



POLICY/PROCEDURE NUMBER: 07-S.O.-011 Page 1 of 42 with five Appendices

SUBJECT: POLICE SERVICES COMMUNICATIONS

EFFECTIVE DATE: January 7, 2015

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AMENDS/SUPERSEDES: Department Policies 100-20: Dispatch Area Security, Feb. 5, 2001; 200-10: Elevator Response, Jan. 1, 2000; 200-7: Emergency Notification System, Oct. 15, 1999; 200-6: Emergency Telephones, Jan. 1, 2000; 100-11: Patrol Beats, Jan. 24, 2000; Department Procedural Directives 2003-07: Blue Light Emergency Telephone Information, May 12, 2003; 2003-10: Dispatch and Police Response to Elevator Emergency Calls, June 25, 2003; 2003-13: Emergency Blue Light Response Procedures, Nov. 24, 2003; 2003-11: Student Health Center requests for Ambulances, Aug. 29, 2003; 2004-006: Revision of Procedural Directive Governing On-Campus Injury Notifications, Aug. 3, 2004; 2004-06: Police Notification to Environmental Health & Safety, Aug. 3, 2004; 2004-007: Log Entry onto JDIC/CLETS, Aug. 10, 2004; 2005-01: LAPD Radio Unit Designations for CSUN PD, March 12, 2005; 2005-10: Notifications in Medical Emergency Situations, Aug. 27, 2005; 2005-11: Radio Log Documentation, Aug. 31, 2005; 2005-12: Medical Calls and Assistance from Klotz Health Center, Sept. 6, 2005; 2007-02: Police Officer Call Sign Change, Feb. 16, 2007; and 2007-03: Consolidated Dispatch, March 5, 2007; 2004-015: Science 1101 Alarm (Howitzer Room), December 23, 2004; 2004-014: Blood and Infectious Materials Clean-Up, December 6, 2004; 2005-003: RIMS/Patrol Designations, May 12, 2005; 2008-003: NOAA Public Alert Radio, September 25, 2008; August 9, 2007 version entitled Public Safety Communications; January 27, 2010 version; February 16, 2011 version; January 8, 2014 version.

IACLEA STANDARDS: 9.1.1(b), 9.1.3, 9.1.6, 11.1.2, 11.1.3, 11.1.4, 11.1.5, 11.1.6, 11.1.7, 11.1.8, 11.1.9, 11.2.1, 11.2.2, 11.2.3, 11.2.4, 11.2.5, 11.2.6, 11.2.7, 16.1.11(b)(c)

CSU POLICE DEPARTMENTS SYSTEMWIDE OPERATIONAL GUIDELINE - NO

APPROVED: Anne P. Glavin, Chief of Police

I. PURPOSE

The purpose of this directive is to establish guidelines, policies, and procedures related to the public safety communication responsibilities and functions within the California State University, Northridge Department of Police Services (CSUN DPS) and its Communications Unit.

II. POLICY

The CSUN DPS will maintain a Communications Unit responsible for coordinating communications in emergency and non-emergency situations. This unit is staffed 24 hours a day, 365 days a year to receive emergency and non-emergency calls for service, and provide two-way radio communication to on-duty personnel coordinating a comprehensive field-reporting program and the safety of all field personnel.

