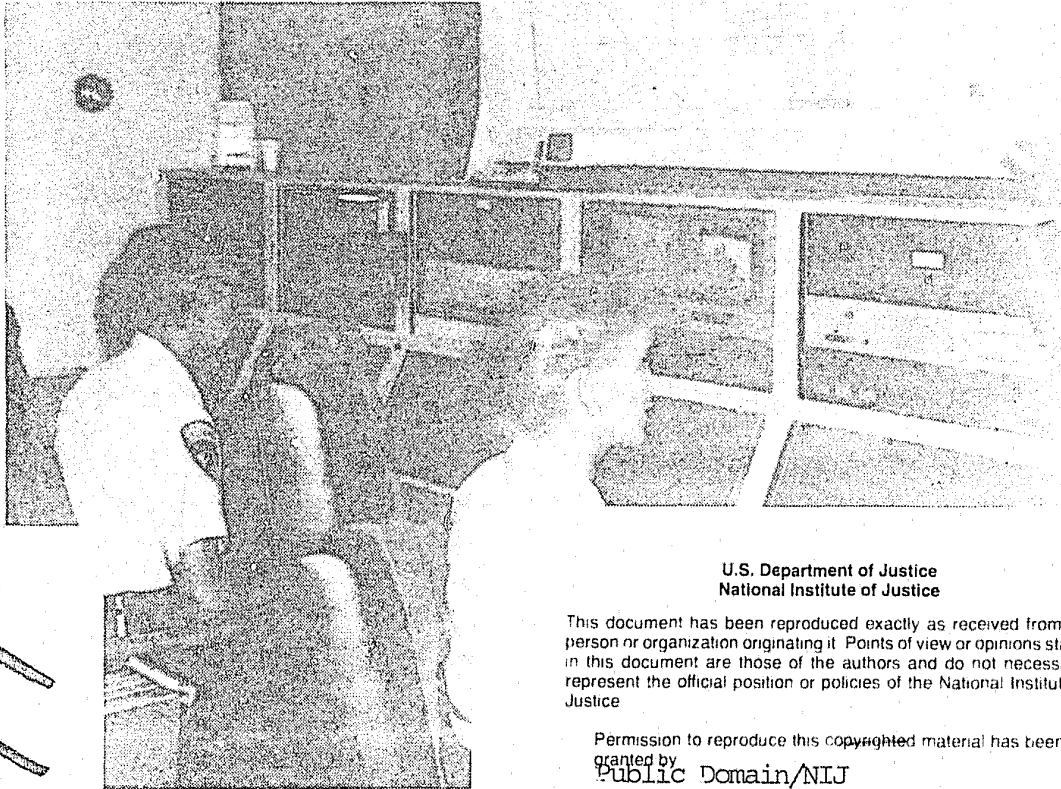




# Garden Grove Police Department

*Garden Grove CA 92640*

## COMMUNICATIONS MANUAL



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**Francis R. Kessler**  
**Chief of Police**

*1982*

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## INTRODUCTION

*The vital and specialized support role of police communications in the contemporary law enforcement effort dictates the need for highly dedicated and self-motivated personnel to be assigned to this key function. Professional demeanor and a strong personnel desire to provide effective service must be the primary job goals of the men and women who provide the critical electronic link between the needs of the community and the resources of the police department.*

*Job requirements of the police dispatcher are exacting. There is an expectation that a high standard of proficiency be achieved, as knowledge gained through training, ongoing experience, and natural abilities all come together to enhance overall performance. As a required level of proficiency is attained you will earn the confidence of officers, supervisors, and management, all of whom are aware of the contribution you make to their respective duties, the department's image, and the public safety.*

*The ability to remain in control, while exhibiting a willingness to make critical decisions and take decisive action, during those unpredictable situations where procedures have not been written or otherwise do not apply, is possibly the most important attribute of the police dispatcher.*

*As a member of police communications, you are a part of the total police services team, providing vital support functions while working toward the larger goals and objectives of the police department, which include providing efficient-cost effective law enforcement to the citizens of Garden Grove.*

*Upon accepting the responsibilities and challenges of the position you will experience a level of personal satisfaction and achievement seldom encountered in a routine work environment. You have the right, and should take pride in a job well done.*

## I. PURPOSE

The purpose of this manual is to outline in a clear and concise manner the primary duties and responsibilities of personnel assigned to the Garden Grove Police Department's Communications Center; to promote a better understanding of your role in the communications function; and to guide the communications employee as to the expectations of the police department, in relation to this important position.

