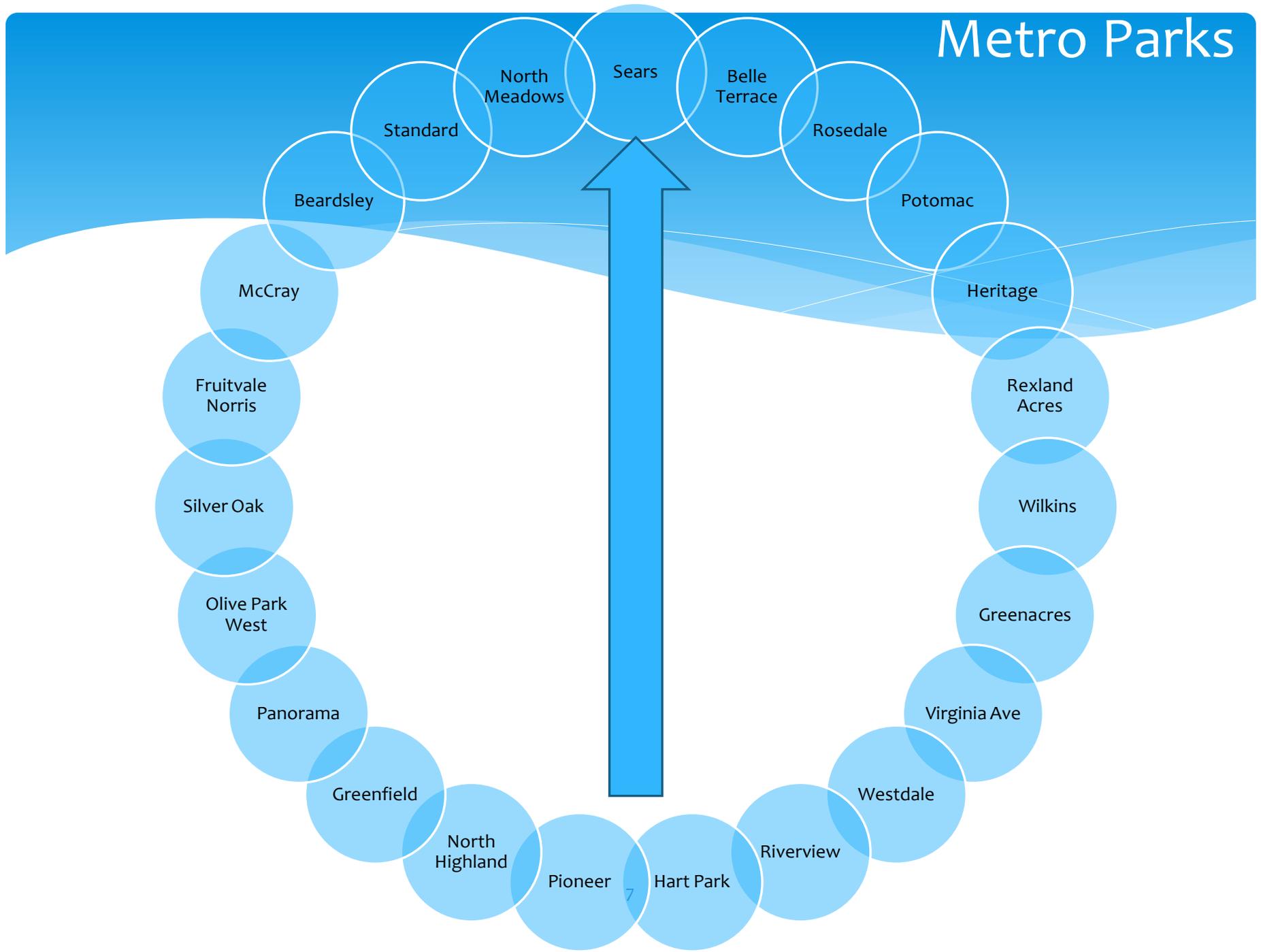
- \* Tulare
- \* Kings
- \* Inyo
- \* San Bernardino
- \* LA
- \* Santa Barbara
- \* Ventura
- \* San Luis Obispo



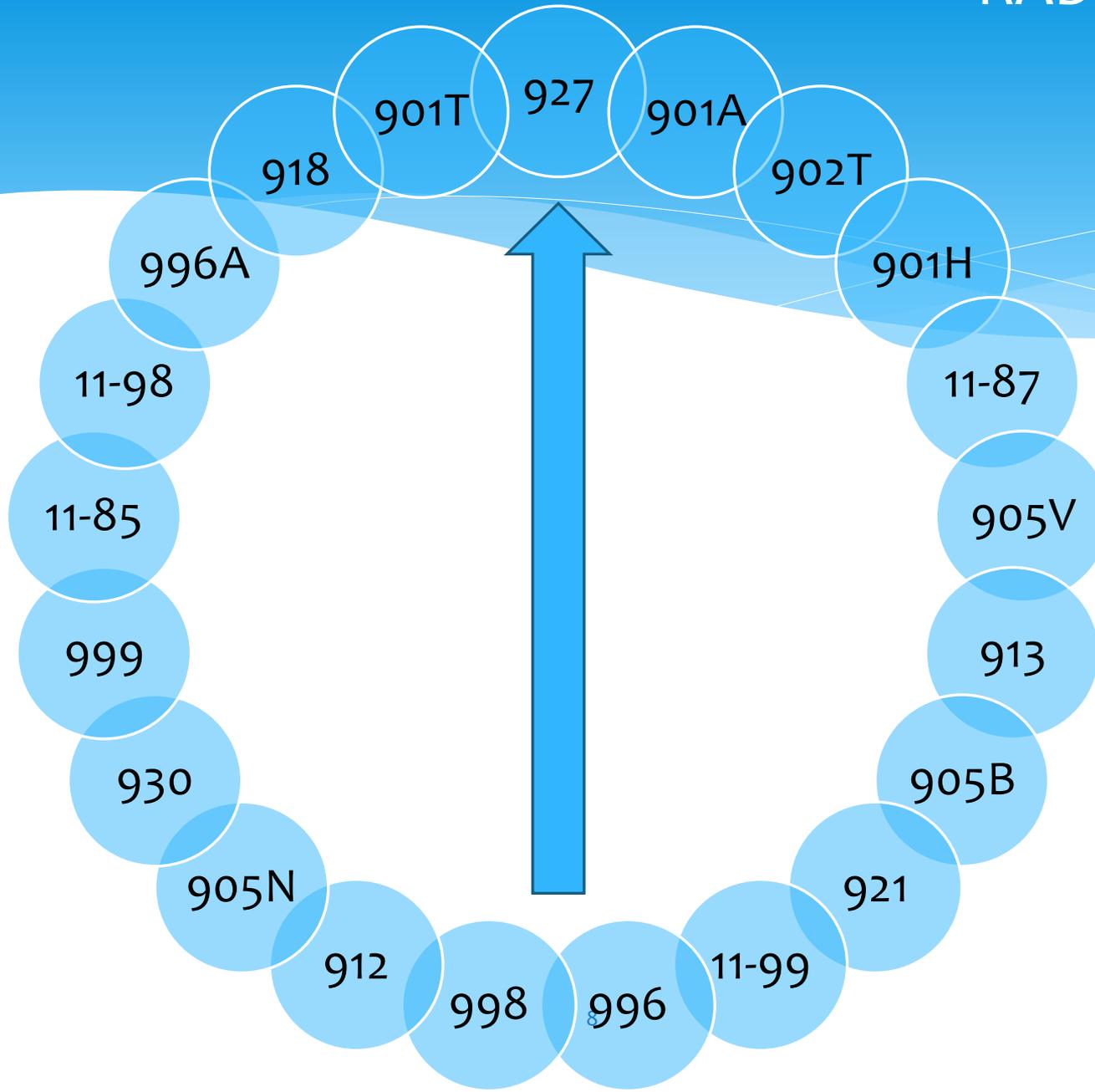
# Metro Common Places



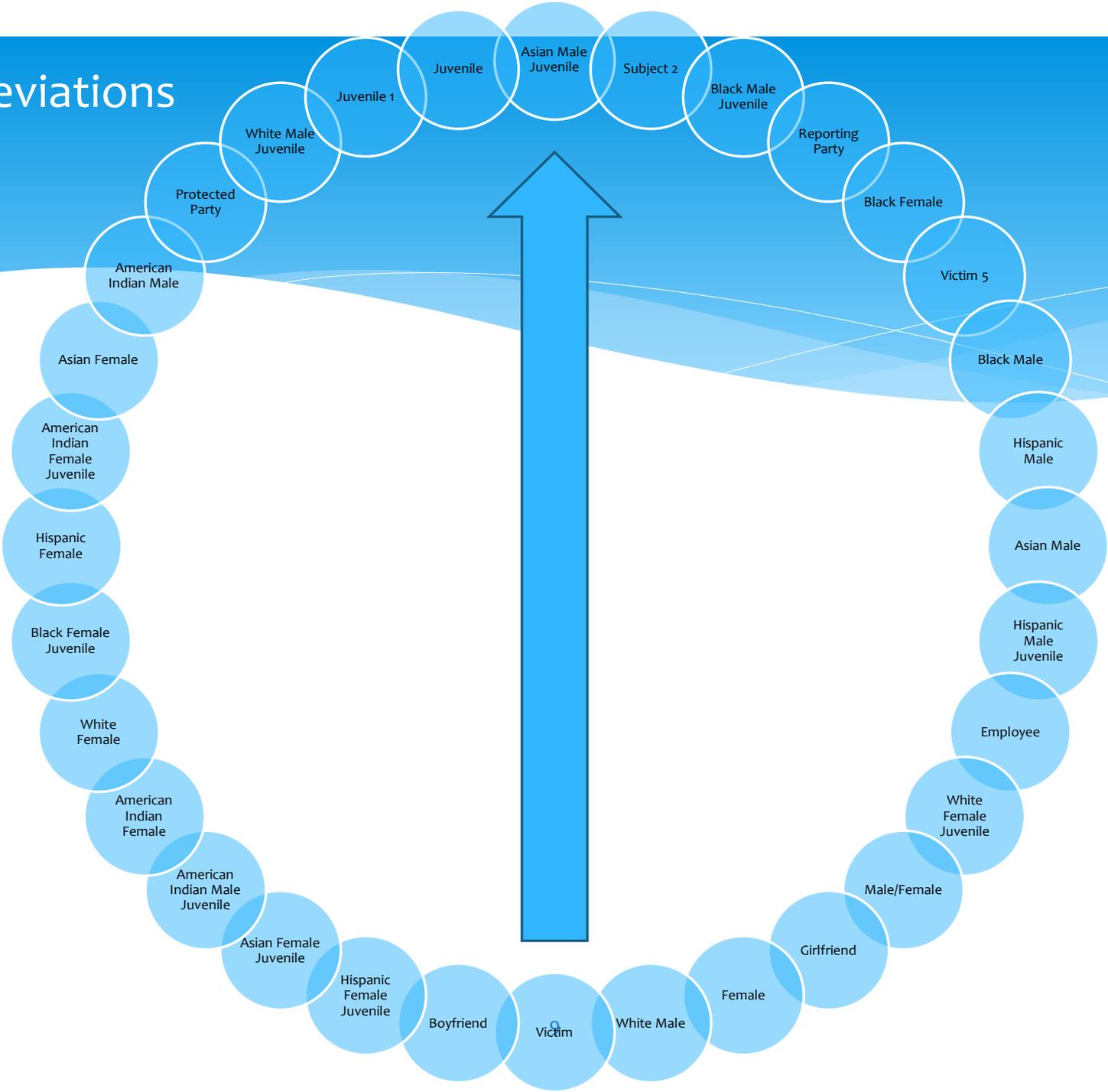
# Metro Parks



# RADIO CODES



# Abbreviations



# West



# Buttonwillow / North / Wasco



# Delano



# Glennville



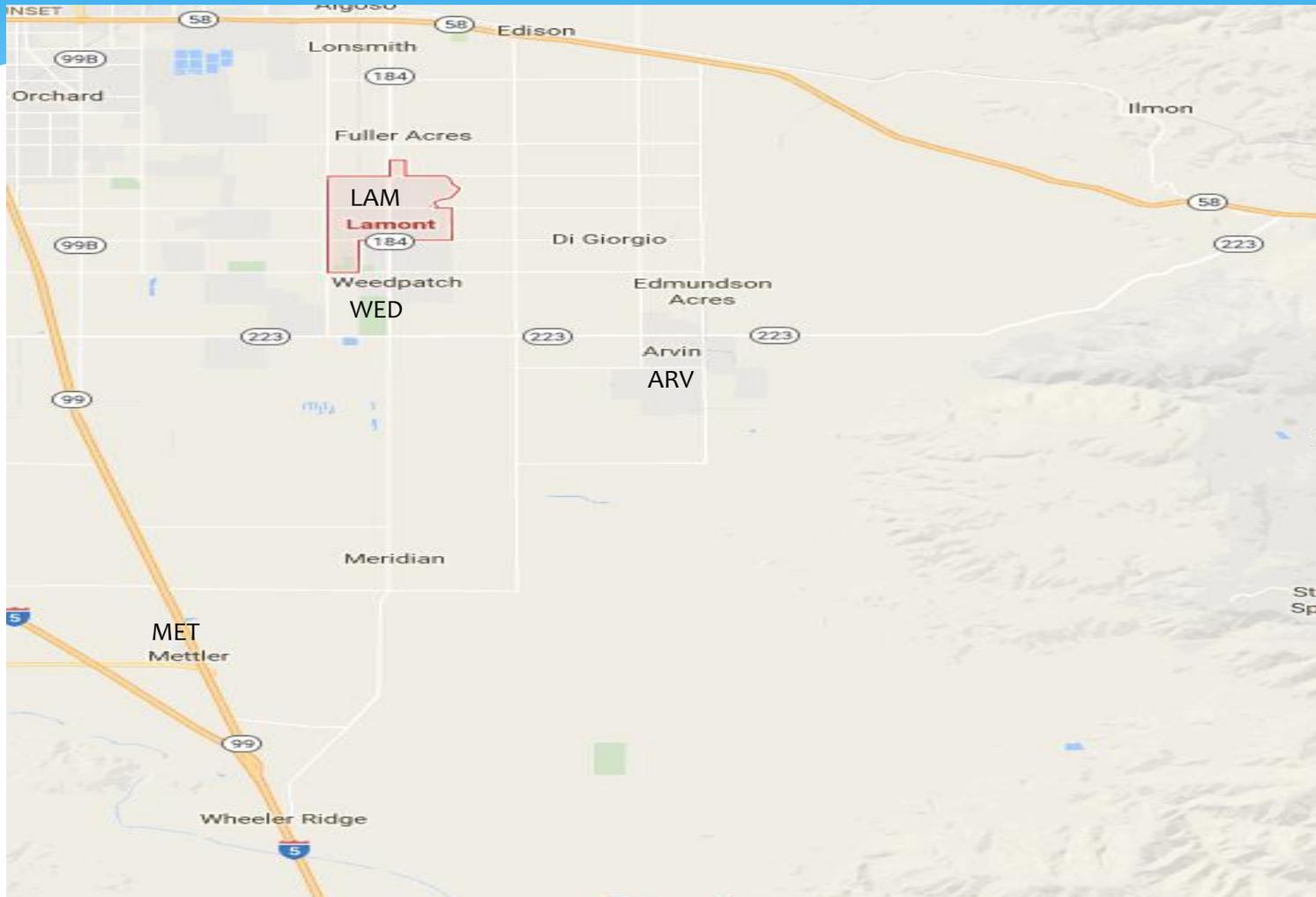
# Taft



# Frazier Park



# Lamont



# West Common Places

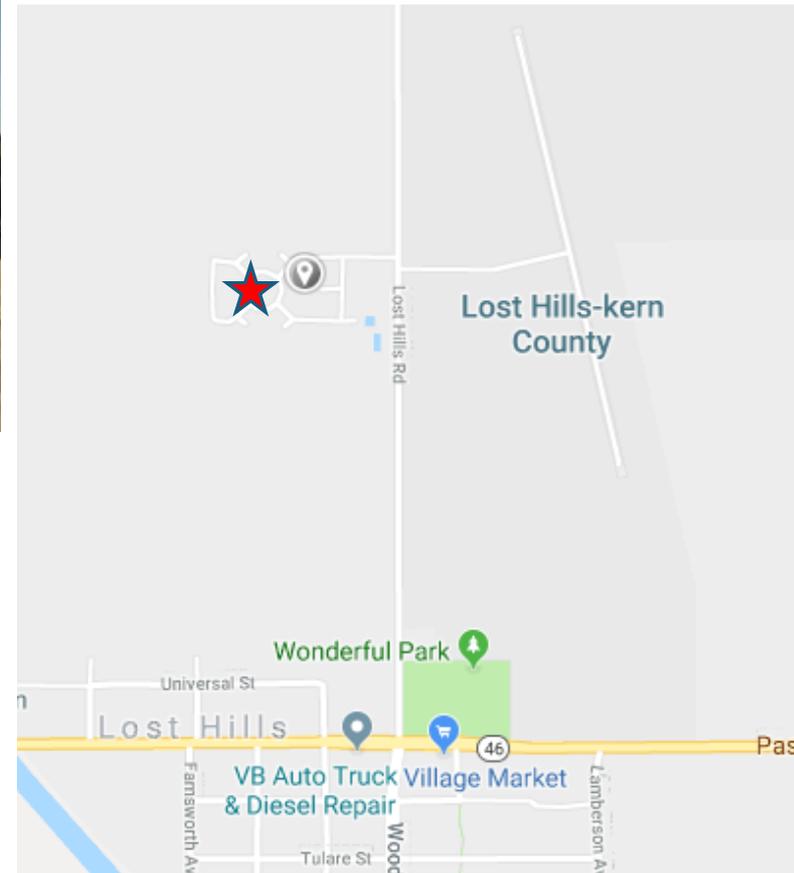


# North Area

- \* **Lost Hills Mobile Home Park**
- \* **Rio Bravo Greeley School**
  - \* **Motel 6**
- \* **Front Street Mini Mart**

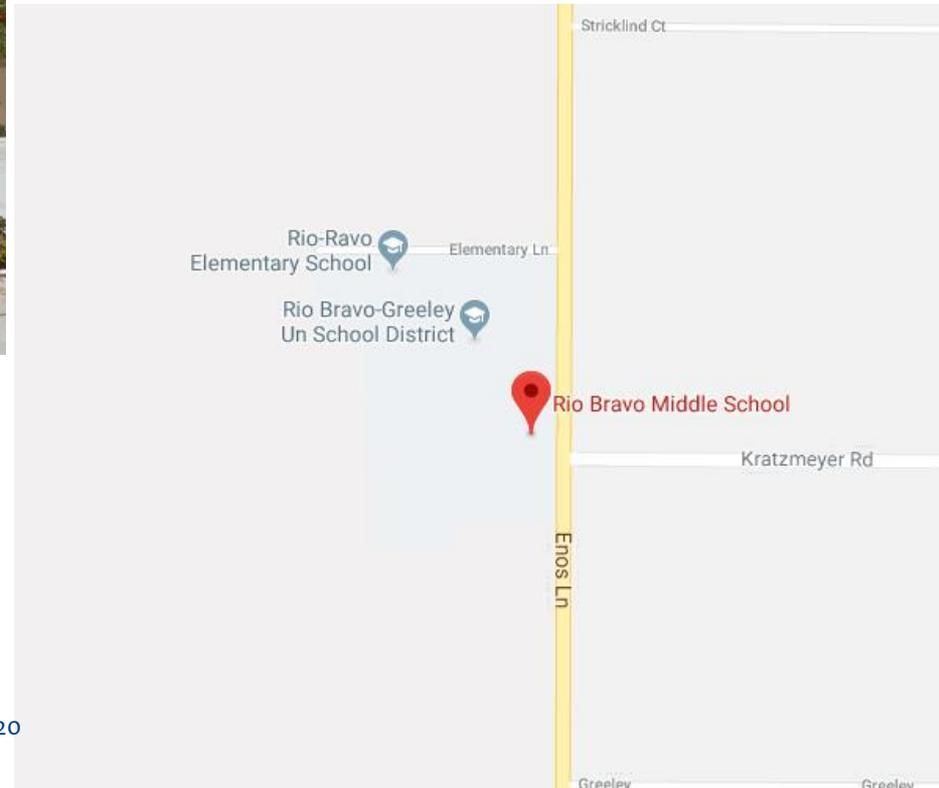
# Lost Hills MHP

14603 Lost Hills Rd Xst 46 Hwy/Woodward Av



# Rio Bravo Greeley Middle School

6601 Enos Ln Xst Kratzmeyer Rd/Elementary Ln



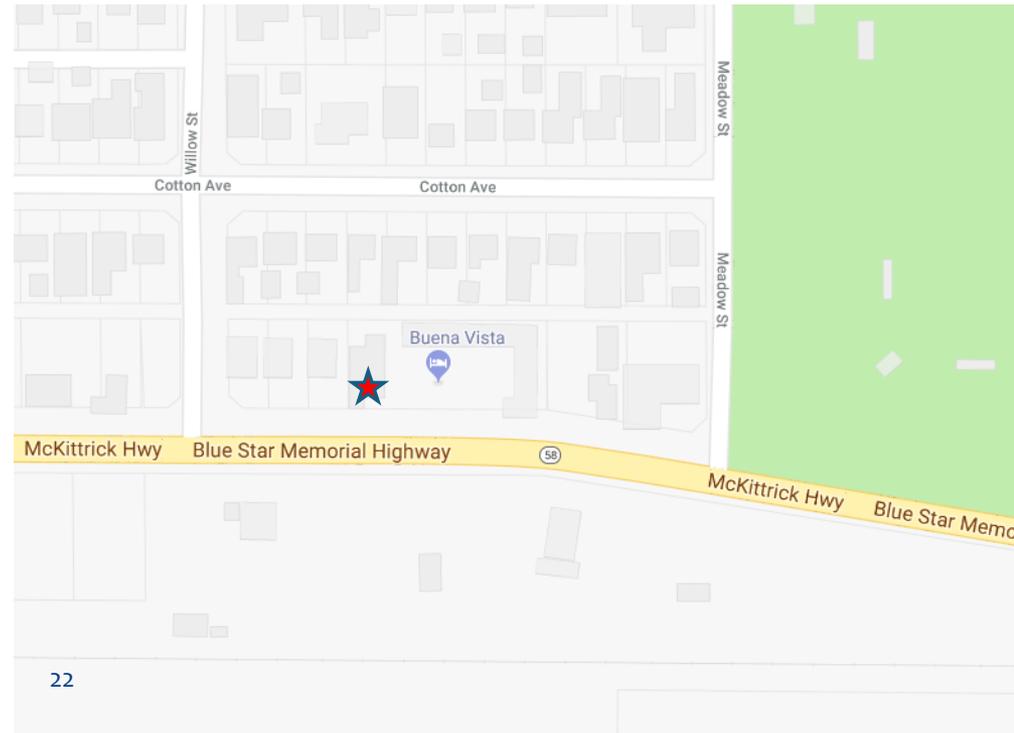
# Motel 6 - Buttonwillow

20638 Tracy Av Xst Willow Dr/ 15



# Front Street Mini Mart

420 E Front St Xst Meadow St/58 Hwy

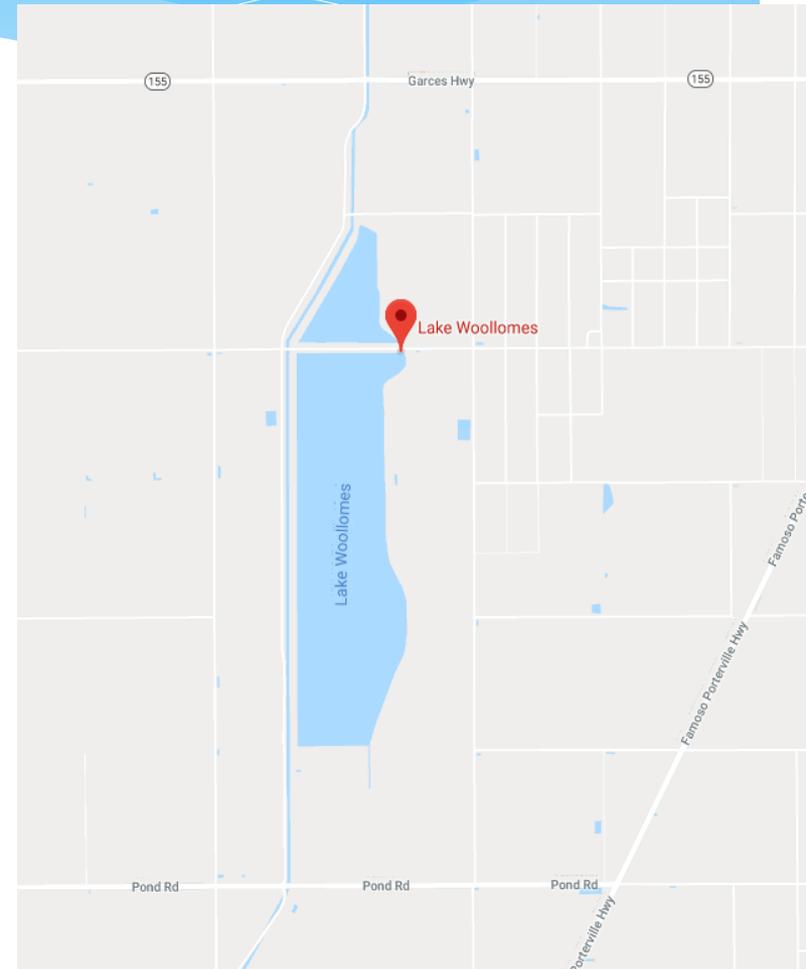


# Delano Area

- \* **Lake Woollomes**
  - \* **Pond School**
  - \* **Casa De Ninos**
- \* **Delano Regional Medical Center (DRMC)**
  - \* **Flying J**

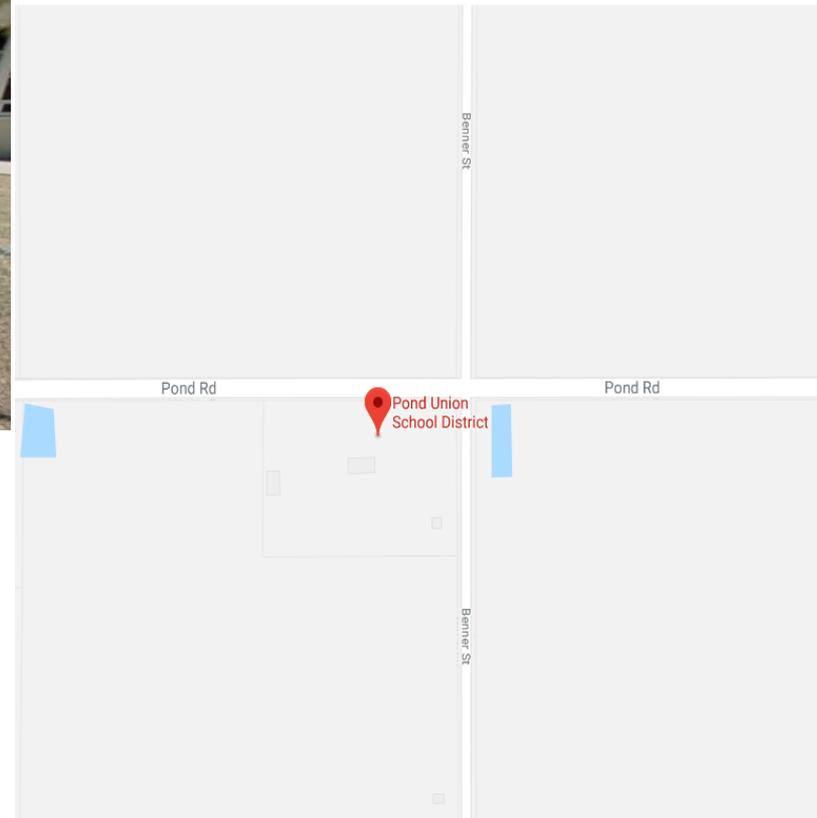
# Lake Woollomes (verifies as GPS)

32739 Woollomes Av Xst Wallace Rd/Hart Av



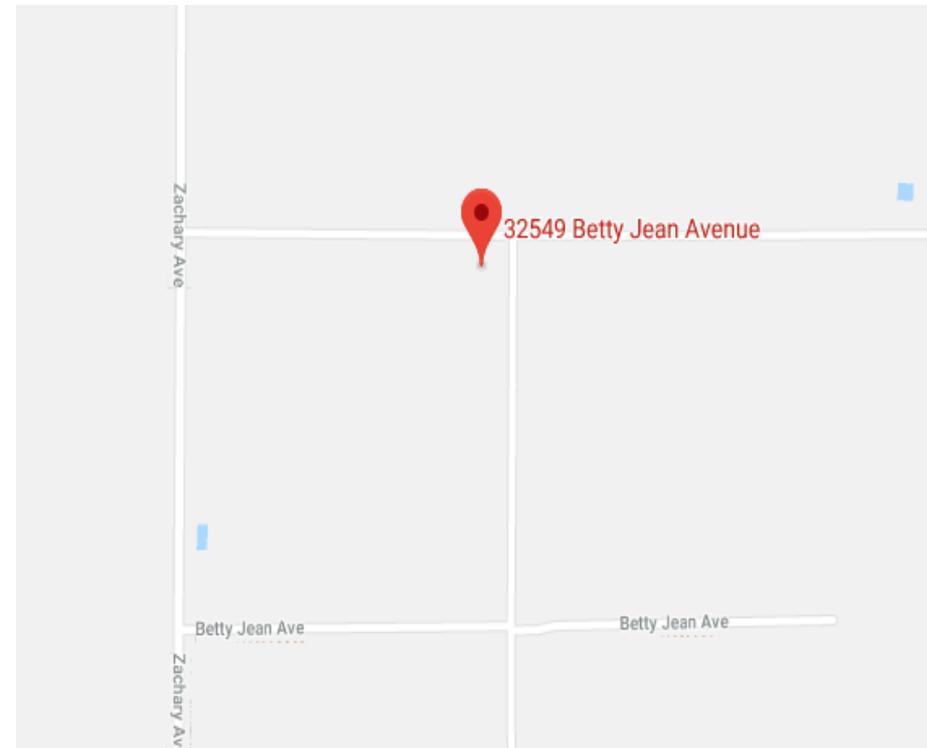
# Pond School

29585 Pond Rd Xst Billings Av/C st



# Casa De Ninos Group Home

32549 Betty Jean Av Xst Zachary Av



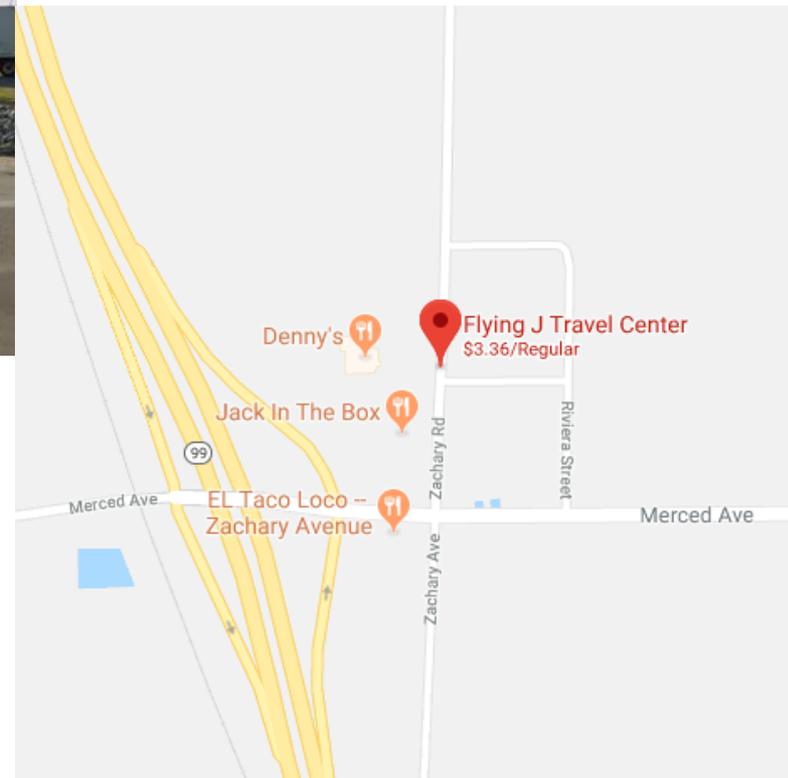
# Delano Regional Medical Center (DRMC)

1401 Garces Hwy Xst Norwalk St/Oxford St



# Flying J

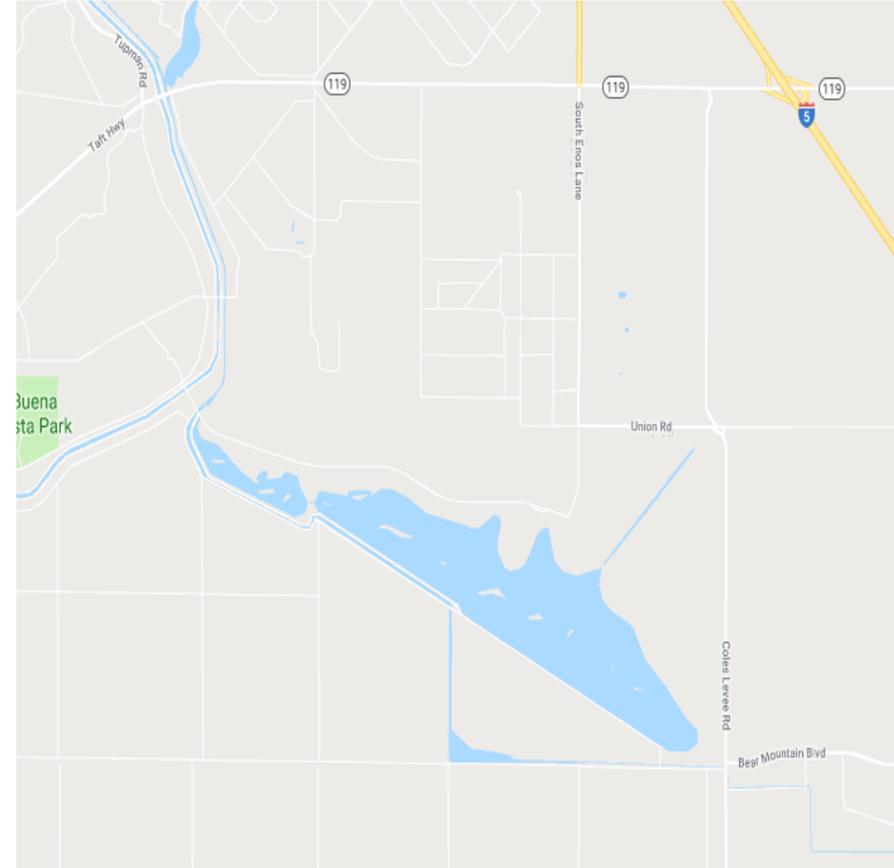
17047 Zachary Av Xst Merced Av/Jack Av



# Taft Area

- \* **Buena Vista Lake**
- \* **Franklin Field**

# Buena Vista Lake S Enos Ln/Ironbark Rd



# Franklin Field

281 E Cedar St Xst 119 Hwy/Airport Rd



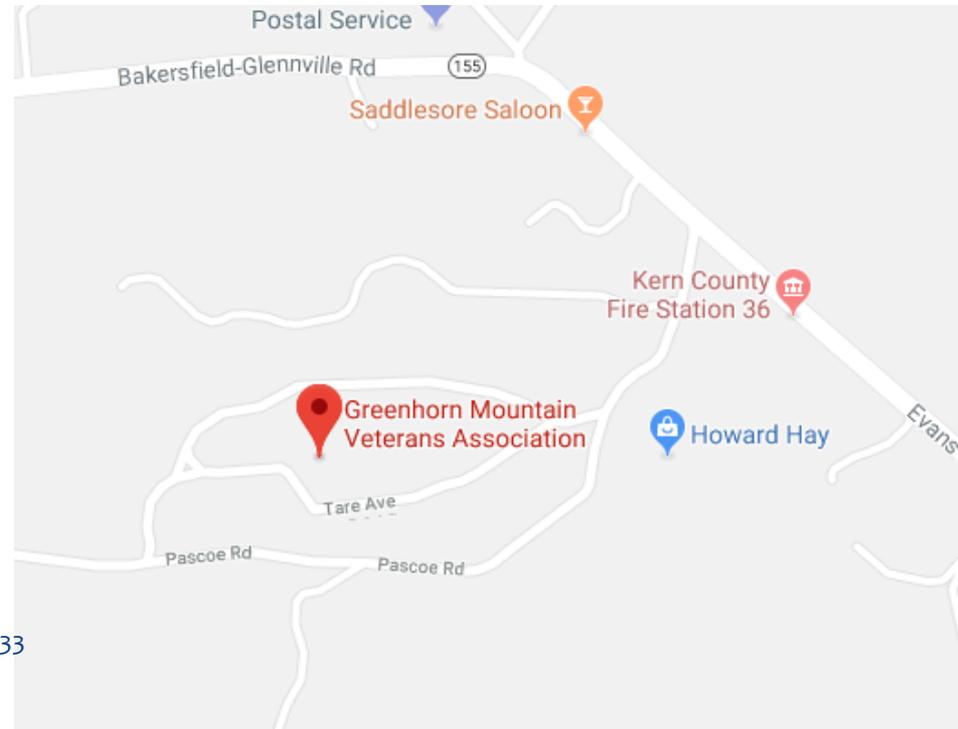
# Glennville Area

**\* Glennville Rodeo Grounds**

**\* STA36**

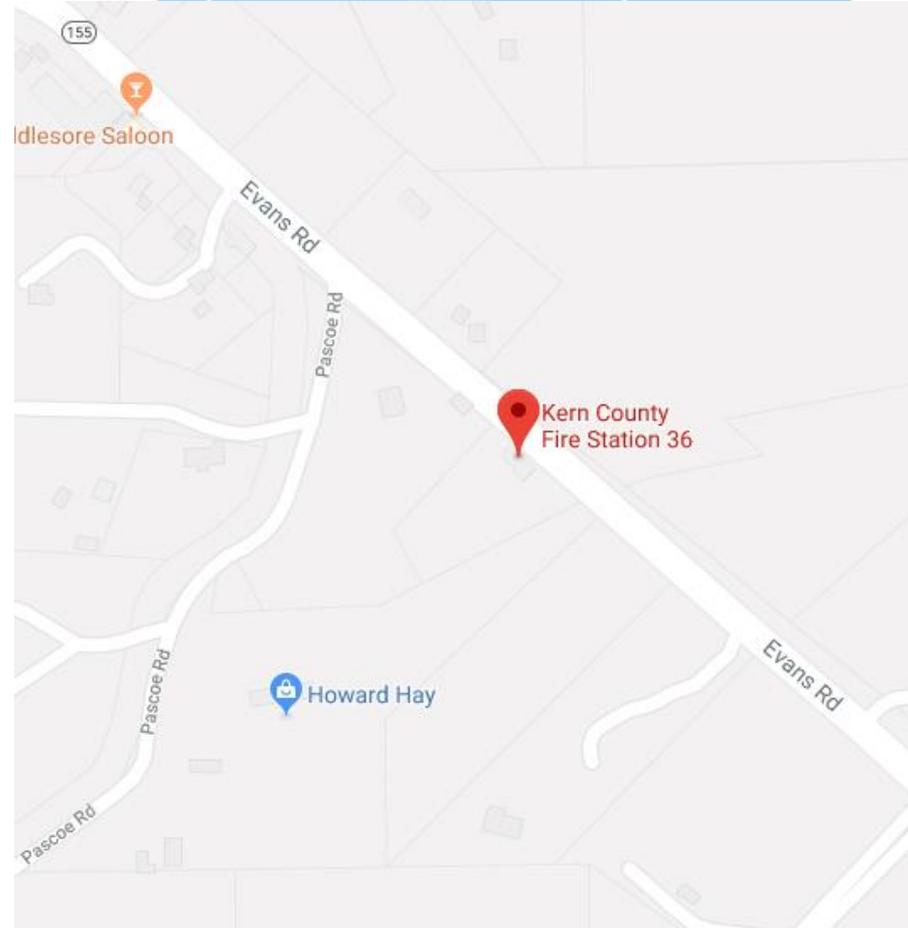
# Glennville Rodeo Grounds

196 Pascoe Rd Xst Tara Av/155 Hwy



# STA36

10511 155 Hwy Xst Pascoe Rd/Green Glen Dr

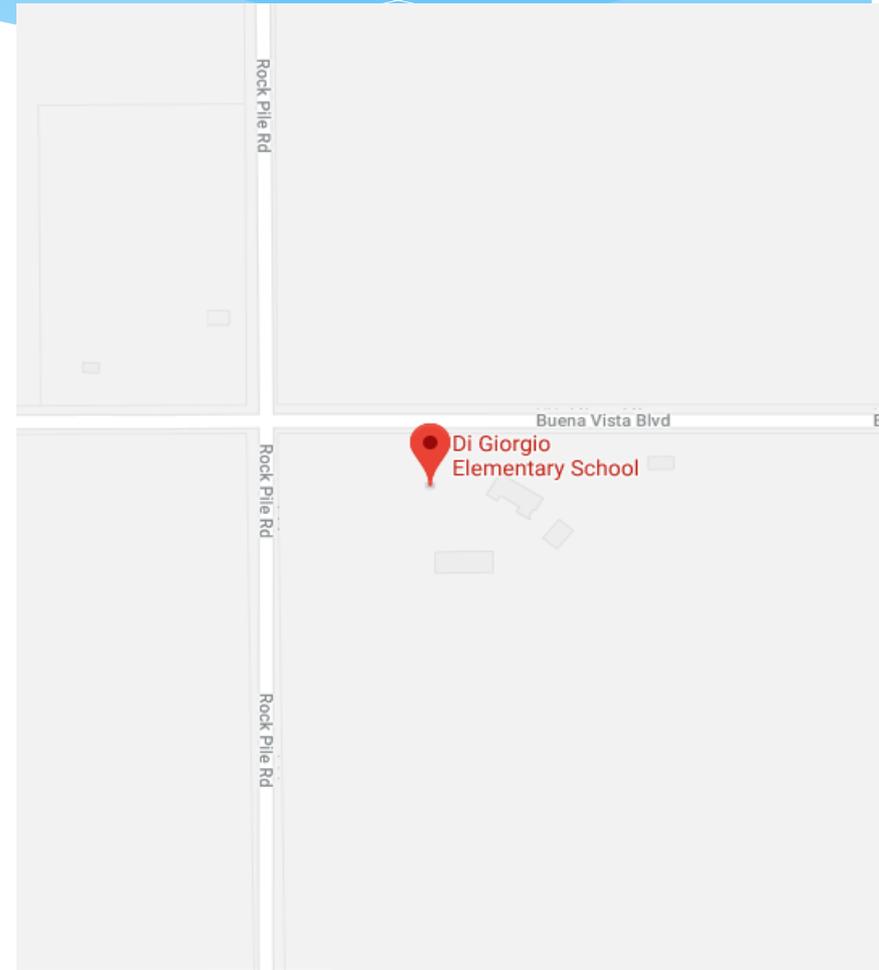


# Lamont Area

- \* **Di Giorgio School**
- \* **Grimmway Farms**
- \* **Renegade Truck Stop**
- \* **Tejon Outlets**