III. DEFINITIONS

- A. Blue Light Emergency Telephone System: Tall blue cylindrical poles, silver aluminum wall units, and yellow colored TTY/TDD call boxes are located throughout the university campus with a blue light on top, a red button on the front, a speaker phone, and the word "EMERGENCY" printed on the pole. The yellow TTY/TDD call boxes have keyboards for the typing of messages for hearing impaired, deaf, and disabled community members. Upon pressing the red button, a call is immediately placed to the CSUN DPS dispatch center on the VESTA 911 line and the blue light on top of the pole begins to flash. Communication between the caller and emergency dispatcher initiates thereafter. Calls from and responses to activations from this phone system are treated similar to 911 emergency telephone activations.
- B. Computer Aided Dispatch: Records Information Management System (CAD/RIMS) is a real time incident tracking system. It is designed to allow police dispatchers the ability to enter, track, and close multiple incidents as they occur throughout the day.
- C. Emergency Situation: An actual or potential condition that poses an immediate threat to life or property.
- D. General Assistance: Services of a non-emergency nature provided by agency personnel, such as providing information or directions and assisting motorists.
- E. Incident: An event that requires law enforcement action or the dispatching of officers in response to a request for law enforcement services. This includes any incident, whether criminal or non-criminal, for which there has been a response to the scene, an investigation, or the preparation of an oral or written report.
- F. Mobile Unit: The radio equipment mounted in a police vehicle.
- G. Neighboring Jurisdiction: A law enforcement agency in an adjoining city or other unit of government.
- H. Outside Jurisdiction: Another municipality, county or state.
- I. Peace Officer: As related to this directive, an officer, who through their own observation, a citizen contact, or by the receipt of an emergency or routine call for service via the Dispatcher, responds to the scene and takes appropriate police action as required by law and the policies of the CSUN DPS
- J. Police Dispatcher: The communications person who receives all emergency and routine calls for service and through a logical line of questioning, determines the

nature of the call and the appropriate initial response. The Dispatcher is usually the first person contacted by a victim or witness.

- K. Portable Unit: A handheld 2-way radio that can be carried by officers.
- L. Provider Agency: An agency that provides service, equipment, or supplies to another agency.
- M. Radio Communication Console: The primary radio controls utilized by the dispatchers located in the Communications Center.
- N. Repeater/Base Station: The CSUN DPS UHF and VHF repeater base stations are located on top of the Sierra Tower, which enable the repeater stations, mobile, and portable units to have reliable communications in our geographical area.
- O. Service Community: Those persons working or residing in the agency's jurisdiction.
- P. Single Point of Contact: A specific person, position, organizational component, or phone number.
- Q. State-wide, Regional, or Area Law Enforcement Radio System: A radio communications network that permits the law enforcement agencies' communication centers within a state, region, or area to communicate with each other.
- R. Victim: A person who suffers physical, financial, or emotional harm as the direct result of a specified crime committed upon his or her person or property.
- S. Witness: A person who has information or evidence relevant to the investigation of a specified crime.
- T. JDIC: Justice Data Interface Computer which is operated for the CSUN DPS by the Los Angeles County Sherriff Department
- U. CLETS: California Law Enforcement Telecommunications System

IV. SECURITY PROCEDURES

- A. Communications Center Facility and Equipment Security
 - 1. Access to the Communications Center will be limited at all times to protect personnel, equipment, the facility, and confidential information.
 - 2. Only the following authorized personnel are allowed in the Communications Center:
 - a. All on-duty dispatchers;
 - b. On-duty watch supervisor;
 - c. Any dispatch or police personnel trained and designated to relieve the on-duty dispatcher for scheduled breaks;
 - d. Other sworn personnel as required for operational need;
 - e. Alarm (i.e., Simplex), information technology, and equipment technicians, or other personnel needing access upon authorization of the Chief of Police, any command staff member, or the Investigations Sergeant in charge of the IT function;
 - f. Any member of the command staff; and
 - g. Chief of Police
 - 3. Transactions with department personnel shall normally be conducted through the pass-through window located within the report writing room.
 - 4. The doors to the Communications Center are to remain closed and locked at all times. Prior to each shift, the on-coming dispatcher shall

check the north and south entry doors to ensure they properly close, latch, and lock. Any problems with door hardware or security issues shall be immediately reported to the on-duty police shift supervisor.