In addition to the provisions of this manual, all police department personnel are required to be familiar and comply with the regulations specified in the Garden Grove Police Department Manual, the General Orders of this department, and the Personnel Section of the Garden Grove Municipal Code. In the event of any conflict in the interpretation of this manual with the provisions of the Garden Grove Police Department Manual, the General Orders of the Police Department, or the Garden Grove Municipal Code, the accepted interpretation of the Garden Grove Police Department Manual, the General Orders of this department and/or the Garden Grove Municipal Code shall be held as having precedence.

As a member of the Garden Grove Police Department's Communications staff, you are responsible for compliance with the duties, responsibilities, and standards of performance contained in this Manual. The duties, responsibilities, and standards of performance outlined here are directly job related and, as such, will form the basis for your success as a member of this department.

## II. STANDARDS OF PERFORMANCE AND CONDUCT

### A. Required Knowledge

In order to adequately and safely serve both the department and the public it is necessary that a basic body of knowledge, vital to the communications function, be acquired and applied by Communications personnel, including:

- Knowledge of—radio codes as published in the "Official Radio Code Book" distributed by the Orange County Communications Department.
- Knowledge of—the general geography of the City, including city boundaries, surrounding jurisdictions, Team Policing boundaries, the street numbering system, primary highways and roadways.
- Knowledge of—the most commonly used sections of the Penal Code, Motor Vehicle Code, Municipal Code, and other related statutes, recognition of which are important to the dispatching function.
- Knowledge of—the basic organizational structure of the police department, including primary responsibilities, duties, and limitations of the various bureaus and details.
- Knowledge of—the basic organizational structure of the City government, with primary emphasis on those City departments which provide direct services to the public, i.e., the Water Department, Human Services, Public Services, and the Fire Department.

- Knowledge of—all other Orange County Law Enforcement Agencies available by radio, and the capabilities of the Orange County Communications Department (Control One) in assisting local jurisdictions.
- Knowledge of—the location, capabilities, and limitations of privately owned companies, and personnel who provide regular support functions to the police operation, i.e., towing companies, ambulance companies, blood alcohol testing technicians, computer maintenance, etc.
- Knowledge of—the capabilities and efficient operation of the electronic and microprocessing equipment used in Communications, including the telephone, the radio, the Computer-Assist Dispatch System, the Microdata terminal, the teleprinter, and other related information systems and equipment.
- Knowledge of—current operational procedures, special orders, policies, memos, resource and reference materials related to the communications function.
- Knowledge of—telephonic interview and information gathering techniques, in order to ensure the rapid and accurate collection and dissemination of required information.

B. Professional Demeanor

In order to ensure the most efficient delivery of service and in the best interest of the citizens of Garden Grove,

and the men and women of this department, it is essential that a professional, businesslike atmosphere be maintained within the Communications area of the police department. To fulfill the mission of Communications during both routine and emergency telephone or radio usage, and to ensure appropriate responses to officers and citizens, disruptive distractions within the Communications area shall not be permitted.

C. Public Contact Via Telephone

It is a required standard of performance that prompt, positive, calm, and courteous attention will be given to all telephone calls from the public, as well as to the public contacts made at the front counter. Ask yourself, "How would I like to be treated if I had a similar problem or question?" While recognized departmental telephone procedures, including proper telephone etiquette, are to be observed, you are not expected to take excessive verbal abuse from a caller. If a caller directs profanity toward you, is obviously intoxicated and otherwise appears to be tying up an incoming line by intentionally refusing to relate a specific problem, your response should be:

"Please call back when you are in better control of yourself" or "Please call back when you are able to give specific information related to a police problem." All telephone contacts should be kept as brief as possible, considering the information needed, the safety of the caller, and the type of call or service requested. If an information or non-emergency service request can be



more efficiently and promptly handled by another bureau, detail, or individual, the call should be transferred as soon as possible.