# Di Giorgio Elementary School

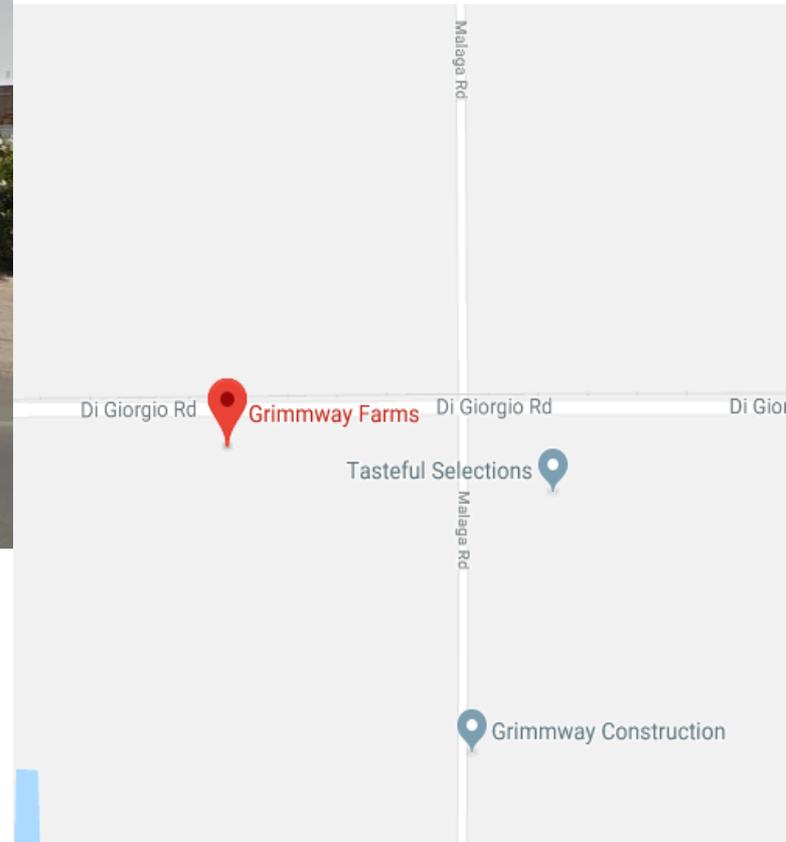
19405 Buena Vista Blvd Xst Rockpile Rd



# Grimmway Farms

(Several in the area)

12305 Di Giorgio Rd Xst Duncan St/Malaga Rd



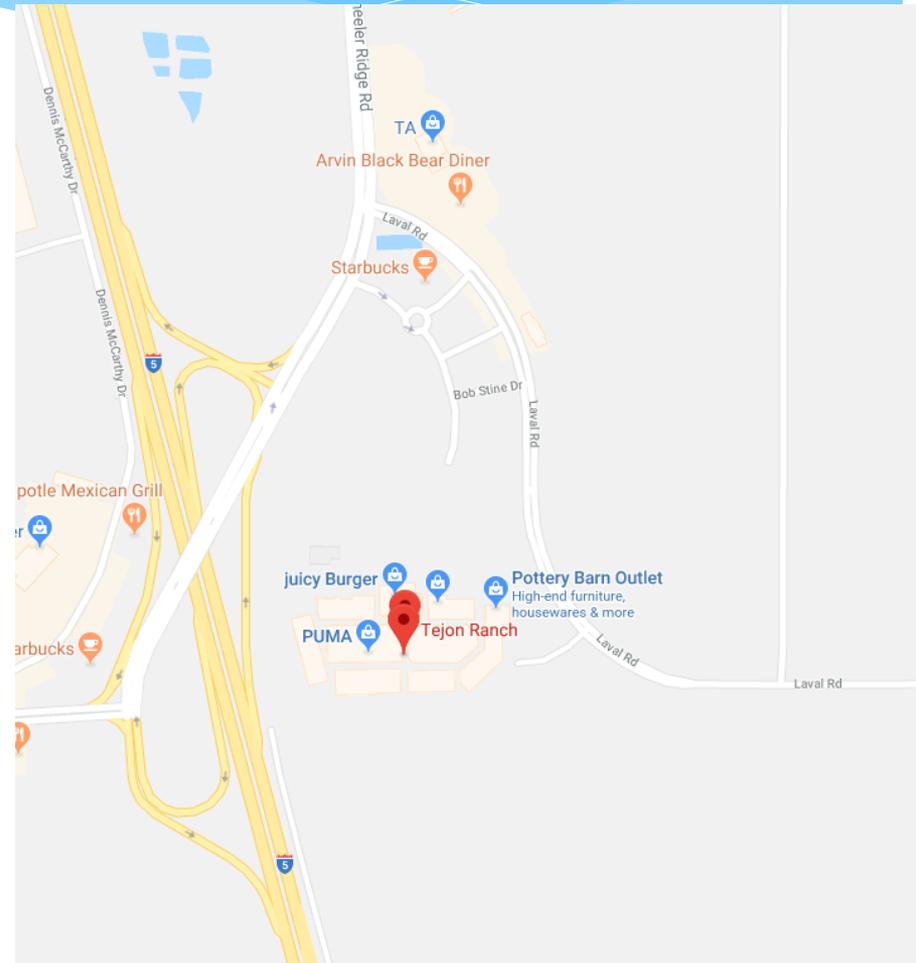
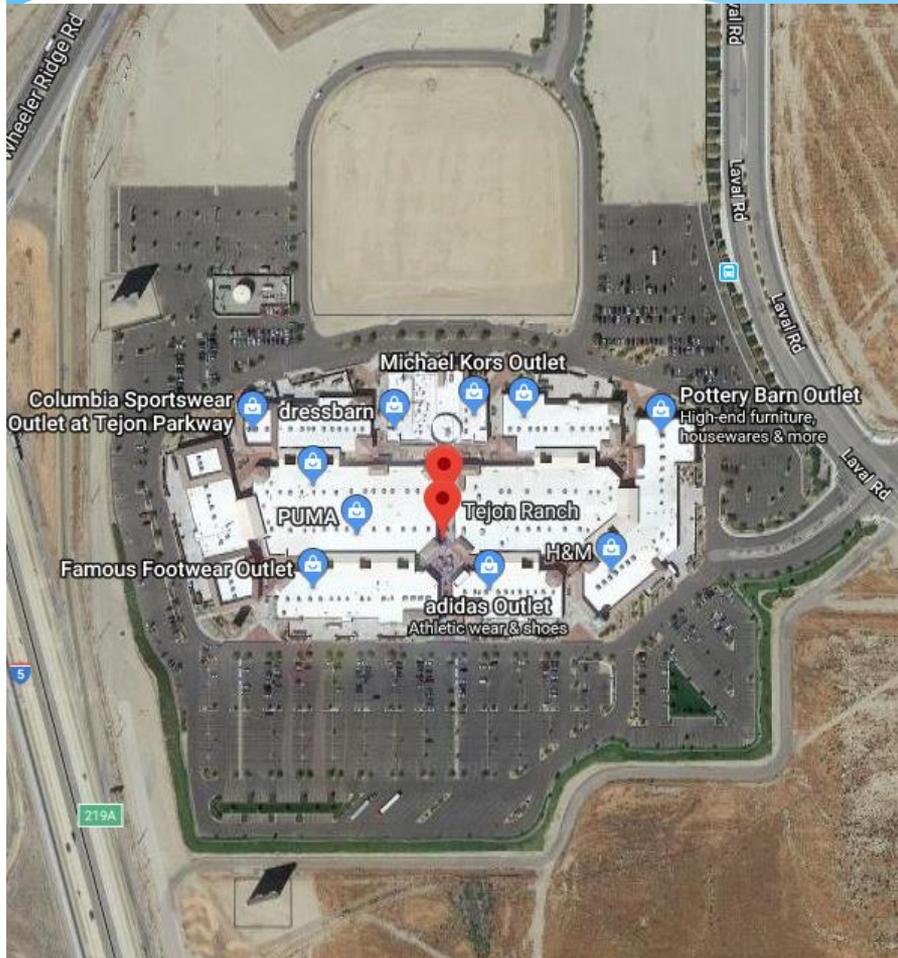
# Renegade Truck Stop

2027 Mettler Frontage Rd W Xst Stevens Dr/Benjie Wy



# Tejon Outlets

## 5701 Outlet Dr



# Frazier Park

- \* Don's Liquor
- \* Tejon Ranch
- \* Sue's Tavern
  - \* IKEA
  - \* Flying J

# Don's Liquor Mart

612 Monterey Trl Xst Arroyo Trl/Mt Pinos Wy



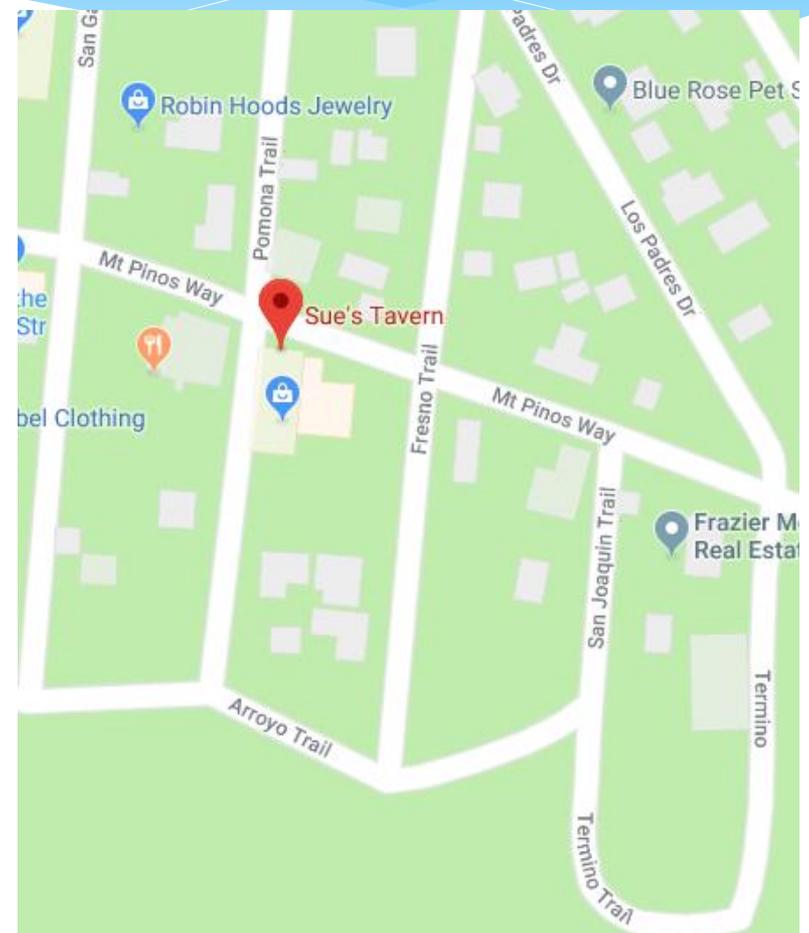
# Tejon Ranch

4436 Lebec Rd Xst 15/Rochford Rd



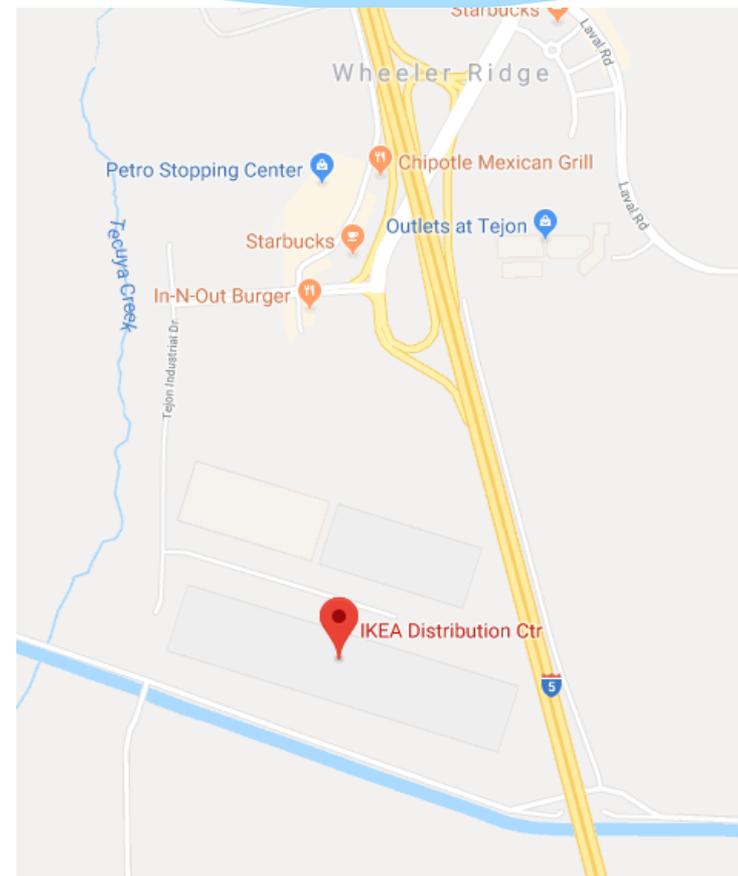
# Sue's Tavern

3440 Mt Pinos Wy Xst Fresno Trl/Pomona Trl

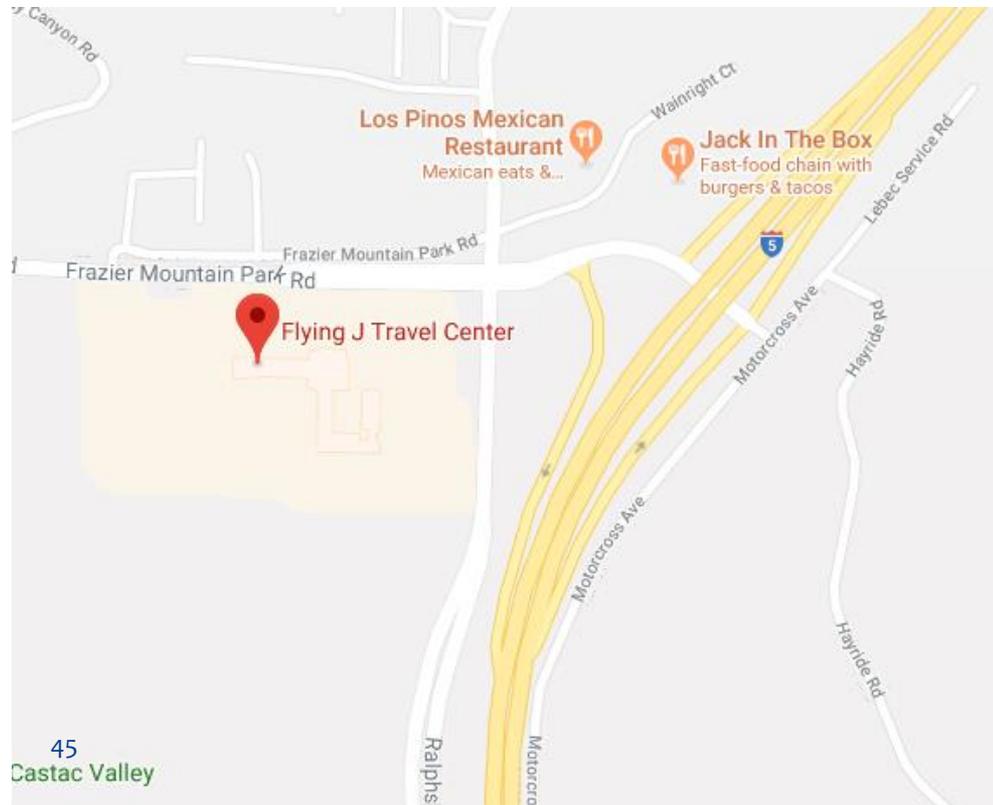


# IKEA Distribution Center

4104 Industrial Parkway Dr Xst Tejon Industrial Dr



# Flying J (verifies w/ GPS) Frazier Mountain Park Rd-LAC

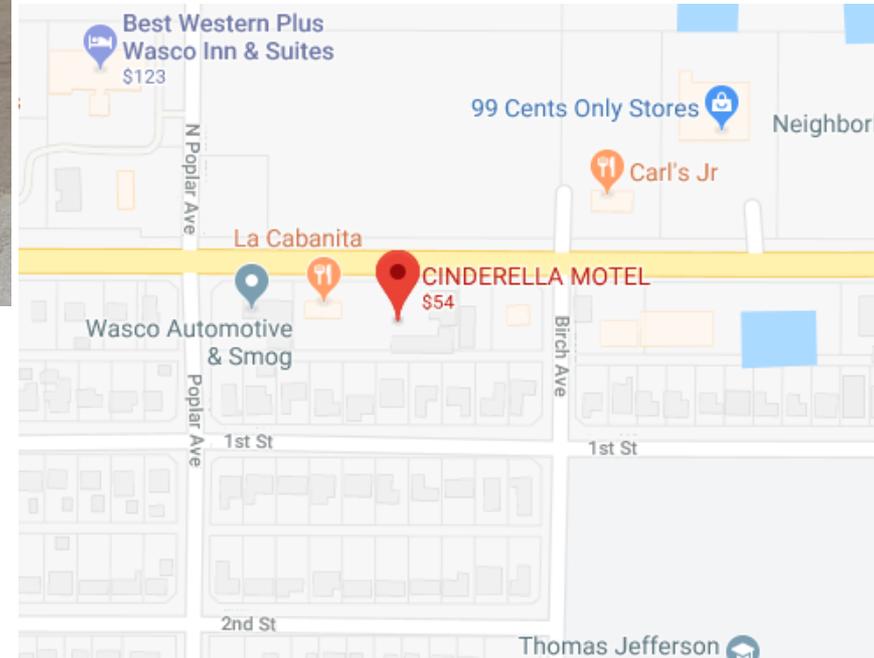


# Wasco Area

- \*Cinderella Motel**
- \*Wasco Skate Park**
- \*Amigos Meat Market**

# Cinderella Motel

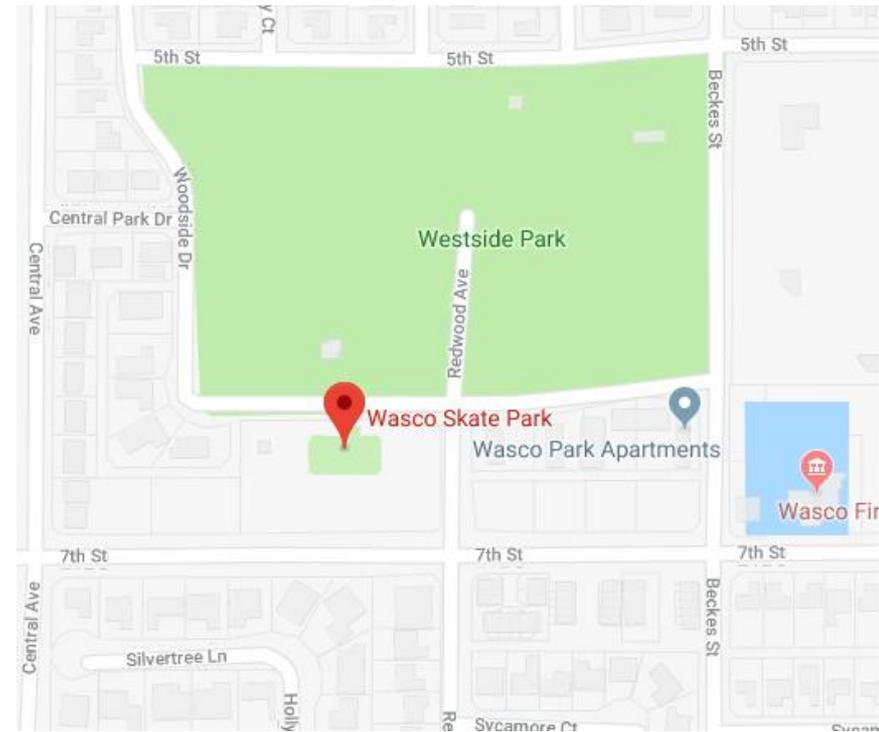
1533 46 Hwy Xst Poplar Av/Birch Av



# Wasco Skate Park

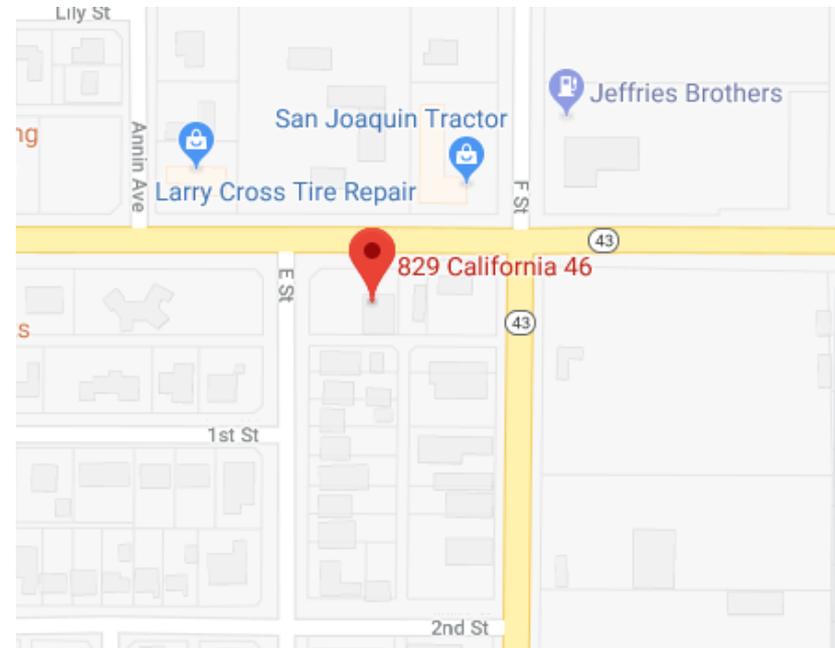
Verifies as Skate Park - Wasco

2601 Parkside Dr Xst Redwood Av/Woodside Dr

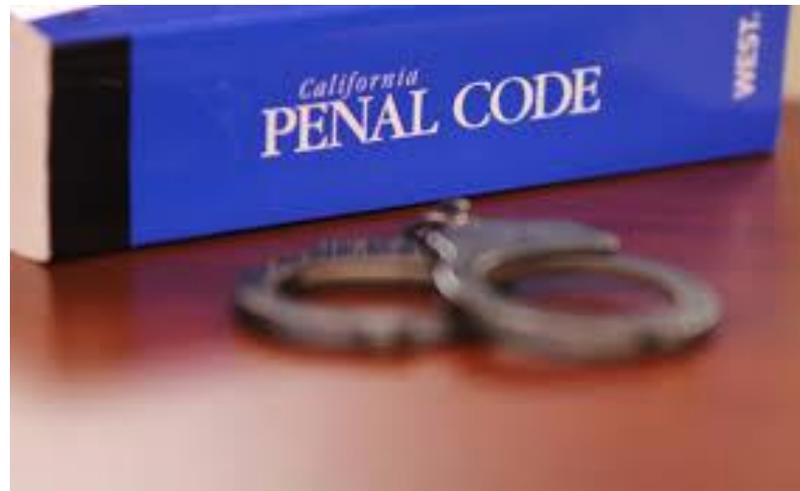


# Amigos Meat Market

829 46 Hwy Xst E st/F St



# Penal Codes / Call Types



# 187

- \* Homicide
- \* Will never enter this call type originally
- \* Supervisor needs to copy



# 664/1871

- \* Attempt Homicide Investigation
- \* Supervisor needs to copy



# 245/245I

- \* Assault With A Deadly Weapon (Investigation)
- \* Supervisor and Sergeant Need to Copy



# 273.5 / 273.51

- \* Spousal Abuse (Investigation)
- \* Cannot Cancel



# 243E1/243E1I

- \* Spousal Battery (Investigation)
- \* No marks/ Misdemeanor of 273.5 Will not enter a call originally as this call type
- \* Cannot cancel

# 242 / 2421

## \* Battery (Investigation)



# 240/2401

## \* Assault (Investigation)



# 368/3681

- \* ELDERLY ABUSE (INVESTIGATION)
- \* Cannot Cancel
- \* A Senior Deputy will generally handle this type of call



# 148

- \* Resisting Arrest
- \* Supervisor and Sergeant Need to Copy



# OCJ / OCJI

- \* Out of Control Juvenile (Investigation)
- \* Used when the juvenile is still on scene



# TRUANT

- Truancy Violation
- If school unit is on they will handle



# SCHOOL

- \* Threats to a School
- \* Supervisor and Sgt need to copy



# FNDJUV

- \* Found Juvenile
- \* Supervisor and Sergeant Need to Copy
- \* Do not cancel units still need to make contact w/ parents



# MSGJUV

- \* Missing Juvenile
- \* Even if a runaway
- \* Supervisor and Sergeant Need to copy at Risk Missing Juveniles (age, health or circumstances)



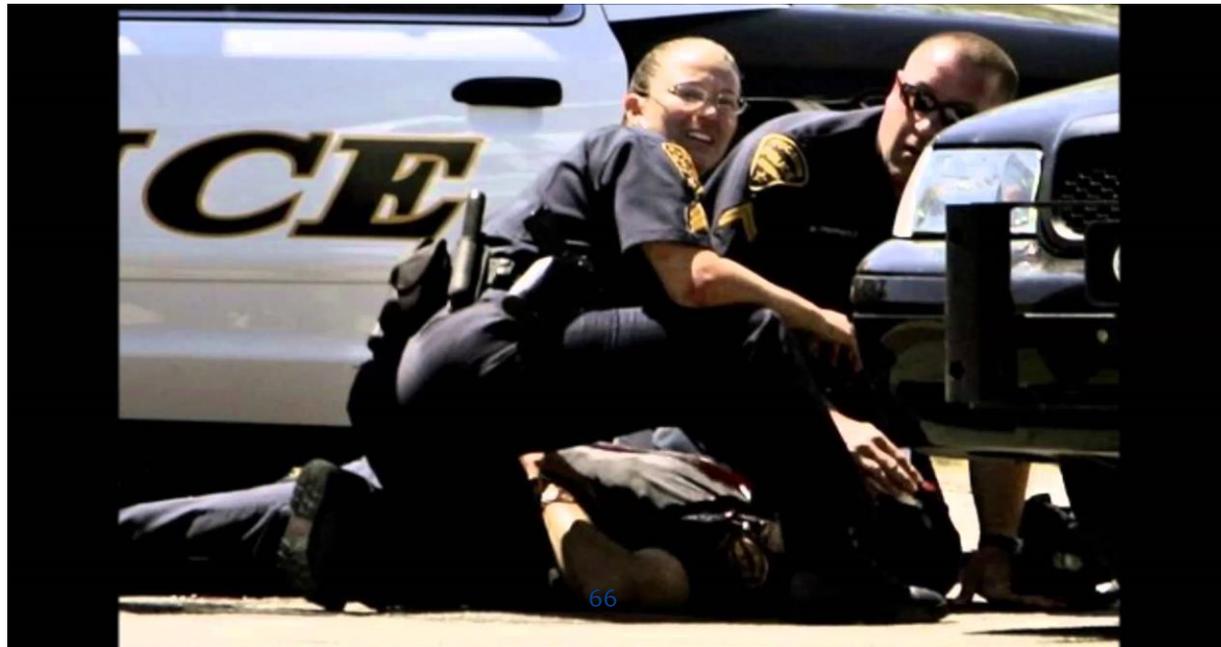
# MSGPER / MSGPERI

- \* Missing Person (Investigation)
- \* Supervisor and Sergeant Need to Copy at Risk Missing Adults (age, health or circumstances)



# 999

- \* Officer Needs Assistance
- \* Unit Emergency
- \* Supervisor and Sergeant Need to Copy



# 998

- \* Officer Involved Shooting
- \* Supervisor and Sergeant Need to Copy



927

\* Unknown Situation



# 207 / 2071

- \* Kidnapping (Investigation)
- \* Supervisor and Sergeant Need to Copy



# SUSCIR/SUSINV

- \* Suspicious Circumstances (Investigation)
- \* Depending on the context Supervisor and Sergeant may Need to Copy



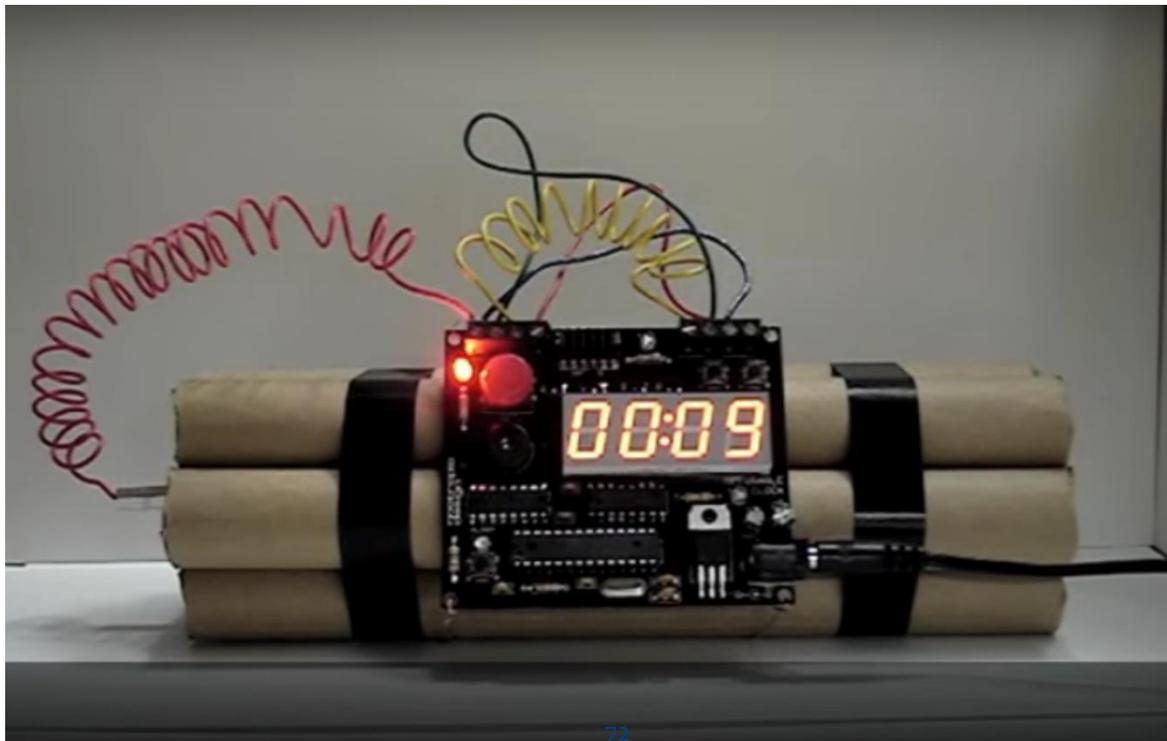
# 996A

- \* Bomb Threat
- \* Supervisor and Sergeant Need to Copy



# 996

- \* Bomb Device Found
- \* Supervisor and Sergeant Need to Copy



# 921 / 921l

\* Prowler (Investigation)



# 911

- \* CTW 911 Hang Up



# SUSPER

Suspicious Person



# SUSVEH

## \* Suspicious Vehicle



# 1014

\* Courtesy Transport



# 1016

## \* Transport Prisoner



# 261/261I

- \* Rape (Investigation)
- \* Cannot Cancel
- \* Supervisor and Sergeant Need to Copy
- \* A Senior Deputy will generally handle this type of call



# 261.5 / 261.5I

- \* Statutory Rape (Investigation)
- \* Cannot Cancel
- \* A Senior Deputy will generally handle this type of call

**Statutory rape**

# 288 / 2881

- \* Child Molestation (Investigation)
- \* Cannot Cancel
- \* Supervisor and Sergeant Need to Copy
- \* A Senior Deputy will generally handle this type of call

# 273A / 273AI

- \* Child Endangerment (Investigation)
- \* Cannot Cancel
- \* Supervisor and Sergeant Need to Copy
- \* A Senior Deputy will generally handle this type of call



# 243.4/243.41

- \* Sexual Battery (Investigation)
- \* Cannot Cancel
- \* A Senior Deputy will generally handle this type of call



# 314 / 314I

## \* Indecent Exposure (Investigation)



# 2901

- \* Sex Registration Violation Investigation



# 647B

## \* Prostitution



# PREA

- \* Prison Rape Elimination Act
- \* Supervisor Needs to Copy
- \* Will be called in by a Deputy from the Jail



# 646.9 / 646.91

- \* Stalking (Investigation)



# 647.6/647.61

- \* Annoying a Child (Investigation)
- \* Supervisor Needs to Copy
- \* Senior Deputy will generally handle this type of call



# C5

## \* Stakeout



# C6

\* CODE 6 OUT FOR INVESTIGATION



# C10

- \* Warrant Service
- \* Deputy initiated



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# C10K

- \* Immediate Kickout
- \* Usually handled by Civil Division
- \* Commonly found on DVROs



# SS

## \* Subject Stop



# TS

## \* Traffic Stop



# \*148.91

- \* Giving False Information Investigation
- \* Entered as PC



Search: 04500168

"Greg was on the run  
with a sophisticated  
disguise."

# Highways that change names or have a different name

- \* **Hwy 14** changes to *Sierra Hwy* @ North Y
- \* **Hwy 33** aka *California Rd* in Maricopa @ Kern St
- \* **Hwy 43** Changes to *Central Valley Hwy* @ N Shafter Av, *S Beech Av* @ E los Angeles, *Beech Av* @ Riverside and *Enos Ln* @ Sharp Wy
- \* **Hwy 46** aka Paso Robles Hwy
- \* **Hwy 58** changes to *Rosedale Hwy* @ Hwy 99
- \* **Hwy 65** aka Porterville Hwy
- \* **Hwy 119** aka Taft Hwy / Changes to *Panama Rd* @ S Union Av
- \* **Hwy 155** aka Glennville/Woody Rd / Changes from Garces Hwy to Hwy 155 @ Browning Rd, Changes to *Evans Rd* @ Elm Dr, Changes to *Wofford Blvd* @ E Evans, Changes back to Hwy 155 WOF Wofford Heights
- \* **Hwy 166** aka Grocer Grade and Maricopa Hwy / Changes to *Poso St* in Maricopa @ Hazelton St

# Continued

- \* **Hwy 223** aka Bear Mountain Blvd
- \* **Hwy 204** aka Golden State Ave (will not verify as 204 in CAD)
- \* **Hwy 202** aka Valley Blvd
- \* **Hwy 178** Changes to 24<sup>th</sup> St/23<sup>rd</sup> St @ M st, Inyokern Rd @ Hwy 14, Ridgecrest Blvd @ N China Lake Blvd, AKA Kern Canyon Rd in the canyon, Walker Pass Rd
- \* **Hwy 184** aka Starts at Hwy 178 as Kern Canyon Rd, Changes to Morning Dr @ Niles St, Changes to Weedpatch Hwy @ Edison Hwy, Changes to Main St @ Collison St, Changes back to Weedpatch Hwy @ DiGiorgio Rd, Changes to Wheeler Ridge Rd @ E Bear Mountain Blvd

Can you guess the call type?

What is it  
?

# 211



# SHOTS



# 278.5



# C10



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# MSGJUV

\*My 16 year old son ran away last night while I was sleeping

602

\* I believe there are squatters in the vacant residence across the street from me.

368



# TRUANT



187



# THEFT

- \*A group of kids just stole beer from my store and are running down the street

# FNDJUV

\*There is a 5 year old in front of my house. I don't see any parents. I will wait with the child until police arrive.