5. All activities/transactions held within the communications center (i.e., radio/phone transmissions, conversations, viewing of law enforcement/department data base systems, etc.) are confidential in nature and discussions regarding these activities are prohibited except in discussions with sworn law enforcement, dispatchers, and other personnel with a need to know.
6. Cellular telephone use is prohibited within 6 feet of the dispatch consoles unless an emergency situation requires use of the cellular telephone in the course of the dispatcher's 911 PSAP duties (i.e., use of a cell phone behind the communication information rotunda is an appropriate distance). This is due to the confirmed interference that cellular telephones cause to the police radio transmissions.
7. The south communication center exit door shall only be used as a point of entry/exit by dispatchers and police shift supervisors. All other department personnel including police officers, vendors, and facility maintenance workers shall enter through either the east or west entry/exit doorways. This door shall never be left in a propped open state, to ensure the utmost security level of the communications center.

B. Security of Automated Systems:

1. All Police Department personnel shall log off the Records Information Management System (RIMS) and JDIC/CLETS automated systems when they are no longer using such systems or prior to leaving a system unattended.
2. Police Department personnel shall not share passwords on any automated system.
3. In the event that no department personnel are available with a JDIC/CLETS terminal password, a telephonic request may be made to a sister campus for the needed CLETS information. University police departments available for contact include CSU Los Angeles, CSU Dominguez Hills, and CSU Long Beach (all of which are on the Los Angeles Sheriff's JDIC system and have the same user agreement as this Department). In the event such a call is made, the on-duty police shift supervisor shall provide me with a memo stating that contact was made and with whom, date, time, information requested, results of request, and related CSUN DPS crime or incident report number. This information shall be maintained by the Police Operations Commander in the event an audit is conducted by POST or the LASD.

C. Backup Resources:

1. Backup Radio – In the event that the main channel (CSUNPD UHF) on the Motorola radio console becomes inoperable, use of the backup channel (CSUNPD VHF) shall be implemented. If this channel does not work, the radio system within the mobile command operations trailer shall be activated and utilized until normal radio communications are restored.

2. Portable Radio – The use of a portable radio by the dispatcher shall be used if all other options have been exhausted.
3. In the event of the failure of any radio system, the dispatcher shall immediately notify their Patrol Operations Commander (Captain or Lieutenant) and the emergency Motorola authorized technician (i.e., Advanced Electronics).
 - a. The dispatcher will complete a Radio Repair and Maintenance Request form and submit it to the department's IT technician. (Appendix A)
 - b. A copy shall also be made and placed into the department's financial analyst's mailbox.

D. Security of CSUN DPS Facility

1. The CSUN DPS Communications Unit is responsible for monitoring the Police Department's closed-circuit security system which is comprised of door/gate control, motion sensor, closed caption television (CCTV), panic alarm, and intercom systems. This unit is also responsible for monitoring the department's CCTV system which currently operates the off-campus University President's home and B3 parking structure bicycle parking compound.
2. The designated dispatch trainers are responsible for training all persons who work in the communications center (both sworn and non-sworn) on operation of the security equipment (documenting said training), while also providing and documenting annual refresher training.
3. The LiveScan Coordinator is responsible for creating employee identification badges via the Department's CCURE system and assigning external gate access upon approval from either a Patrol Operations Commander or the Captain, Special Services.
4. The front lobby door is automatically unlocked at 8:00 a.m. and locked at 8:00 p.m. Sunday through Saturday via the department's security system. After 8:00 p.m., individuals requesting police service shall utilize the intercom to communicate with dispatch and an officer shall be assigned to respond. At no time, unless an emergency exists, shall the door be manually unlocked by dispatch to allow access to the requesting party.
5. Those requesting access to the secured areas of the Police Services facility (University and PPM employees, facility sub-contractors, vendors, outside law enforcement personnel, etc.) must meet in person with a supervisor or appropriate employee (i.e. person with whom the vendor, contractor, PPM, etc. has business) to verify their need and right to access the department facilities or secured parking lot areas prior to gaining entry. Should entry be granted into the police department's internally secured areas (non-public lobby areas and sally port), all visitors/vendors/etc. must be registered at the front lobby and wear a department issued visitor identification badge during their stay, returning the badge and checking-out as they leave. Simplex-Grinnell-Tyco Inc. Fire/Security employees are to be verified as authorized to enter the Police Department facility prior to being granted access through the perimeter gates or doors. Simplex employees are only permitted access to the police facility as needed in the course of their duties. Authorized

