

# ORIENTATION



**\*This Workbook is a guideline for instruction**

## OVERVIEW OF THE DEPARTMENT

- |                                      |                               |
|--------------------------------------|-------------------------------|
| 1. Police Department Organization    | 7. Voice Mail                 |
| 2. Police Department Tour            | 8. Email / CAD Messages       |
| 3. Patrol Shifts/Radio Call Signs    | 9. Mail slots                 |
| 4. Overtime & Absence Request/Report | 10. Copy/Fax machines         |
| 5. Timesheets                        | 11. Shredder                  |
| 6. Equipment Malfunction Report      | 12. Police and city personnel |

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\_\_\_\_\_  
Trainee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Training Officer

\_\_\_\_\_  
Date

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## GEOGRAPHY

- |                     |                                    |
|---------------------|------------------------------------|
| 1. Streets          | 9. Apartment complexes             |
| 2. Schools          | 10. Mobile home parks              |
| 3. Shopping centers | 11. Parks                          |
| 4. Restaurants      | 12. Areas                          |
| 5. Bars             | 13. Local law enforcement agencies |
| 6. Gas Stations     | 14. Little League fields           |
| 7. Fire Station     | 15. Problem areas                  |
| 8. Churches         |                                    |

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# **GENERAL INFORMATION**

## CODES

1. Phonetic alphabet - understanding & memorization
2. Abbreviations and acronyms
3. Radio codes – understanding and memorization
4. Event type codes
5. Field event type codes
6. Colors
7. States
8. Directional codes
9. Days of the week
10. 24-Hour Clock

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## CRIMINAL LAW

1. Crime categories
2. Crime Codes (PC, VC, HS, BP, WI)
3. Basic court structure
4. Adjuncts to the court (i.e. probation and parole)

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**REFERENCE MATERIAL/RESOURCES: PART 1**

- |   |                             |
|---|-----------------------------|
| 1.. Department’s Policy Manual          | 8. CLETS/CJIS/DMV Updates   |
| 2. Criminal Justice Information Systems | 9. California Penal Code    |
| 3. Article/Brand Guide                  | 10. California Vehicle Code |
| 4. CLETS/DMV Manual                     | 11. Municipal Code          |
| 5. NCIC Operating Manual                | 12. Staff/Emergency Numbers |
| 6. NCIC Code Manual                     | 13. CLEW                    |
| 7. Criminal History Manual              | 14.                         |

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## CITY SECURITY SYSTEMS/ALARMS

1. City security alarms
2. Cameras/Intercoms
3. Holding cell monitoring

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## FRONT COUNTER/MISCELLANEOUS DUTIES

1. Documentation of counter contacts
2. Appeal process for parking citation
3. Citation sign offs
4. Temporary Restraining Orders
5. Items in Will Call Drawer
6. Mail Procedure
7. Dog Licensing
8. Repossession Fee
9. Vehicle Release Procedure
10. Cash Register

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# CALL-TAKING

## TELEPHONE MECHANICS

- |                                     |                                    |
|-------------------------------------|------------------------------------|
| 1. Handset/headset                  | 7. Obtaining non-published numbers |
| 2. Business lines                   | 8. 9-1-1 lines                     |
| 3. Internal lines                   | 9. Retrieving ALI information      |
| 4. Transferring calls               | 10. TTY                            |
| 5. Telephone messages for personnel |                                    |
| 6. Telephone Intercom system        |                                    |

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## CALL OUTS

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|---------------------------------------|---------------------|
| 1. Documentation and notification     | 12. Code 20         |
| 2. District Attorney's Office         | 13. Helicopter      |
| 3. Public Works                       | 14. Bomb Squad      |
| 4. Utilities (PG&E, telephone, cable) | 15. Haz Mat Team    |
| 5. Tow Truck                          | 16. Watch Commander |
| 6. Canine Unit                        | 17. Cal Trans       |
| 7. Traffic Signal                     | 18. On Call Judge   |
| 8. Taxi                               | 19. Bomb Squad      |
| 9. Coroner                            |                     |
| 10. Chaplaincy Service                |                     |
| 11. Redwood Children's Center         |                     |

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## RIMS (CALL-TAKING)

- |                                    |                                    |
|------------------------------------|------------------------------------|
| 1. Sign on                         | 8. Incident Search                 |
| 2. Sign off vs Exit                | 9. Supplemental information search |
| 3. Sending/receiving messages      | 10. Assigning a case number        |
| 4. Printing Event Chronology       |                                    |
| 5. Adding Supplemental Information |                                    |
| 6. Special Situation               |                                    |
| 7. Prior events at an address      |                                    |

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## ENTERING A CALL

1. Location
2. Forcing a call
3. Selecting the appropriate event type code
4. Priority of calls/changing priorities
5. Proper questioning of callers (including difficult callers)
6. Controlling conversation
7. Description/remarks