# West Parks



# North Area

\***Buttonwillow Park**

\***Lost Hills Park**



# Lost Hills Park

14688 Lost Hills Rd Xst 46 Hwy/Woodward Av



# Wasco Area

- \* **Southgate Park**

  - \* AKA 15<sup>th</sup> Street Park

- \* **Barker Park**

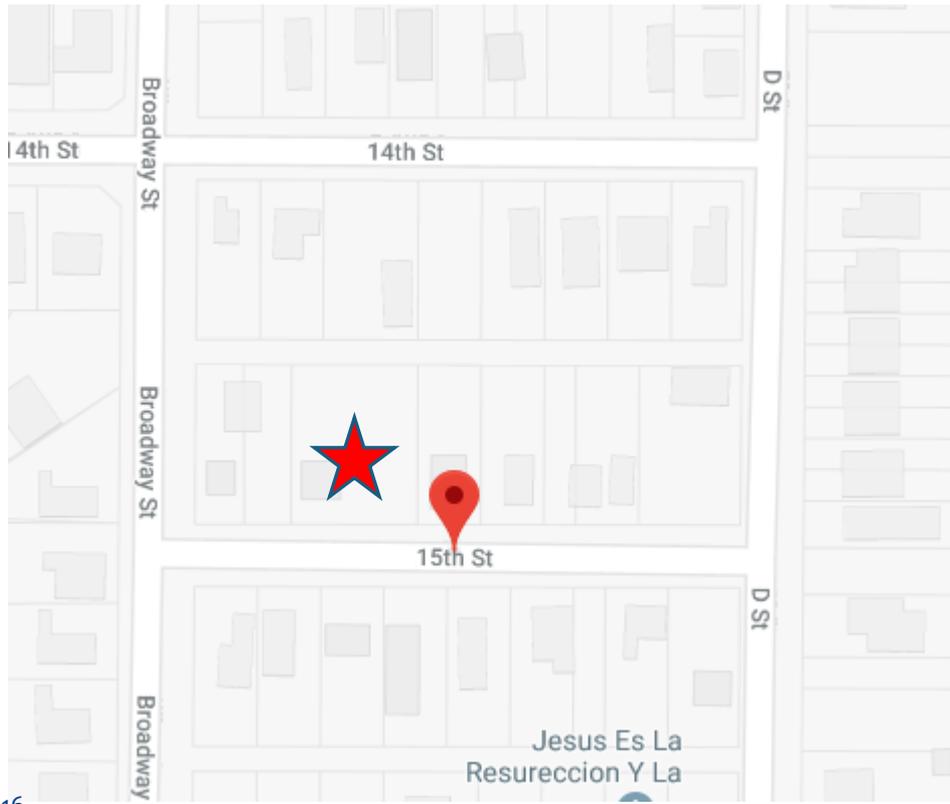
- \* **Cormack Park**

- \* **Hazelnut Park**

- \* **Wasco Skate Park / Westside Park**

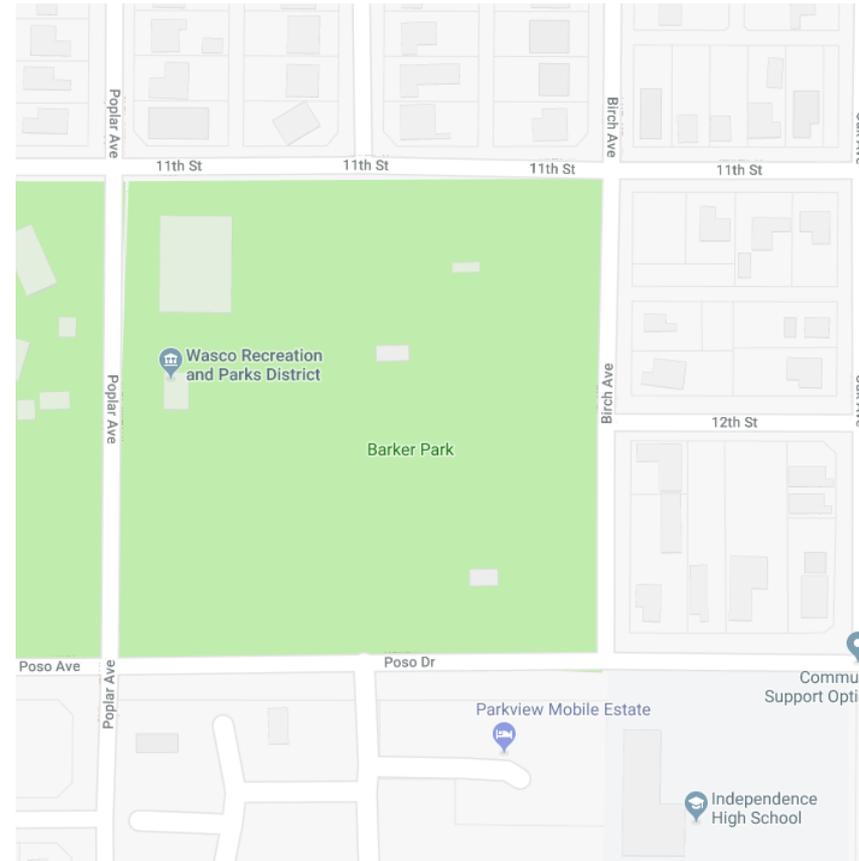
# Southgate Park

AKA 15<sup>th</sup> St Park  
15<sup>th</sup> St/D St



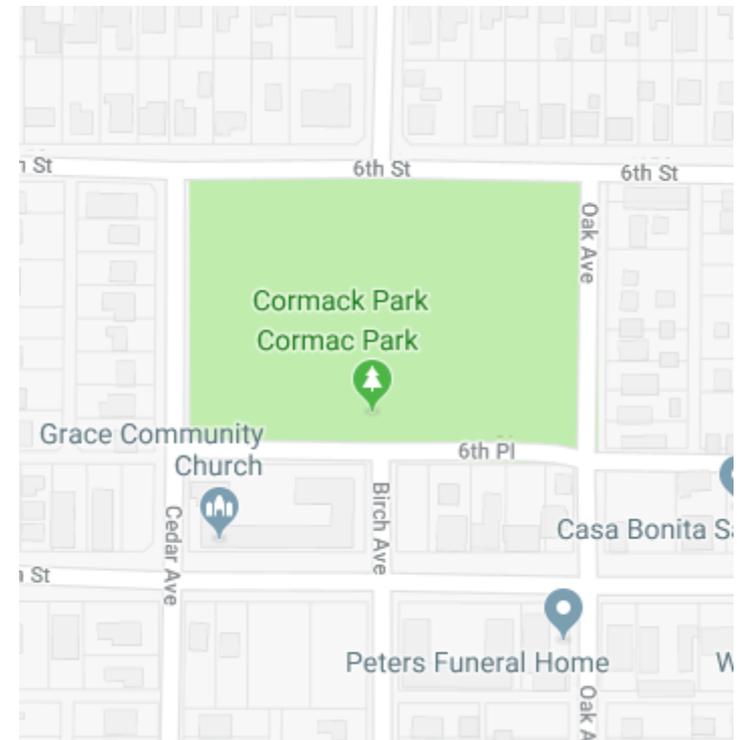
# Barker Park

1280 Poplar Av Xst Poso Dr/11<sup>th</sup> St



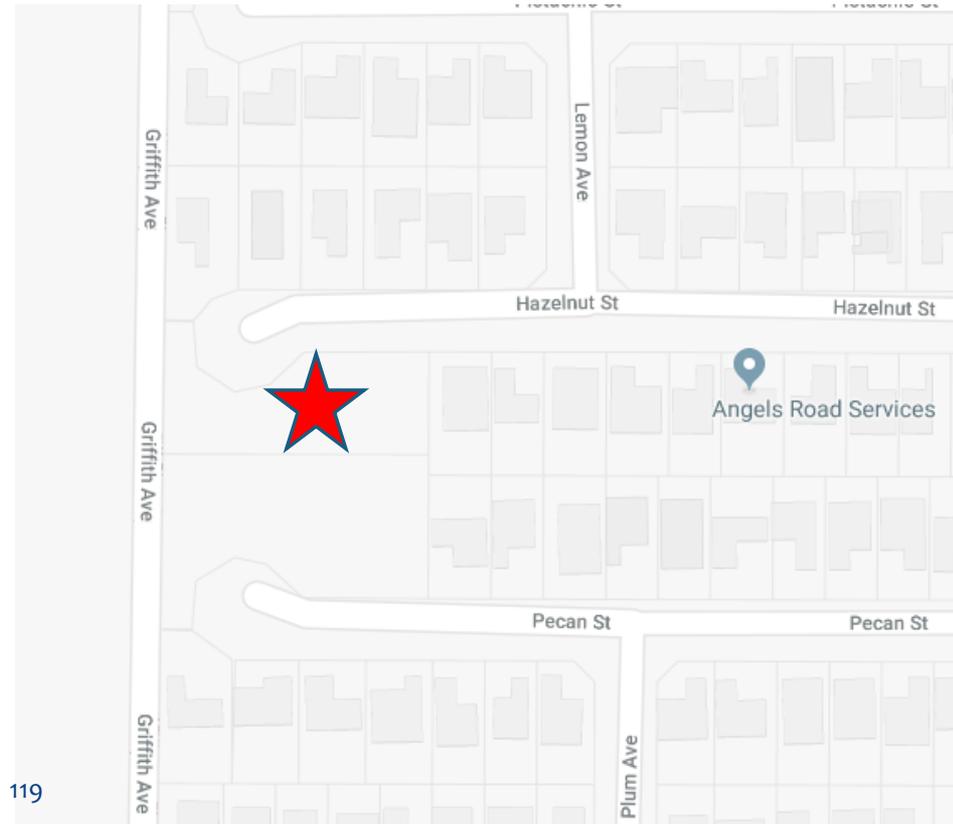
# Cormack Park

1401 6<sup>th</sup> St Xst Birch Av/Oak Av



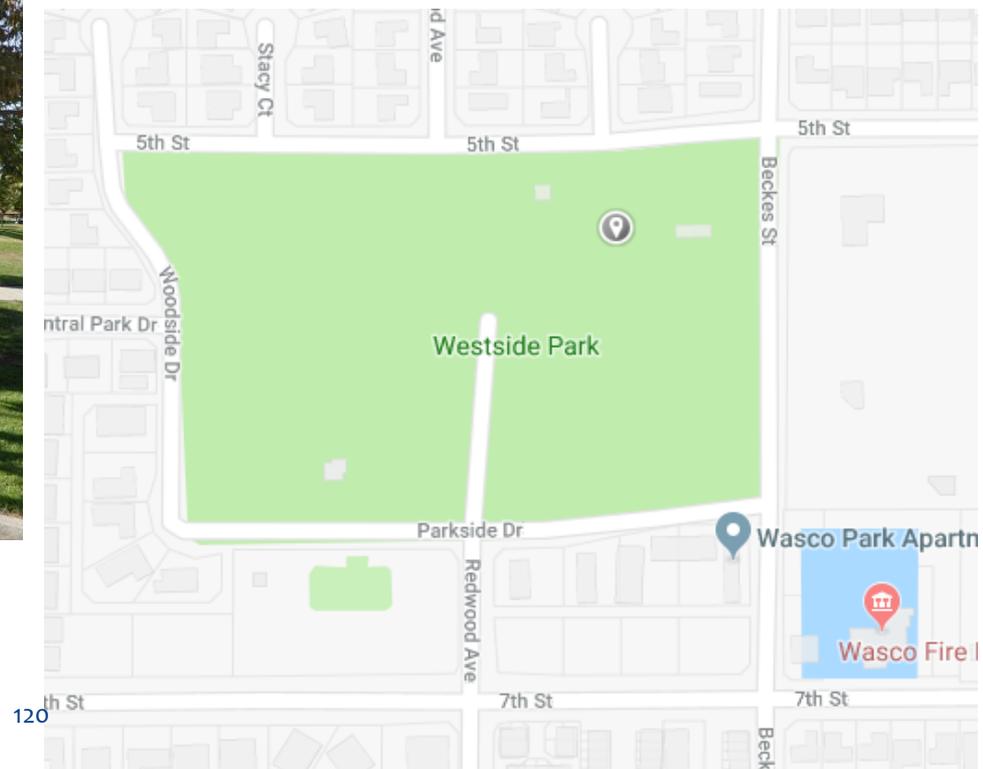
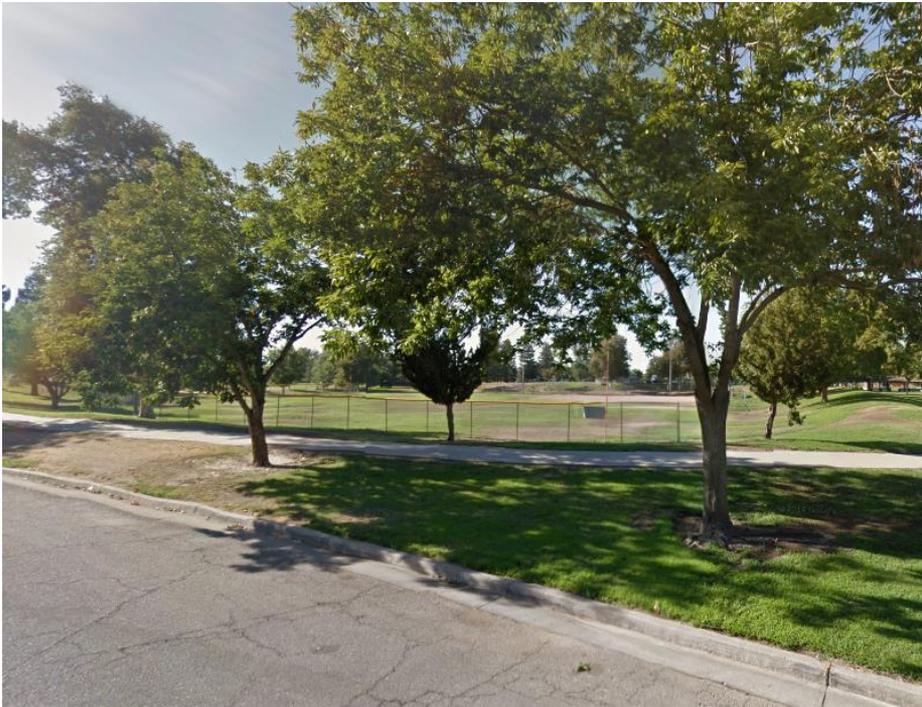
# Hazelnut Park

1200-Blk Hazelnut St Xst Lemon Av



# Westside Park

2601 Parkside Dr Xst Redwood Av/Woodside Dr



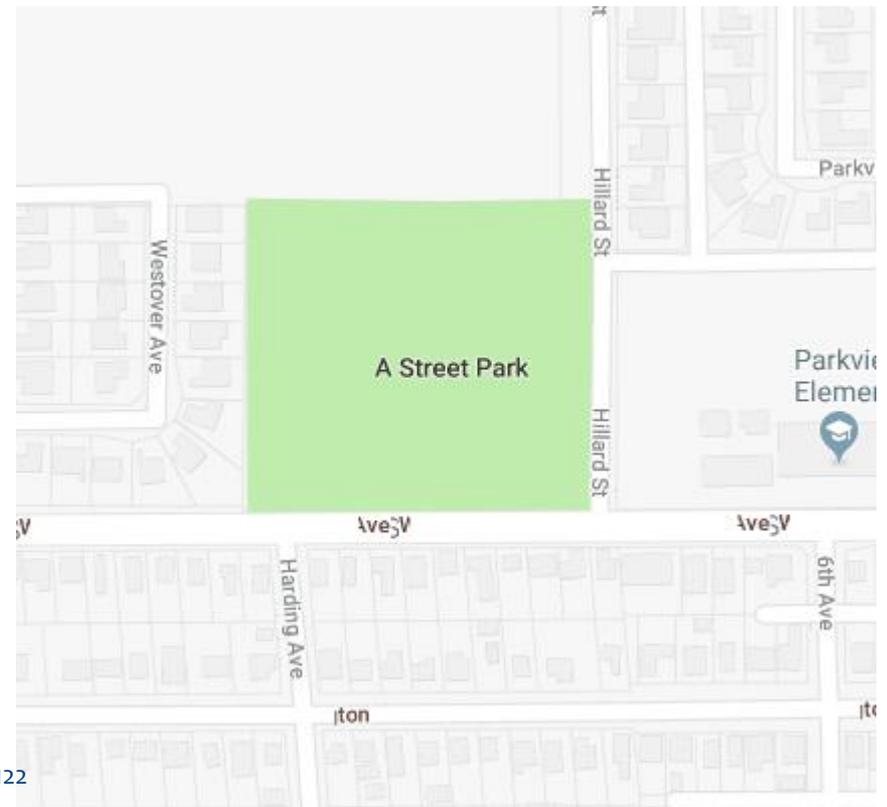
# Taft Area

- \* **A St Park (City Jurisdiction)**
  - \* Also known as Taft Heights Park
    - \* **AW Noon Park**
    - \* **Derby Acres Park**
      - \* **Fellows Park**
      - \* **Ford City Park**
- \* **Maricopa Park (City of Maricopa)**

# A Street Park (City Jurisdiction)

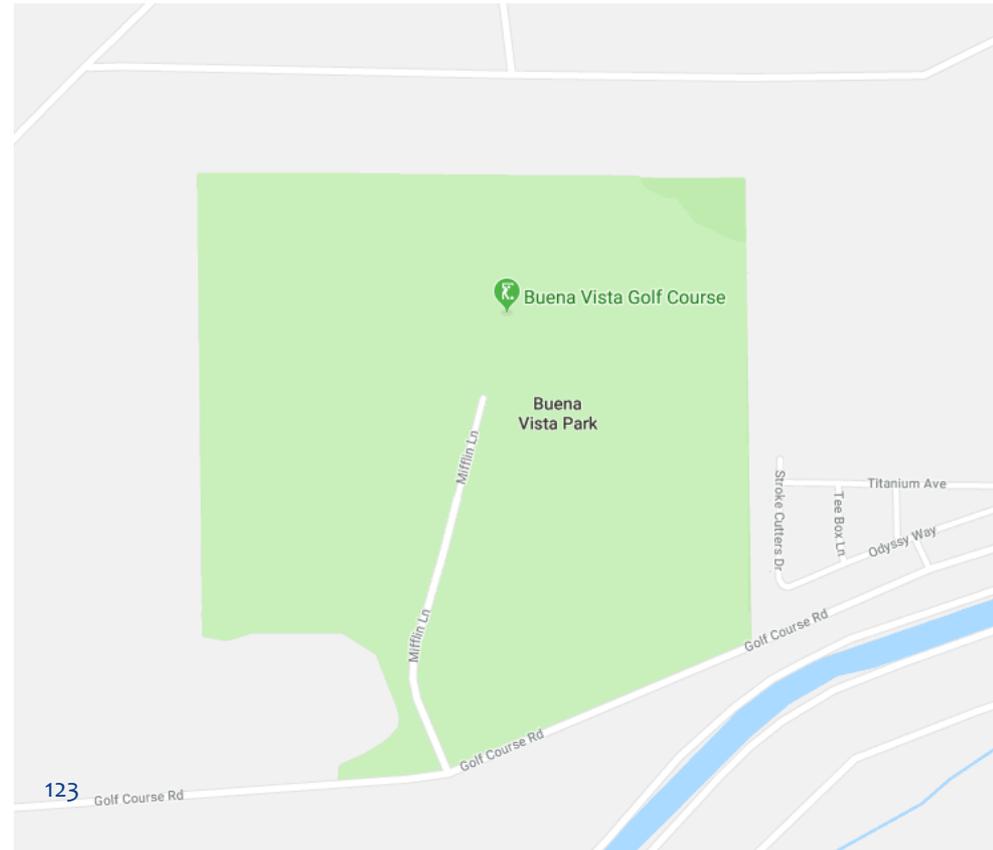
AKA Taft Heights Park

600 A St Xst 6<sup>th</sup> Av/Hillard St



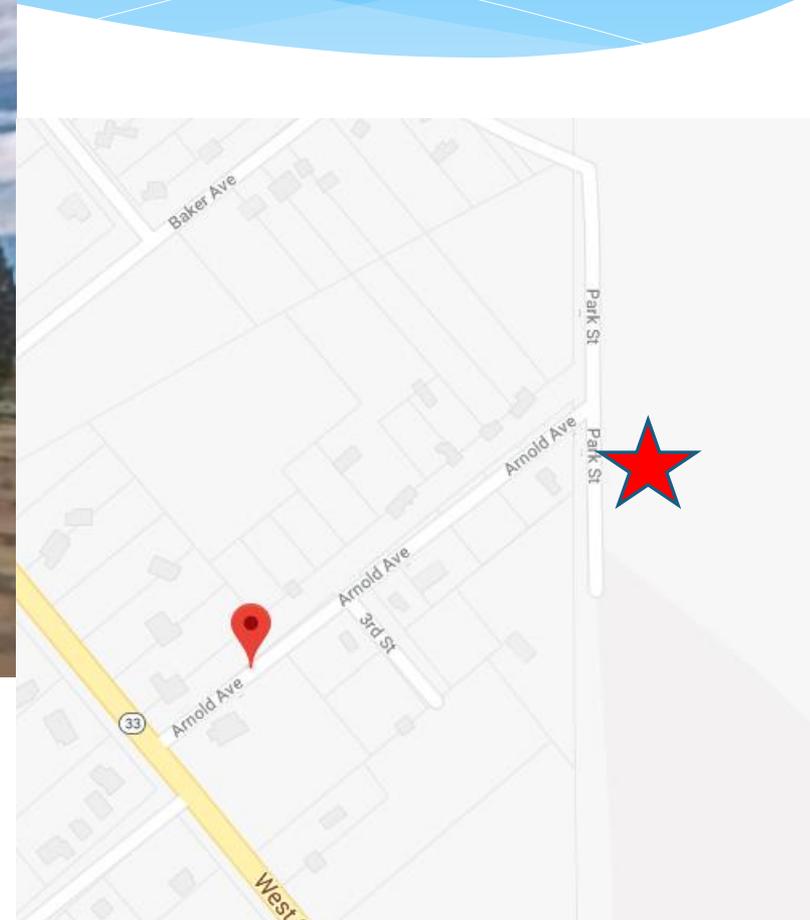
# AW Noon Park

29322 Golf Course Rd Xst Mifflin Ln/Mulligan Dr



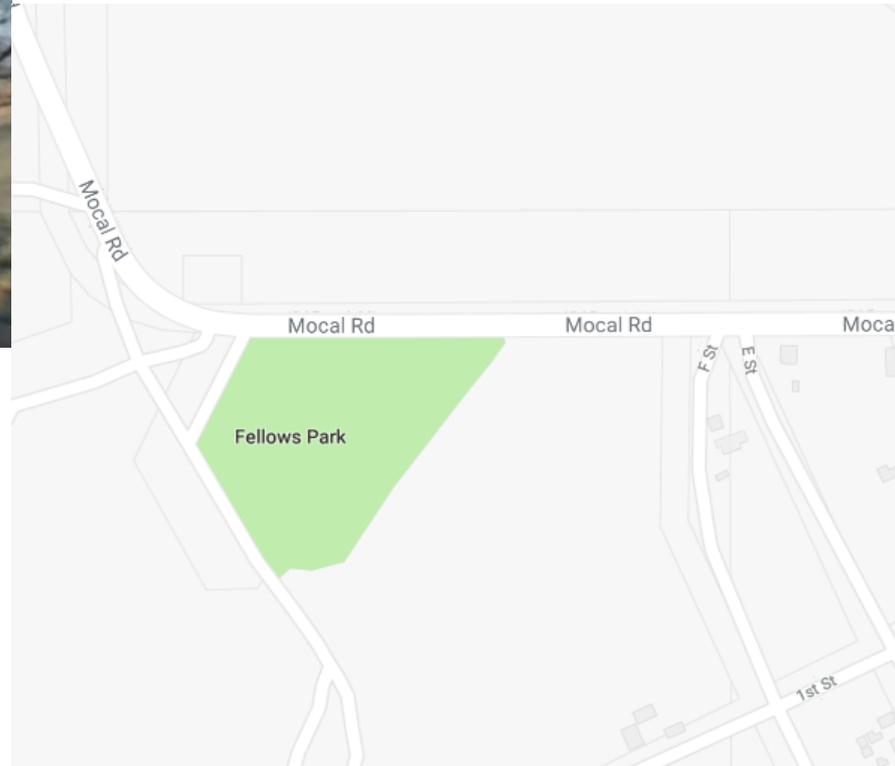
# Derby Acres Park

25000 Park Rd Xst Arnold Av



# Fellows Park

601 Broadway Xst Mocal Rd/F St



# Ford City Park

609 Cedar St Xst Polk St/Tyler St



# Maricopa Park

800 San Joaquin St Xst Elkhorn St

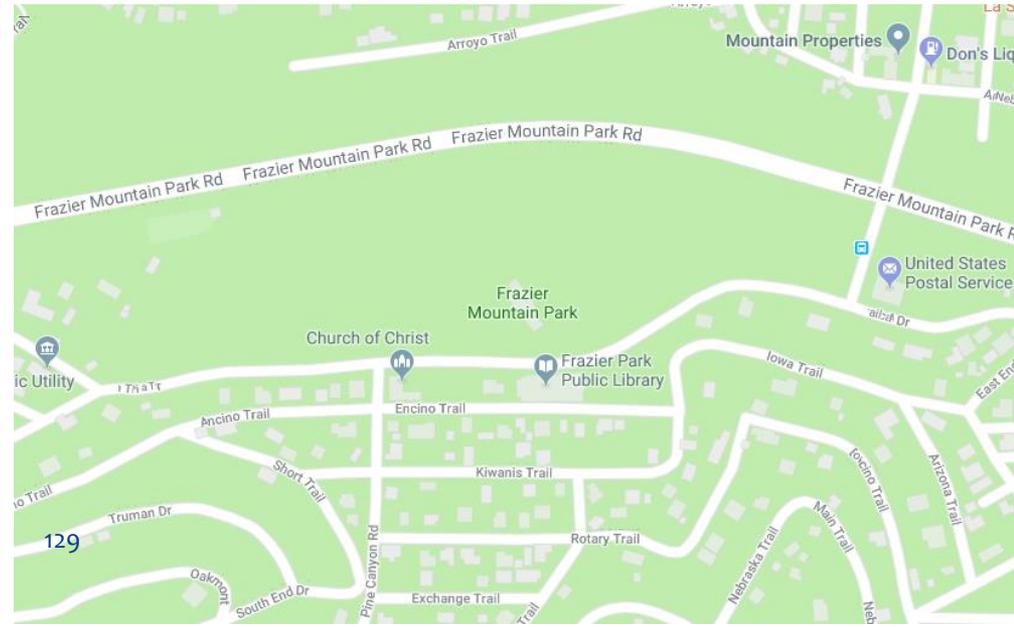


# Frazier Park Area

- \* **Frazier Mountain Community Park**
- \* **Lampkin Park (PMC)**
- \* **Mil Potrero Park**

# Frazier Park Park

3801 Frazier Mountain Park Rd Xst Monterey Trl/Mt Pinos Wy



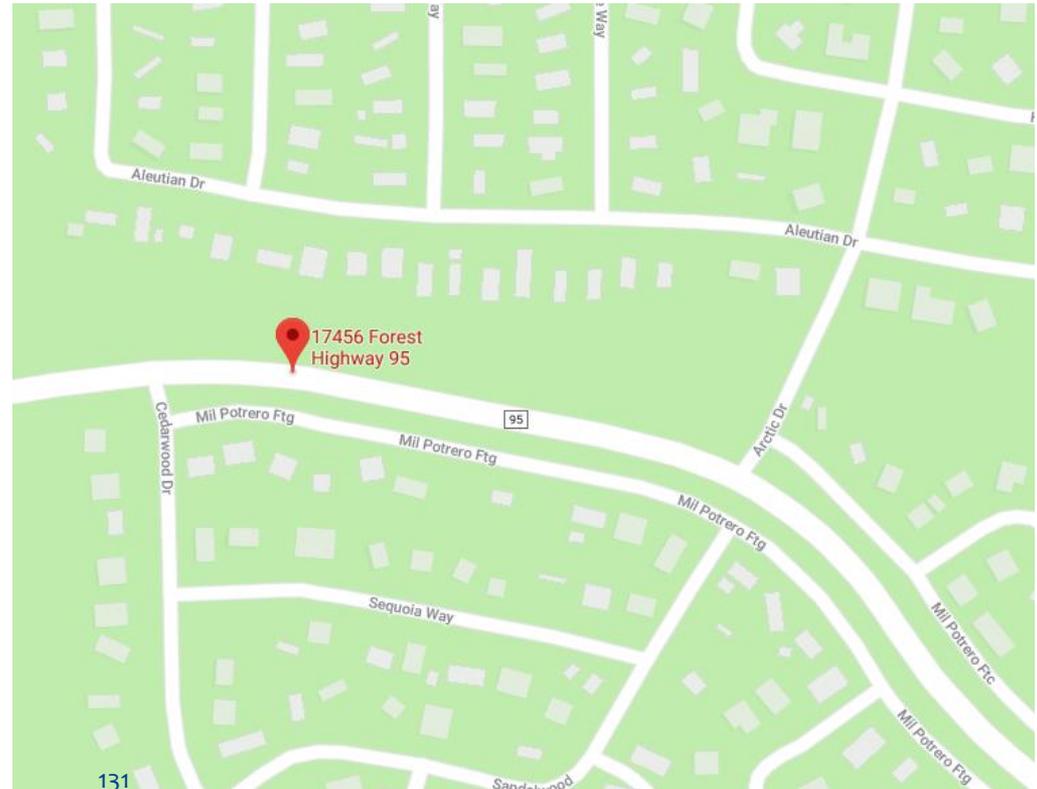
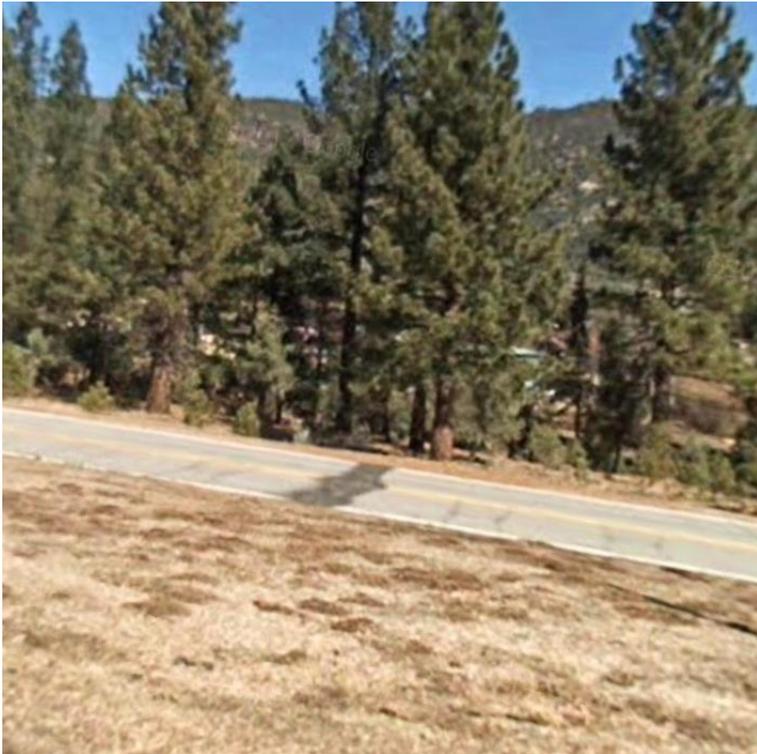
# Lampkin Park

16389 Askin Dr Xst Birchwood Wy/Pine Valley Ln



# Mil Potrero Park

17456 Mil Potrero Hwy Xst Cedarwood Dr/Hudson Ranch Rd



# Lamont Area

- \* **Bear Mountain Park**

- \* AKA San Diego Park

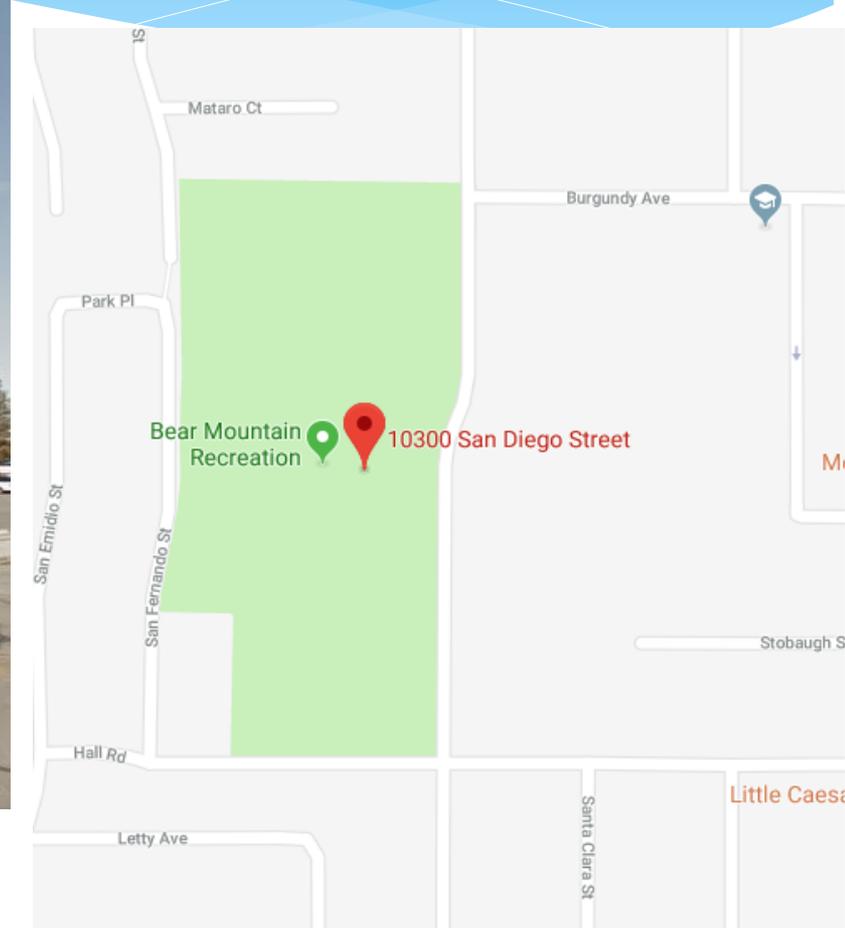
- \* **Lamont Park**

- \* **Weedpatch Park**

# Bear Mountain Park

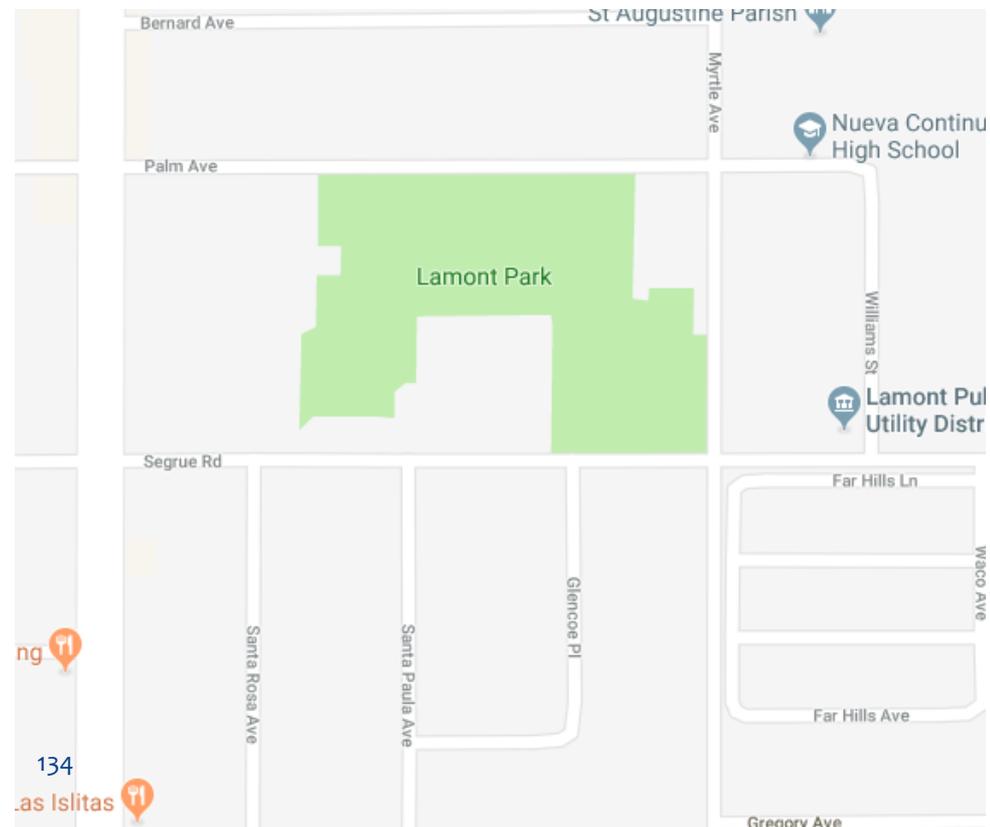
AKA San Diego Park

10300 San Diego St Xst Burgundy Av/Hall Rd



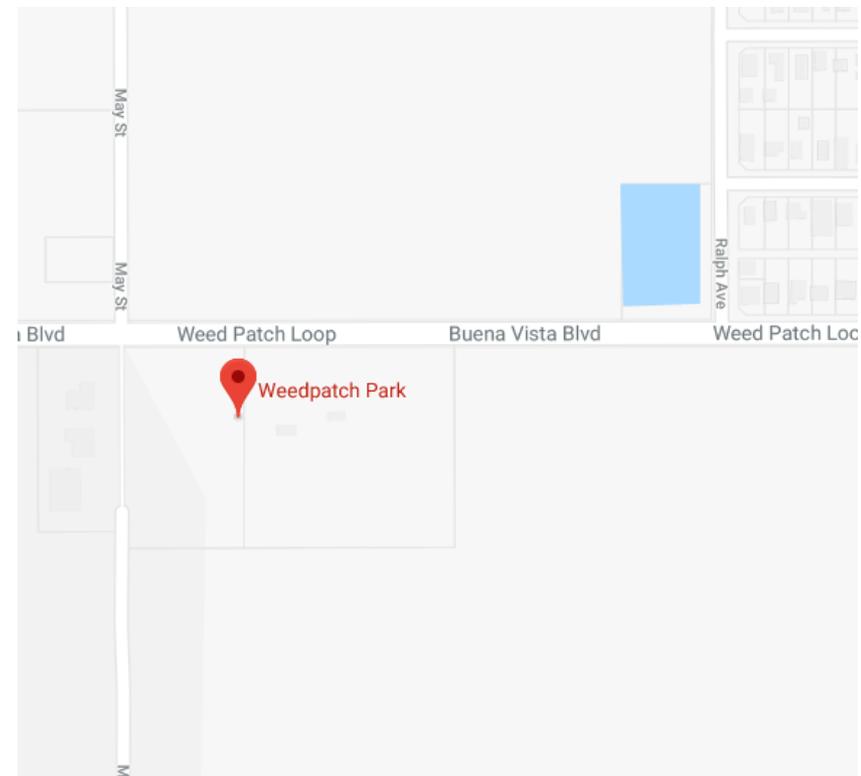
# Lamont Park

8304 Segrue Rd Xst Santa Paula Av/Glencoe Pl



# Weedpatch Park

7619 Buena Vista Blvd Xst Ralph Av/May St



# Call Signs



# Animal Control

- \* AC\_
- \* AC



# Parks Department

- \* RG\_
  - \* Ranger
- \* RGS\_
  - \* Ranger Sam
- \* RL\_
  - \* Ranger Lincoln
- \* RGA\_
  - \* Ranger Adam (Chief)



# Parks Department Lake Isabella Security

- \* LAKE\_  
\* Lake



# KC Fire Arson investigator

- \* AR\_  
\* Arson



# Lerdo Transportation Units

- \* Minimum Facilities
  - \* MIN\_
    - \* Minimum
- \* Max-Med Facility
  - \* MAX\_
    - \* Max
- \* Justice Facility
  - \* JUS\_
    - \* Justice
- \* Pretrial Facility
  - \* PRE\_
    - \* Pretrial
- \* Perimeter/Gate Patrol
  - \* LP\_
    - \* Lerdo Paul
- \* Lerdo Unit on Mobile
  - \* LE\_
    - \* Lerdo



# CRF Transportation Unit

- \* CRF\_
- \* CRF



CENTRAL RECEIVING FACILITY

# Detective Units

- \* DV\_
  - \* David
- \* DVS\_
  - \* David Sam
- \* DV1-DV8 Robbery/Homicide
- \* DV21-27 SAAIU
- \* DV30-DV36 Burglary/Theft
- \* DV50-DV57 Rural Crimes



# Mobile Evaluation Team

- \* MET\_
  - \* Met
- \* EMET\_
  - \* East Met



# Probation Officer – Armed

## \* Adult

- \* EA\_
  - \* Eagle
- \* EAD\_
  - \* Eagle David
- \* EAS\_
  - \* Eagle Sam
- \* EAC\_
  - \* Eagle Charile

## \* Juvenile

- \* J\_
  - \* Jay
- \* JD\_
  - \* Jay David
- \* JS\_
  - \* Jay Sam



# Probation Staff Unarmed

- \* PR\_
  - \* Prob
- \* CAMP\_
  - \* Camp
  - \* Camp Owen Unit

KERN COUNTY  
*Commitment to a  
Safe Community*



# Kern Crossroads Facility

- \* CR\_  
\* Crossroads



# Kern High School Police Units

- \* DI\_
- \* District



# School Resources Units

- \* I \_
- \* Ida



# Explorers / Cadets

- \* EX\_
- \* Edward



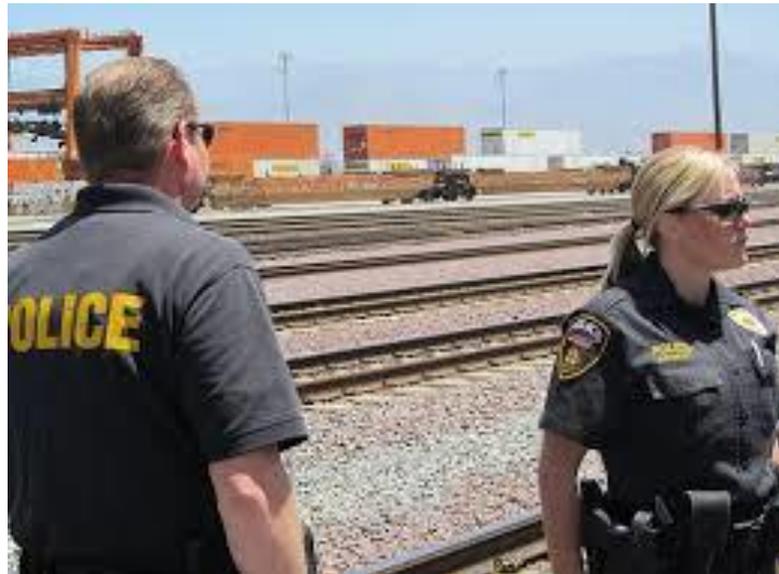
# Kern County Raceway

- \* RA\_  
\* Racer



# Rail Road Police Unit

- \* RAP\_
  - \* Raptor
    - \* Union Pacific Railroad



# Special Assignment Units

- \* X\_  
\* Xray
- \* XS\_  
\* Xray Sam
- \* Z\_  
\* Zebra



# Desert Utility Vehicle Units

- \* DUV\_
  - \* Dove



# Search and Rescue

- \* Sergeant
  - \* RESC\_
    - \* Rescue
- \* Desert Rescue
  - \* DESRES\_



# Work Release Units

- \* WK\_
  - \* Work
- \* WKS\_
  - \* Work Sam



# Chaplain

- \* CHAP\_
- \* Chaplain



# Meadow's Field Patrol Unit

- \* MDW\_  
\* Meadows



# Radio Codes



# CODE 3/C3

- \* Emergency Call – Lights/Siren



# Code 4/C4

- \* No Assistance Needed
- \* Situation Under Control



# Code 5/C5

- \* Stake Out



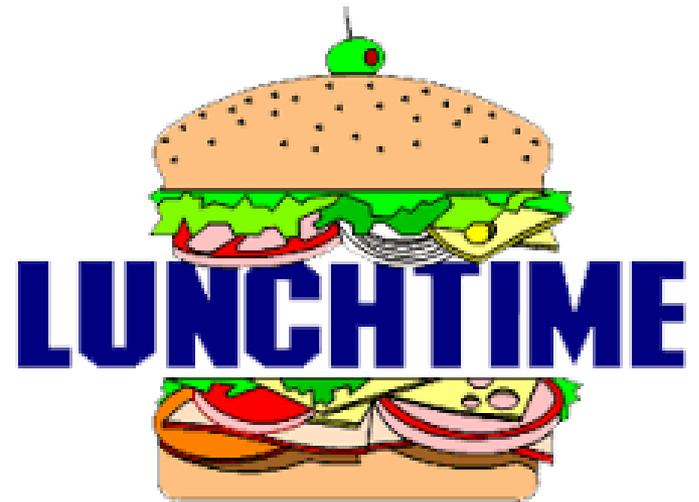
# Code 6/C6

Out for investigation



# Code 7/C7

- \* Out to eat / Lunch



# Code 8/C8

- \* Assign a Case Number
- \* Case number
- \* Also known as Incident Number



# Code 9/C9

- \* No case number needed



© Can Stock Photo - csp18750867

# Code 10/C10

- \* Misd Warrant Service
- \* Subpoena Service



# Code 10F/C10F

- \* Felony Warrant Service



# Code 10K/C10K

- \* Immediate Kick Out Order Service



# Code 33/C33

Emergency Traffic Only



# C30

- \* Resume Normal Traffic



# 3 Tones

- \* In-Progress Emergency Traffic to Follow



# ALERT1

- \* Aircraft Minor Difficulty



# ALERT 2

- \* Aircraft In Major Difficulty



# ALERT3

- \* Aircraft Has Crashed



# 10-13

- \* Advise Weather/Road Conditions



DayNews

# ABBREVIATION

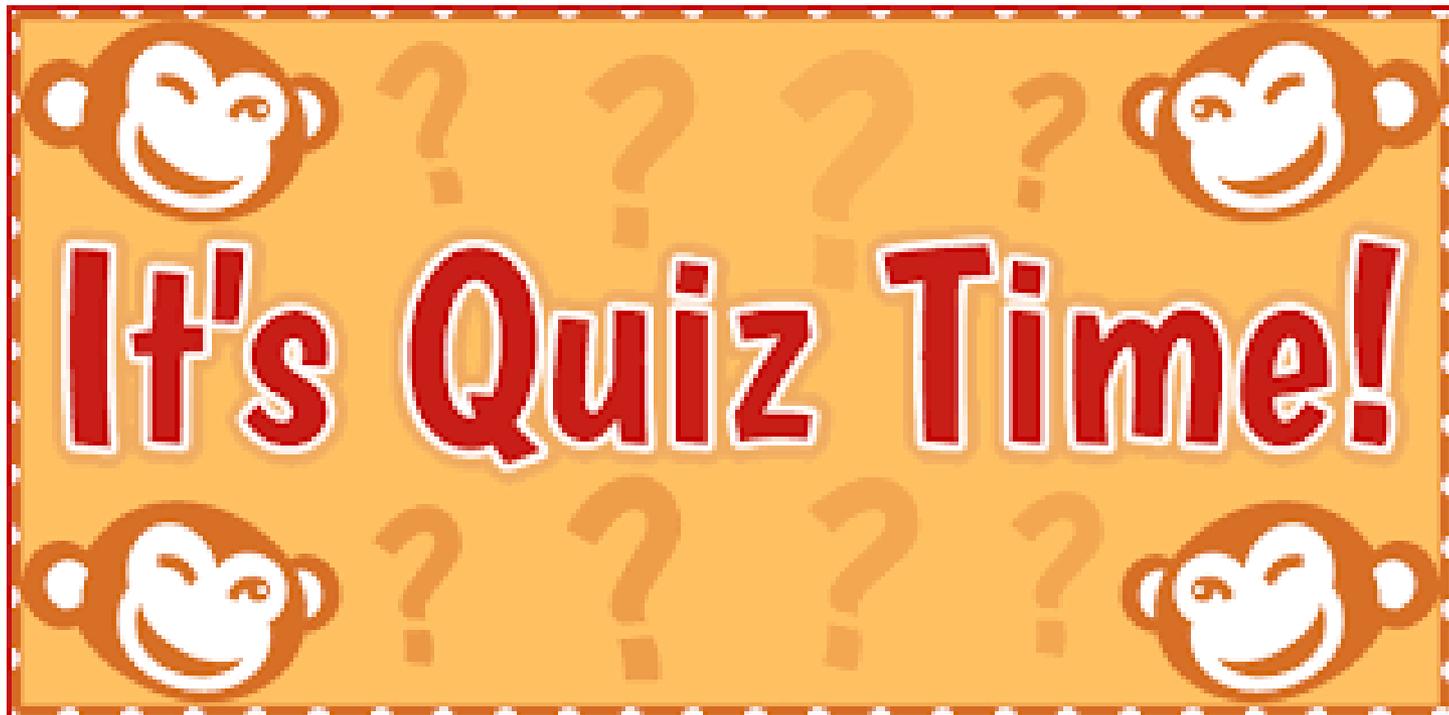


Why is the word "Abbreviation", so long?