personnel may be found on a Simplex approval list issued to the Police Department by Physical Plant Management (PPM) who maintains the university contract with that fire/security/life safety corporation. The authorization list shall be maintained on the Dispatch bulletin board. PPM will provided the department an updated list on a monthly basis.

6. Motion and infrared detection devices have been placed in the following areas and are continuously active: Matador Patrol office, Lost and Found, Evidence, Parking Vault Room, Records, and Armory. Should these sensors activate providing an alarm tone, the dispatcher shall immediately notify the shift supervisor of the activation and assign a unit to investigate the activation. During times when the records unit and any of the other areas listed above are unoccupied (i.e., weekends, holidays, after normal business hours), those operational personnel requiring entry shall notify dispatch prior to entry to alert them of an impending intrusion alarm activation and the need to enter said area(s). Dispatch shall document all notifications of after normal business hour entry into the RIMS daily incident log.
 7. In the event of a system or security hardware malfunction and/or failure dispatch is to be immediately advised of the security problem, who in turn will notify the shift supervisor and the appropriate Patrol Operations Commander (Captain or Lieutenant).
- E. Security for transmission lines, antennas and power sources:
1. The transmission lines, power sources, and antennas are to remain secured at all times.
 - a. Personnel who find any such areas unsecured are to report the situation to the appropriate Patrol Operations Commander (Captain or Lieutenant). In the event an area is unable to be secured, Physical Plant Management shall be immediately contacted.
 - b. The antennas are installed on roof areas (Police Department and Sierra Tower facilities) where access is limited. Only qualified and authorized personnel shall have entry to these locations. Persons requesting access to these areas must be authorized by the Chief of Police or a member of the command staff prior to entry.
 - c. Transmission lines are secured within conduit and are not readily accessible.
 - d. Alternate power sources (generator and uninterrupted power supplies) are secured within fenced and block walled areas.
 - e. Normal electrical power sources are provided through underground conduit. Any power disruptions are to be reported immediately to the appropriate Patrol Operations Commander (Captain or Lieutenant), dispatch supervisor, and Physical Plant Management.
 2. The 911, telecom, and IT equipment room will remain secure within the Communications Center.

3. Access to the above listed areas is restricted. Access is permitted according to job functions of department personnel, authorized equipment technicians, or with the approval of a command staff member.

F. Alternate source of electrical power:

1. Emergency generator – Provides an alternate source of electrical power that is sufficient to ensure continued operation of emergency communication equipment in the event of the failure of the primary source of power.

Testing and maintenance of the Department's emergency generator shall be in conformance with the manufacturer's recommendations. Testing is conducted and documented once a month by the university Physical Plant Management (PPM) department as coordinated by the Department's IT technician. Any problems encountered during testing shall immediately be reported to the Special Services Captain and PPM for immediate repair. On an annual basis, testing of the emergency generator is to be done under a full load by PPM with results being recorded by the attending University Physical Plant Management generator technicians and Department's IT technician.

2. The Communications Center has the following resources available to sustain transmissions at all times:
 - a. A permanently installed generator;
 - b. Uninterruptible power supply (UPS) that protects all the equipment and computers within the Communications Center;
 - c. A mobile command vehicle/trailer that provides full dispatch capability with its own power source;
 - d. For continued radio transmission, a second radio console/position and a portable radio unit are in place.
3. Procedure in the Event of a Power Failure.
 - a. Utilizing the dispatcher portable radio, confirm if emergency power to the main police repeater is engaged. If not engaged contact the shift supervisor for activation of the emergency mobile command trailer.
 - b. If the dispatch console has power, then emergency power is available and the generator is operating. The dispatcher shall note the start time on a blue communications dispatch card and tape it to front side of the CentraCom Elite radio screen next to the GPS clock display. The generator has 72 hours of operational time before refueling needs to begin and communications personnel are responsible for monitoring the activation time that has elapsed. The appropriate Patrol Operations Commander (Captain or Lieutenant), department IT technician, dispatch supervisor, and Physical Plant Management shall be immediately contacted of the power loss, possibility of refueling, and advised of each 12 hours that have passed since the generator's initial