The telephone instruments located in Communications are to be used exclusively for departmental business. All telephonic conversations to and from Communications are tape recorded and these 24-hour tapes are, by law, maintained for both judicial and departmental review for a period of 120 days.

Remember, calls which may seem routine due to their frequency, such as "suspicious circumstances", "proglers", "domestic disturbances", etc., tend to be very frightening and serious to the caller, and may well represent a serious hazard to the responding officer.

Every effort should be made to reassure and calm the caller; this can best be accomplished by demonstrating a sincere concern in helping them. Calls received will range from a simple request for service to the hysterical plea for help from the victim of a crime in progress. The caller may be frightened, irate, confused, or emotionally distressed. The call may be their one and only contact with our department; the way you respond, the tone of your voice, the words used will determine their impression of the Garden Grove Police Department. Remember, the department's most important community relations program starts with you.

1. Required Telephone Procedures:

- ° All Communications personnel are expected to answer incoming calls.

- Answer the phone with "Garden Grove Police, may I help you?"
- Emergency lines take priority over all other lines.
- Business lines are second priority.
- When phone lines are extremely busy, you may answer "Garden Grove Police, is this an emergency?" If no emergency exists, you may say "Will you hold please?"
- When a call is received which requires a unit to be dispatched, the person answering the phone shall inform the caller that, "The officer(s) will respond within \_\_\_\_\_," using the appropriate time, based on the priority assigned to the call.
- Do not forget a caller who has been put on hold; have someone else assist them if you are unable to, due to an incoming call of a higher priority.
- Every effort shall be made to provide service to the caller, within the limitations imposed by time, the nature of the request, and in relation to the volume and priority of Communications activity at that time.
- If a citizen calls to make a specific complaint against one or more Garden Grove Police Officers, attempt to have the on-duty Watch Commander take the call. If the Watch Commander or other supervisor is not available, do not ask the complainant to call back. The citizen's formal complaint shall

be taken on Garden Grove Police Department Form 322a, at the time of the call. (Refer to General Order 1.9.4)

D. Police Radio Usage

The effectiveness of Police Communications is dependent upon the skills and abilities of the individual police dispatcher, including those of communicator, interviewer, and listener, and the quality of needed information which they are able to provide to field personnel. Providing information in support of the field officer's mission which will ensure both safety and efficiency is a primary responsibility of the radio dispatcher. A required standard of performance includes accountability for accurate and complete gathering and dissemination of information, following prescribed radio dispatching procedures. Remember, officers make critical decisions and frequently react solely on the basis of information provided by the dispatcher.

1. Required Radio Procedures

- Speak into the microphone portion of your headset in a normal but firm tone of voice, neither shouting or mumbling.
- Do not chew gum or attempt to eat while transmitting.
- Use official radio code when code is required.
- Break periodically during lengthy transmissions to permit other pertinent information or emergency transmissions.

- Maintain a professional, businesslike demeanor while transmitting; remember, there are several thousand people within Orange County with the ability to monitor your every word.
- Regardless of circumstances, do not become argumentative, sarcastic, or make excuses over the air.
- Do not ad lib or otherwise provide information which may be speculative.
- Radio transmissions should include only that information which is necessary for the officer in the field to deal with the situation safely and directly.
- Concern yourself with what you should do and less with what the other person should be doing.
- If a call has not been dispatched within the specified time as set by the assigned priority, the dispatcher or a person designated by the dispatcher shall recontact the person requesting the service and explain the delay.
- Remain alert to transmissions from the field and changing circumstances which may require additional follow-up or cancellation of previously dispatched follow-up.
- Remain aware of the field resources available to you at any given time, the number of units, supervisors, two-man units, etc.

- When officers request additional pertinent information not otherwise available in the field, every effort should be made to obtain it for them.

#### E. Care of Facilities and Equipment

As technology advances, communications equipment becomes more sophisticated and proportionately more costly. The Garden Grove Police Department has acquired some of the most advanced, highly functional and reliable computerized police communications equipment available. The Computer-Assisted Dispatch equipment is a key part of our total police resources management program and as such is vital to the efficient operation of this department.