RX  
Prescription

# Quiz



# Review







*Kern County*

# SHERIFF

## Day 3 Morning Quiz

Name: \_\_\_\_\_ DATE: \_\_\_\_\_ Score: \_\_\_\_\_/69

1. Advise the phonetics for the following name: MICHAEL

M \_\_\_\_\_  
I \_\_\_\_\_  
C \_\_\_\_\_  
H \_\_\_\_\_  
A \_\_\_\_\_  
E \_\_\_\_\_  
L \_\_\_\_\_

2. Advise the phonetics for the following license plate: 2NZX345.

N \_\_\_\_\_  
Z \_\_\_\_\_  
X \_\_\_\_\_

3. Advise the phonetics for the following license plate: JOSRIDE.

J \_\_\_\_\_  
O \_\_\_\_\_  
S \_\_\_\_\_  
R \_\_\_\_\_  
I \_\_\_\_\_  
D \_\_\_\_\_  
E \_\_\_\_\_

4. Advise the phonetics for the following name: QUIRT.

Q \_\_\_\_\_  
U \_\_\_\_\_  
I \_\_\_\_\_  
R \_\_\_\_\_  
T \_\_\_\_\_

5. Advise the phonetics for the following license plate: 3VKF422.

V \_\_\_\_\_  
K \_\_\_\_\_  
F \_\_\_\_\_

6. Advise the phonetics for the following license plate: 4YB5689.

Y \_\_\_\_\_  
B \_\_\_\_\_



*Kern County*

**SHERIFF**

7. Advise the phonetics for the following license plate: 1WPG327.

W \_\_\_\_\_  
P \_\_\_\_\_  
G \_\_\_\_\_

8. Advise the phonetics for the following street name: COMPAGNONI.

C \_\_\_\_\_  
O \_\_\_\_\_  
M \_\_\_\_\_  
P \_\_\_\_\_  
A \_\_\_\_\_  
G \_\_\_\_\_  
N \_\_\_\_\_  
O \_\_\_\_\_  
N \_\_\_\_\_  
I \_\_\_\_\_

9. Advise the phonetics for the following street name: KOCH.

K \_\_\_\_\_  
O \_\_\_\_\_  
C \_\_\_\_\_  
H \_\_\_\_\_

10. Advise the phonetics for the following license plate: 3Y45003.

Y \_\_\_\_\_

**Military Time**

1	_____1600	6	_____1000
2	_____0500	7	_____0900
3	_____2100	8	_____1800
4	_____1400	9	_____2300
5	_____0200	10	_____2200



*Kern County*

# SHERIFF

11 \_\_\_\_\_ 1500

18 \_\_\_\_\_ 1900

12 \_\_\_\_\_ 1700

19 \_\_\_\_\_ 0700

13 \_\_\_\_\_ 0400

20 \_\_\_\_\_ 2000

14 \_\_\_\_\_ 0600

21 \_\_\_\_\_ 0800

15 \_\_\_\_\_ 1300

22 \_\_\_\_\_ 0300

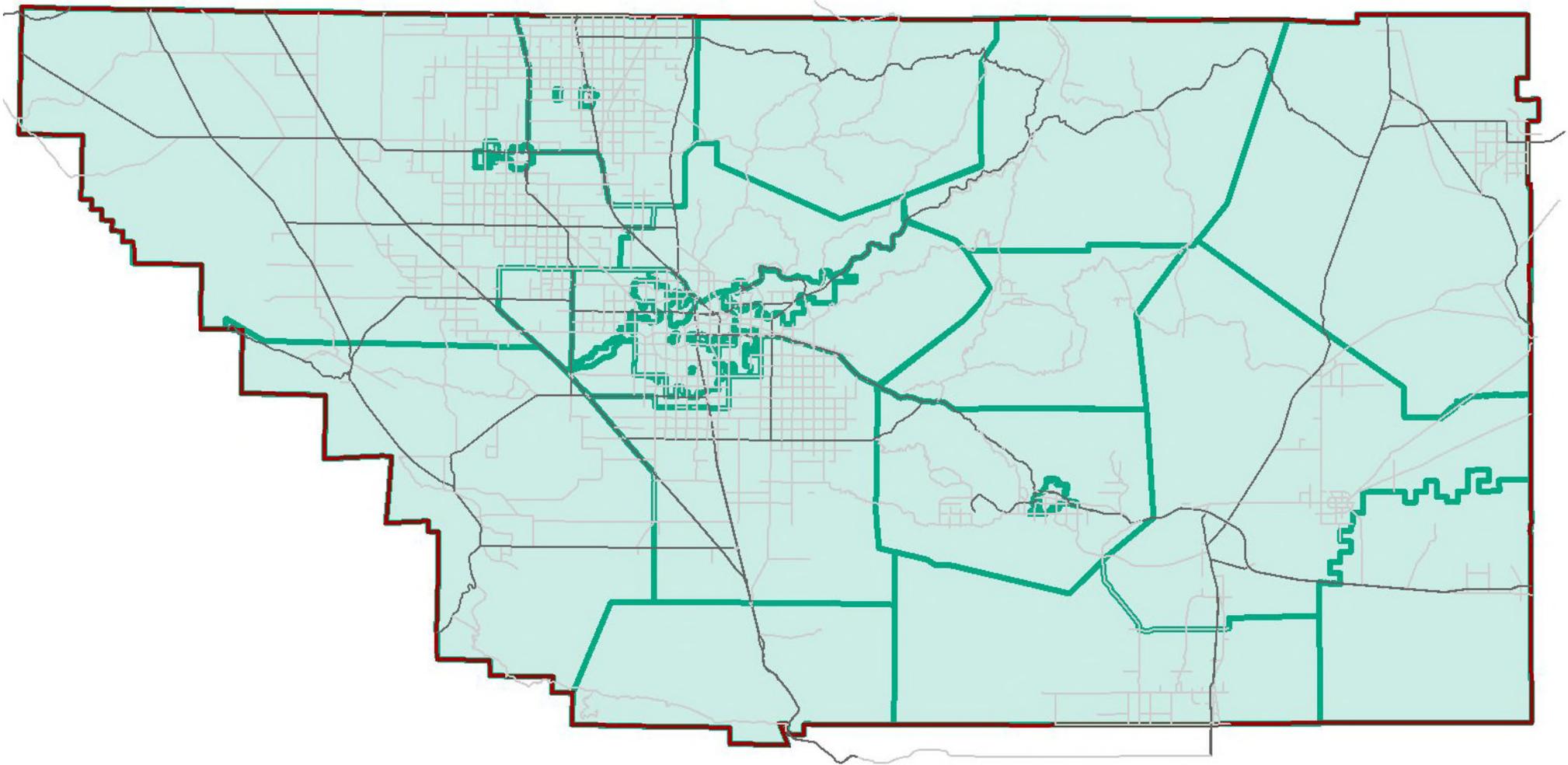
16 \_\_\_\_\_ 1200

23 \_\_\_\_\_ 0100

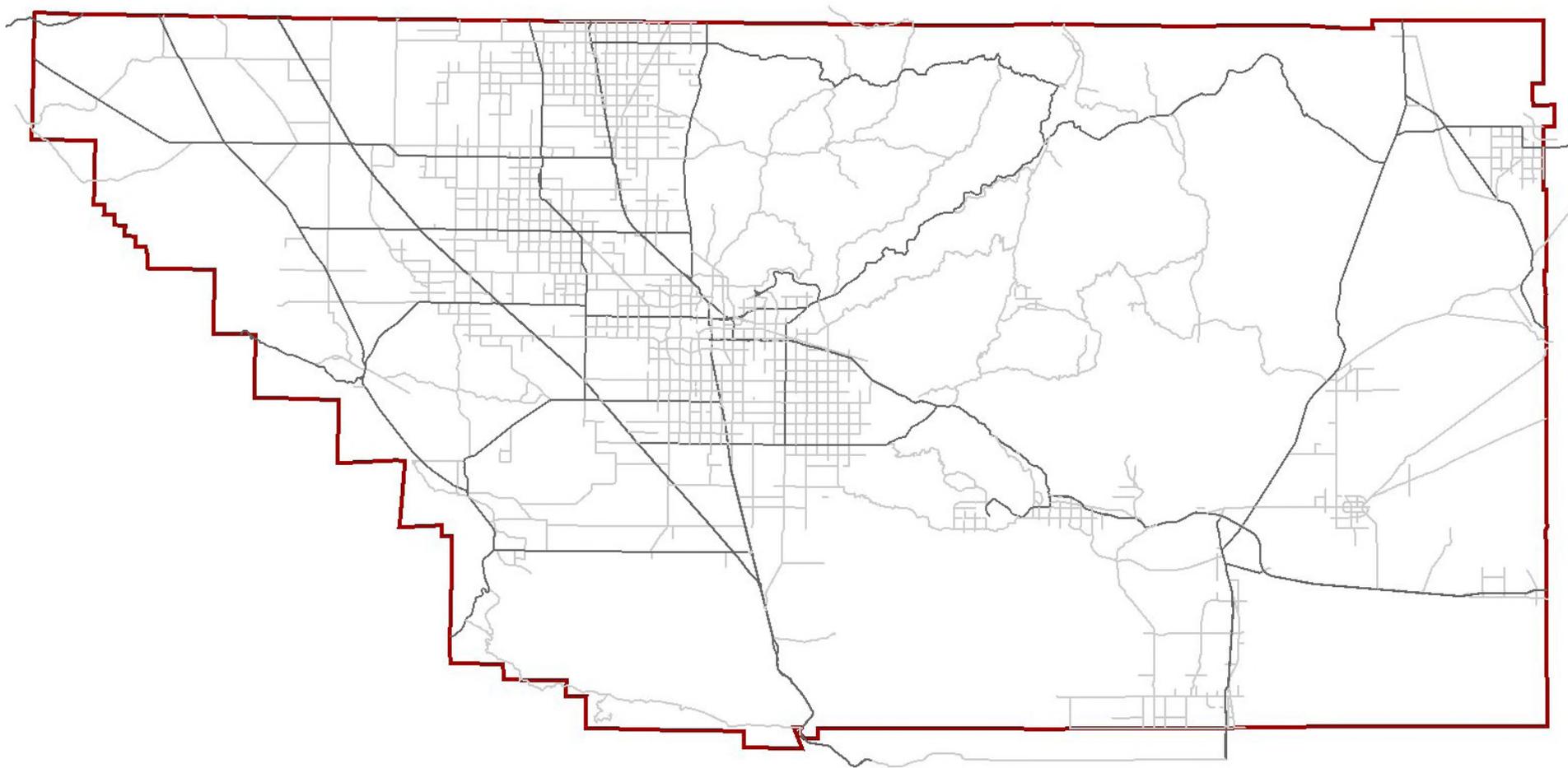
17 \_\_\_\_\_ 1100

24 \_\_\_\_\_ 0000

# COUNTY OF KERN SUBSTATION BOUNDARIES



# COUNTY OF KERN HIGHWAYS



# Day 3 Quiz

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Score: \_\_\_\_\_/52

## Military Time

1. What time are you off duty today? (1 point)

## Phonetic Alphabet

2. Spell your first and last name phonetically (2 points)

## Radio Codes

3. What are the following radio codes? (15 points)

1. \_\_\_\_\_ 912
2. \_\_\_\_\_ 999
3. \_\_\_\_\_ 996A
4. \_\_\_\_\_ NON-INJURY TRAFFIC ACCIDENT
5. \_\_\_\_\_ DOG BITE
6. \_\_\_\_\_ 10-7
7. \_\_\_\_\_ 10-6
8. \_\_\_\_\_ RADIO SHOP
9. \_\_\_\_\_ 10-15
10. \_\_\_\_\_ 905N
11. \_\_\_\_\_ 905B
12. \_\_\_\_\_ BARKING DOG
13. \_\_\_\_\_ SEE THE SUBJECT
14. \_\_\_\_\_ 11-87
15. \_\_\_\_\_ 930

# Day 3 Quiz

## Call Signs

**4. Write how to say the following call signs and their area. (15 points)**

1. \_\_\_\_\_ LOD

2. \_\_\_\_\_ ED

3. \_\_\_\_\_ EDS

4. \_\_\_\_\_ AS

5. \_\_\_\_\_ TI

6. \_\_\_\_\_ TED

7. \_\_\_\_\_ AIRS

8. \_\_\_\_\_ TAD

9. \_\_\_\_\_ AER

10. \_\_\_\_\_ MIS

11. \_\_\_\_\_ E

12. \_\_\_\_\_ CIVS

13. \_\_\_\_\_ TE

14. \_\_\_\_\_ DE

15. \_\_\_\_\_ LOS

## Polices

**5. What is the policy on calling in sick? (1 point)**

# Day 3 Quiz

6. How often should you fill in your time sheet? (1 point)

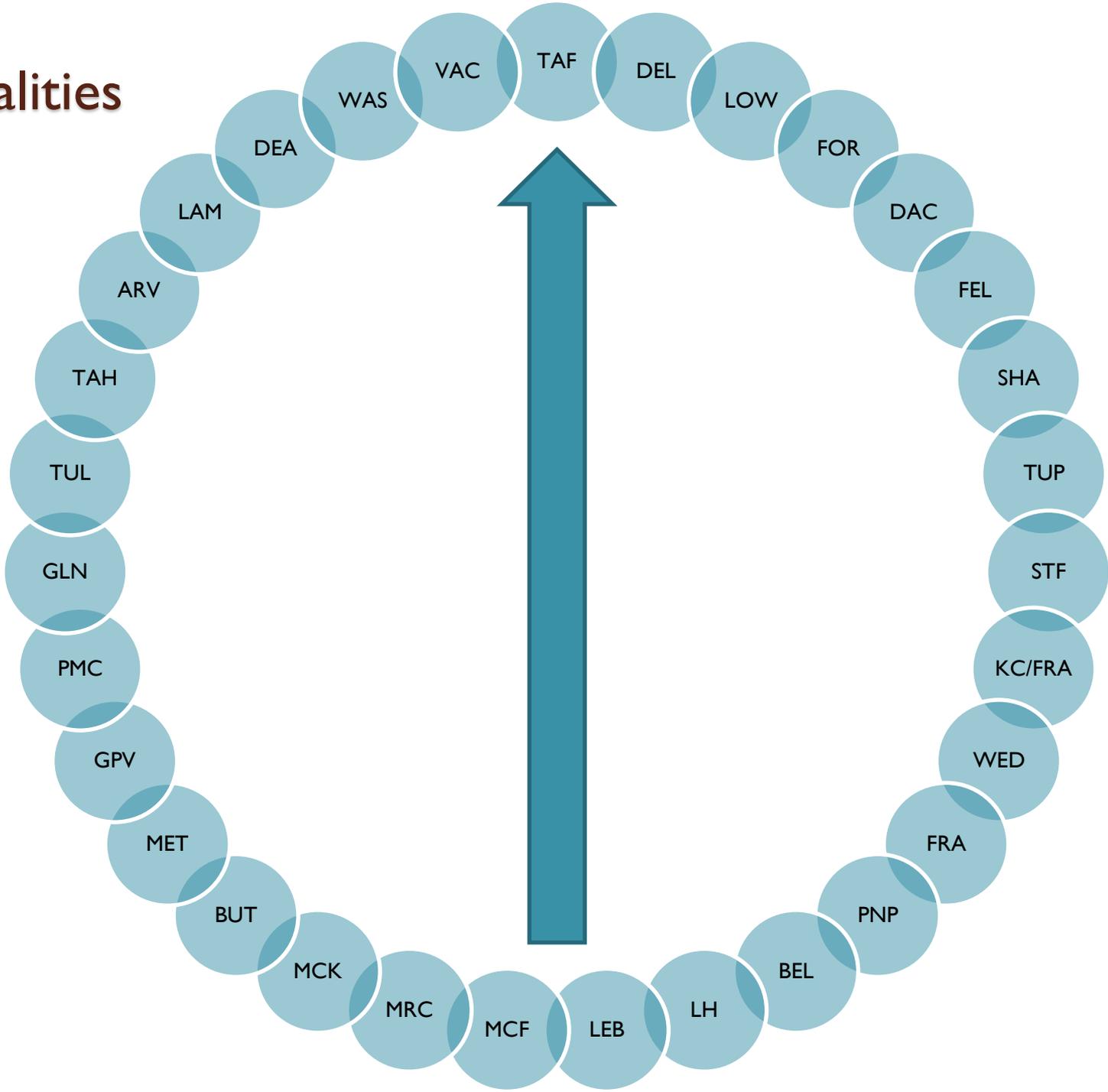
7. Who do you call when you are going to be late or needing to call in sick? (1 point) +1 point for including the number.

8. What are the following call types/penal codes? (16 points)

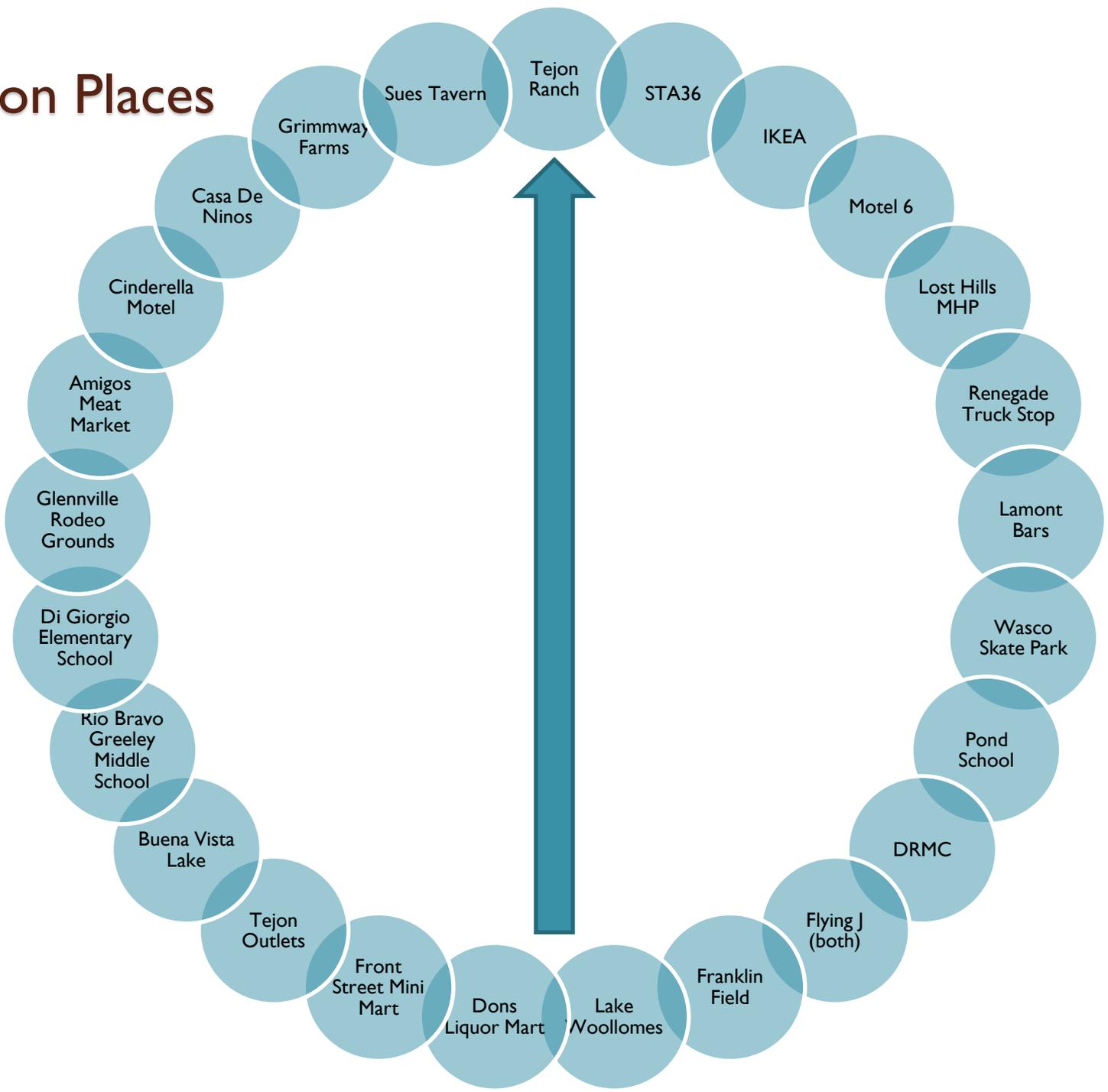
- 1 \_\_\_\_\_ 460S
- 2 \_\_\_\_\_ ESCAPE
- 3 \_\_\_\_\_ ROBBERY ALARM
- 4 \_\_\_\_\_ WRNT
- 5 \_\_\_\_\_ NARCOTICS
- 6 \_\_\_\_\_ 530.5
- 7 \_\_\_\_\_ BRANDISHING A WEAPON
- 8 \_\_\_\_\_ CRTVIOL
- 9 \_\_\_\_\_ MALICIOUS MISCHIEF
- 10 \_\_\_\_\_ 488
- 11 \_\_\_\_\_ PEACE DISTURBANCE
- 12 \_\_\_\_\_ 602
- 13 \_\_\_\_\_ CARJACKING
- 14 \_\_\_\_\_ 647F
- 15 \_\_\_\_\_ RESCUE
- 16 \_\_\_\_\_ 211



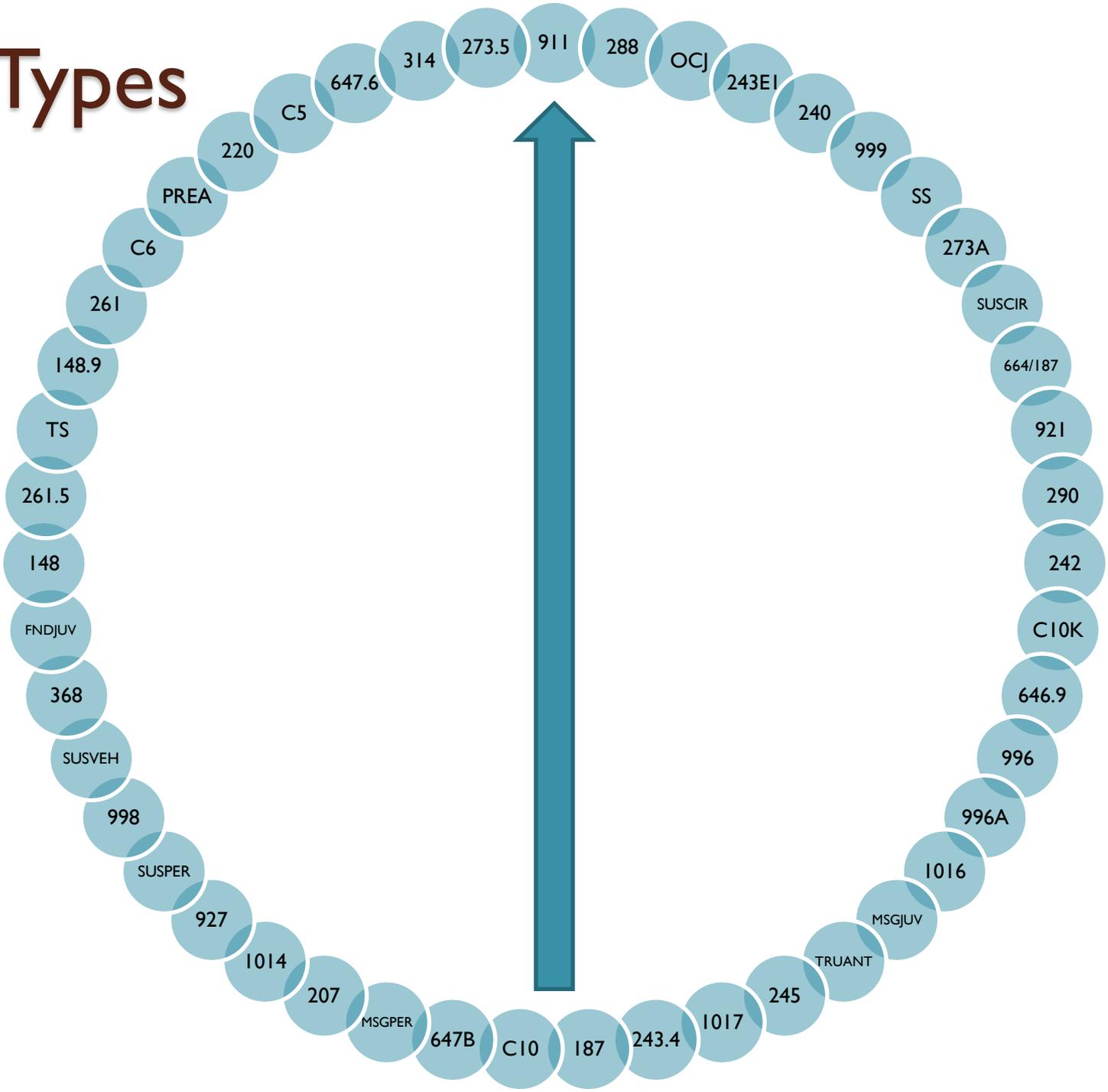
# Municipalities



# Common Places



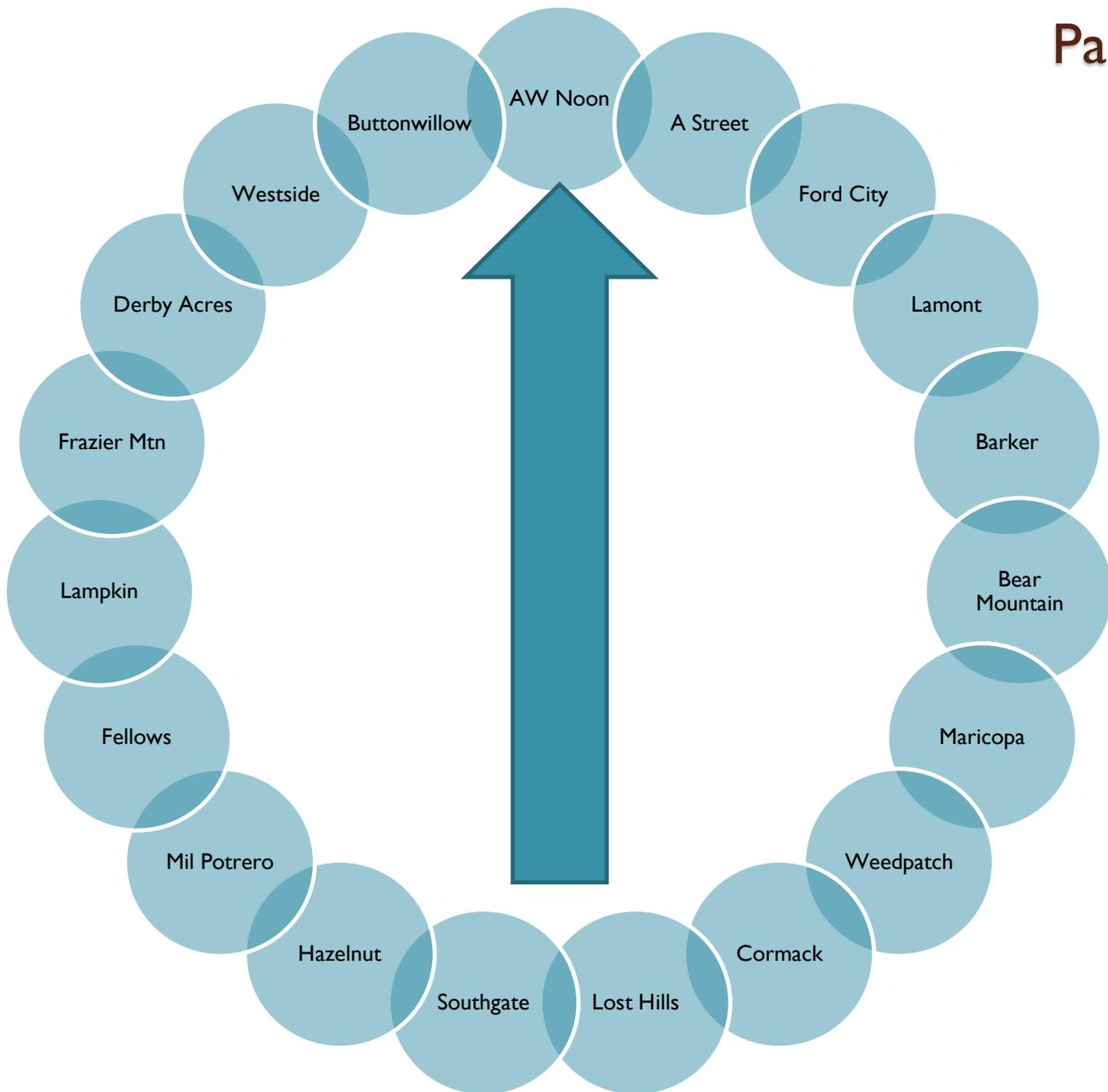
# Call Types



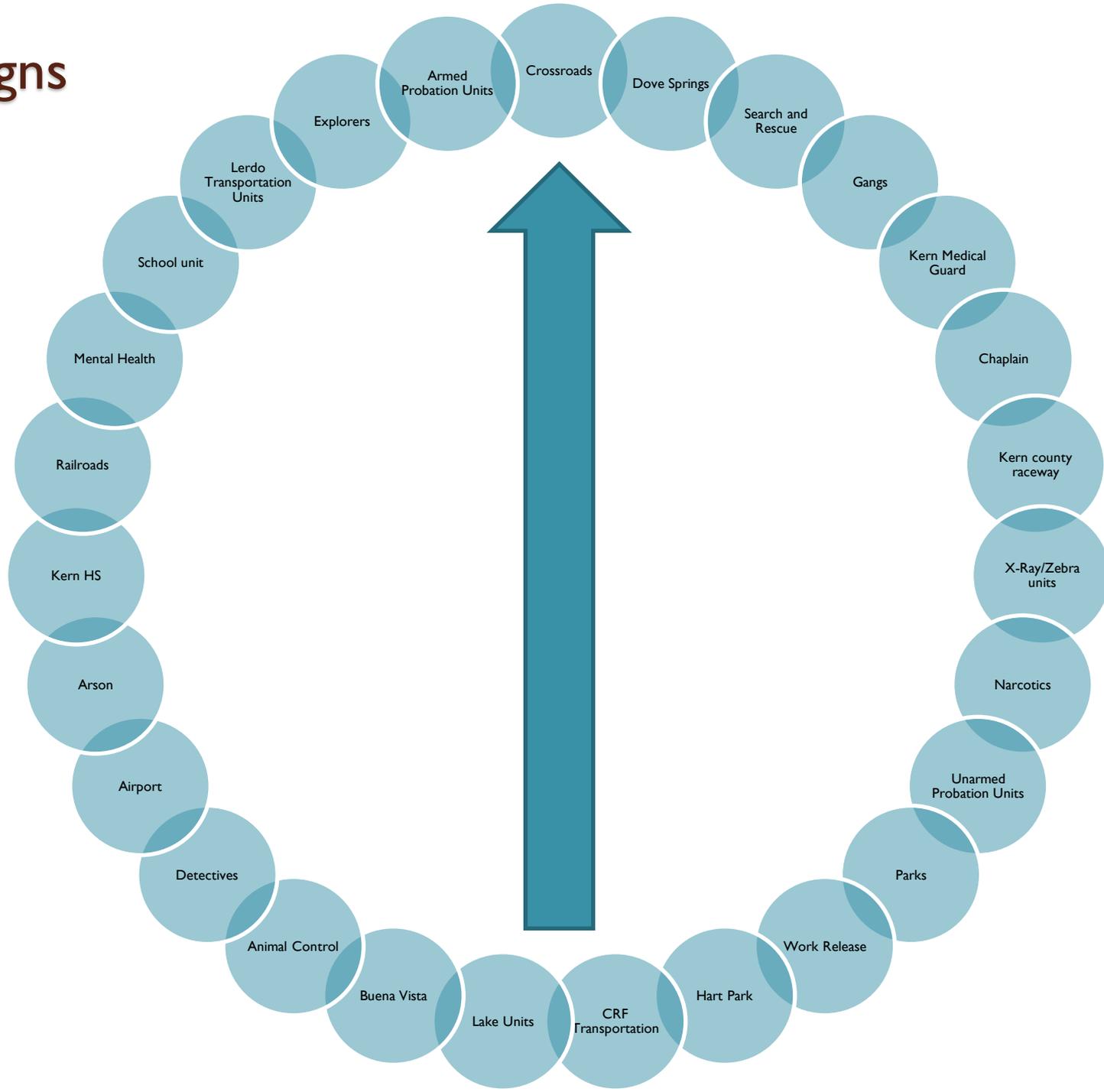
# Name the Highways that change names or have an AKA

- 33 to California Rd in Maricopa
- 43 to Central Valley Highway @ N Shafter Av and Enos Ln @ Stockdale Hwy
- 46 is also known as Paso Robles Hwy
- 65 is also known as Porterville Hwy
- 119 is also known as Taft Hwy
- 155 is also known as Glennville Rd and Woody Rd
- 166 is also known as Grocer Grade and Maricopa Hwy
- 223 is also known as Bear Mountain Blvd
- 204 is also known as Golden State Hwy (does not verify as 204 in CAD)
- 202 is also known as Valley Blvd
- 184 is also known as Main St, Weedpatch Hwy, Wheeler Ridge Rd and Morning Dr