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## RIMS SEARCH

1. Incident Search
2. Name Search
3. Citation Search
4. Vehicle Search

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## LOST/FOUND PROPERTY

1. Event type for entry
2. Information to obtain
3. How to close the event
4. Search Property

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## ANIMAL CONTROL

1. Loose dogs
2. Barking dog complaints
3. Aggressive dogs/ dog bite calls
4. Lost dogs
5. Found dogs
6. Dead Animals
7. Humane Society

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## PROPERTY CRIMES

1. Petty theft with no suspect information
2. Shoplifters
3. Vandalism with no suspect information
4. Graffiti

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## TRAFFIC ACCIDENTS

1. City streets (11-82)
2. City Streets (20002 VC)
3. Private property (11-82)
4. Private property (20002 VC)
5. Injury accidents (city streets or private property)

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## MEDICAL AIDS

1. Officer response
2. REDCOM Transfer

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## PRIVATE PROPERTY TOWS & REPOSSESSIONS

1. Private Property Tow
2. PPT - Liability
3. PPT - RIMS entry
4. PPT - SVS entry
5. Repossessions
6. Repossession - Liability
7. Repossession – RIMS entry
8. Repossession - SVS entry
9. Organization and filing of paperwork

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## COMPUTER CRASH/CATCH UP

1. Manual card system
2. Catch-up
3. Computer

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## RADIO CONSOLE

1. Desk microphone
2. Foot pedal
3. Headset
4. Code 33 button/Alert tone
5. Select/Un-select frequencies
6. Maintenance/repair of radio

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## MUTUAL AID

1. Sebastopol pursuits within the city
2. Sebastopol pursuits outside the city
3. Other agency pursuits in Sebastopol
4. Assisting other agencies
5. Watch Commander's approval

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## TELETYPE INFORMATION

1. User responsibility/ liability
2. Administrative messages
3. Relaying BOLs over the radio (Officer safety & agency requests)

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## SONOMA COUNTY'S INTERGRATED JUSTICE SYSTEM (IJS)

1. The Jail System
2. Criminal Justice System
3. Juvenile Justice System
4. Central Warrant System- Inquiry/confirmation
5. Abstracting warrant
6. Clearing warrant
7. Due diligence on warrant
8. D-File
9. Criminal Net

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## CRIMINAL HISTORY SYSTEM (CHS)

1. Liability and restrictions
2. Inquiry options
3. Relaying via radio
4. US Criminal History - Inquiry

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## MISSING/UNIDENTIFIED PERSONS SYSTEM (MUPS)

1. Requirements
2. Inquiry
3. Entry (initial and physical descriptor/vehicle entry)
4. Confirmation
5. Locate
6. Cancel
7. Completion of BOL

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## DRIVER'S LICENSE TELETYPES

1. California Driver's License (CDL)
2. Out of State Driver's License
3. Suspended license
4. Provisional license
5. Valid license/Classes
6. Restrictions/Court probation
7. Proper method of relaying teletype returns
8. Soundex

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## VEHICLE TELETYPES

1. Vehicle Registration
2. Vehicles Registered to
3. New owner information (Release of Liability/Pending Master File Record)
4. Proper method of relaying teletype returns
5. Stolen vehicles

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## STOLEN VEHICLE SYSTEM (SVS)

1. Vehicles - Inquiry
2. Vehicles - Entry
3. Vehicles - Locate
4. Vehicles - Modify
5. Vehicles - Clear/Cancel
6. Boats - Inquiry
7. Boats - Entry
8. Boats - Locate
9. Boats - Modify
10. Boats - Clear/Cancel

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## RECOVERED VEHICLES (BY SEBASTOPOL PD)

1. Responsibility/liability
2. Our agency's 10851- RIMS entry
3. Our agency's 10851- Clear from SVS
4. Our agency's 10851- Cancel BOL
5. Other agency's 10851 - RIMS entry
6. Other agency's 10851 - Confirmation
7. Other agency's 10851 - Locate in SVS
8. Dissemination of paperwork
9. Notification of owner
10. Towing of vehicle

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## RECOVERED VEHICLES (BY ANOTHER AGENCY)

1. Confirmation- responsibility/liability
2. Printout locate from other agency
3. Clear Locate record
4. Supplemental report
5. Cancel BOL

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## AUTOMATED PROPERTY SYSTEM (APS)

1. Inquiry
2. Confirmation
3. Locate
4. Cancel/Clear
5. Entry

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## SECURITIES FILE (NCIC)

1. Inquiry
2. Confirmation
3. Locate
4. Cancel/Clear
5. Entry

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## AUTOMATED FIREARMS SYSTEM (AFS)

1. Inquiry (Historical/Law Enforcement)
2. Confirmation
3. Locate
4. Cancel/Clear
5. Entry
6. Automated Prohibited Person System