It is important that the personnel assigned to Communications understand their role in relation to this equipment. It is a required standard of performance that personnel accept responsibility for the proper use and protection of their consoles' electro-mechanical systems, and the minor housekeeping chores necessary to maintain their work area during their tour of duty. A 24-hour-a-day, 7-day-a-week operation requires close cooperation by all involved. This is your work environment. Take pride in it and let others know that you do.

##### 1. Required Care of Facilities and Equipment

- The working surfaces of all communications consoles shall be kept clean and free of debris, food stuffs, and liquids which could possibly enter working mechanisms or electronic circuitry.

- Console surfaces shall be cleaned periodically by Communications personnel using approved procedures and materials to avoid damage to equipment.
- Care shall be taken not to force or otherwise abuse communications equipment, including switches, terminal keys, contrast knobs, monitors, phone jacks, etc.
- Electronic and/or mechanical malfunctions, or damaged equipment of any type, shall be reported immediately to the Communications supervisor on duty. If no Communications supervisor is on duty the report shall be made to the on duty Watch Commander. The Communications supervisor shall initiate a written report of circumstances if the problem cannot be corrected by routine corrective maintenance procedures.
- Only authorized personnel are permitted to troubleshoot or otherwise effect minor repairs or program changes. These corrective functions will normally be limited to the Communications Sergeant, Lead Dispatchers, or Community Technology service representatives.
- Personnel shall periodically and routinely be assigned minor housekeeping chores related to cleaning primary work surfaces, replacing needed console area supplies, purging departmental mail boxes, etc.
- All hazards related to the safety of Communications personnel shall be reported to supervision, in writing, when observed.

- All personal items, including headsets, manuals, coffee cups, map books, etc., shall be neatly stowed out of sight in lockers or designated areas when going off duty.

F. Meals and Relief

Communications, as a critical part of the total Police Emergency Service, has an extraordinary responsibility to both the public and the officers of this department. This responsibility may, from time to time, require personal sacrifice regarding individual plans as to the exact time authorized meal breaks and reliefs are taken.

1. Required Procedures for Meal Breaks and Reliefs

- The provisions regarding entitled meal breaks and reliefs for Communications personnel shall be in accordance with existing personnel practices, as specified in the Memorandum of Understanding and the General Orders of the Garden Grove Police Department.
- Communications personnel shall notify the on duty Communications supervisor when requesting to be relieved from duty for meal breaks and for authorized reliefs. In the absence of the Communications Sergeant or Lead Dispatcher, notification shall be made to the on duty Watch Commander.
- Permission for meal breaks and reliefs shall be granted by the supervisor contacted, in the absence

of emergency conditions or other critical circumstances which may necessitate a temporary delay.

- Notification shall be made to the on duty supervisor each time an on duty dispatcher leaves the Communications area.



### III. UNIFORM ATTIRE

The adoption of a functional uniform for Communications signifies recognition of the status, abilities, and contributions of full-time Communications personnel. The uniform adds to the image of Communications personnel as dedicated professionals, while projecting a sharp business-like appearance to the many visitors to our facility. Uniform appearance also increases awareness throughout the Department that Communications personnel are a part of the total police services team.

#### A. Required Uniform and Uniform Procedures

- Specified uniforms shall be worn by all full-time Communications personnel while on duty.
- The authorized name plate shall be worn on the front right side of the blouse, midway between the shoulder seam and the center line, and on the right pocket of the shirt.
- Uniform shoes shall be black or navy blue in color, in a style appropriate for a uniform and business-like appearance. No athletic shoes, sandals, or open-toed footwear shall be permitted.
- Hose worn with skirts shall be of a neutral color. Hose worn with slacks or trousers shall be black or navy blue.
- Skirt length shall be no shorter than the top of the kneecap.
- Unauthorized insignia, jewelry, or accessories shall not be worn or attached to the uniform.

- Additional authorized outer clothing shall include the option of a solid white or navy blue cardigan-style sweater or a department "chill chaser" jacket. These garments may be worn over the uniform for warmth or as cover-up. Name tags and/or department insignia, including patches, shall not be affixed to the optional outer garments. These optional garments are not furnished by the department.

#### IV. SCHEDULING

As a key part of the Police Department's Emergency Services system, Communications personnel shall be scheduled based on the needs of the department.