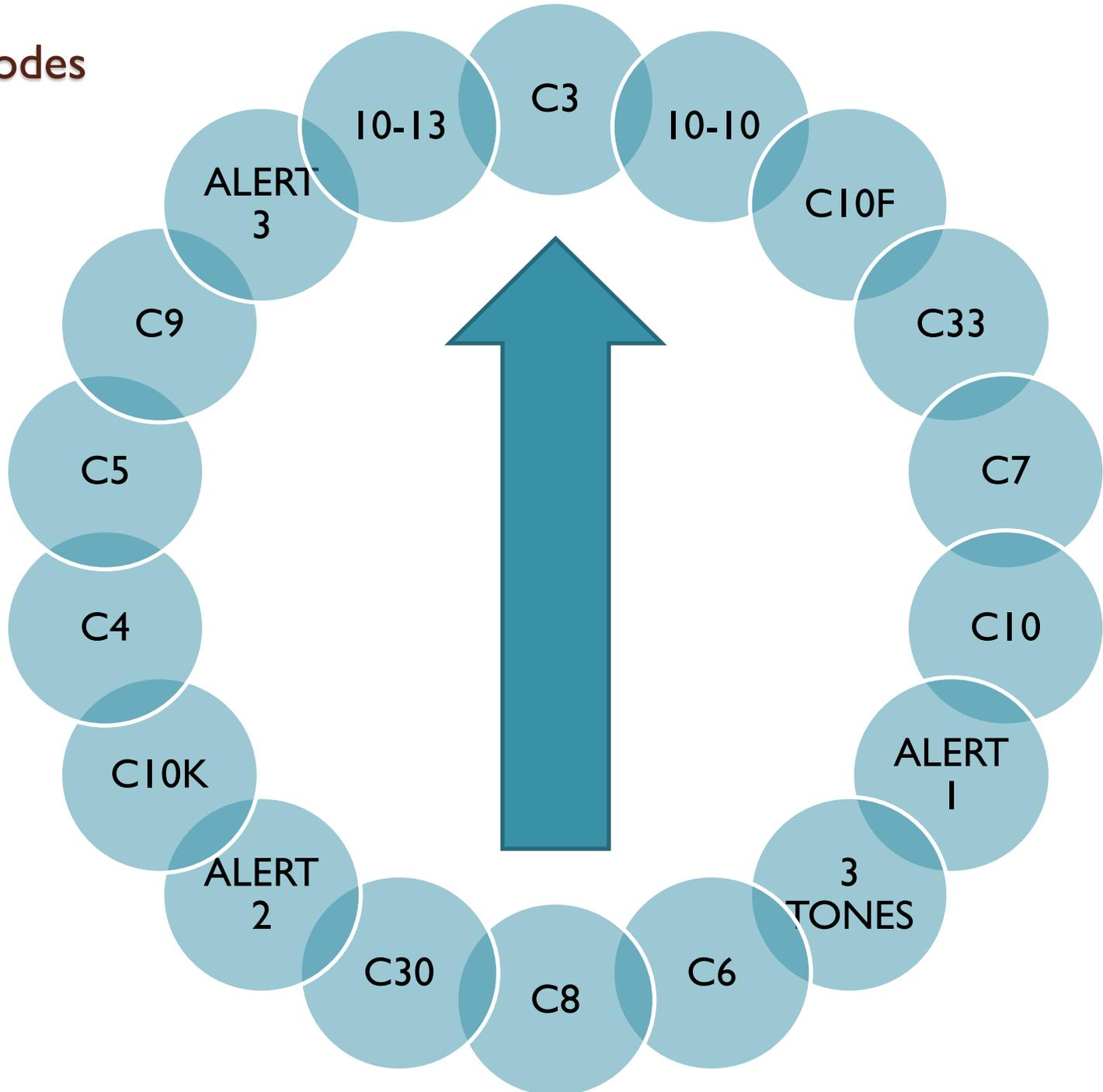
# Parks



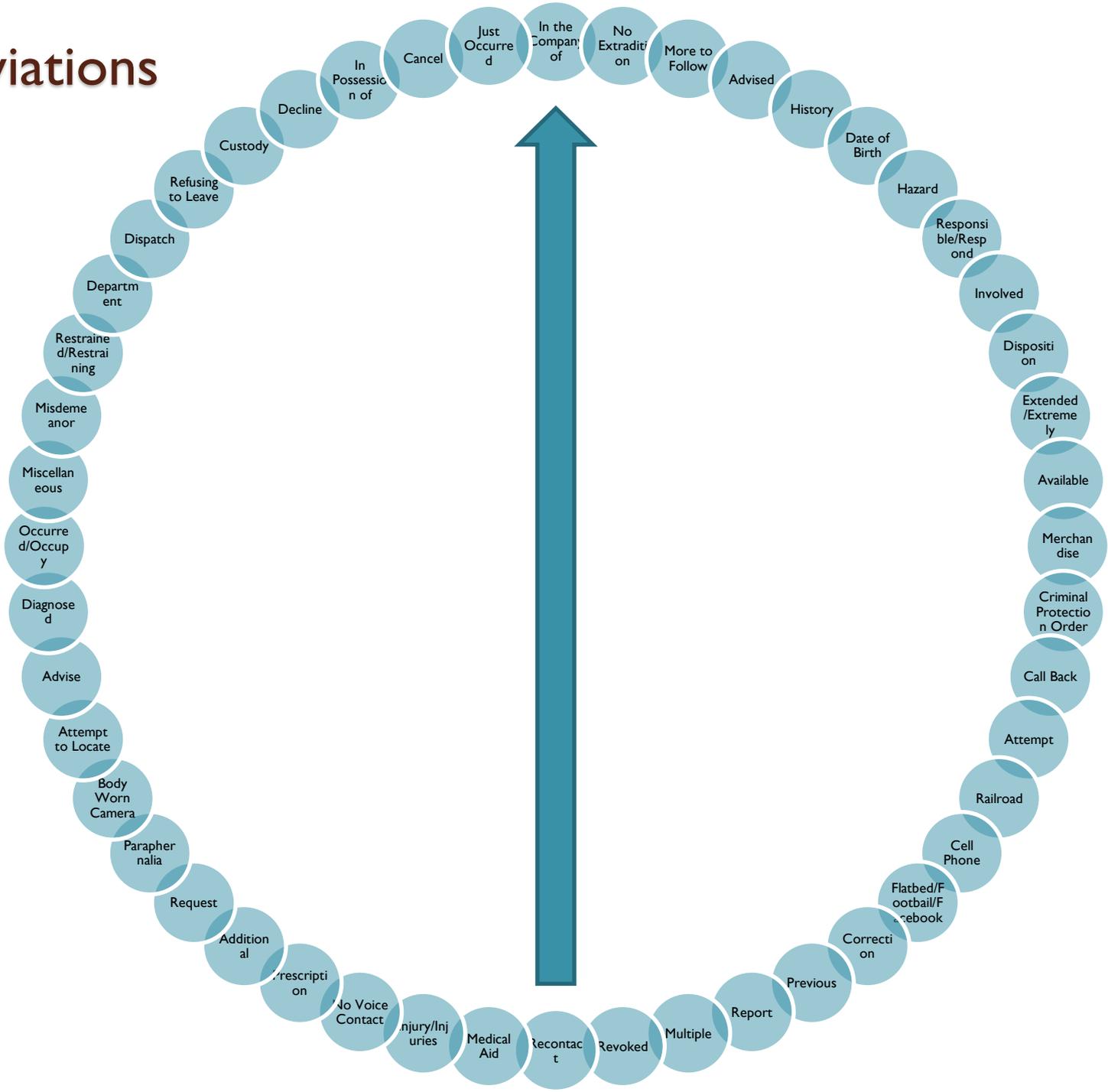
# Call Signs



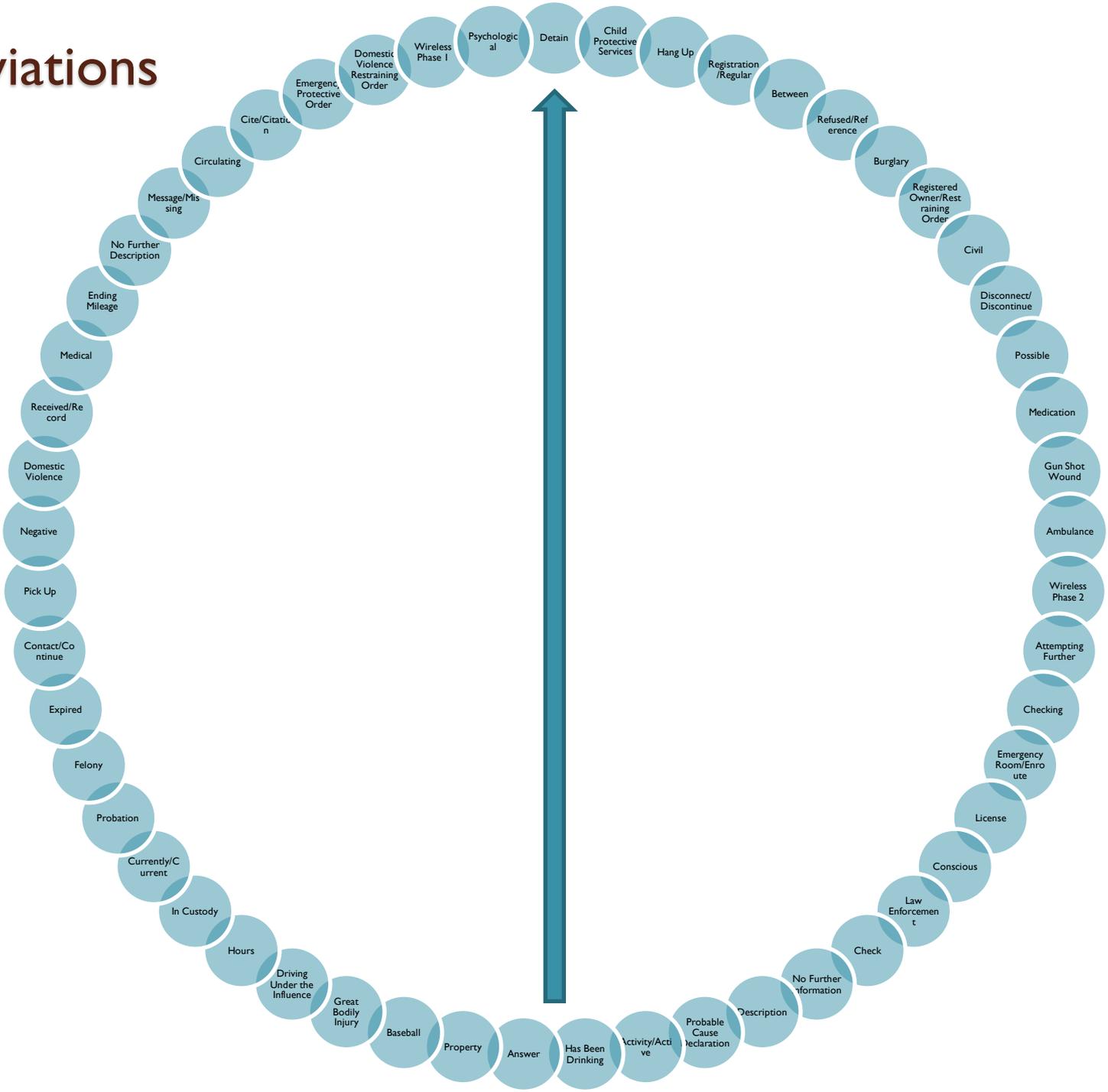
# Radio Codes



# Abbreviations



# Abbreviations



# HQ Tour



# Call Signs



# Transportation Units

- TM\_
  - Tom



# Special Operations Unit

- TEAM\_
  - Team



# ABC Unit

- ABC\_
  - A B C
- ABCS\_
  - A B C Sam



# District Attorney Units

- DAN\_
  - Dan



# United States Marshalls

- SPR\_
  - Spartan



# State Parole

- SCT\_
  - Scout



# North of the River Park Unit

- NORA\_
  - Nora



# Tactical Dispatch

- PH\_
  - Phoenix



# Whiskey Flats Special Unit

- WH\_
  - Whiskey



# Famosa Drags Units

- FAM\_
  - Famoso
- FAMS\_
  - Famoso Sam



# Reserve Units - Special Functions

- R\_  
◦ Robert

RESERVES

# Fair Unit

- BEAT\_
  - Beat
- FAIR\_
  - Fair



# HIDTA

- COB\_
  - Cobra
- COBD\_
  - Cobra David
- COBS\_
  - Cobra Sam



# Special Task Force

- VP\_
  - Viper
- VPD\_
  - Viper David
- VPS\_
  - Viper Sam



# Housing Authority Units

- HSNNG\_
  - Housing
- HSNNGD\_
  - Housing David



# Citizen Service Units

- H\_
  - Henry
- HC\_
  - Henry Charles



# Code Compliance Officer W/ Public Works

- PW\_
  - Public Works

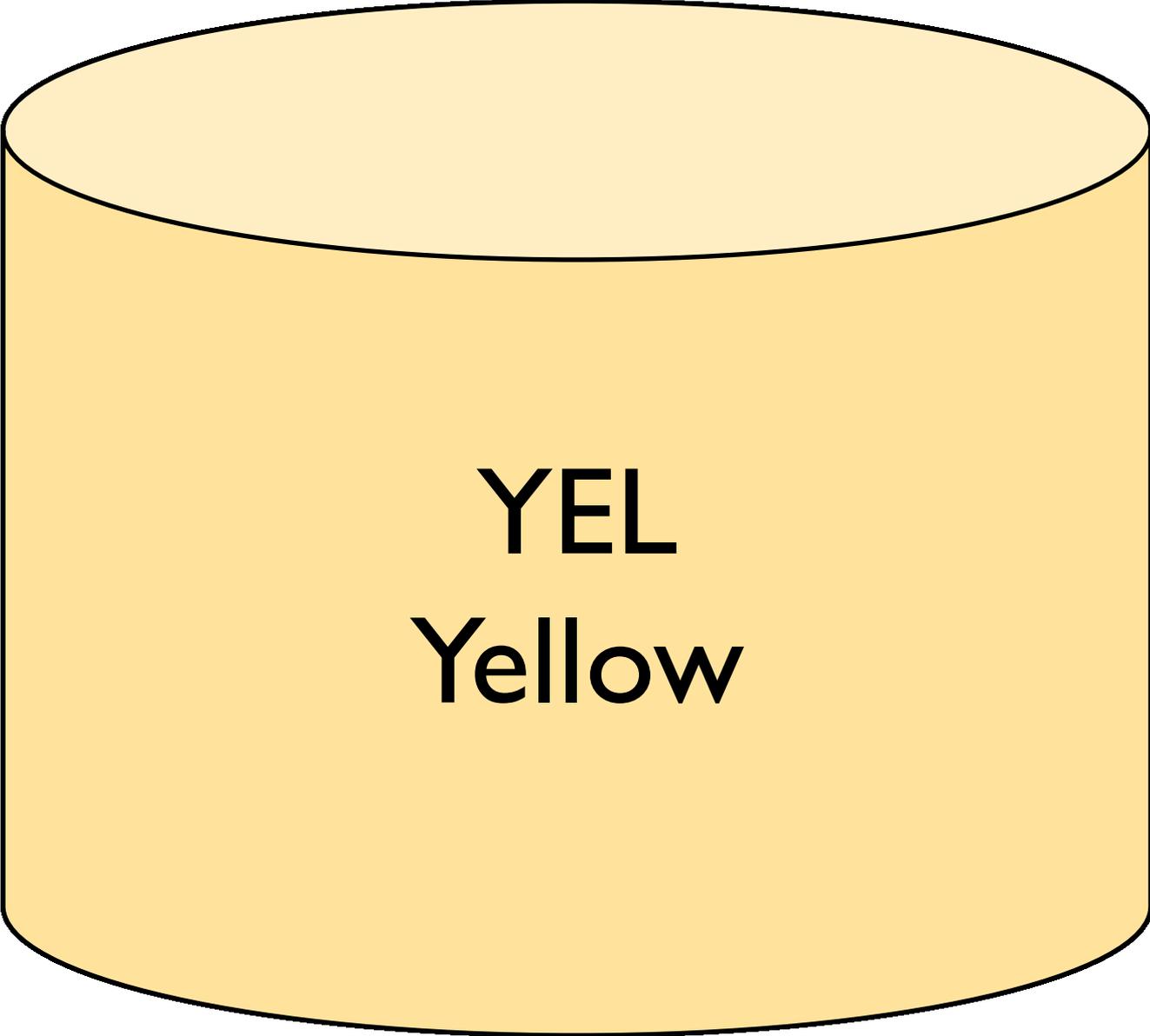


# CDCR Central Valley Task Force

- F
  - Frank (Other agency)





A 3D-style yellow cylinder with a black outline. The top surface is a lighter shade of yellow. In the center of the cylinder's side, the word 'YEL' is written in a bold, black, sans-serif font. Below it, the word 'Yellow' is written in a larger, bold, black, sans-serif font.

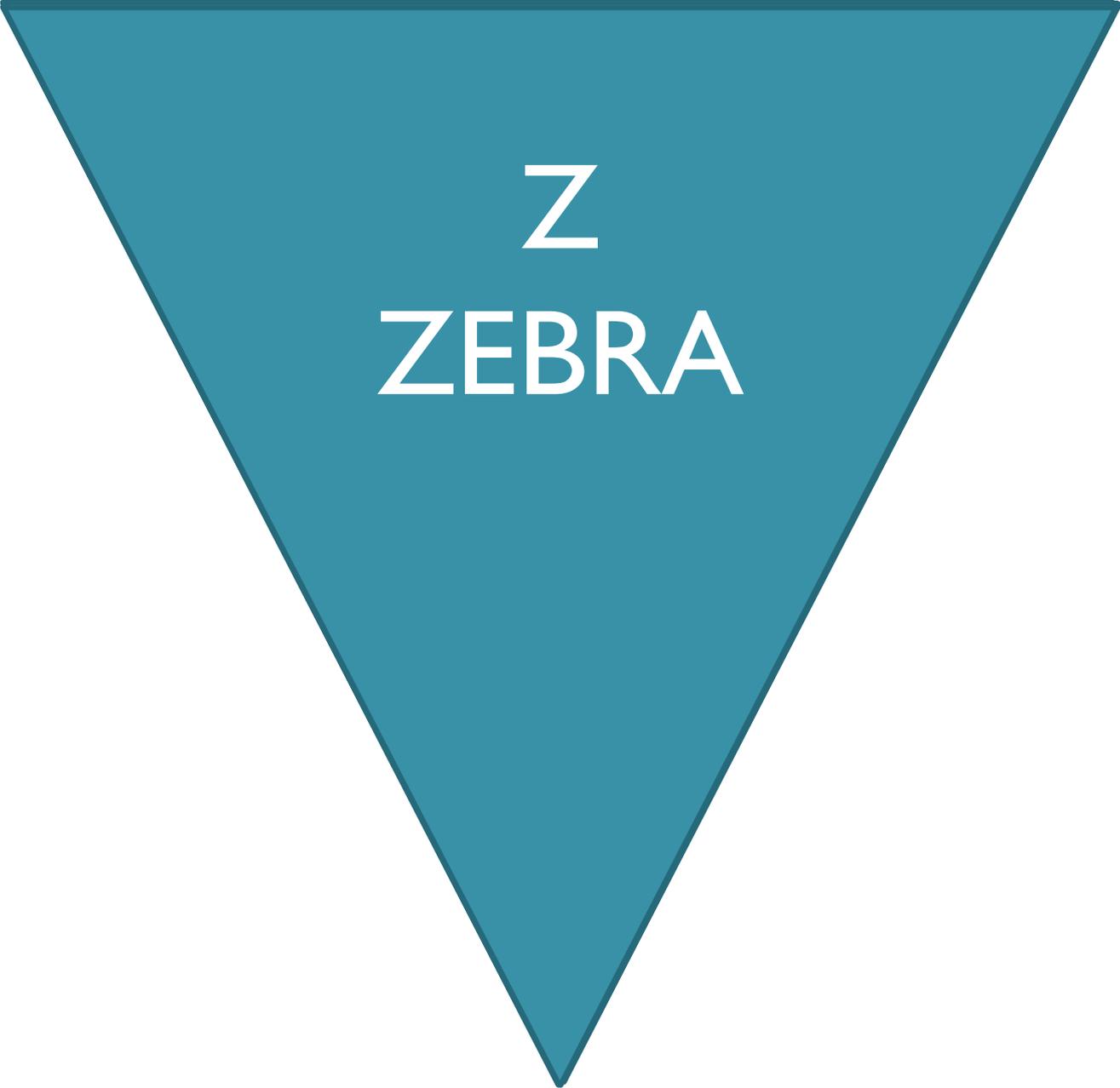
**YEL**  
**Yellow**

# Abbreviations also used as Call Types

- **ACO**
  - Animal Control
- **ATC**
  - Attempt To Contact
- **BCST**
  - Broadcast
- **CTW**
  - Check the Welfare
- **GTA**
  - Grand Theft Auto
- **INFO**
  - Information
- **KTP**
  - Keep the Peace
- **SUBDN**
  - Subject Down
- **TS**
  - Traffic Stop
- **WRNT**
  - Warrant

P-H-O-N-E-T-I-C  
A-L-P-H-A-B-E-T





Z  
ZEBRA



2300  
11:00PM

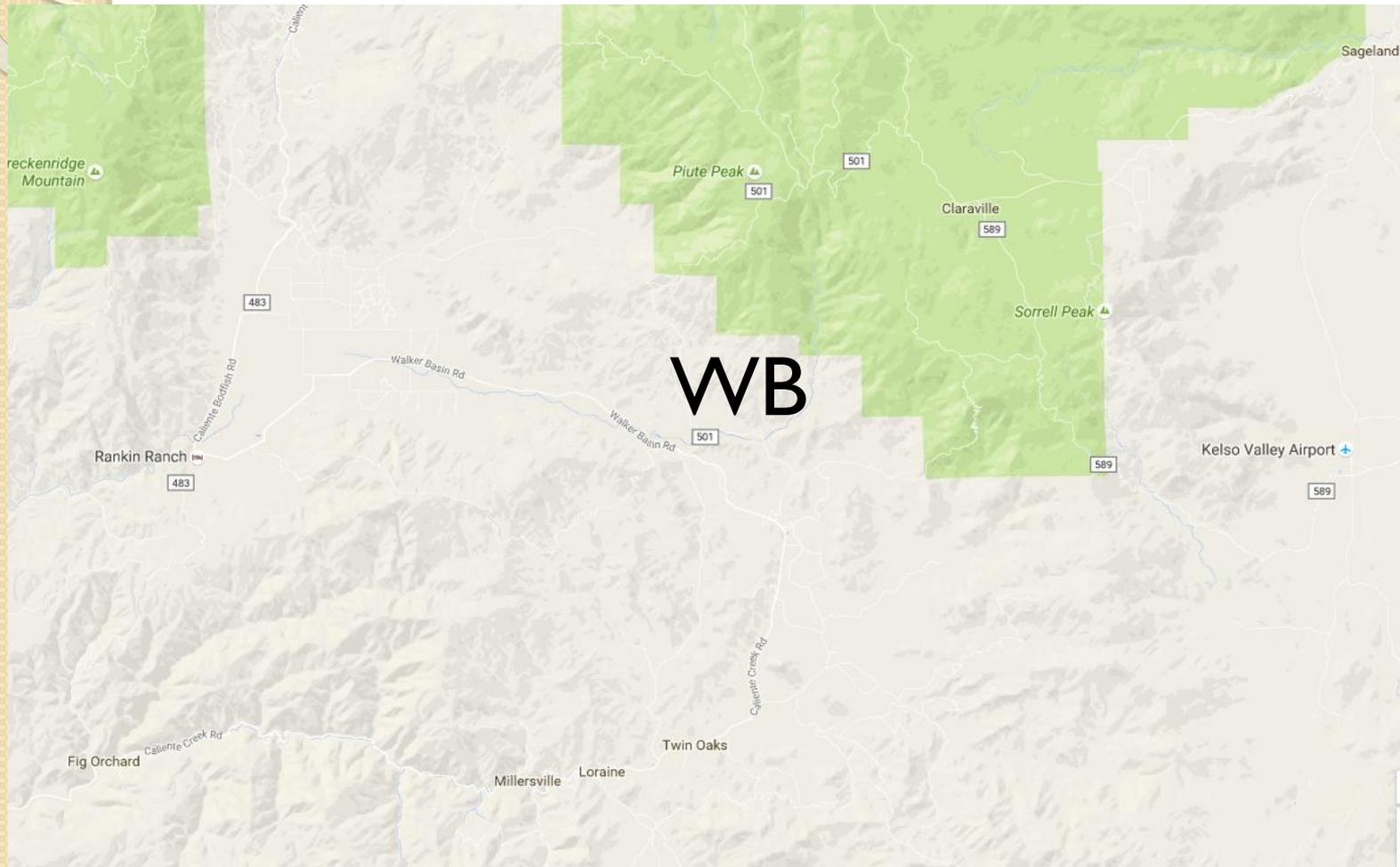
# EAST



# Tehachapi



# Walker Basin



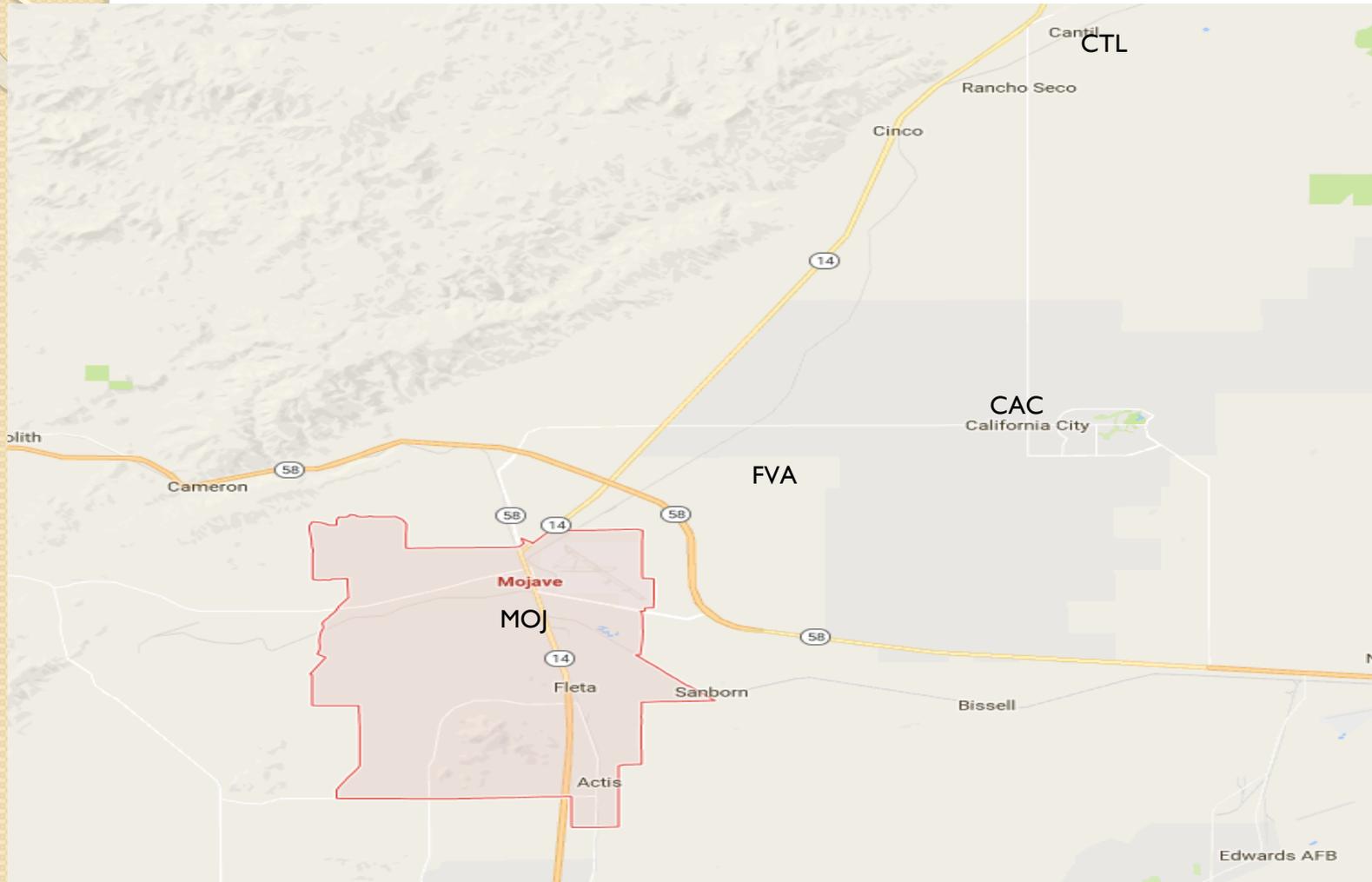
# Kern Valley



# Ridgecrest



# Mojave



# Boron



# Rosamond



# East Common Places

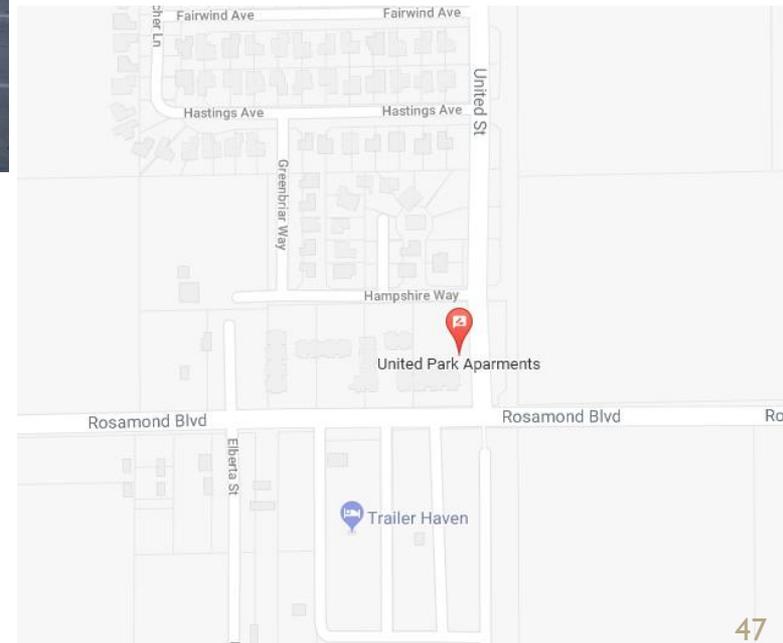


# Rosamond Area

- **United Park Apartments - Rosamond**
- **Desert Oasis Mobile Estates - Rosamond**
  - **Diamond Jim's Casino**
  - **Karl's Hardware - Rosamond**
  - **Hummell Hall**
- **Antelope Valley Hospital (AVH) - LAC**

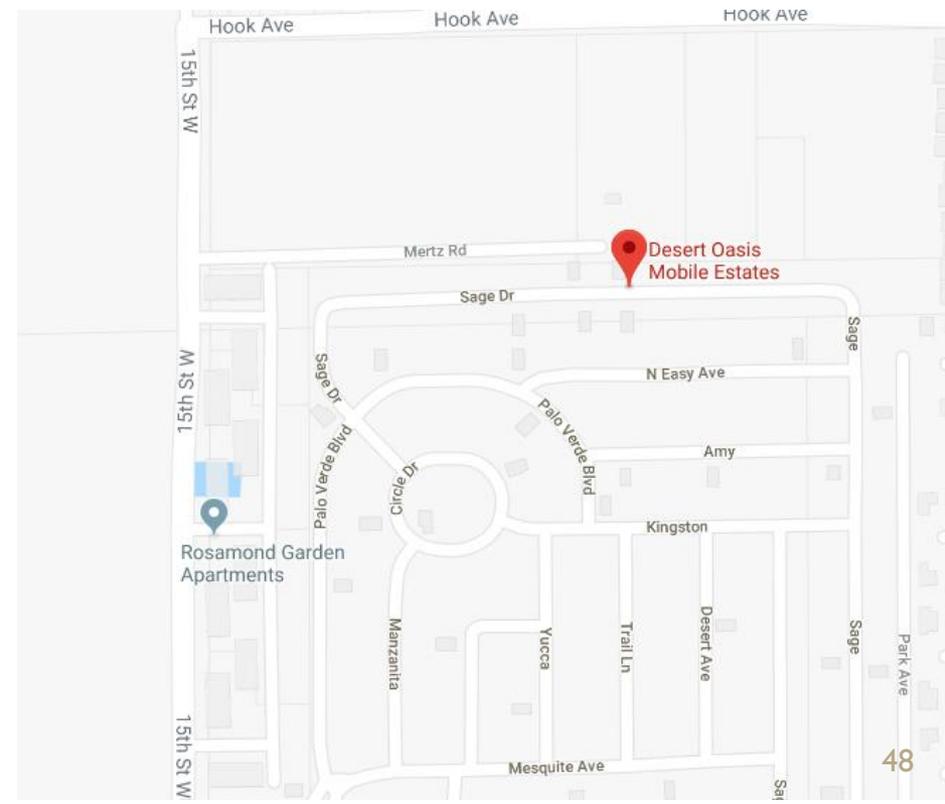
# United Park Apartments – Rosamond

1047 Rosamond Blvd Xst Elberta St/10<sup>th</sup> Street West



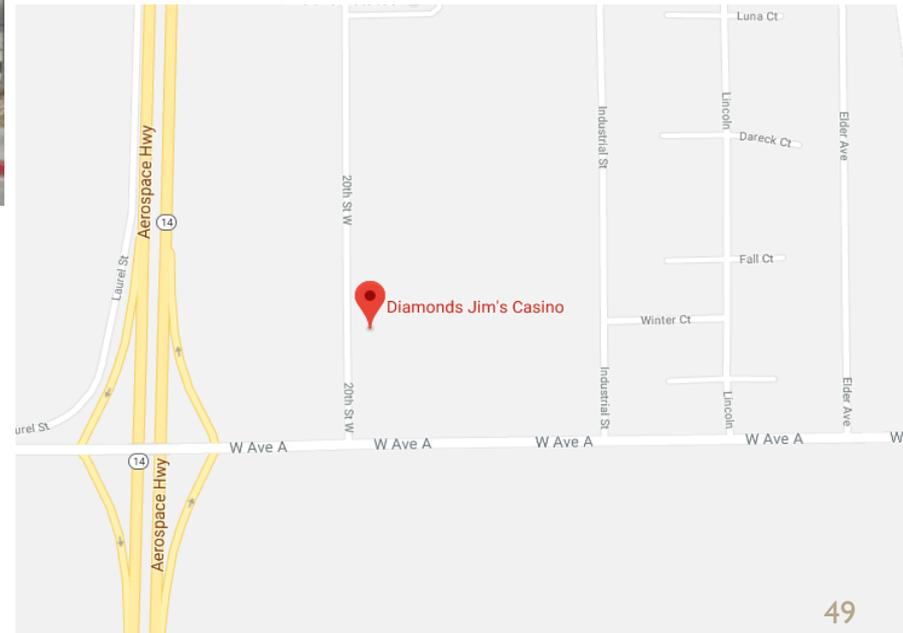
# Desert Oasis Mobile Estates – Rosamond

## 3300 15<sup>th</sup> Street West



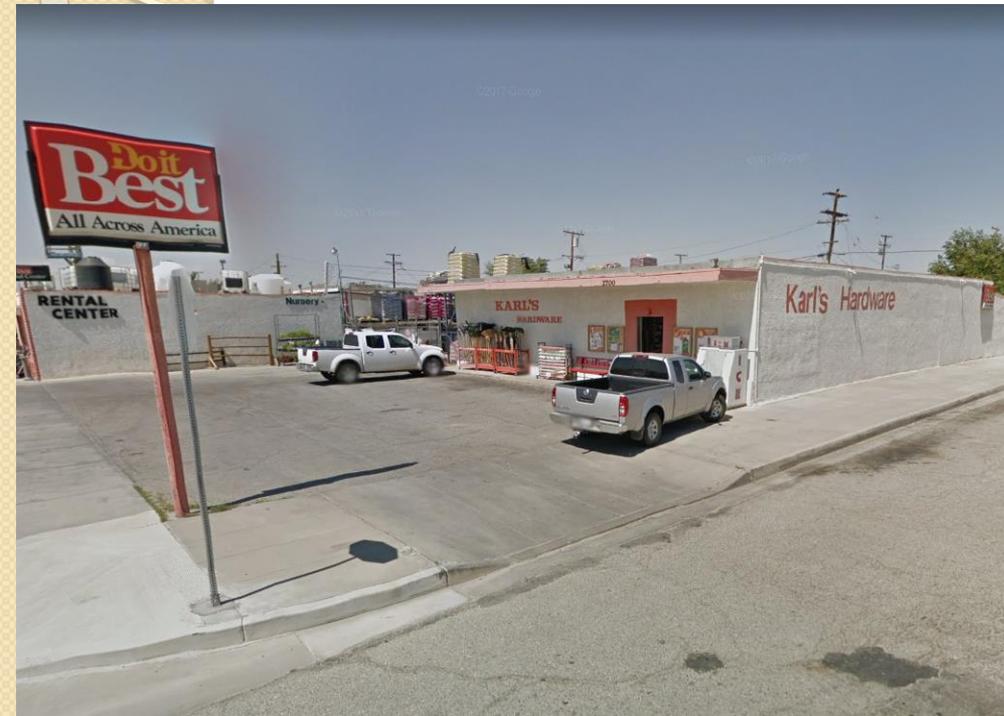
# Diamond Jims Casino

118 20<sup>th</sup> Street West Xst Avenue A/Elder Av



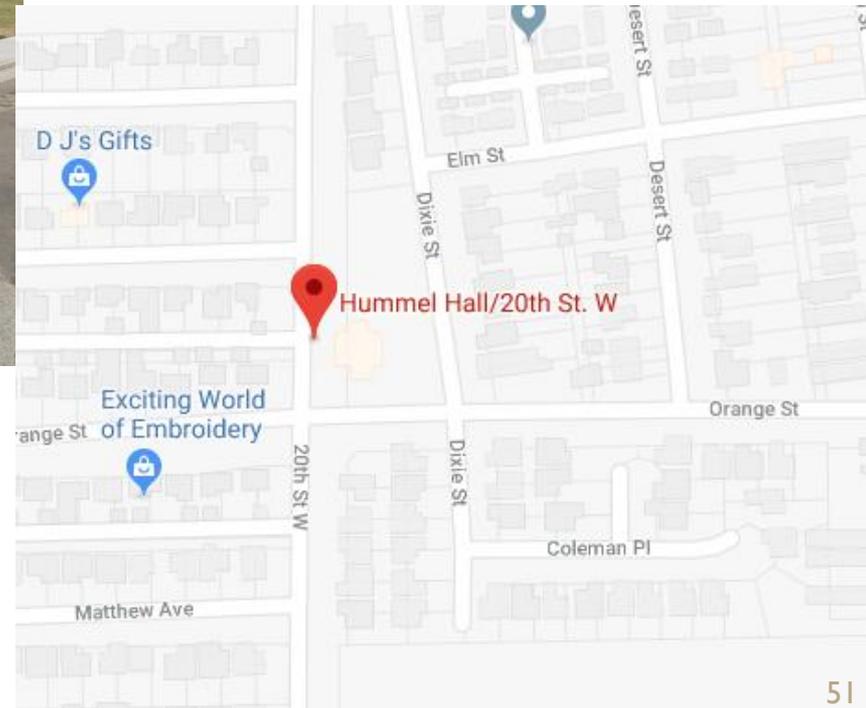
# Karl's Hardware - Rosamond

2700 Diamond St Xst Center St/Poplar St



# Hummell Hall

2500 20<sup>th</sup> Street West Xst Orange St/Elm St



# Antelope Valley Hospital (AVH) GPS - Lancaster

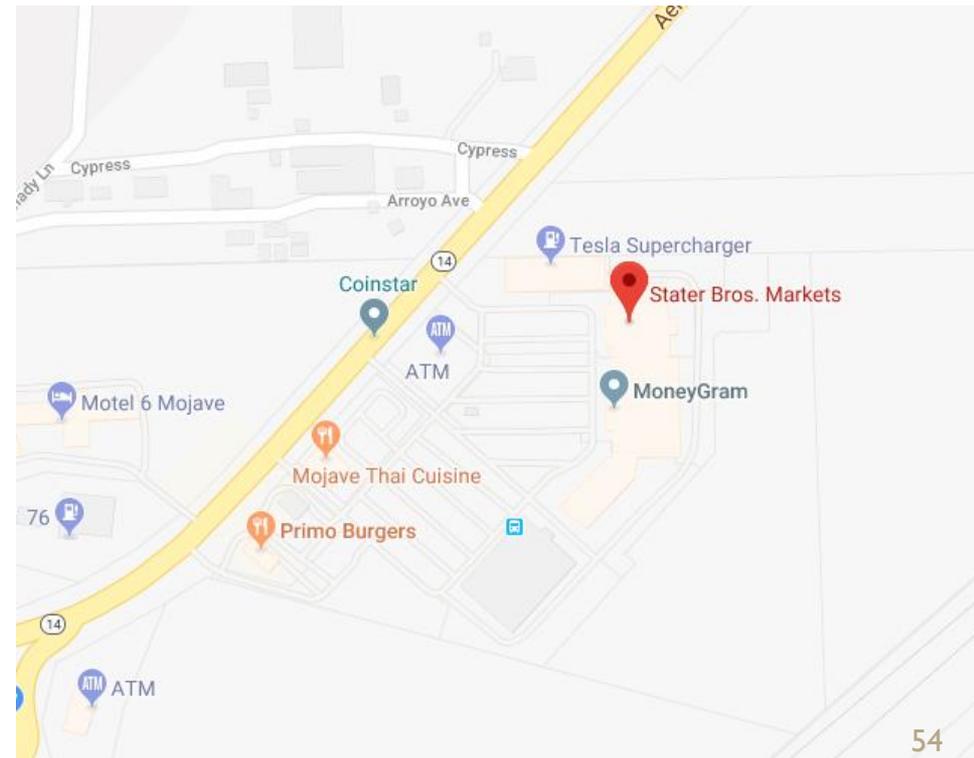


# Mojave Area

- **Stater Brothers Market - Mojave**
  - **Mojave Air and Spaceport**
- **Mariah Country Inn and Suites - Mojave**
- **Park Palace Apartments (2 Addresses)**