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## NATIONAL/STATE WANTED PERSONS

1. Wanted Persons System (WPS)- Inquiry
2. WPS - Confirmation
3. WPS - Locate (Extradition)
4. WPS- Entry of a Want
5. National Crime Information Center (NCIC) - Inquiry
6. NCIC - Confirmation
7. NCIC - Locate (Extradition)
8. 836 PC
9. Disposition of Warrant teletype

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## CALIFORNIA RESTRAINING AND PROTECTIVE ORDER SYSTEM (CARPOS)

1. Emergency Protective Order (EPO) - entry
2. EPO- Proof of Service
3. Original to Superior Court
4. CARPOS- Inquiry
5. Proper method of relaying teletype returns
6. Violation Messages

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## SUPERVISED RELEASE FILE (SRF)

1. Information available
2. Contact message
3. Proper method of relaying teletype returns

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## VIOLENT CRIMES INFORMATION NETWORK (VCIN)

1. Inquiries
2. 290 Registration updates

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# INS LAW ENFORCEMENT SUPPORT CENTER

## 1. Inquiry

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## RADIO OPERATION

1. Listening
2. Hearing/Acknowledging
3. Transmitting
4. Proper/professional terminology
5. Dispatching details over the air
6. FCC Identifier

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ITEM	EXPLAINED/DEMONSTRATED	PERFORMED/USED
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## DISPATCHING A CALL

1. How to read a call
2. Call priorities
3. Selection of unit(s)/ number of units to dispatch
4. Relaying accurate information

*The above training material was reviewed with me and I acknowledge receipt of the training.*

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*Trainee*

*Date*

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*Training Officer*

*Date*

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# RADIO PROCEDURES

- 1. Bomb threats
- 2. Code 3 policy

*The above training material was reviewed with me and I acknowledge receipt of the training.*

\_\_\_\_\_  
*Trainee* *Date*

\_\_\_\_\_  
*Training Officer* *Date*

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## OFFICER SAFETY

1. Updating calls
2. Updating officer's status
3. Officer safety awareness

*The above training material was reviewed with me and I acknowledge receipt of the training.*

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*Trainee*

*Date*

---

*Training Officer*

*Date*

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## CALLS FOR HELP

1. Code 6
2. Code 20
3. Code 30
4. Officer hostage situation

*The above training material was reviewed with me and I acknowledge receipt of the training.*

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*Trainee*

*Date*

---

*Training Officer*

*Date*

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# RECORDS

## DISPATCH/RECORDS DUTIES

1. Day Shift
2. Nightly
3. End of the Month
4. End of the Year

*The above training material was reviewed with me and I acknowledge receipt of the training.*

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*Trainee*

*Date*

---

*Training Officer*

*Date*

ITEM	EXPLAINED/DEMONSTRATED	PERFORMED/USED
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## REPORT PROCESSING

1. Indexing/Printing reports
2. "Outside Warrant" vs. "Bench Warrant"
3. District Attorney (adult crime reports)
4. Faxing reports
5. Warrant Arrest reports
6. Juvenile Probation (juvenile crime reports)
7. Accident Reports (CHP, DMV & Traffic Court)
8. Processing CHP-180 form
9. Routing reports to other agencies

*The above training material was reviewed with me and I acknowledge receipt of the training.*

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*Trainee*

*Date*

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*Training Officer*

*Date*

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## RELEASE OF INFORMATION

1. Liability/ Responsibility
2. Accident Reports
3. Criminal Reports
4. Release of Juvenile Police Reports
5. Incident Reports
6. Records Checks
7. Release of other agencies reports

*The above training material was reviewed with me and I acknowledge receipt of the training.*

\_\_\_\_\_  
*Trainee* *Date*

\_\_\_\_\_  
*Training Officer* *Date*

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## MISCELLANEOUS RECORDS DUTIES

1. Office supplies
2. Equipment maintenance
3. Processing parking and moving citations
4. Citation correction notices
5. Processing parking violation appeals
6. Processing alarm permits
7. Blood results to DMV
8. Press Release routing

*The above training material was reviewed with me and I acknowledge receipt of the training.*

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*Trainee*

*Date*

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*Training Officer*

*Date*

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# ITEM CHECKLIST

The following is a list of items that will be issued to you prior to, or during, your training.

ITEM	DATE	ISSUED BY
TRAINING WORKBOOK	_____	_____
DEPARTMENT KEY	_____	_____
IDENTIFICATION CARD	_____	_____
LOCKERS	_____	_____
MAIL	_____	_____
PERFORMANCE STANDARDS	_____	_____

Logons, passwords, and access codes:

MAIN COMPUTER	_____	_____
JUSTICE SYSTEM	_____	_____
RIMS	_____	_____