##### A. Scheduling Responsibilities

Scheduling Communications personnel to provide required coverage is the responsibility of the Administrative Sergeant assigned to Communications. In the event of unplanned personnel shortages due to illness, etc., the Lead Dispatchers have both the responsibility and authority to arrange for required coverage. The required coverage shall be accomplished by call-in of part-time personnel, call-back of full-time personnel, early call-in of previously scheduled personnel, or calling off-duty personnel not assigned to Communications, but who have dispatching experience and expertise.

Required coverage is defined as: the level of staffing considered sufficient to handle the service requests of the public at any given time. The number of Communications personnel needed to provide adequate service to the public shall be based on the supervisors' judgment, experience, resources available, and past history of called-for services during the time span in question.

##### B. Call-In

- Call-in requests shall be made by the Communications supervisor.

- Call-in shall be used as a means to meet unanticipated or emergency scheduling demands in Communications.
- First opportunity for call-in shall be given to those personnel who have, in the past, demonstrated the necessary level of skill, dedication, and reliability in meeting the special needs of this department.
- Upon the recommendation of Communications' supervisors, part-time personnel who repeatedly fail to respond to call-in requests and/or advance scheduling needs, shall be dropped from the part-time employment roster.
- Due to the critical position of police dispatchers, it is expected that full-time Communications employees will respond to call-in requests when possible.
- As part of the Police Emergency Services system, Communications personnel may, under emergency circumstances, be ordered to report for duty to meet mandated and statutory obligations place on employees of the police department.

C. Schedule Changes

- Schedule changes shall be made only upon the prior notification and approval of the Lead Dispatchers and/or the Administrative Sergeant assigned to Communications.
- Schedule changes will reflect attention to the needs of the department first.

- Any approved schedule-swapping involving the trading of days off between personnel must be accomplished within the same pay period.
- Any routine shift or schedule changes affecting the regular work hours of non-sworn personnel shall be made in accordance with the Memorandum of Understanding.

D. Preparation for Duty

When one person relieves another in Communications, it shall be the responsibility of the person being relieved to brief his/her relief regarding pertinent activity and the status of calls in progress. The person taking over the position shall have the obligation to ask necessary questions and be accountable for the information offered.

At the start of each tour of duty, Communications personnel shall review the Communications bulletin board and the flash board for new information, memos, orders, directives, etc. Personnel shall read and initial posted material which is directed to Communications personnel, to acknowledge that the material has been read and understood. In the event that further clarification of posted materials is necessary, the duty supervisor shall be contacted for this clarification. The presumption shall be that the on duty supervisor is aware of both content and purpose of posted materials directed to Communications personnel.

## V. DUTIES AND RESPONSIBILITIES

### A. Administrative Sergeant

The Administrative Sergeant assigned to Communications performs his duties and responsibilities under the direction of the Lieutenant assigned to the Technical Services Bureau. In addition to all other duties and functions imposed on the rank of Police Sergeant, the Administrative Sergeant assigned to Communications shall have administrative supervision of the 24-hour-a-day, 7-day-a-week police communications operation. Supervisory and administrative responsibilities include but are not limited to:

- Supervision and direction of Lead Dispatchers and other full-time and part-time personnel assigned to Communications.
- Implementation of the disciplinary process, including initial investigation and recommendations related to all formal discipline involving Communications personnel.
- Researching and instituting necessary written work, including memos, new procedures, staff studies, training bulletins, evaluations, etc., regarding the Communications function and assigned personnel.
- Scheduling of personnel to meet department needs.
- Scheduling of required maintenance for equipment.
- Developing sound and cooperative relationships within the various bureaus of the Police Department and other interfacing agencies.

- Assisting in the monitoring and control of departmental resources allotted to the Communications function.

B. Duty Watch Commander

The Duty Watch Commander is an Operational Services Bureau Sergeant, assigned as Watch Commander and located within the Communications area during his/her tour of duty. The duties and responsibilities of the on-duty Watch Commander include but are not limited to the following:

- Functional supervision of Communications during tour of duty as Watch Commander.
- Monitoring all activity in the Communications area, radio dispatch, telephones, and personnel.
- Coordination of field and communications functions.
- Responding to issues directed to the Duty Watch Commander by the public and other interfacing agencies, including citizen complaints.
- Maintenance and inspection of briefing materials.
- Control issuing and receiving of radio packsets and unit keys.
- Building security and spot inspections of holding cell areas.