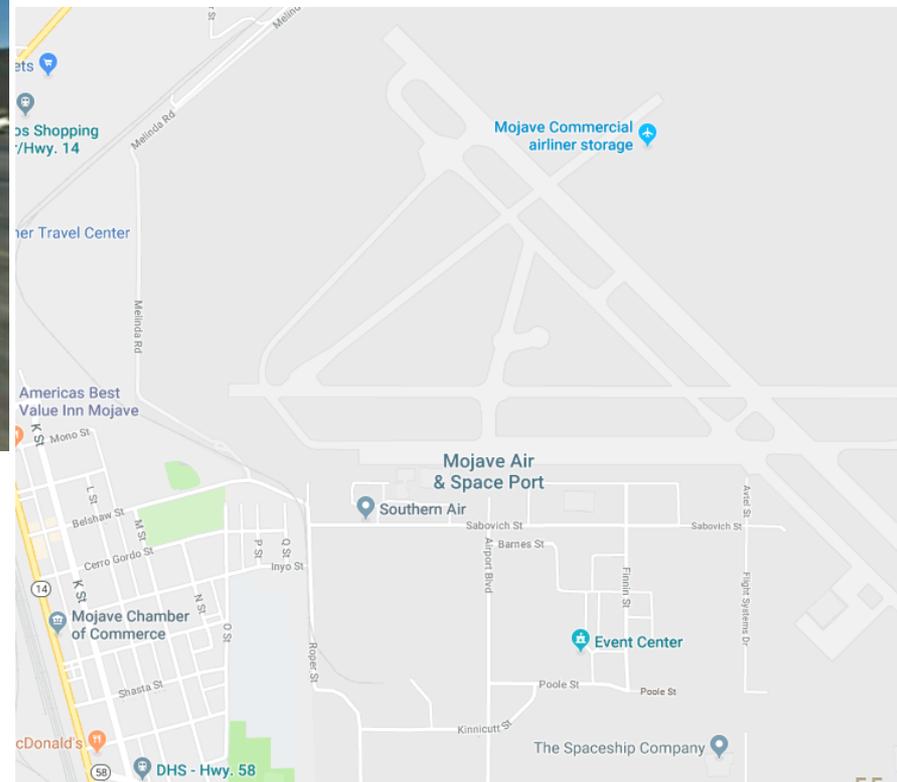
# Stater Brothers Market – Mojave

16920 14 Hwy Xst 58 Hwy/Sierra Hwy



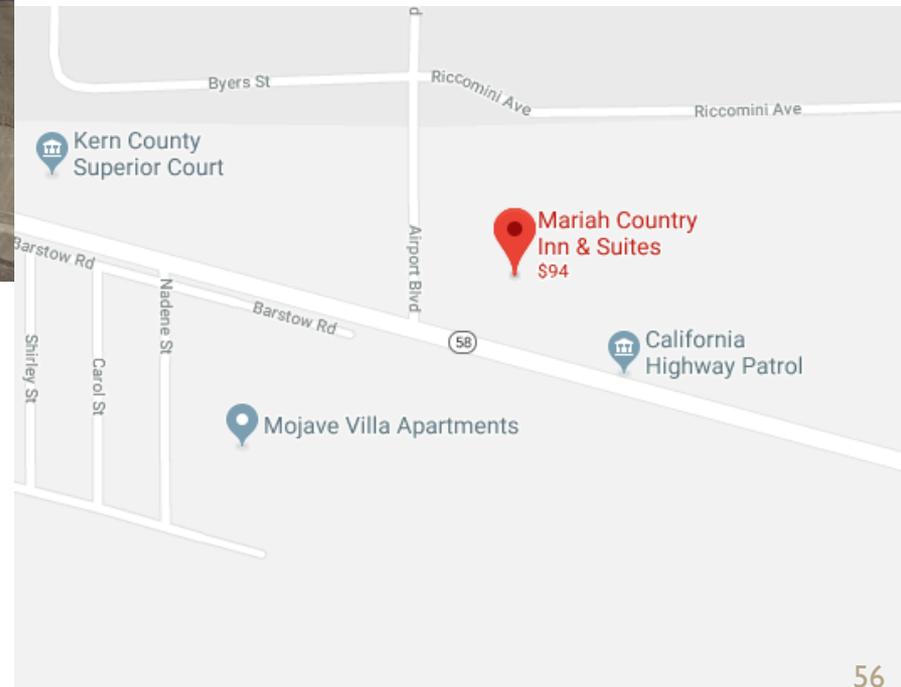
# Mojave Air and Spaceport

I 424 Flight Line Rd Xst Roper St/Flight Systems Dr



# Mariah Country Inn and Suites – Mojave

1385 58 Hwy Xst Airport Blvd/W 58 Hwy



# Park Palace Apartments

Phase 1 – 16193 H St Xst Nadeau St/Belshaw St

Phase 2 – 16197 H St Xst Belshaw St/Nadeau St

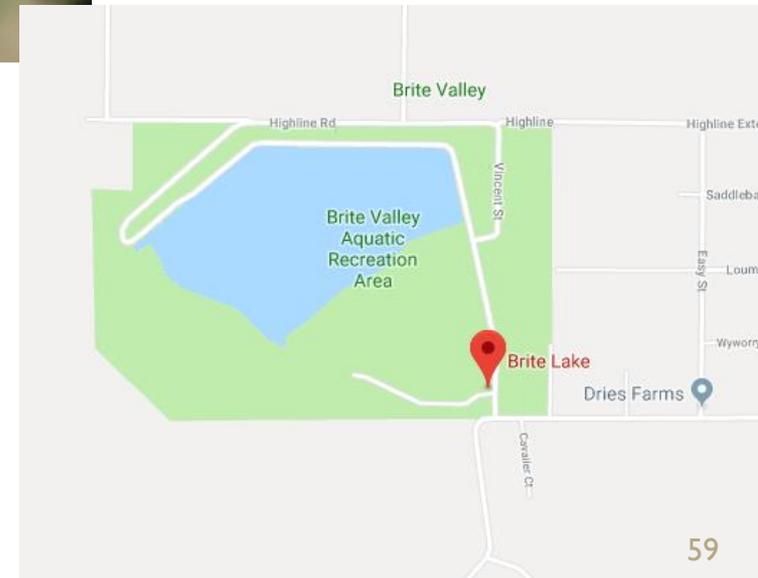


# Tehachapi Area

- **Brite Lake**
- **Sand Canyon**
- **Loves Travel Stop – Tehachapi (City)**

# Brite Lake

22902 Banducci Rd Xst Cavalier Ct/Creekside Dr



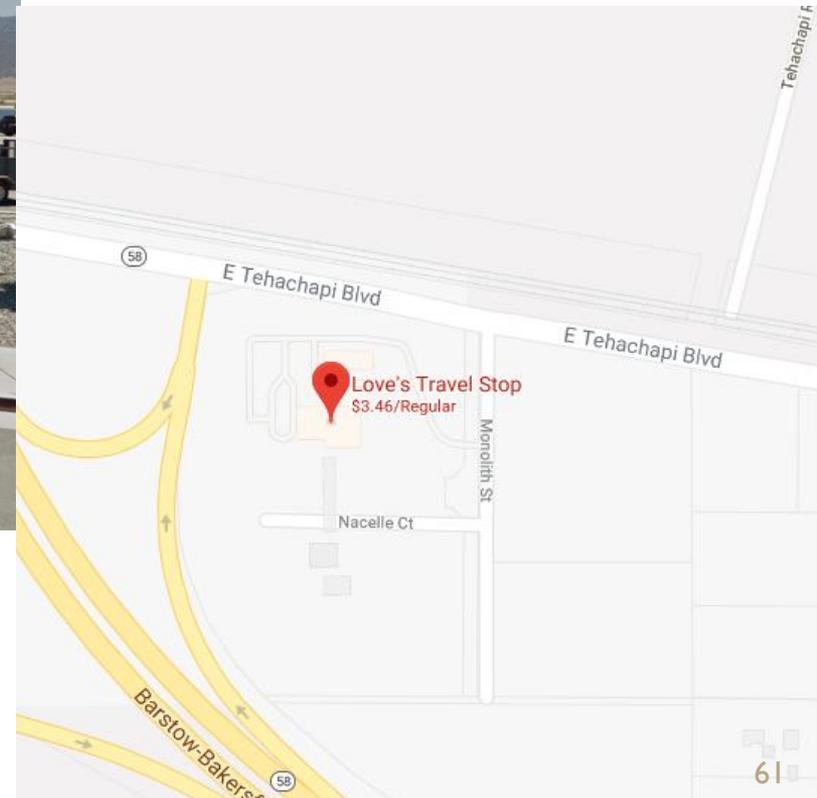
# Sand Canyon – GPS

## 58-Sand Canyon (NOF)



# Loves Travel Stop – Tehachapi (City Jurisdiction)

2000 E Tehachapi Blvd Xst Monolith St/58 Hwy

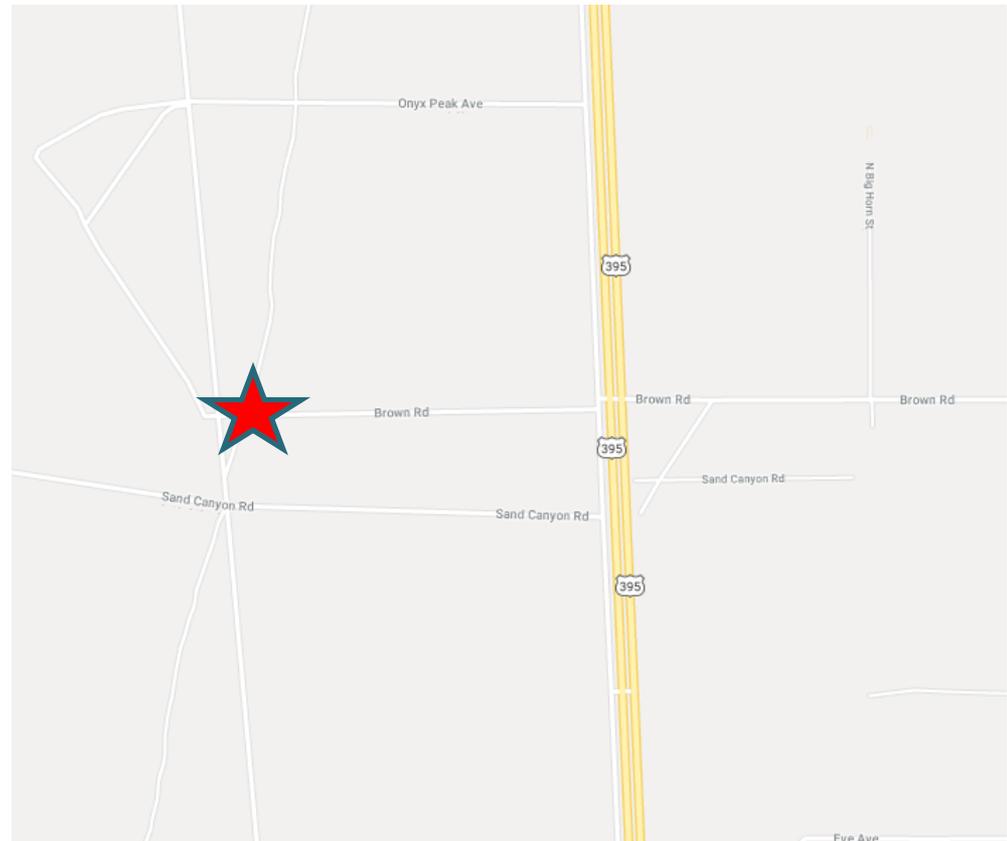


# Ridgecrest Area

- **Granite Construction - Inyokern**
  - **Buttermilk Acres Store**
    - **Johannesburg**
      - **Randsburg**
    - **Inyokern Market**
  - **Ridgecrest Hospital**

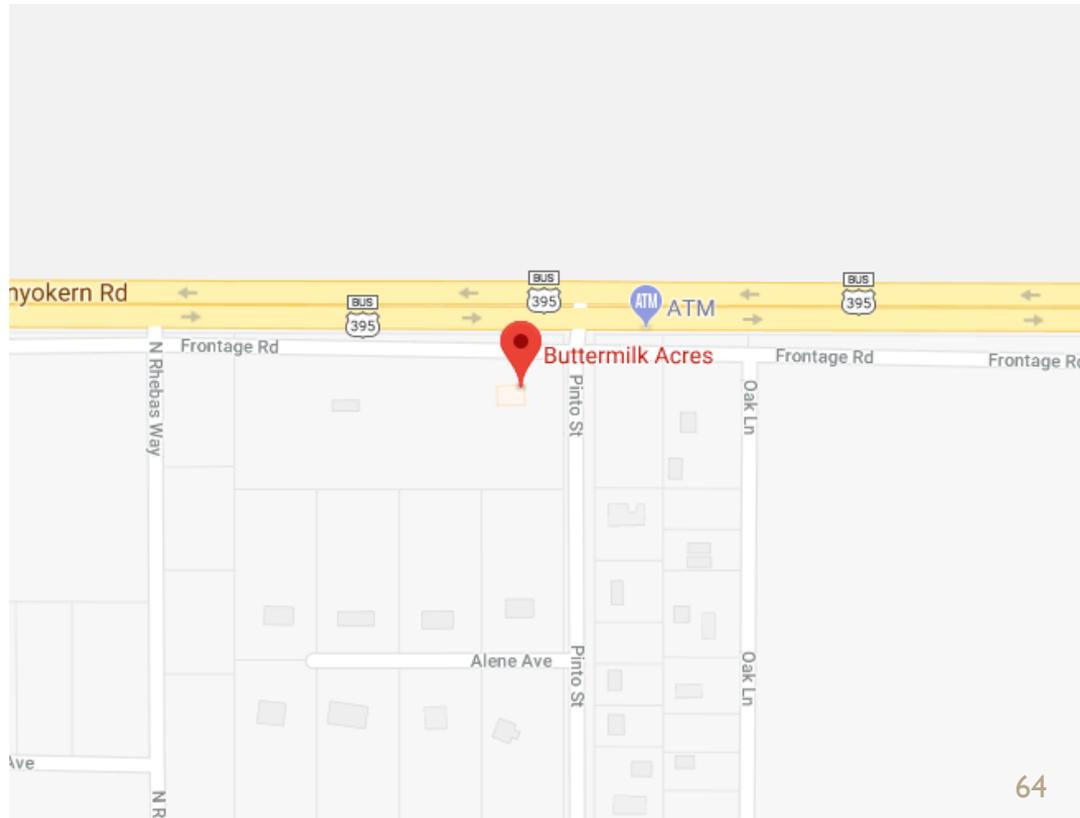
# Granite Construction - Inyokern

## 10000 N Brown Rd Xst Live St



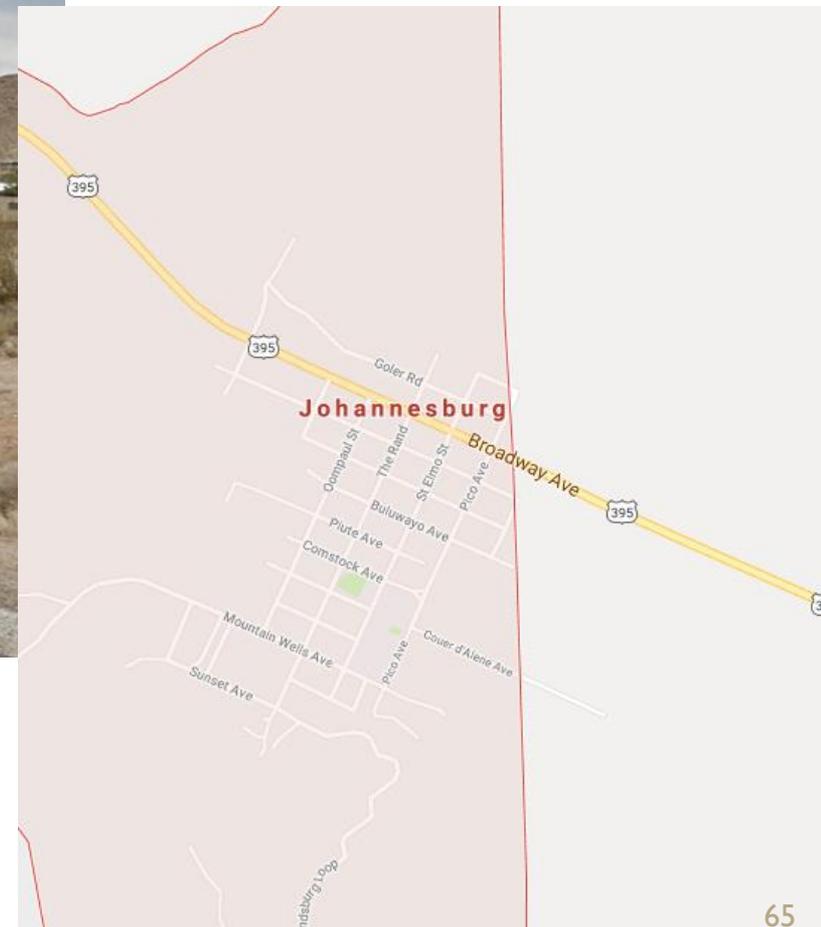
# Buttermilk Acres Store

3565 Inyokern Rd Xst N Pinto St/N Rhebas Wy



# Johannesburg – GPS

## Xst Saint Elmo St/Comstock Av



# Randsburg – GPS Xst Burma Rd/High St



# Inyokern Market

1353 Brown Rd Xst 178 Hwy/Locust Av



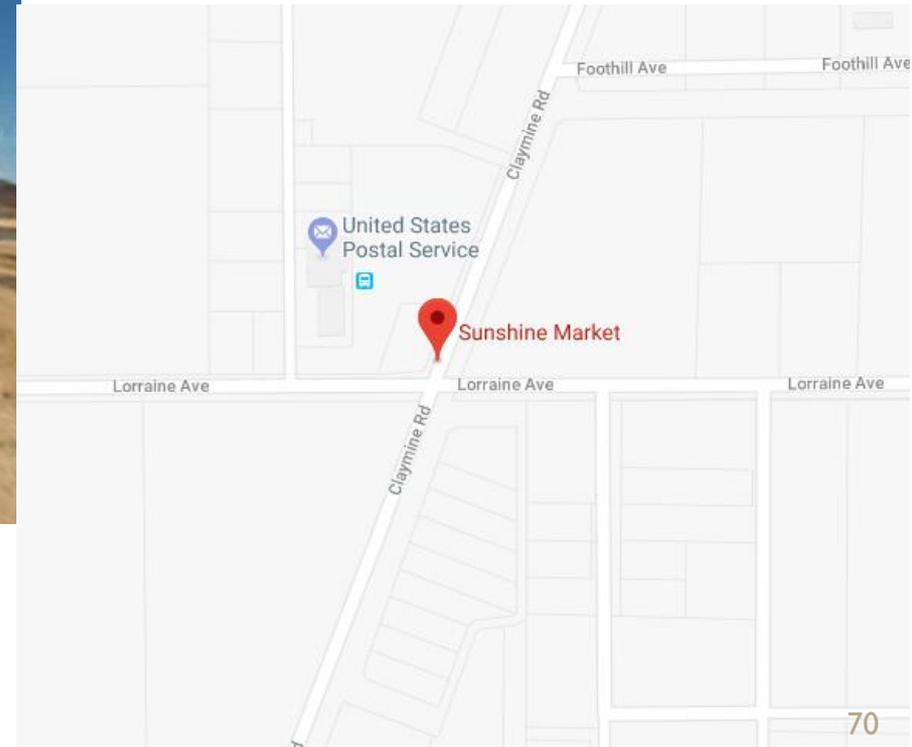


# Boron Area

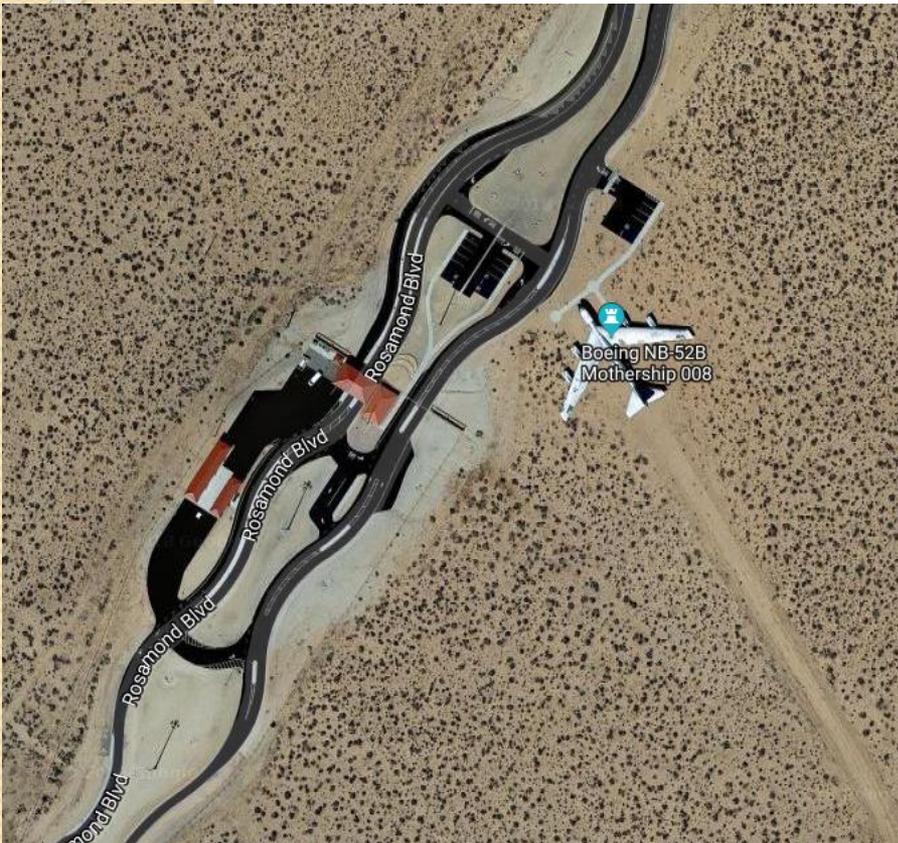
- **Sunshine Market – North Edwards**
  - **North Gate Edwards AFB**
    - **Booies Trailer Park**
    - **Kramer Junction**

# Sunshine Market – North Edwards

13015 Clay Mine Rd Xst Lorraine Av/Foothill Av



# Edwards Airforce Base – 58 Entrance (North) Xst E 58 Hwy



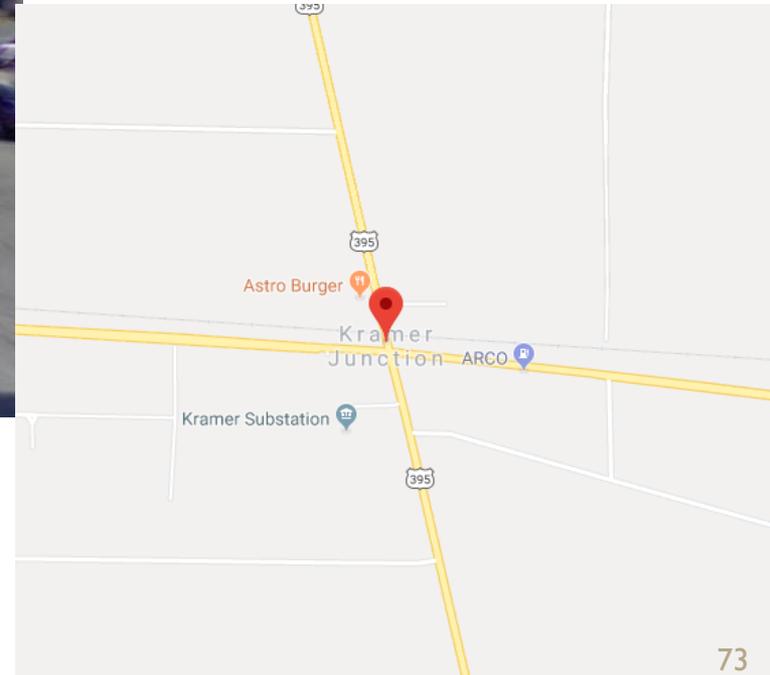
# Booies Trailer Park

26601 Prospect St Xst Gardiner Av/Roberts Av



# Kramer Junction – GPS

San Bernardino Co – Kramer Junction (395/58)  
6 Miles EOF County Line

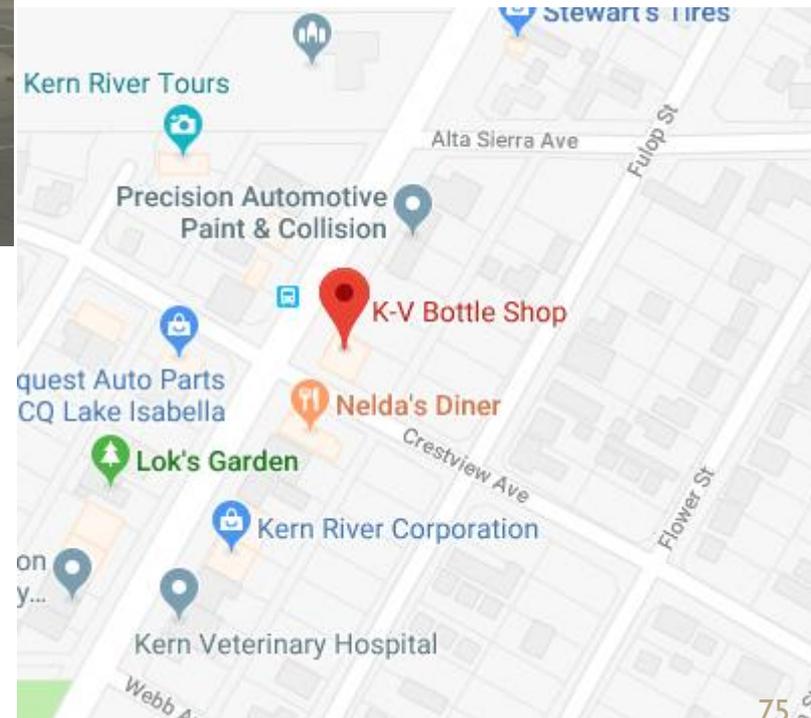


# Kern Valley Area

- **KV Bottle Shop (Mini Mart/Gas)**
  - **Vons – Lake Isabella**
  - **Kern River Valley Cemetery**
  - **Kern Valley Hospital (KVH)**

# KV Bottle Shop (Mini Mart/Gas)

5200 Lake Isabella Blvd Xst Crestview Av/Alta Sierra Av



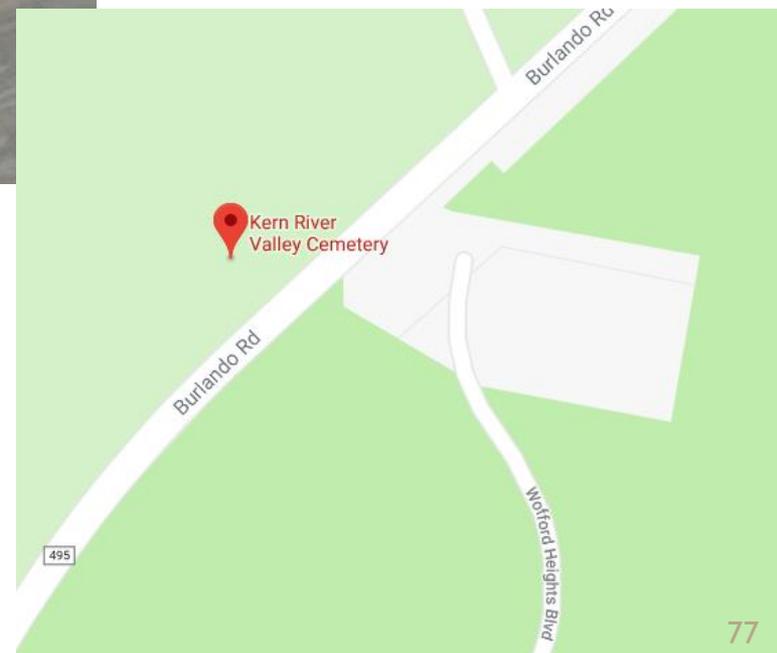
# Vons – Lake Isabella

5610 Lake Isabella Blvd Xst Erskine Creek Rd/Turner Av



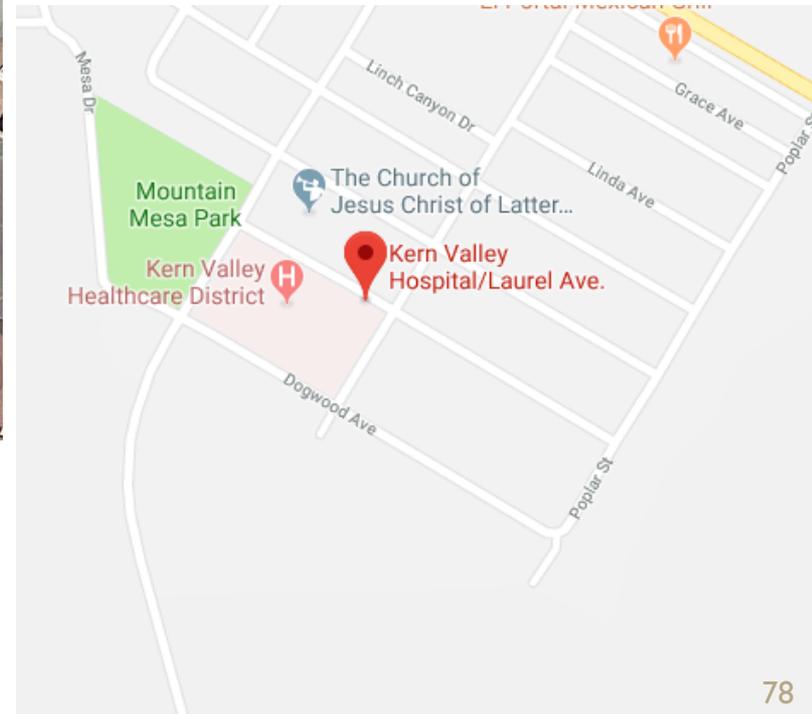
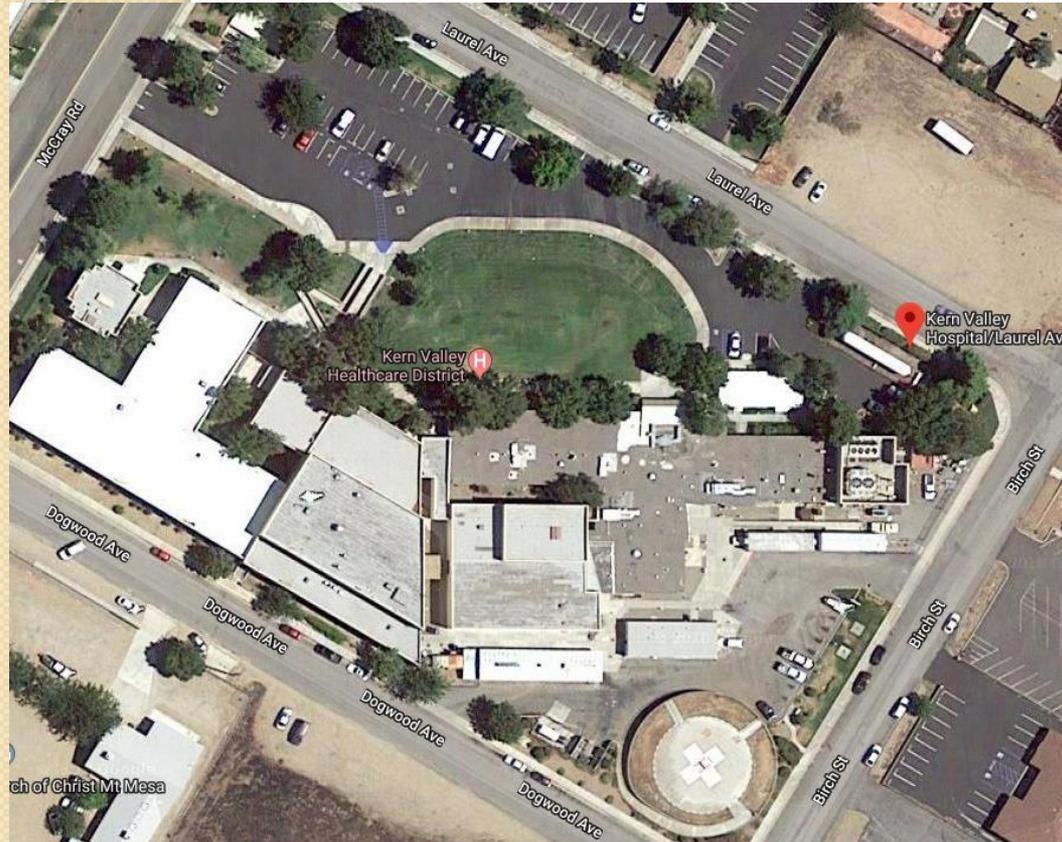
# Kern River Valley Cemetery

8441 Burlando Rd Xst Plater Rd/Phillips St



# Kern Valley Hospital (KVH)

6429 Park Av Xst Birch St/Mc Cray Rd



# Walker Basin Area

- **Twin Oaks General Store (Café)**

# Twin Oaks General Store (Café)

15782 Caliente Creek Rd Xst Handy Wy/Brownfield St



# 9 / 10 / 11 Codes



# 10-14 (10-14F)

- Courtesy Transport
- Courtesy Transport of Female



# 10-16 / 10-16F

- Transporting Prisoner
- F – Transporting a Female



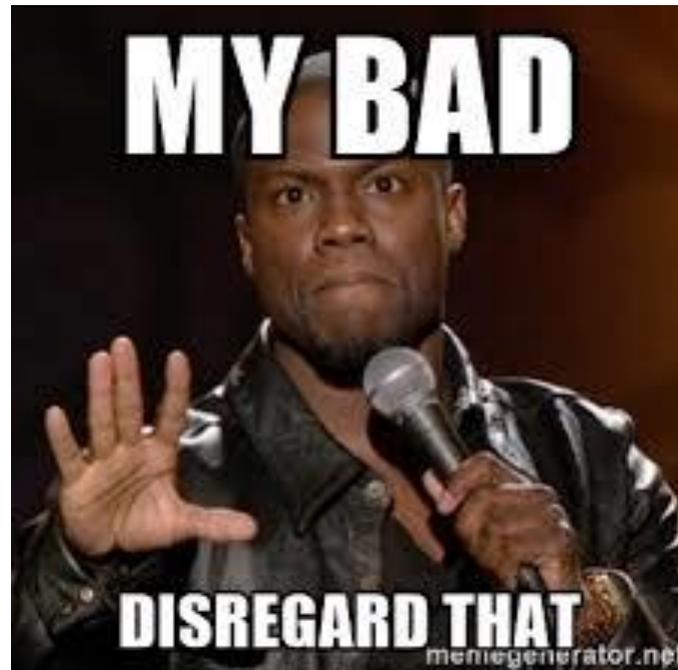
10-17

# Transport Paperwork



# 10-22

- Disregard Last Transmission
- Cancel



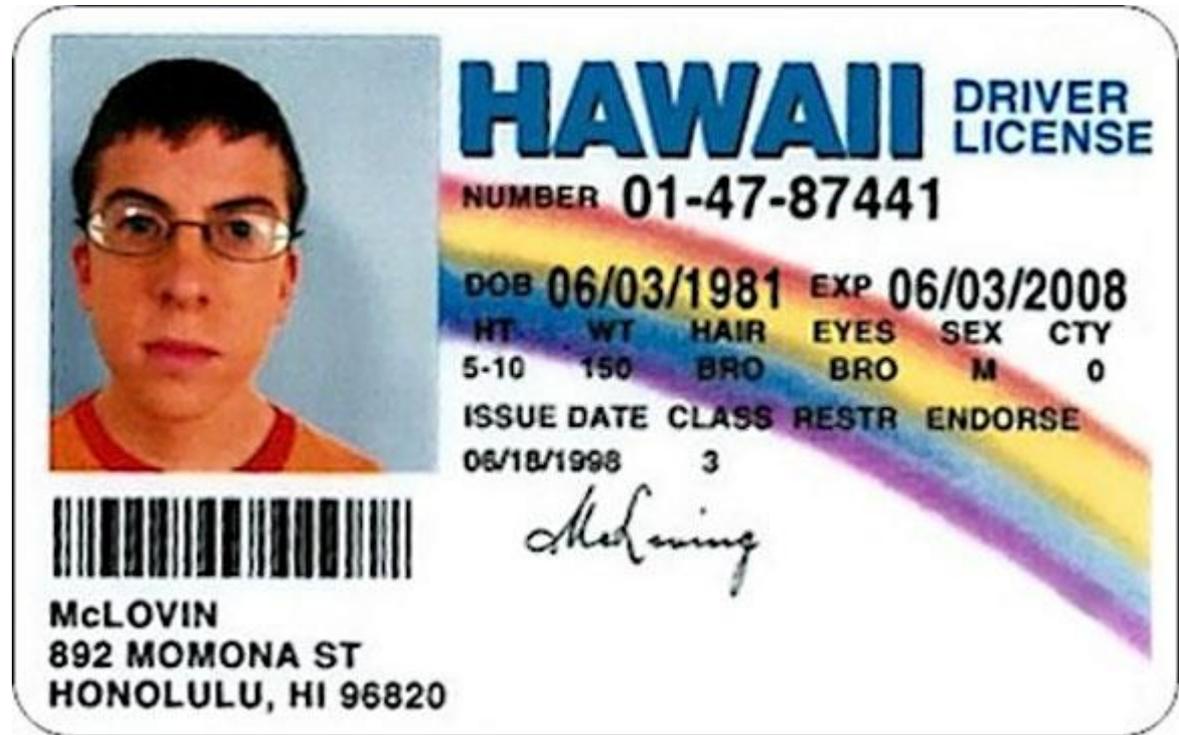
# 10-23

- Standby



# 10-27

## Drivers License Check



# 10-28

- Registration Check



# 10-29

- Wants and Warrant Check
- Can also use when speaking about vehicles



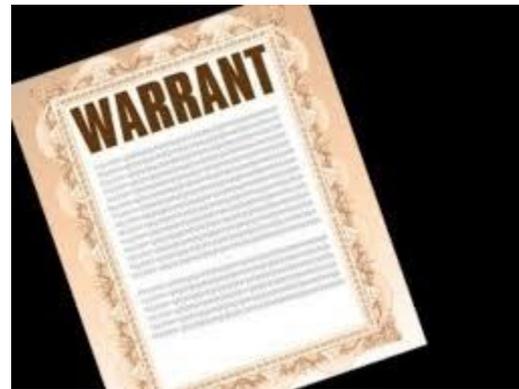
# 10-30

- Does not conform to regulations



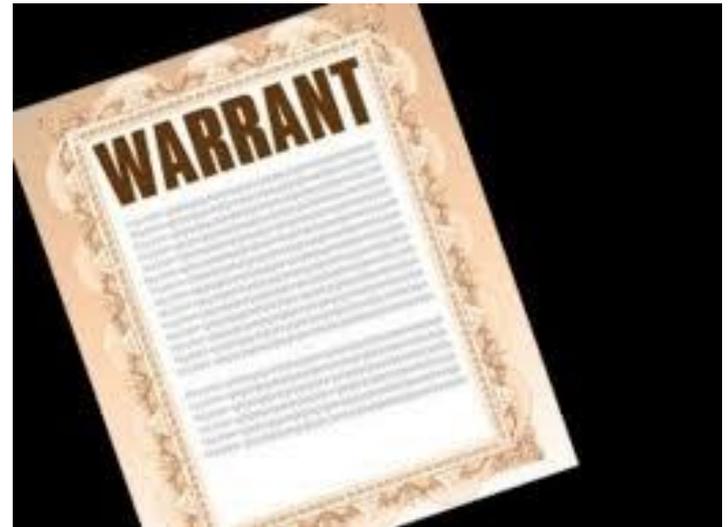
# 10-32M

- Misdemeanor Warrants



# 10-32F

- Felony Warrant



# 10-35

- Confidential Info To Follow
- Wanted / Stolen

**CONFIDENTIAL**



# 10-50

- Arrived at Jail



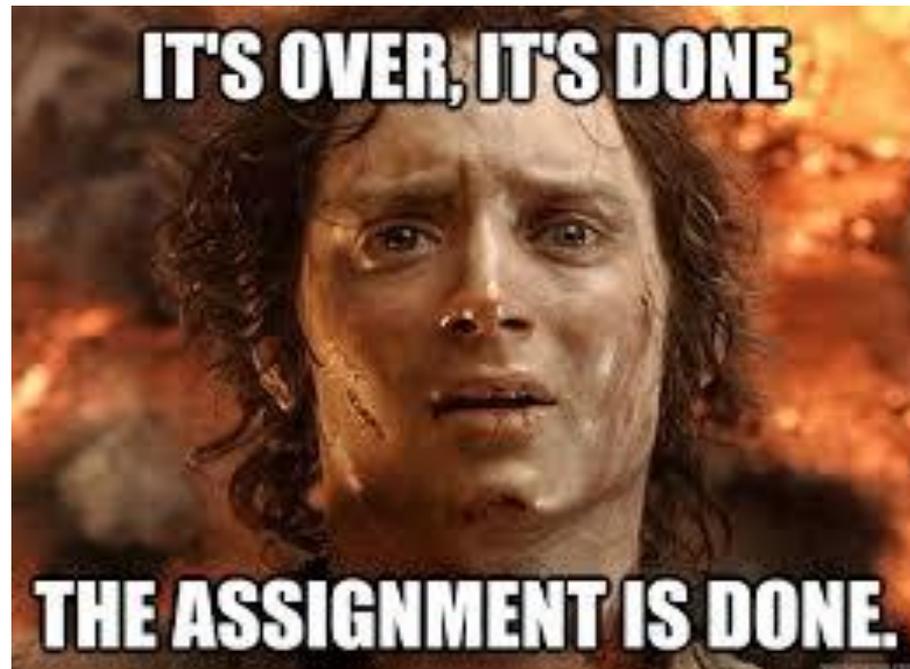
# 10-97

- Arrived at Scene
- Arrived
- Still at location (Suspect still 10-97 or 97)



# 10-98

- Finished last assignment



# 10-36

- Correct Time?



10-37

Who is the Operator?

WHO?

# East Parks



# Kern Valley Area

- **Circle Park**
- **Lake Isabella Park / Tank Park/Kissack Park**
  - **Mountain Mesa Park – Mt Mesa Park**
    - **Riverside Park**
    - **Scodie Park**
  - **Wofford Heights Park**

# Circle Park

## GPS – Xst Kernville Rd/Big Blue Rd

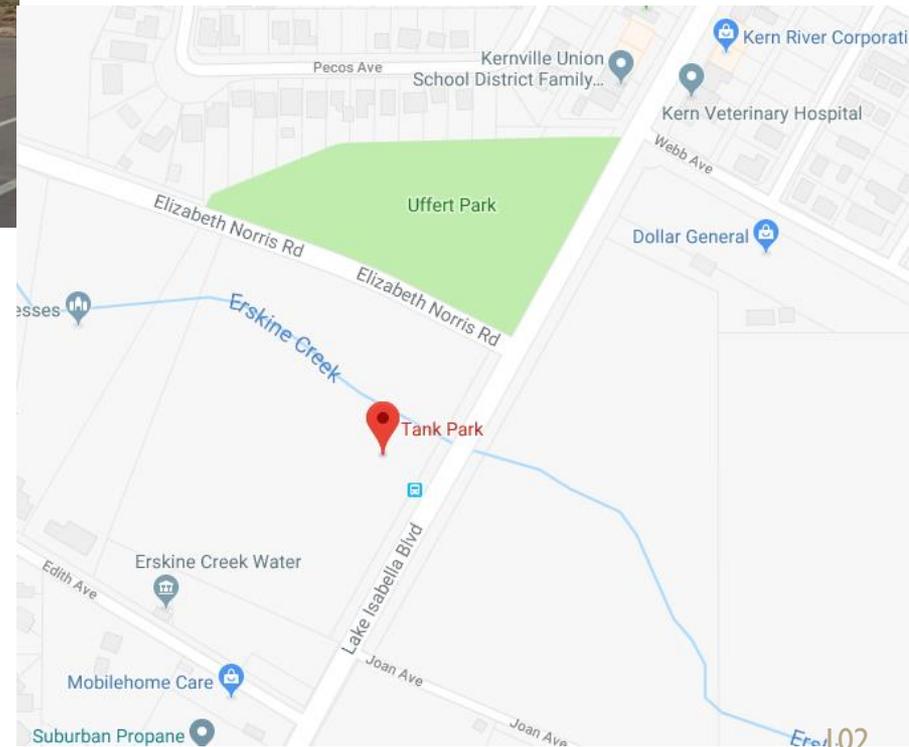


# Lake Isabella Park

AKA Tank Park

AKA Kissack Park

5000 Lake Isabella Blvd Xst Elizabeth Norris Rd/Webb Av



# Mountain Mesa Park – Mt Mesa Park

4361 Mc Cray Rd Xst Laurel Av/Dogwood Av



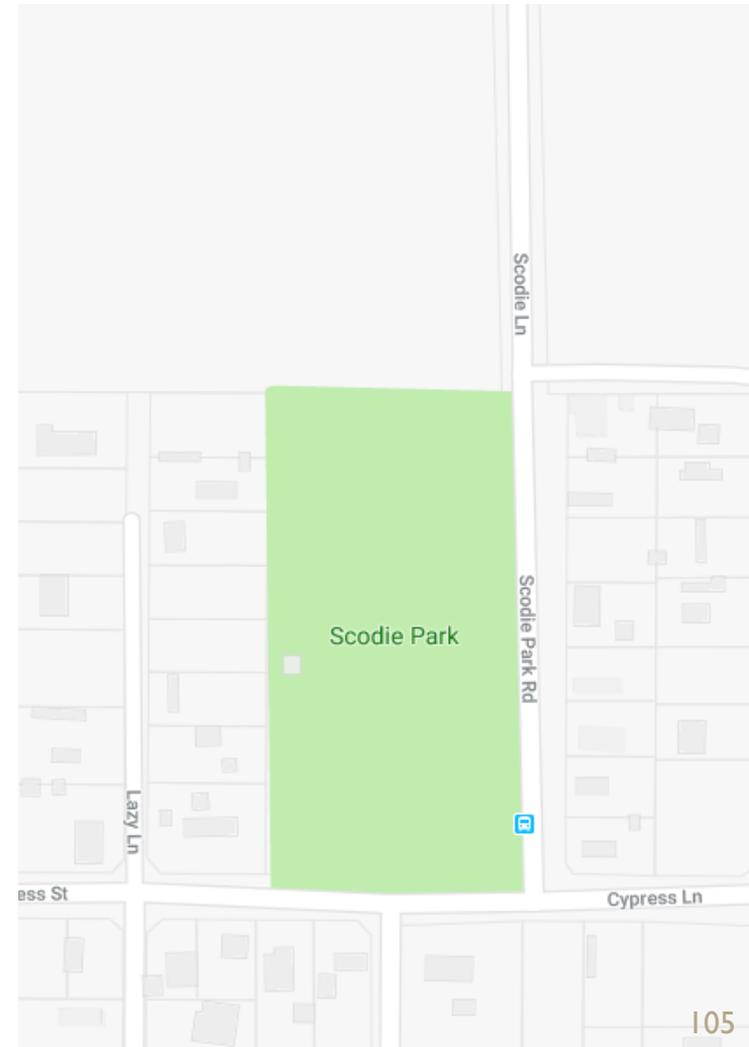
# Riverside Park - Kernville

10 Kern River Dr Xst Burlando Rd/Kernville Rd



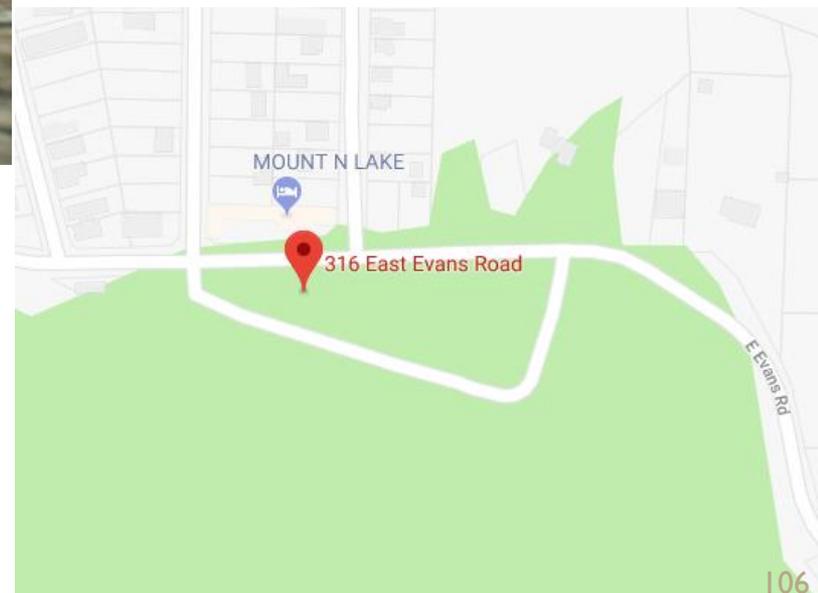
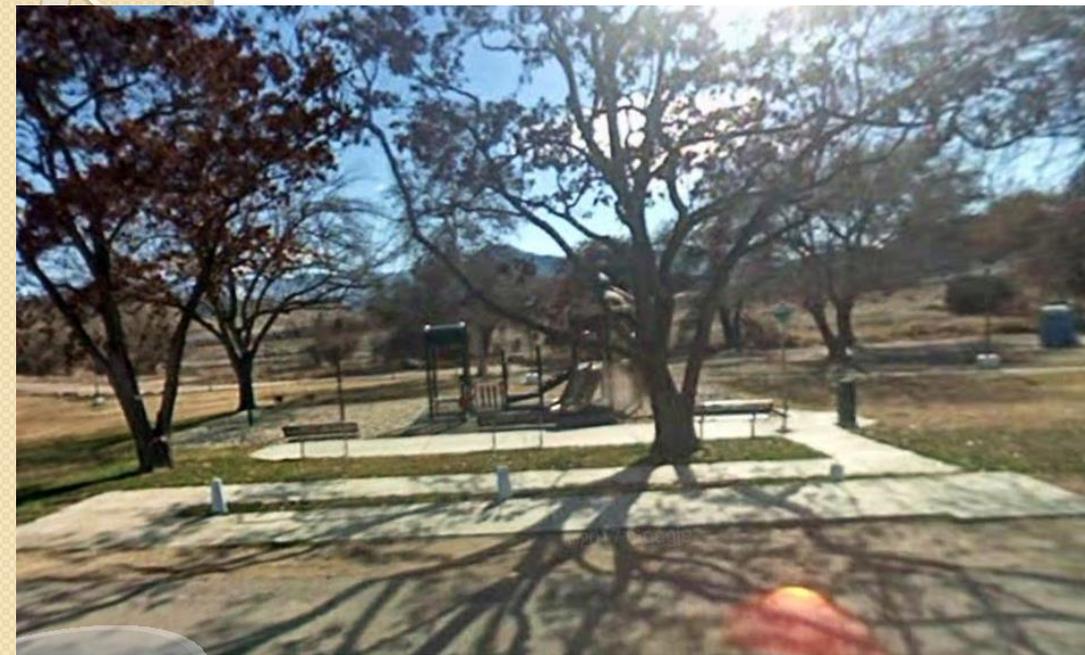
# Scodie Park

8181 Scodie Park Rd Xst Cypress St/178 Hwy



# Wofford Heights Park

316 E Evans Rd Xst Lakeview Dr/Williams St



# Tehachapi Area

- **Alpine Forest Park**
  - **Horsethief Park**
- **Meadowbrook Park**
- **Tehachapi Mountain Park**

# Alpine Forest Park

18900 Alps Dr Xst Banducci Rd/Reindeer Dr



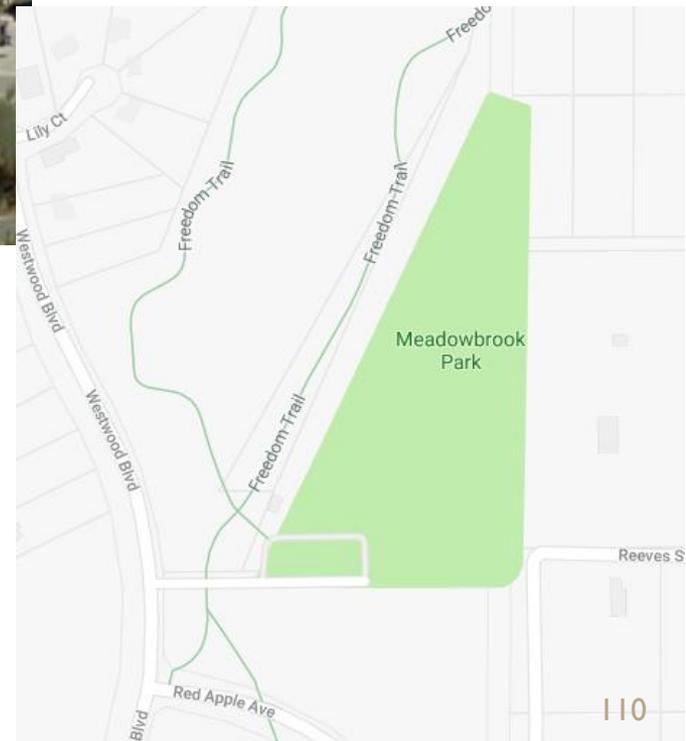
# Horsethief Park

28551 Stallion Springs Dr Xst Spyglass Dr/St Andrews Dr



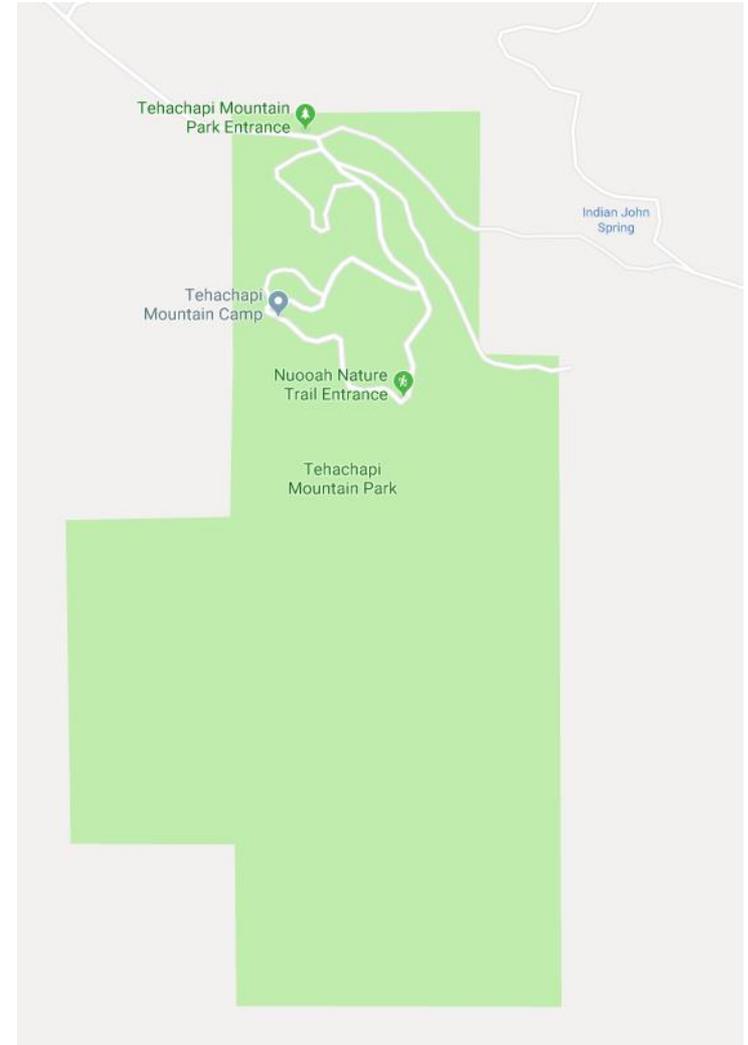
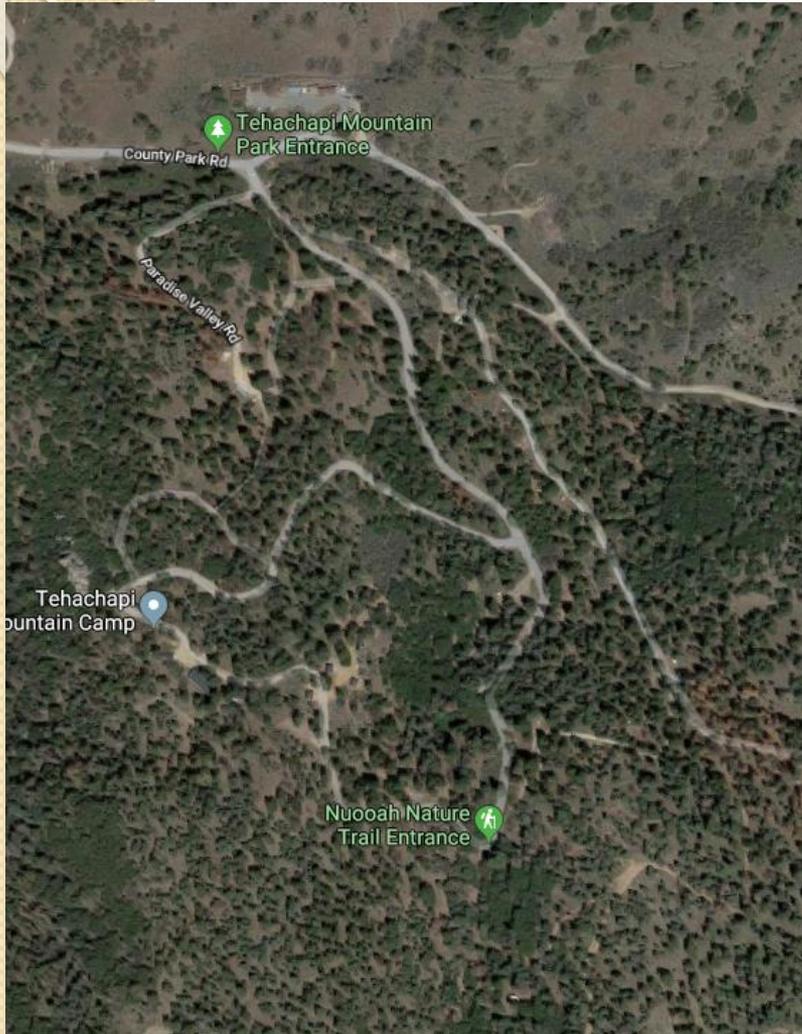
# Meadowbrook Park

21750 Westwood Blvd Xst Red Apple Av/San Gabriel Dr



# Tehachapi Mountain Park - GPS

## Pigeon Spring Rd/Water Canyon



# Mojave Area

- **Mojave East Park**
- **Mojave West Park**

# Mojave East Park

15555 O St Xst Park St/Trinity St



# Mojave West Park

3185 Douglas Av Xst Holt St/Sarah St



# Boron Area

- **Boron Park**
- **North Edwards Park**

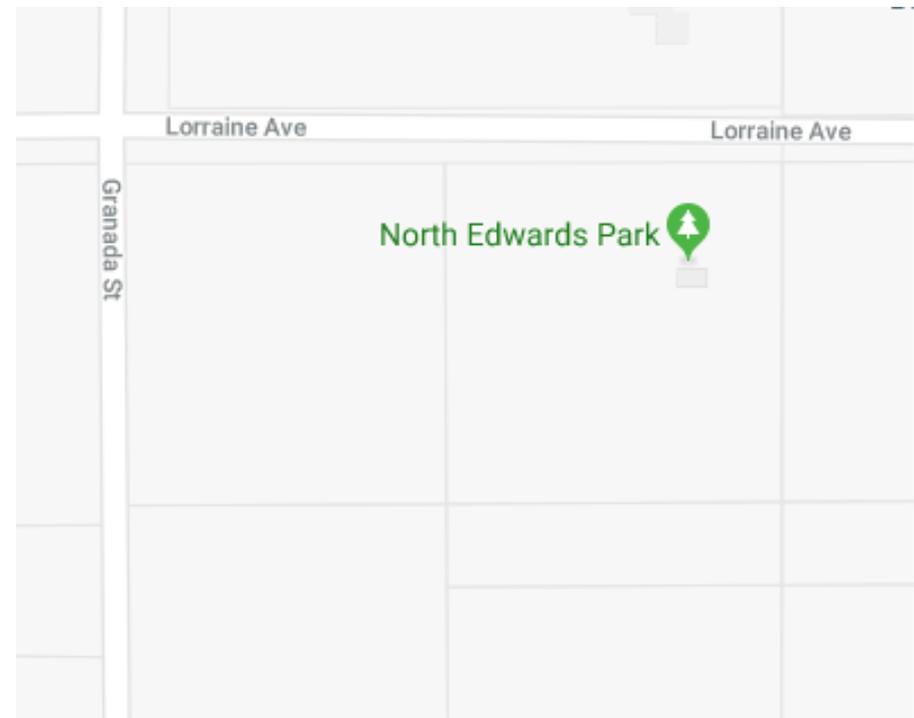
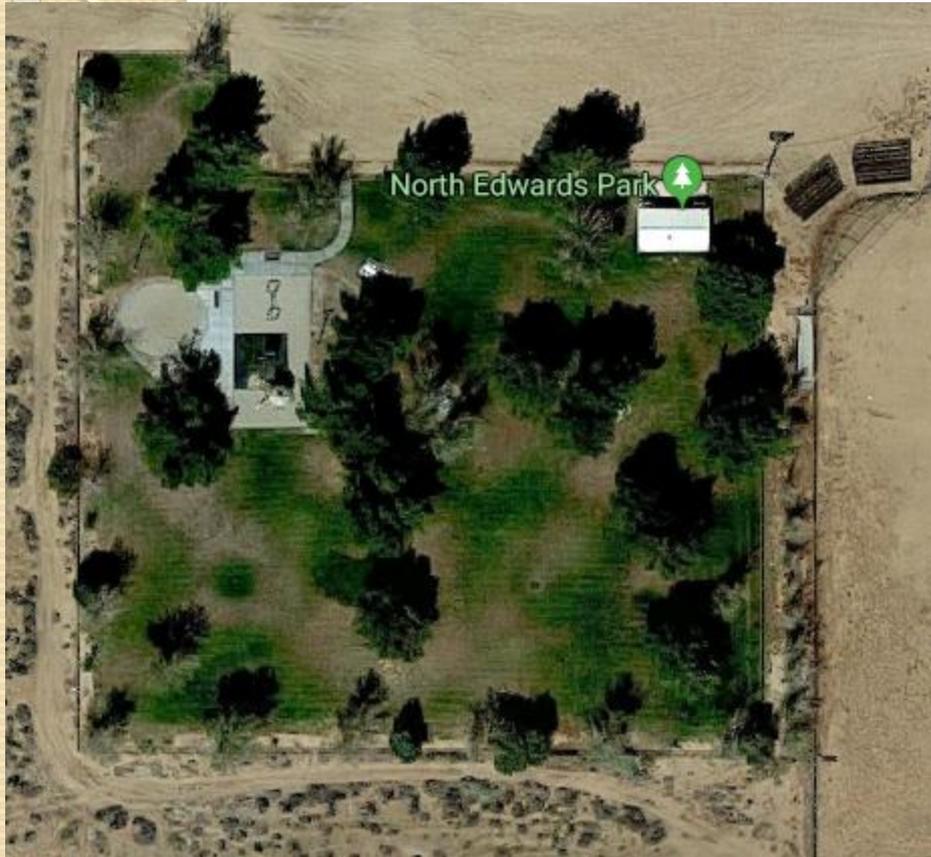
# Boron Park

26988 John St Xst Boron Av/Roberta Av



# North Edwards Park

17000-Blk Lorraine Av Xst Granada St/Gulf St

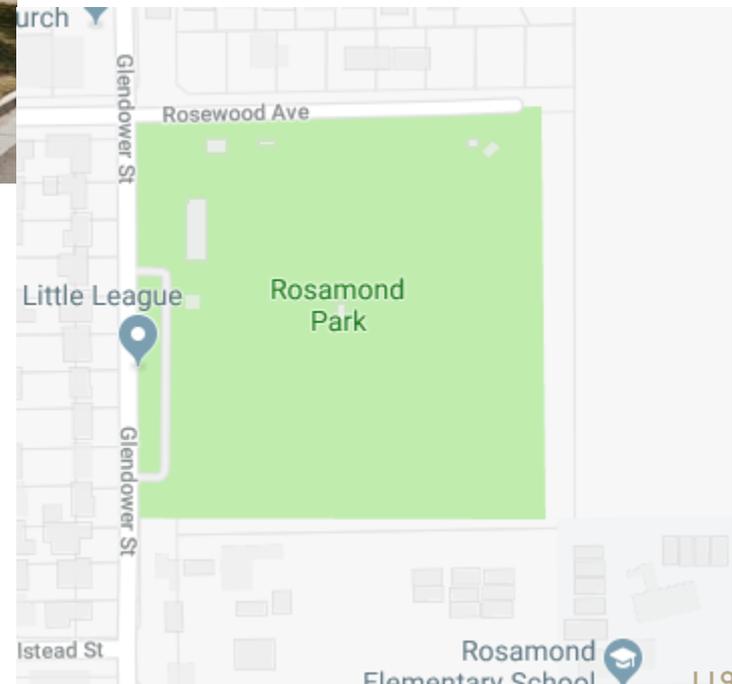


# Rosamond Area

- **Rosamond Park**
  - **United Park**
- **West Park – Rosamond**
  - **AKA Williford Park**
- Verifies as Jim Williford Community Park

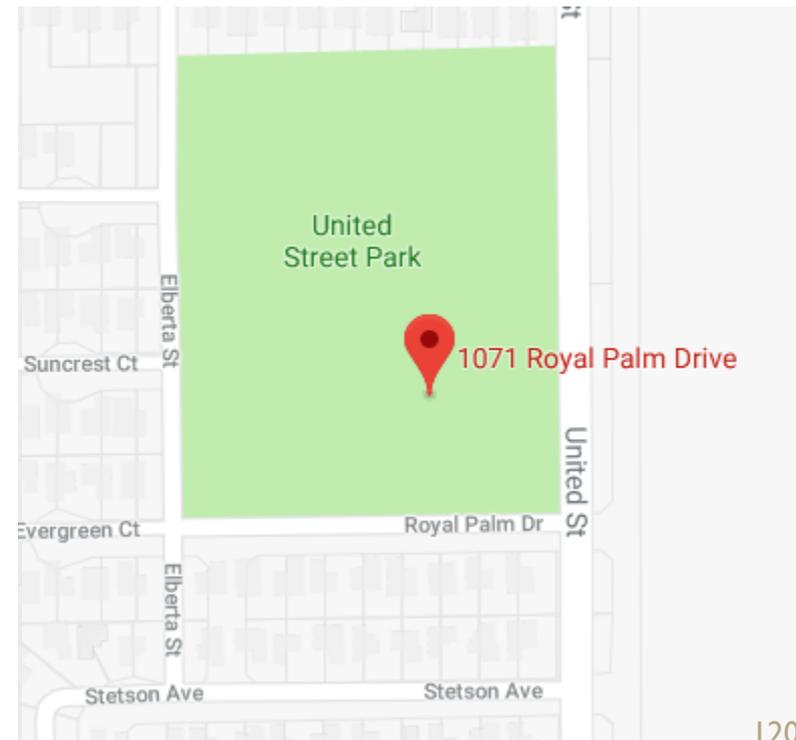
# Rosamond Park

3200 Glendower St Xst Rosewood Av/Milstead Av



# United Park

1071 Royal Palm Dr Xst United St/Evergreen Ct



# West Park – Rosamond (Doesn't verify w/ name)

## AKA Williford Park

Verifies as Jim Williford Community Park

2235 40<sup>th</sup> Street West Xst Westpark Dr/Pacific Av

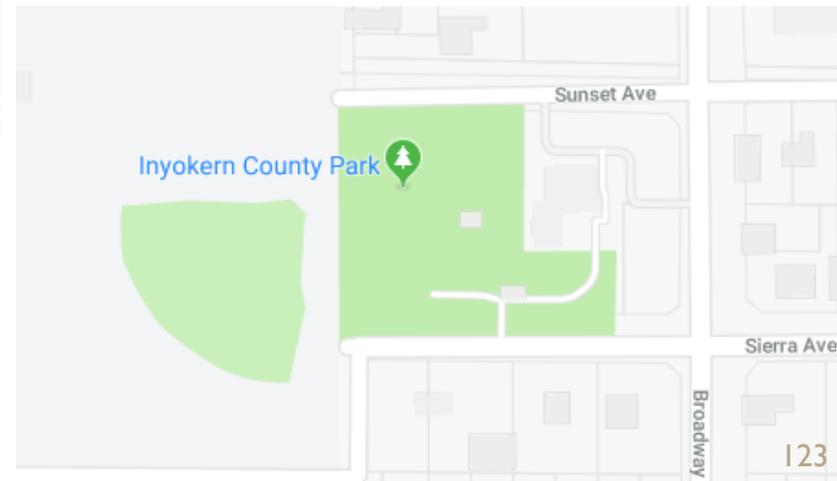


# Ridgecrest Area

- **Inyokern Park**
- **Johannesburg Park**

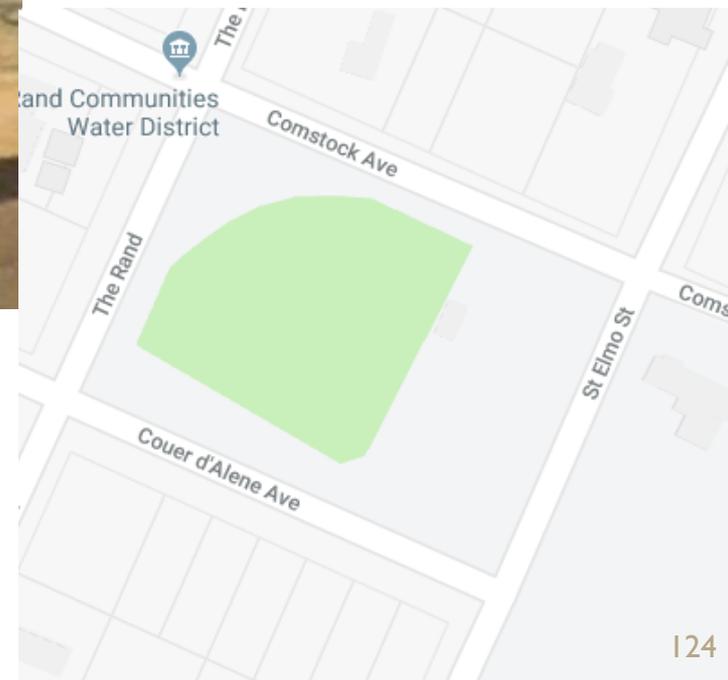
# Inyokern Park

1249 N Broadway Xst Sunset Av/Sierra Av



# Johannesburg Park

37450 The Rand St Xst Couer D Alene Av/Comstock Av

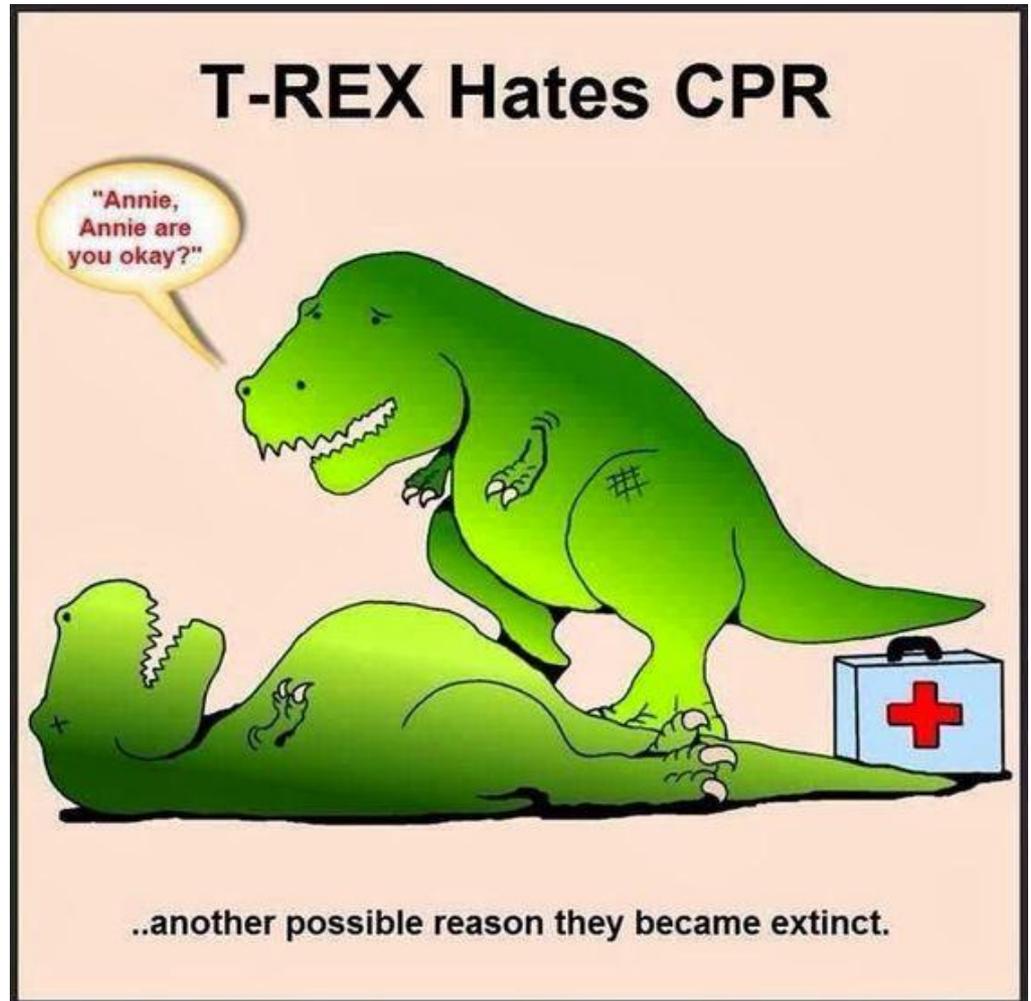


# Call Types



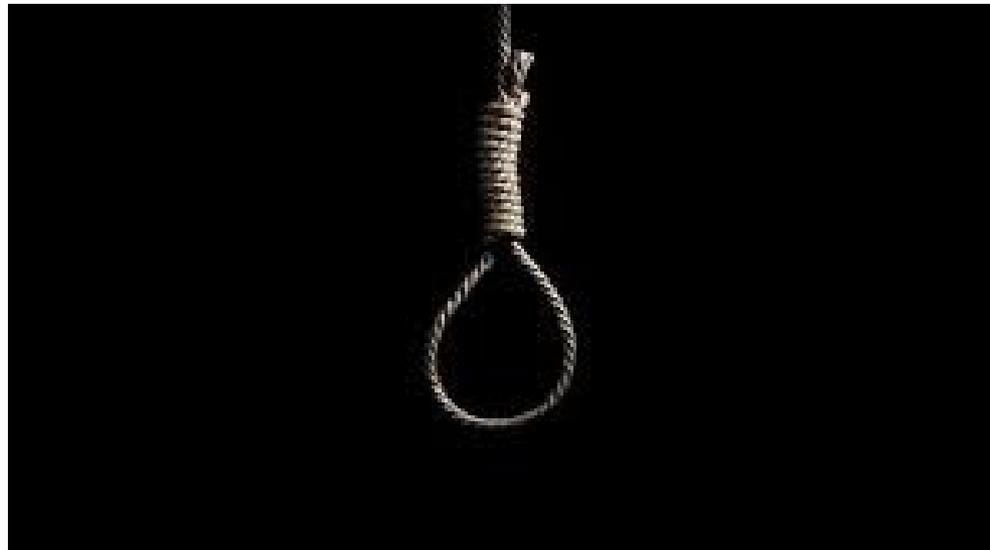
# CTW

- Check The Welfare



# SUICIDE

- Suicide



# ATTSUI

- Attempt Suicide



# OD / ODI

- Overdose (Investigation)



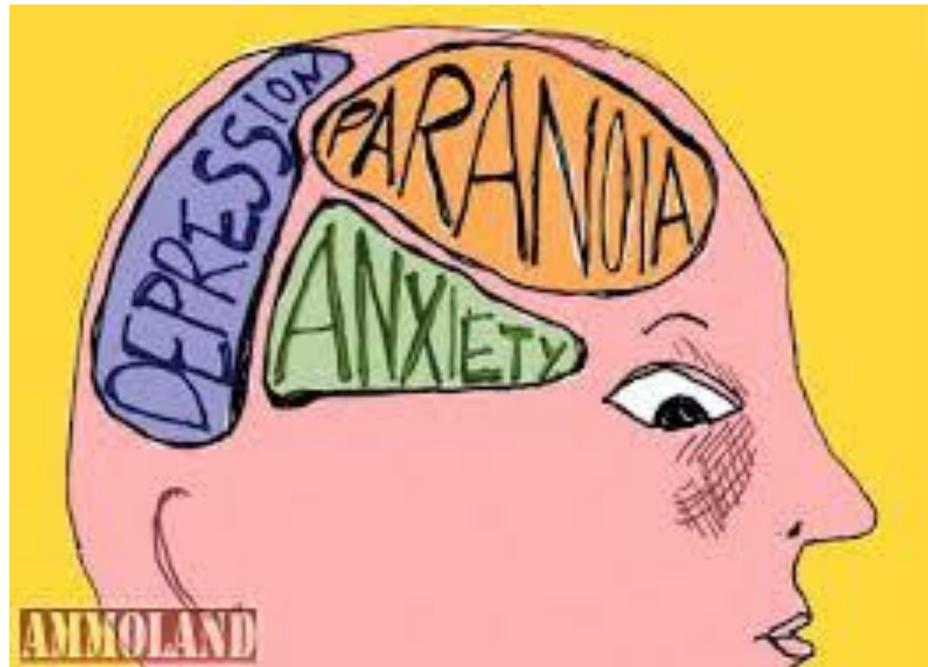
# SUBDN

- Subject Down



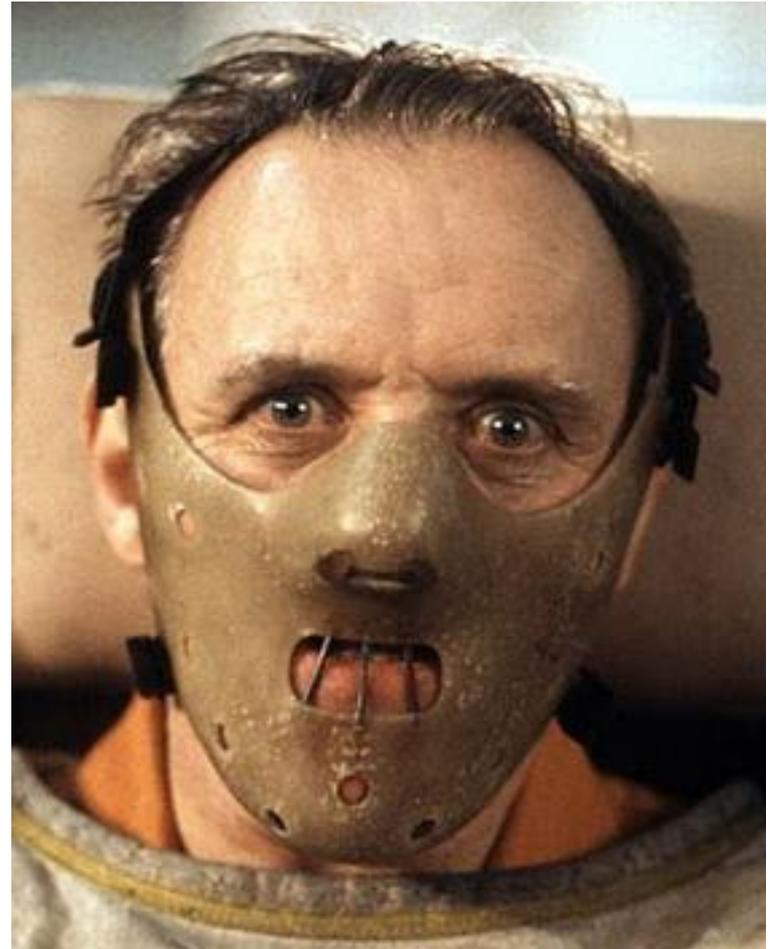
# 5150 / 5150I

- Mentally Unstable (Investigation)



918

- Mentally III



# MET

- Met Team Response



# CVC

- California vehicle code



# TRAFHAZ

- Traffic Hazard



# 2000 I / 2000 II

- Hit & Run Injury (Investigation)



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# 20002/200021

- Hit & Run non Injury (Investigation)



# 90IT / 90ITI

- Injury Traffic Accident (Investigation)



# 902T / 902TI

- Non Injury Traffic Accident (Investigation)



# GTA / GTAI

- Stolen Vehicle (Investigation)
- I0851



# OHV

- Off Highway Vehicle



# DISVEH

- Disabled Vehicle



# AODP

- Emergency Assist Other Department



# AOD/AODI

- Assist Other Departments (Investigation)



# 901A

- Ambulance Request



# 90IH

- Dead Body



# 45 I

- Arson



904

- Fire



# ACO

- Animal Complaint



# 597/5971

- CRUELTY TO ANIMALS



# 905V

- Vicious Dog



# 905N

- Barking Dog



# FW

- FISH & WILDLIFE



# COVIOL

- County Ordinance Violation

\*DRNPOOL - CO 17.20.160 Drain Pool In Gutter

\*CURFEW - CO 9.28.010 CURFEW VIOLATION

\*TRASH - CO 8.28.050 Trash Scavenging

\*402B - Abandoned Refrigerator

\*SWIMCNL - CO 13.04.140 Swimming in Canal

\*ILLDUMP - CO 8.28.080 Illegal Dumping

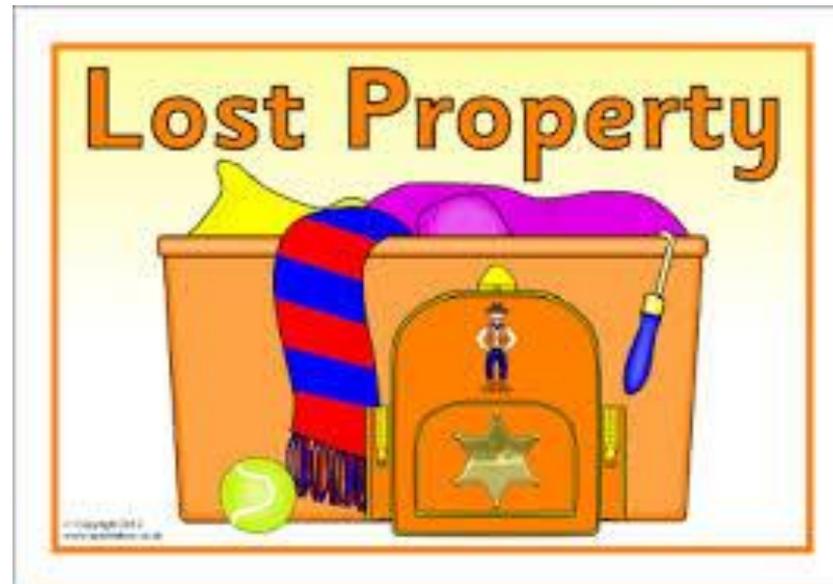
\*DOORSLS - CO 5.76.020 Door To Door Sales

\*BIGRIG - CO 19.08.252 Parked in Residential Area



# LSTPRO

- Lost Property



# FNDPRO

- Found Property



# VENDOR

- Vendor Violation



# B&P

- Business & Professions Code Violation



# 422/4221

- CRIMINAL THREATS (INVESTIGATION)



# COMPLAINT

- Complaint Tracking



# INDACC

- Industrial Accident



# GENSVCS

- General Services Callout



# PARKS

- Parks Callout



# ROADS

- Roads Callout



# LEOCHK

- Law Enforcement Check



# TRN

- Training



# 930

- SEE THE SUBJECT



# NCA

- Non Criminal Activity



# ATC

- ATTEMPT TO CONTACT



# SUPP / SUPPINV

- Supplemental Information (Investigation)

*Additional  
Information*

# PSUPP

- Priority Supplemental Information

**PRIORITY**

*Additional  
Information*

# GUARD

- HOSPITAL GUARD



# PATCK

- Patrol Check



# BARCHK

- Bar Check



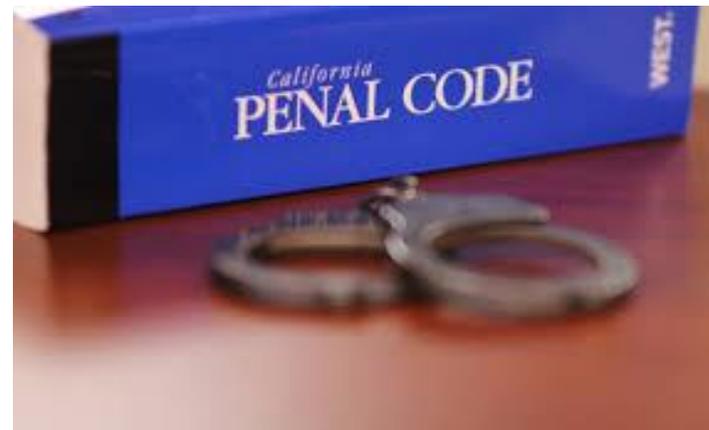
# FOOTPAT

- Foot Patrol



# PC

- Penal Code



# BCST

- Broadcast



# INFO

- Information



# FIREWX/FIREWKS

- Illegal Fireworks
- Illegal Fireworks Self-Initiated
- **Only Used on July 4th**