- Reading and approval of all arrest and priority reports.
- Receiving and processing all sick and late-to-duty calls.
- Functional responsibility for all station operations during those hours that supervisory personnel are not on duty, i.e., Records, CSI, Property and Evidence, etc.
- As necessary, initiate a command post in Communications until such time as a field command post is established.
- Implement notification procedures under General Order 1.15.2.
- Process request/approval for overtime in the absence of a Field Sergeant.
- Maintain incident log of major events and brief staff upon request.
- Monitor staffing levels in the field as they relate to activity.

C. Lead Dispatcher

The Lead Dispatchers perform their duties and responsibilities under the direction and supervision of the Administrative Sergeant assigned to Communications. The Lead Dispatcher is selected and assigned a role of leadership and responsibility based on demonstrated experience, work



performance, interest, natural abilities, training capabilities, and technical knowledge of the Communications function. In addition to all the duties of a dispatcher, the Lead Dispatcher duties and responsibilities include, but are not limited to, the following:

- Assist in supervision of Communications personnel.
- Assist with scheduling and scheduling changes based on department needs.
- Responsibility for call-in, holdover, or rescheduling to meet unexpected changes in staffing needs.
- Responsibility for training and development of personnel assigned to Communications, including full-time and part-time dispatchers, cadets and officers on temporary assignment.
- Technical knowledge of the Police Department's communications equipment and developing technology in the field of police communications.
- The updating of all Communications reference materials.
- Review of the time sheets.
- Assist in performance log entries.
- Control and maintenance of 24-hour tape, phone diverter, and related equipment.

D. Desk Officer

The Desk Officer is a police officer assigned to Communications who performs his/her duties under the direction and supervision of the Administrative Sergeant assigned to Communications. In addition to all the statutory duties and obligations imposed on a peace officer, the Desk Officer's duties and responsibilities include, but are not limited to, the following:

- Taking original reports and supplemental information on reports by telephone, by mail, and at the front desk public counter.
- Front lobby security.
- Relief of Watch Commander as assigned.
- Vehicle Identification Number (VIN) verifications and sign-off of equipment violation citations.
- Assisting as needed on phones and the Complaint Board Operation position (CBO).
- Maintaining repossession, private property impound, and stolen vehicle system reports coming to front desk.
- Replenishing forms and supplies for Communications.
- Maintaining phone count and status in computer.
- Receiving time sheets and distribute payroll checks for crossing guards.

- Assisting and directing public and service/repair personnel as needed.
- Printing and photographing walk-ins when CSI is unavailable.

E. Dispatcher

Police radio dispatchers perform their duties and responsibilities under the direction and supervision of the Administrative Sergeant assigned to Communications, and the on-duty Lead Dispatcher. All questions pertaining to the dispatching/communications function shall be directed to the on-duty Lead Dispatcher. In the event there is no Lead Dispatcher on duty, questions shall be directed to the Administrative Sergeant.

NOTE: All dispatchers are also subject to the direction and functional supervision of the on-duty Watch Commander. The on-duty Watch Commander has responsibility for both field and Communications coordination during his/her tour of duty. To accomplish this responsibility, the on-duty Watch Commander has the authority to exercise direction and functional supervision of both field and station personnel, including dispatchers, at any time. If a conflict should arise between a previous direction or procedure and the verbal requests of the on-duty Watch Commander, the request or the direction of the Watch Commander shall be followed. A timely and accurate report of any such incident shall be made to the Lead Dispatcher and forwarded to the Administrative Sergeant.

Dispatcher duties and responsibilities include, but are not limited to, the following:

- ° The ability to accurately receive, log, report, and transmit information related to routine and emergency situations.
- ° The proper utilization of a variety of electro-mechanical systems and related equipment.
- ° The use of good judgment and proper communication skills in following predetermined plans and established procedures related to the police dispatch function.
- ° Assisting Lead Dispatchers in the training and development of new personnel as assigned.
- ° Working toward harmony and cooperation between all bureaus, details, and personnel of this department and other interfacing agencies.

F. Part-Time Personnel

Part-time personnel assigned to Communications perform their duties and responsibilities under the direction and supervision of the Administrative Sergeant assigned to Communications and the on-duty Lead Dispatcher. Part-time personnel are assigned to meet staffing requirements on an as-needed basis. The primary responsibility of part-time dispatchers is to make themselves available when called or scheduled for duty. The duties and responsibilities of part-time dispatchers are the same as those of full-time dispatchers.

G. Cadets

Cadets assigned to Communications either as a temporary or regular assignment perform their duties and responsibilities under the direction and supervision of the Administrative Sergeant assigned to Communications and the on-duty Lead Dispatcher.

The primary duty and responsibility of Cadets assigned to Communications is to train and familiarize themselves with the Police Communications system while assisting with a variety of functions as required. Upon achieving the necessary skill level, Cadets may be recommended to work as part-time dispatchers.

In addition to exposure and training regarding the Garden Grove Police Communications system, Cadets are required to apply themselves in the familiarization of City boundaries, street numbering system, radio codes, policies, procedures, and dealing with the public while assigned to Communications.

## REFERENCE MATERIAL

REFERENCE MATERIAL - To maintain and improve our efficiency, all personnel are expected to be aware of the various reference material available and to utilize it as required to effectively function within his/her own job responsibilities.

| <u>TITLE</u>                           | <u>LOCATION</u>   | <u>CONTENT</u>  |
|--|---|---|
| 1) Alarm Board Book                    | Communications Center - CBO Position #1                   | All alarms in Garden Grove which are direct to station alarm board.   |
| 2) Apartment Complexes                 | Communications Center - Back of Map Book                  | Maps of major apartments, condominiums, mobile home parks, schools, etc.  |
| 3) Arrest Log                          | Records   | Chronological list of all arrests.  |
| 4) Bicycle Licenses Computer Printouts | Communications Center - Micro-data Terminal               | Computer lists of bicycle licenses by name, license, and frame numbers. (Frame numbers list is last 3 digits only). |
| 5) Business License Computer Printouts | Communications Center - Micro-data Terminal               | Address or alphabetical listing of all businesses in Garden Grove.  |
| 6) D.R. Log                            | Communications Center                                     | Information on issued D.R.'s  |
| 7) Daily Log Board                     | Communications Center                                     | Recent pages of Daily Log.  |
| 8) Desk Officer Information            | Master Officer Desk                                       | General operations information. See Index in book.  |
| 9) Emergency Information               | Reference Alarm File - Flash Board - Emergency Book       | Lists of people and agencies for emergency services. (Water, streets, etc.)   |
| 10) Map Books                          | Communications Center-issued to Communications personnel. | Detailed District Maps. One book with plastic protectors.   |

REFERENCE MATERIAL (CONTINUED)

| <u>TITLE</u>   | <u>LOCATION</u>                             | <u>CONTENT</u>  |
|--|---|---|
| 11) Micro-data Operating Procedures                            | Communications Center - Micro-data Terminal | Book giving procedure instructions for obtaining information from Micro-data. |
| 12) Referral Information                                       | Reference Alarm File                        | Agencies and phones for community services referral.                          |
| 13) Repossession Log   | Records                                     | Log of all hard copy Repo sheets.   |
| 14) Rosters  | Reference Alarm File                        | List of Officers, personal information and assignment.                        |
| 15) Street Index (In Map Book and Yellow Book that is issued.) | Communications Center                       | Street names, numbers, and districts.   |
| 16) Teledialer   | Dispatch Positions                          | Dials 35 telephone numbers automatically.                                     |
| 17) Template Book  | Records                                     | Templates of major intersections. Helpful in determining jurisdictions.       |
| 18) Tow Truck Log  | Communications Center - CAD System          | Listing tows for rotation, 72-hour, private property, and repossessions.      |
| 19) 24-hour Tapes  | Storage Room                                | 120-day supply of tapes by day.   |
| 20) Vacation Checks- Abandoned Vehicles                        | Cadet Office                                | Log of all vacation checks. Log of marked 72-hour viol.                       |
| 21) Wanted Subjects  | Flash Board                                 | Flyers on current wanted subjects.  |
| 22) Code 5 Information   | Flash Board                                 | Information on known stake-outs in progress.                                  |