# KTP

- KEEP THE PEACE



# CIVIL

- CIVIL INCIDENT
- Used by the Civil Units mostly



# DA

- DA Callout



# DESK

- Desk Walk In



# RIOT

- Lerdo Riot



# SERT

- SERT Callout



# SWAT

- SWAT Callout



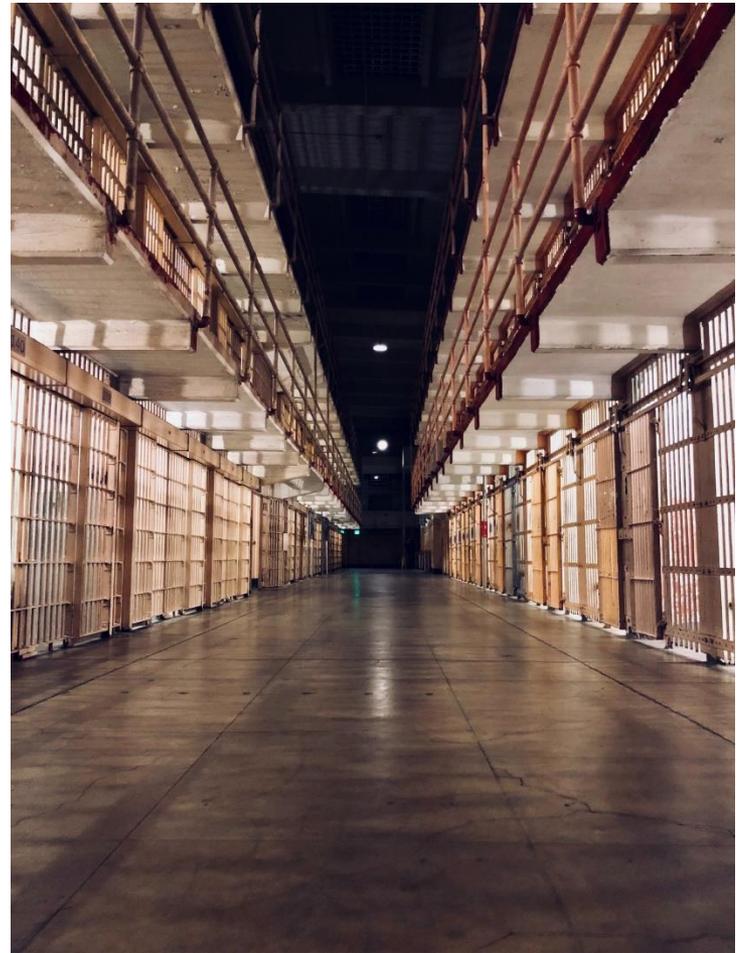
# TEXT

- TEXT – TO – 911

**911**   
CALL IF YOU CAN  
**TEXT IF YOU CAN'T**

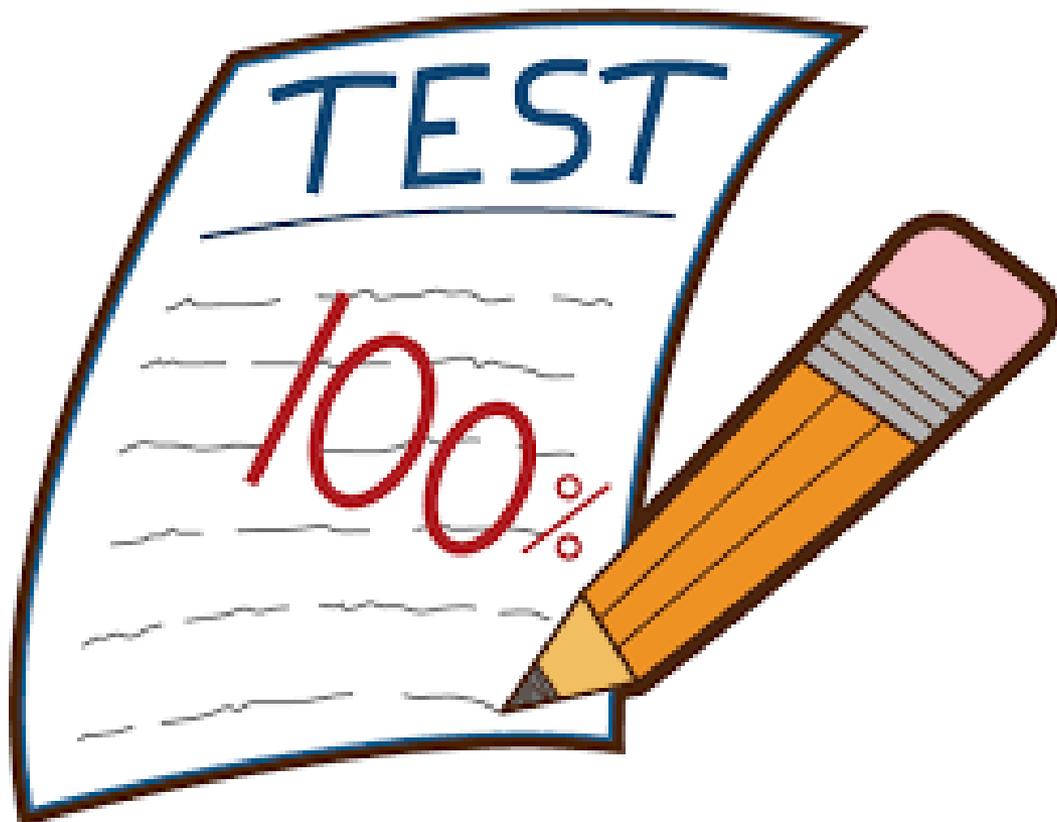
# JAIL

- Jail Incident



# Geography Game



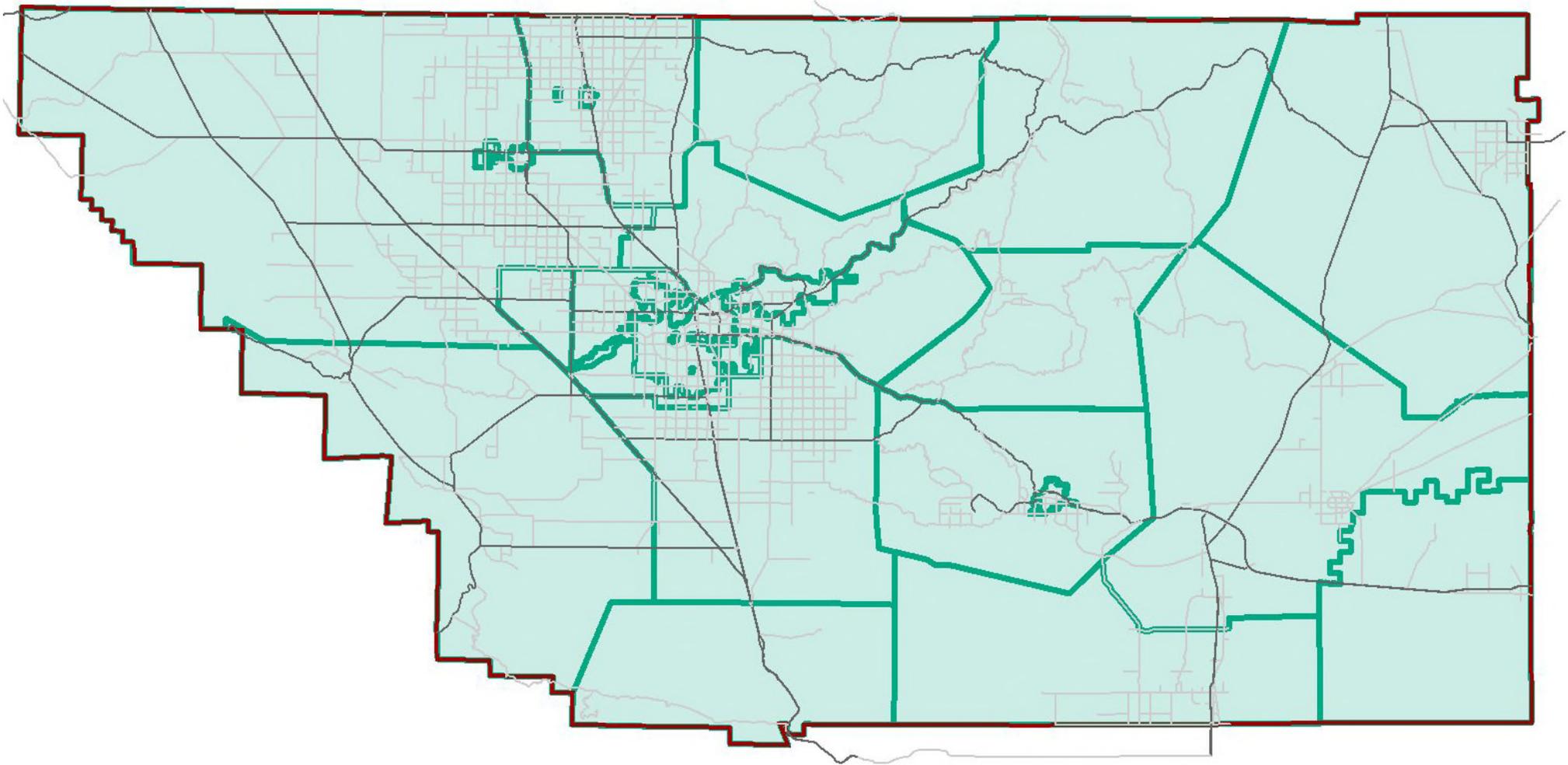


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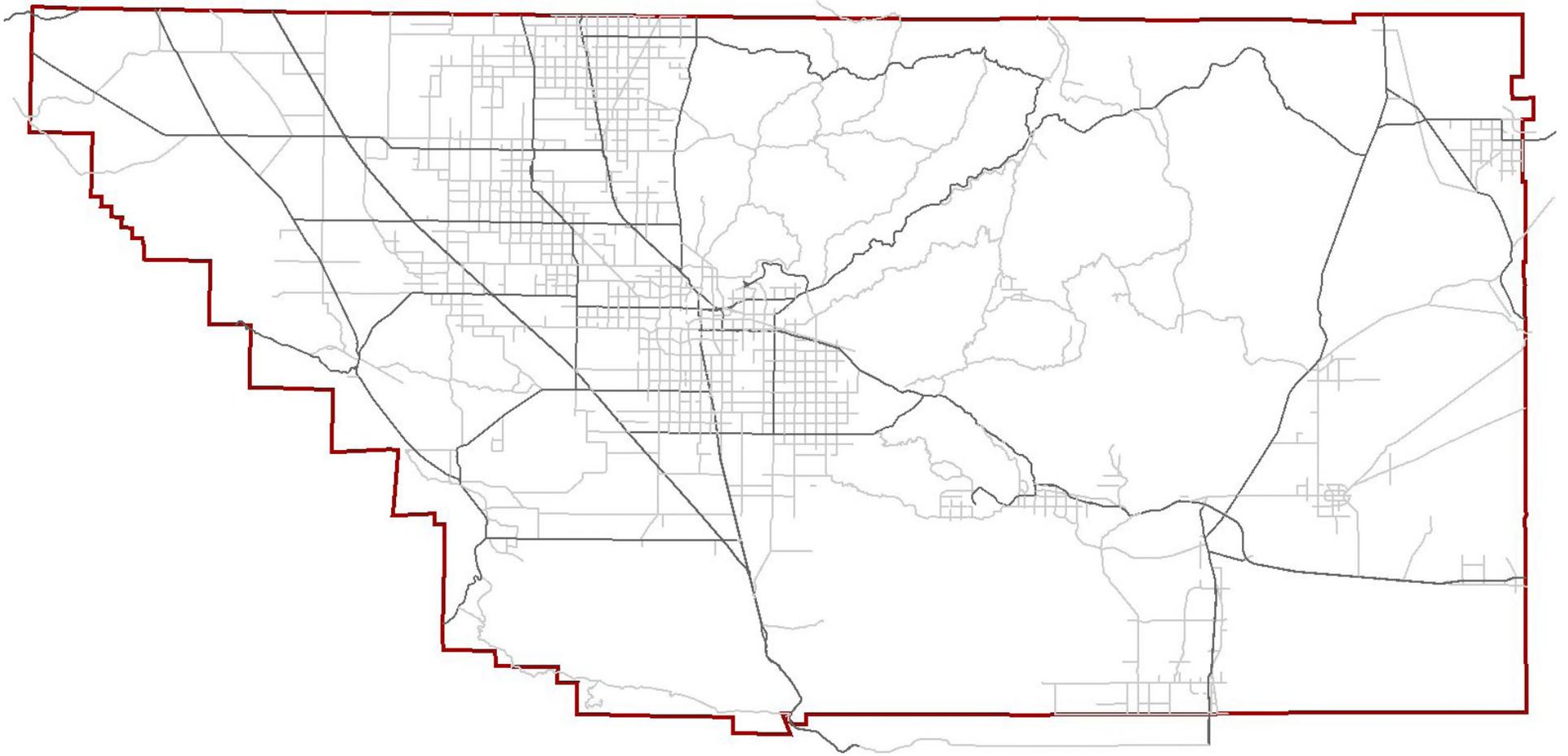




# COUNTY OF KERN SUBSTATION BOUNDARIES



# COUNTY OF KERN HIGHWAYS





*Kern County*

# SHERIFF

## Day 4 Morning Quiz

Name: \_\_\_\_\_ DATE: \_\_\_\_\_ Score: \_\_\_\_\_ /69

1. Advise the phonetics for the following name: MICHAEL

M \_\_\_\_\_  
I \_\_\_\_\_  
C \_\_\_\_\_  
H \_\_\_\_\_  
A \_\_\_\_\_  
E \_\_\_\_\_  
L \_\_\_\_\_

2. Advise the phonetics for the following license plate: 2NZX345.

N \_\_\_\_\_  
Z \_\_\_\_\_  
X \_\_\_\_\_

3. Advise the phonetics for the following license plate: JOSRIDE.

J \_\_\_\_\_  
O \_\_\_\_\_  
S \_\_\_\_\_  
R \_\_\_\_\_  
I \_\_\_\_\_  
D \_\_\_\_\_  
E \_\_\_\_\_

4. Advise the phonetics for the following name: QUIRT.

Q \_\_\_\_\_  
U \_\_\_\_\_  
I \_\_\_\_\_  
R \_\_\_\_\_  
T \_\_\_\_\_

5. Advise the phonetics for the following license plate: 3VKF422.

V \_\_\_\_\_  
K \_\_\_\_\_  
F \_\_\_\_\_

6. Advise the phonetics for the following license plate: 4YB5689.

Y \_\_\_\_\_  
B \_\_\_\_\_



*Kern County*

**SHERIFF**

7. Advise the phonetics for the following license plate: 1WPG327.

W \_\_\_\_\_  
P \_\_\_\_\_  
G \_\_\_\_\_

8. Advise the phonetics for the following street name: COMPAGNONI.

C \_\_\_\_\_  
O \_\_\_\_\_  
M \_\_\_\_\_  
P \_\_\_\_\_  
A \_\_\_\_\_  
G \_\_\_\_\_  
N \_\_\_\_\_  
O \_\_\_\_\_  
N \_\_\_\_\_  
I \_\_\_\_\_

9. Advise the phonetics for the following street name: KOCH.

K \_\_\_\_\_  
O \_\_\_\_\_  
C \_\_\_\_\_  
H \_\_\_\_\_

10. Advise the phonetics for the following license plate: 3Y45003.

Y \_\_\_\_\_

**Military Time**

1	_____ 2100	6	_____ 1200
2	_____ 1100	7	_____ 1400
3	_____ 1900	8	_____ 1800
4	_____ 1500	9	_____ 2200
5	_____ 0300	10	_____ 0200



*Kern County*

# SHERIFF

11 \_\_\_\_\_ 1300

18 \_\_\_\_\_ 0900

12 \_\_\_\_\_ 1000

19 \_\_\_\_\_ 0700

13 \_\_\_\_\_ 0600

20 \_\_\_\_\_ 0800

14 \_\_\_\_\_ 2000

21 \_\_\_\_\_ 1600

15 \_\_\_\_\_ 1700

22 \_\_\_\_\_ 2300

16 \_\_\_\_\_ 0400

23 \_\_\_\_\_ 0100

17 \_\_\_\_\_ 0000

24 \_\_\_\_\_ 0500

# Basic Call Taking



# Call Taking Policies



# E-100 Receiving Calls for Service



- How to answer 911
- What to do if it is not an emergency
- What to do if it is an emergency
- What to do when transferring to another agency
- Record not found
- Demeanor
- Aggressive Callers
- Entering into CAD

# E-200 9-1-1 Hang-Ups/Open Lines



- No Voice Contact
  - Detect TTY
  - Payphones
  - Landlines
  - Cell Phones
- Abandoned Calls
  - Landlines
  - Payphones/Disconnected Cell Phones
  - Cell Phones

# E-300 TDD Calls



- **What is TDD**
  - Telecommunication Device for the Deaf
  - Can come through a relay service or directly with a TDD device
- **How to handle when through a relay**
  - Speak to the caller not the interpreter
  - Use go ahead at the end of your questions/statements
- **How to handle when direct TDD**
  - Will use the TTY screen on the phone
  - There are predetermined questions
  - Type “ga” for go ahead at the end of questions
  - Type “sk” for stop keying

## E-400 Dispatcher Response to Abuse, Domestic Violence, Felony Crimes, Threats made to a School, Missing and Found Persons Calls



- Will enter a call
- If caller attempts to cancel
  - Inform the caller that the call will not be cancelled

# E-500 Restraining Orders & Emergency Protective Orders



- In progress Restraining Order Violation
  - Enter call for service
  - Obtain suspect info
  - Check CLETS for TRO
  - Document in call
- EPOs
  - Active EPOs will show up in an alert
  - Alerts can be placed by anyone
  - Alerts will include:
    - ✦ Expiration Date
    - ✦ Victim name
    - ✦ Suspect name and description
    - ✦ Case number

# E-600 Citizen's Request: For Stolen Weapons, Vehicles or Property



- Obtain needed information
  - Location of property
  - Callers information
  - Type of property
  - Serial or License numbers
- Not Stolen
  - Advise the caller the item is not listed as stolen
- Stolen
  - Enter call for service to recover the property

# E-700 Citizen Request: Directions, Dispositions or Warrant Information



- Directions
  - Don't give them
- Alarm Dispositions
  - Provide the requested information as workload permits
- Warrant Requests
- We do not provide information over the phone
- Caller can go to the nearest Sheriff facility for inquiry
- If possible warrant suspect location known or caller wants to turn themselves in
  - Get location
  - Suspect name and dob
  - If warrant located enter call for service

# E-800 Smart911



- What is Smart911
- Processing
- Interpreters
- Transferring
- Sessions
- Creating a Ticket
- Smartlet
- Texting feature
- Notes
- Reports
- Problems

# E-900 Text-To-911



- What is Text-To-911
- Logging on and off
- Receiving a Text Call
- Processing a Text Call
- Transferring
- Other jurisdictions without Text
- When to end a session
- Re-establishing contact
- Interpreters
- Alternate Answer
- Deny List
- Multimedia Message Attachments
- ECATS reports
- Problems

# Introduction to Call Taking



Incoming Call



Decline



Accept

# Introduction – The Technical Side



- Gather information quickly
- Take Command of the conversation
- Active Listening
- 5 W's
- Where = Most important piece of information
- Change up your questions
- Ask specific questions

# Introduction – The Technical Side Continued



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

# Introduction – The Human Side



- Portray confidence, competence and professionalism
- Always treat callers with respect
- Portray warmth, empathy and compassion
- It's not what you say but how you say it
- We don't want robots on the phone
- “People don't care how much you know, they want to know how much you care”
- How you word things
- Acknowledge the caller's emotions
- Don't take it personally
- Low and slow
- Breathe
- Return to prior questions or redirecting them on other
- Strive for excellence not perfection
- Listen and review your calls

# Introduction – Subject Descriptions



- **Physical Descriptions**
  - Race
  - Gender
  - Age
  - Height
  - Weight
  - Hair
  - Eye
  - Additional
- **Clothing Descriptions**
  - Head to foot / Outside in
  - Head covering
  - Jacket
  - Shirt
  - Pants
  - Shoes
  - Additional

# Practice Subject Description





- WM 45YRS 6'0 150 BRO/BRO BLU PLAID PAJAMES BLK UGGS



# Introduction - Weapons



- Long gun
- Handgun
- Sharp objects
- Blunt Objects



# Introduction – Vehicle Descriptions



- CYMBAL
- C – Color
- Y – Year
- M – Make
- B – Body
- A – Anything Else
- L – License
  
- SAM123 Red 1995 Ford 2-door sedan with black rims

# Practice Vehicle Description





- **MULT COLOR 1996 VW GOLF HARLEQUIN 4-DR  
NO LIC**





**LIFE'S**  
most

important  
**QUESTIONS**

NEW SERIES

# 5 W's



- **Where?**
  - Where did the incident occur
  - Where is the caller
- **What?**
  - What happened = Call Type
- **When?**
  - Will determine if in progress or report call
- **Who?**
  - Suspect / Victim / Caller
- **Weapons?**
  - What type of weapons if any

# Interview Techniques



# Develop a Service Attitude



- Pleasant, sincere voice
- Friendly demeanor
- Professionalism
- Be polite and respectful
- Be liability conscious
- Citizen's rights to quality service
- Provide solutions or options

# Use Good Listening Skills



- Concentrate
  - Be attentive to the caller
- Show interest
  - Make an effort
- Be patient
- Keep an open mind
  - NO assumptions
- Don't be afraid to ask questions when you do not understand the caller

# Active Listening



- Verbal affirmation
- Empathy
- Paraphrase response
- Listen to how it's said, not just what is said
- Background noises
- Demeanor of caller

# Interviewing Techniques



- Remain calm at all times
- Use caller's first name instead of sir or ma'am
- Ask Specific questions
  - Instead of "What did he look like?" ask "what race was he, how old did he look..."
  - If they say I don't know ask them to guess
- Politely take control of the conversation
- Give caller time to answer your question
- Lower and slower
- Assure callers you are getting them assistance but do not give any ETAs
- Encourage caller to take three deep breaths
- Keep caller focused on current situation
- Persistence
  - Repeat questions or instructions when needed
- Self-Awareness
  - Attitude and tone of voice

# Build Rapport



- **Courtesy**
  - Polite and respectful at all times
- **Observation**
  - Read between the lines
  - Listen to what is happening in the background
- **Personalization**
  - Use the caller's name
- **Empathy**
  - Let the caller know you recognize how they feel
  - This does not mean you necessarily agree

# Difficult Callers



- **Verbal Judo**
  - The gentle way
  - Stay in contact
  - Never get upset
  - Remain civil
- **Deflect/Redirect and move**
  - Deflect verbal abuse
  - Redirect to get information you need
    - ✦ “I appreciate that but..”
- **When All Else Fails**
  - Ask for help
  - Give caller to a Senior or Supervisor



# Customer Service



# Customer Service Guide



- Develop interpersonal skills
- Courtesy should be paramount
- Key Phrases
- Some things to avoid
- The goals you should keep in mind
- Some “do’s” and “don’ts”

# Develop Interpersonal skills



- Takes training and building skills
  - Paying attention to the caller
  - Flexible approach
  - Active Listening
  - Build Rapport
  - Lead conversation
  - Respond appropriately
- Don't.....
  - Interpret the situation
  - Punish or Retaliate
  - Change the Subject
  - Joke or be sarcastic
  - Be unresponsive
  - Condescending

# Courtesy should be paramount



- Establish standard phrases to use
  - Please / Thank You / You're Welcome
- Announce Transfers
- Say goodbye then hang up after the call
- Always identify yourself when calling back
- Use the caller's name

# Objectives of Customer Service



- Positive contact
- Solve caller's problem or provide information
- Gather necessary information to properly dispatch necessary resources

# 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..."

# 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 (overusing)
- Law School 101

# Goals to 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

# 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

# Remember

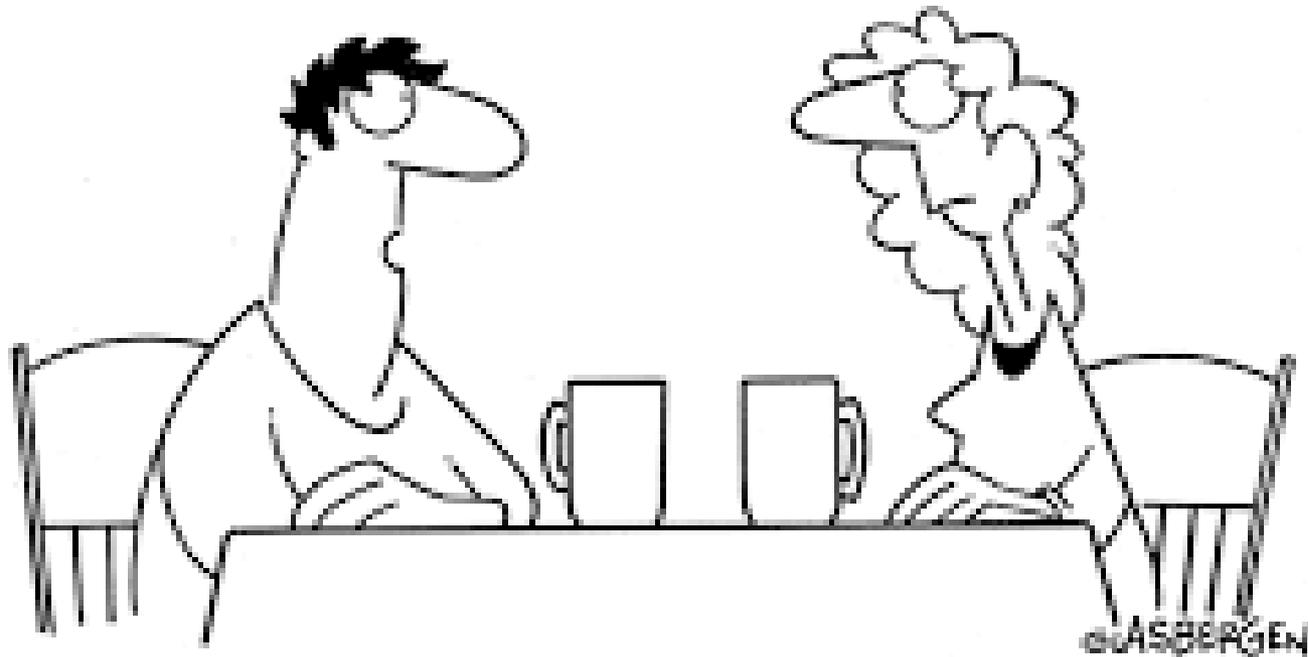


- How may I help you?
- I'm sorry for the delay.
- I understand, let me give you the number of someone who can help you.
- I'm sorry, there's a lot going on here, can you repeat that?

# Active Listening



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**"I'm trying to be a good listener, but you keep breaking my concentration by talking!"**

# What is Active Listening



- 90% passively listening
- We speak 100-125wpm
- We listen at 700wpm
- We tend to wander or daydream during listening gaps

Yes I walked away  
mid-conversation. You  
were boring me to  
death and my survival  
instincts kicked in.

# Improving Listening Skills



- Listen for important information
- Listen for ideas, not just facts
- Do not be distracted by emotion-arousing words
- Adapt to the speaker
- Adapt to the situation
- Practice listening
- Determine listening objective
- Anticipate speaker
- Identify speaker's supporting material
- Mentally summarize

# Four Types of Active Listening



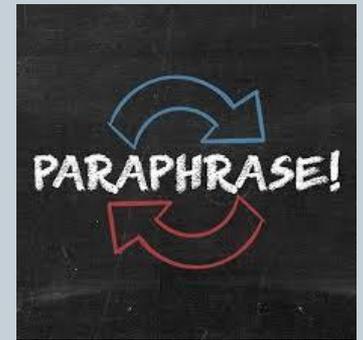
- Paraphrasing
- Reflective feelings
- Reflecting meaning
- Summative reflections



# Paraphrasing



- Giving the essence of the caller's message in your own words
- A good paraphrase
  - Concise
  - Summarizes the essence of the meaning
  - The main point is the focus
  - Focused on facts
- The caller's feelings are not the point



# Reflective Feelings



- Mirroring back the caller's emotions
- This is the emotional level and helps build rapport
- Listen for feeling words and or gather feelings from the context



# Reflective Meaning



- Letting the caller know you understand the facts and feelings being communicated
- This identifies the caller's needs and strengthens rapport.



# Summative reflections



- Summarize the facts and feelings received
- Confirm information and strengthen rapport

**SUMmarize It**  
**S**horter than the text  
**U**se your own words  
**M**ain ideas only 

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# Habits to Avoid



- **Daydreaming**
  - Letting your mind wander
- **Facts-Only Listening**
  - Don't over focus on minor facts and miss overall message
- **Poor Posture**
  - Eye Contact
  - Sitting up straight
- **Tuning Out**
  - Do not automatically judge a speaker or subject because of personal bias
- **Emotionalism**
  - Do not allow yourself to become irritated or frustrated by what or how something is said.
  - The message can get lost in your emotions
- **Faking Attention**
  - Do not pretend to listen
  - You will miss interaction points with the speaker
- **Obsessive Note Taking**
  - This can cause you to miss important information if you are attempting to write down everything word for word
- **Time Wasting**
  - You can listen faster than the speaker can speak so be prepared for this and mentally summarize the points as you listen

# Responses to Avoid...Sometimes



- Ordering / Directing / Commanding
- Warning / Admonishing / Threatening
- Exhorting / Moralizing / Preaching
- Advising / Giving Solutions and Suggestions
- Lecturing / Teaching
- Judging / Criticizing
- Praising / Agreeing
- Name Calling / Shaming
- Interpreting / Analyzing
- Reassuring / Sympathizing
- Probing / Questioning
- Withdrawing / Humoring

# How to Listen



- Remain Neutral
- Give your complete attention
- Ask about statements made
- Restate main points
- Put feelings into words
- Get agreement

# How to Ask Questions



- No third degree
- Ask “W” questions
- Ask questions that make him go deeper
- Ask “suppose” questions
- Ask
- Ask questions that get agreement

**M**

# 7 Active Listening Techniques

**O**

- Minimal Encouragements

**R** Open-Ended Questions

**E** Reflecting

- Emotion Labeling

**P** Paraphrasing

**I** “I” Messages

**E** Effective Pauses

**S**

# Voice Quality



- Slowly and Clearly
- Plain language
- Project authority, confidence and knowledge

# Greeting



- 9-1-1 Lines
  - “9-1-1 what is the address or location of your emergency?”
- 7-Digit Lines
  - “Kern County Sheriff’s Office, how may I help you?”
- TDD
  - “Kern County Sheriff’s Office, how may I help you?”
- Gate
  - “Dispatch” or “Comm Center”
- Channel Lines
  - “Metro”....

# Priority



- 9-1-1 lines will always have priority
- 9-1-1 calls are to be answered within 15 seconds by NENA standards
- Seven Digit Lines
- Ringdown Lines
- Channel Lines

# Etiquette



- Polite and Friendly Tone
- Profanity or Verbal Abuse
- Always attempt to help
- Caller's name
- Professional attitude and tone
- Not our job to educate
- Providing last name
- Mistakes
- Complaints

# Control



- All necessary information in the least amount of time
- Direct the caller
- Short, Specific questions
- No dead air

# Foreign Language



- Translation service
- Over 140 dialects
- Speak as if you are speaking to the caller

# Collect Calls



# Chronic Callers



- 918
- Are they reporting same situation?
- They can be victims or witnesses
- Always document in a call

# Juveniles / Elderly Callers



- Patience
- Simple and concise questions
- Can take longer

# Incomplete / Open Line Calls



- Not always a prank
- Landline
- Cell
- Always listen for a few extra seconds

**WHEN IN DOUBT**

A always A tion  
B be  
C

**SEND IT OUT**

memegenerator.net



# Special Situations



- Taft High
- Silva
- 996/996A
- S&R / RESC
- Sexual Assaults
- Cell Phones

# Taft High School Shooting



- Inundated with calls
- Be understanding
- Don't release anything unless directed to do so

# David Silva



- Inundated with calls
- Irate callers
- Typically handled by Supervisor

# 996/996A



- As much detail as possible
- Where exactly
- Safe distance
- Ask for exact wording
- Sex/Nationality/Accents
- Why?

# S&R / RESC



- Can vary
- Cheat Sheet
- Will go over in more detail

# Sexual Assaults



- Compassion
- Patient
- Aware of your tone
- Will go over in more detail

# Cell Phone calls



- PH1 vs PH2
- Think outside of the box



ANY  
QUESTIONS  
?

# The Tarasoff Case



- 1968 – Tatiana Tarasoff and Prosenjit Poddar
- Emotional breakdown after breakup
- Threats to purchase handgun
- Breakingpoint – shot and stabbed vict
- 1974 – Duty to warn – Tarasoff rule
  - When psychologist determines that a warning is essential to avert danger caused by the client’s psychological problem
- 1985 – CA legislature codified the Tarasoff rule
- 2004 – All licensed clinicians must heed to credible warnings

# The Tarasoff Case - Officers



- Making contact with patient at the psychotherapist's request
- Warn potential victims and document
- Can evaluate patient for 5150
- File report and gather evidence
- Could arrest patient
- Provide victim with information on protective orders and preventive measures
- Documentation will be forwarded to an investigator when appropriate

# The Tarasoff Case - Dispatch



- Recognize calls related to Tarasoff rulings
- Obtain all necessary information
- Researching the patient when necessary

# The Tarasoff Case - Rights



- Victim has a right to be warned of potential danger
- Patient has a right to information from patient/therapist confidentiality
- Effective treatment vs incarceration should be considered by all concerned
- Warning victim should be last recourse
- Patient/Therapist confidentiality ends where public peril begins

George J. Thompson, Ph.D.,  
and Jerry B. Jenkins

# **VERBAL**

The Gentle Art of Persuasion

# **JUDO**

- Listen better and always be heard
- Learn what never to say
- Engage people through empathy
- Stop verbal attacks in their tracks

WITH A NEW PREFACE

# Call Taking Cheat Sheet



- **CALL TAKING CHEAT SHEET**
- Where \_\_\_\_\_?
- What \_\_\_\_\_?
  - Depending on type of call:
  - Weapons \_\_\_\_\_?
  - Med Aid \_\_\_\_\_?
- When \_\_\_\_\_?
- Who \_\_\_\_\_?
  - Susp desc \_\_\_\_\_?
  - Vict desc \_\_\_\_\_?
    - ✦ (race/sex/age/height/weight/hair/eyes/clothing)
  - Vehicles \_\_\_\_\_?
    - ✦ (Color/Year/Make/Body/License)
- Alcohol/Drugs \_\_\_\_\_?



# Compassion



- What is compassion?
  - Sympathetic pity and concern for the sufferings or misfortunes of others.
- What is our biggest tool for showing compassion?
  - Tone of voice!

# Questions



- **Where?**
  - Where did it occur?
  - Where are they now? Are they safe? Do they have someone on the way to be with them?
- **What?**
  - We need enough information to know what happened.
  - If the caller is giving you details let them keep talking.
  - The graphic details do not need to be in the call
- **When?**
- **Who?**
  - If unknown suspect...Voice? Accent? Smells?
- **Weapons?**

# Other Questions to Ask

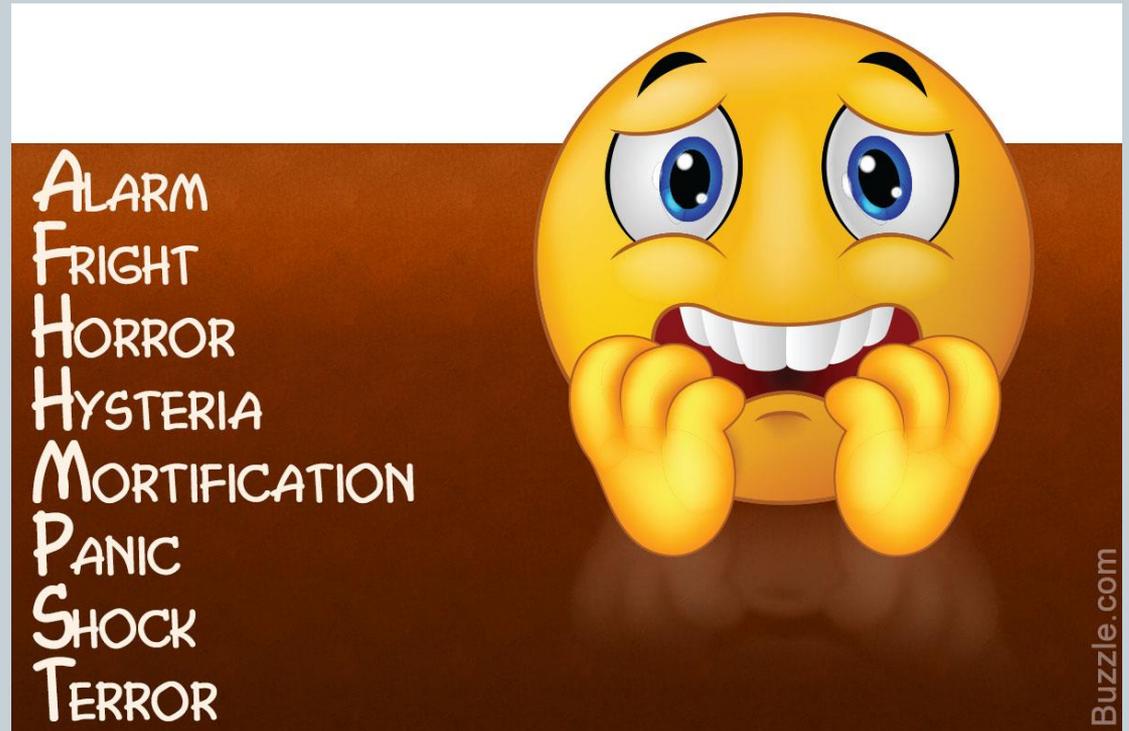


- Has the victim showered?
  - If currently in the shower have them stop
- Have they changed clothes?
  - If yes, have them leave the clothes where they are
  - If no, have them stay in the clothes
- Have they gone to the restroom?
  - If no, try not to until units arrive
- These all help preserve DNA evidence

# Victim feeling...



- Ashamed
- Embarrassed
- Fear
- Anger
- Distraught
- Confused
- Worry





**ANY QUESTIONS?**

# Alarm Calls



460A

211A



460S

PANIC

# 460A



- **Where?**
  - What is the address?
  - Name of business or resident name
- **What?**
  - What type of alarm
  - Usually provided within the first sentence
- **Covers**
  - What area does the alarm cover
  - Where was is activated
- **Responsible**
  - If yes; Name / ETA / Vehicle / Number
- **Premise number**
  - Number to the business or residence
- **Alarm Company Name**
- **Alarm employee name or number**
- **Alarm Company call back number**

# 460S



- Where?
  - What is the address?
  - Name of business or resident name
- What?
  - What type of alarm
  - Usually provided within the first sentence
- Covers
  - What area does the alarm cover
  - Where was is activated
  - **If Sonitrol; is there audio or video**
  - **Sonitrol will ALWAYS be SILENT**
- Responsible
  - If yes; Name / ETA / Vehicle / Number
- Premise number
  - Number to the business or residence
- Alarm Company Name
- Alarm employee name or number
- Alarm Company call back number

# PANIC/211A



- **Panic is for a residence**
- **211A is for a business**
- **Where?**
  - What is the address?
  - Name of business or resident name
- **What?**
  - What type of alarm
  - Usually provided within the first sentence
- **Covers**
  - What area does the alarm cover
  - Where was is activated
- **Responsible**
  - Alarm companies will not contact a responsible unless needed
- **Premise number**
  - Number to the business or residence
- **Alarm Company Name**
- **Alarm employee name or number**
- **Alarm Company call back number**





*Kern County*

# SHERIFF

## DMV 1 TEST

ISSUED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ CTO: \_\_\_\_\_

Department of Motor Vehicle Returns:

Define the following abbreviations and explain how these types of returns affect the outcome of an event:

DOJ Stop: \_\_\_\_\_  
\_\_\_\_\_

PNO: \_\_\_\_\_  
\_\_\_\_\_

SIP: \_\_\_\_\_  
\_\_\_\_\_

TIP: \_\_\_\_\_  
\_\_\_\_\_

RIP: \_\_\_\_\_  
\_\_\_\_\_

ID CARD vs DRIVER'S LICENSE: \_\_\_\_\_  
\_\_\_\_\_

12500 vs 14601.1: \_\_\_\_\_  
\_\_\_\_\_

INDEX NUMBER: \_\_\_\_\_  
\_\_\_\_\_

DRIVER'S LICENSE WITHHELD: \_\_\_\_\_  
\_\_\_\_\_



*Kern County*

# SHERIFF

DRIVER'S LICENSE SURRENDERED: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DRIVER'S LICENSE SUSPENDED: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DRIVER'S LICENSE REVOKED: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PROVISIONAL LICENSE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RELEASE OF LIABILITY: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PENDING MASTER FILE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SUBPLATED: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

RECORD NOT FOUND: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

IMPOUND vs STORAGE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CF NUMBER: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SPCNS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



*Kern County*

**SHERIFF**

29'D VIN NUMBER IS NOT CONSISTENT WITH VIN STANDARDS: \_\_\_\_\_

\_\_\_\_\_

JUNK VEHICLE: \_\_\_\_\_

\_\_\_\_\_

CLASS C LICENSE: \_\_\_\_\_

\_\_\_\_\_



*Kern County*

**SHERIFF**

## **Student Learning Activity**

### **Earthquake**

**DUE** \_\_\_\_\_

#### **Scenario**

You're on your break, unwinding a bit when the earth moves below your feet for what seems like a minute. You hear things falling in nearby rooms and you realize a sizeable earthquake has hit the area. You rush back into the Communication Center and it looks like everything is intact and your coworkers are ok. You begin answering an onslaught of calls. Within seconds it is incredibly noisy and the stress levels have shot through the ceiling. You learn that Hwy 178 thru the canyon is closed and there is heavy damage to the Lake Isabella Dam. Preliminary reports are an 8.5 earthquake centered in the Bakersfield area. What now?

#### **Description**

In this activity you will answer the following questions and create a guide on how this type of situation can be handled. You are welcome to be as creative as you would like with your project. You will be given time while on duty to complete this project. You may want to work on this project off duty and you are welcome to but at this time we do not have the resources to pay overtime for this project.

#### **Questions**

1. What type of calls may come in to the communication center?
2. What can you tell the callers?
3. How will you let a dispatcher know of a pending priority call?
4. What agencies will be involved in this situation?
5. What about your family and friends?
6. What about your co-workers friends and family?
7. Are there policies that guide our response to this type of situation?



## Academy Expectations

Welcome! I want to take this time to explain the expectations we have of you as a new employee and also what you can expect from your Training Officers.

During the next 6 weeks, you will be working closely with the Communications Training Team, as we introduce you to the fundamentals of dispatching. We will be laying down the foundation that is needed for you to be successful on your quest to become a full functioning Sheriff's Dispatcher. Training is typically 8-10 months; on the job, real time training. You will be required to work 8-12 hours per day to include days, swings, nights and weekends. Aside from the first 6 weeks, your schedule will change every 4 weeks, sometimes without much notice; flexibility, personal dedication and commitment to the program as well as family support are necessities for your best chance for successful completion of the Training Program.

On day one of the academy, you will be provided information on policy and procedures, rules, regulations and Department specific information. In the days and weeks to come, you will be given an enormous amount of information that the Communications Training Officers will work diligently on helping you learn. Each week we will review the previous days lesson plans and you will be required to do a "teach back". There will be hands on learning, beyond the mounds of bookwork and projects. There will be games and special guest speakers that will introduce you to areas of law enforcement you may be unfamiliar with and answer questions you might have as it pertains to their presentation.

During the next several weeks, your attendance and full participation cannot be stressed upon enough. You will get out of this program what you put into the program. Every Training Officer (CTO) is a dedicated professional that has taken on the responsibility of training and sharing their knowledge with you. This is no easy task, as training is physically and emotionally draining on both the CTO and the Trainee. Knowing what to expect, we ask that you keep clear open lines of communication with your CTO and Training Team. You will be provided tools to help manage your stress. You are encouraged to get adequate rest, eat well and take care of your body and mind as you enter your new career.

We welcome you and are excited to have you join our family.

### **By the end of the Academy you will be expected to consistently and efficiently:**

1. Be proficient in Kern County Geography. ( Boundary lines, municipality codes, highways, freeways, common places, zones, substations)
2. Be proficient in using Military Time and the Phonetic Alphabet.
3. Know all of the Police agencies within Kern County.
4. Know all of the Jail facilities within Kern County.
5. Be proficient in writing, entering and verbally giving proper information in relation to Broadcasts.
6. Know where to locate Sheriff Department and Sheriff's Communications Policy and Procedures.
7. Have a base knowledge of Penal Codes, Call Types, Dispositions, Abbreviations, Terminology and Jargon.
8. Ability to put together a suspect description using the proper format.
9. Ability to put together a vehicle description using the proper format.
10. Possess a base knowledge of CAD Command Line functions.
11. Possess a base knowledge of commonly used Call-Signs.
12. Possess a base knowledge of the various Sections of the Sheriff's Office and what those Sections handle.
13. Have a beginning understanding of CLETS/CJIS and common "returns".
14. Pass the Academy Final with an 85% or higher.