emergency activation. This process shall continue until normal power has been restored and the generator ceases its operation.

G. Multi-channel mobile and portable radio equipment:

1. Police vehicle radios and portable police radios are equipped with multiple channels capable of two-way communications with other public safety-related departments.
2. Departments presently covered include:
 - a. Los Angeles Police Department
 - b. Los Angeles County Sheriff Department
 - c. Los Angeles Unified School District Police Department
 - d. California Highway Patrol
 - e. CLEMARS (Gold 4 and 22) – County Law Enforcement Mutual Aid Radio/Response System
 - f. Los Angeles county mutual aid frequencies

H. Primary Duties of Communications Personnel:

1. Answer incoming emergency 911, blue light, elevator and non-emergency telephone calls evaluating them to determine whether an emergency or non-emergency response is required. Dispatchers shall advise callers of the department's response, which may include the department's direct response and/or referral to another agency.
2. Receive, monitor and broadcast all radio communications of personnel.
3. Monitor the location and status of all on-duty personnel [police officers, parking officers, information booth attendants, tram drivers, UPA security guards, and Community Service Assistants (e.g., Matador Patrol).]
4. Monitor the Los Angeles Police Department radio frequencies to ensure our officers are aware of any activities in or around our service areas that might necessitate their response.
5. Notify the Los Angeles Police/Fire departments when needed.
6. Notify tow services when requested by field units.
7. Handle security and fire alarm activations.
8. Access local, state, and federal criminal justice information systems to provide NCIC (National Crime Information Center), SVS (Stolen Vehicle System), APS (Automated Property System), AFS (Automated Firearms System), WPS (Wanted Persons System), ROS (Restraining Order System), AWW (Automated Wants and Warrants System), SRF (Supervised Release File), MPS (Missing Persons System), DOJ (Department of Justice) and DMV (Department of Motor Vehicles) checks as requested. Preparing reports/documents as required.
9. Monitor the Police Services facility and holding cell security systems to include the closed-circuit CCTV, entry doors and gates, panic buttons, intercom, and motion-sensor activations. Monitor the department and campus CCTV systems which operate the department, off-campus president's house, and on-campus cameras. See department policy #2015-S.O.-024: Closed Circuit Television (CCTV) Monitoring and

Recording for those policies and procedures relating to the department and campus CCTV systems.

V. TELEPHONE AND 911/EMERGENCY OPERATION PROCEDURES:

A. 911 and emergency telephone systems:

1. The Plant Electronics VESTA 911 and the campus telephone systems are utilized to provide the campus community with 24-hour, toll-free telephone access for emergency calls, and includes an integrated TDD/TYY telephone access system.
 - a. The Department will continually provide a single Emergency Telephone Number: **911**. The 911 phone system utilized is a dedicated line provided by AT&T, separate from the University's proprietary phone system. This is maintained to ensure a consistent separation of emergency and non-emergency calls.
 - b. The campus non-emergency telephone number, x2111 which is also available 24 hours a day, is still available to anyone who may wish to use this number in an emergency.
 - c. Originating point of 911 (and non-emergency) calls displayed on the Automatic Location Identification (ALI) digital screen are:
 - i. Campus pay telephones
 - ii. "Blue Light" emergency phone systems
 - iii. Elevator emergency phones
 - iv. Housing telephones
 - v. All other campus landline telephones
 - d. The 911 system has a continuous hard-copy printout with CD backup being provided by AT&T. All 911 phone calls are also recorded on the CSUN PD digital PIXYS recording device.
 - e. All information on 911 calls for service is recorded on the 911 printer.
 - f. Each shift, the dispatcher will check to make sure that the printer is in working order and that the paper tray is full.
 - g. The VESTA unit is monitored for equipment failure with notification by AT&T.
 - i. If the system fails, the dispatcher should advise the AT&T repair center that the 911 PSAP (at the California State University, Northridge Police Department) has an alarm condition.
 - ii. The dispatcher is to create an incident number within the CAD/RIMS system listing information regarding the outage and the AT&T contact.
2. The following resources are to be used by the dispatcher to help identify the location of the caller, particularly when the caller is unable to speak for themselves:

- a. An emergency cross-reference list containing campus telephone numbers and their respective locations.
 - b. A campus directory; and
 - c. AT&T's 24-hour security hotline number (877-500-4911)
 - d. RIMS telephone look-up/directory feature
3. The CSUN DPS 911 has an Alternate Answering Location System, which allows 911 calls to be transferred to the Los Angeles Police Department in the event the CSUN DPS 911 equipment has a total system failure. An alarm box is located within the communications center that will activate in the event of a total system failure. If a failure occurs the dispatcher shall immediately:
- a. Call the AT&T 911 Repair Operator at 1-877-500-4911 and advise him/her of our agency name and 911 trunk number of 818-911-1883. A repair ticket number will be generated and provided to the dispatcher for recording into RIMS.
 - b. Next, call LAPD Valley Communications Division Watch Commander at 1-818-778-4754 and advise him/her of our situation, obtain his/her call back telephone number, and gain approval for the temporary rerouting of 911 calls to their facility.
 - c. Next, call the AT&T CMAC office at 1-800-540-8121; provide them with the AT&T 911 repair ticket number; and provide the LAPD contact person and phone number who authorized the transfer of the 911 calls. CMAC will contact the LAPD representative to confirm authorization and then make the rerouting switch occur.
 - d. Once the CSUN PD 911 system is repaired and activated, the above actions must be followed again for a switch back of CSUN 911 calls to occur.
- B. Receiving Emergency Calls: Upon receipt of an emergency call (911, Blue Light Phone, and Elevator Emergency Button Activation) the dispatcher shall:
1. Respond, "University 911, please state your emergency" and identify the nature of the call. In the event no one answers, officers shall be dispatched according to section V, subsection C.5 of this policy. The dispatcher shall remain on the line and attempt to make contact with the caller stating, "University 911, please state your emergency. A police officer is being sent to your location." This procedure will be continued until an officer arrives at the location or the party responds to the phone.
 2. If communication is established with the caller, verify the location of the incident and the caller and immediately dispatch an officer to respond and investigate the nature of the call.
 3. If a call is a blue light phone activation, the caller shall be asked to read the metal plate location information on the phone if the phone location information is not readily apparent to the dispatcher via electronic means.
 4. Obtain the telephone number of the caller.

5. Obtain pertinent information such as what happened, anyone injured, suspect description(s), vehicle description, whether or not a weapon was involved and if the suspect is under the influence.
6. The location of the suspect.
7. Extent of any injuries.
8. Immediately dispatch appropriate police units to the location.
9. Continue to obtain updated information from the caller.
10. Immediately disseminate the updated information to the responding police units keeping them apprised of the situation.
11. Describe any pertinent background noises to the police units.
12. Notify the fire department and paramedics as appropriate, advising them of the circumstances. For safety, fire and paramedic units may stage away from the location awaiting clearance from the police that it is safe to approach.
13. Provided it does not compromise the safety of the caller, keep the caller on the telephone until they are contacted by police.

C. Elevator Emergency Calls:

1. Elevator emergency call boxes route to the Department's 911 VESTA emergency call system. Upon receipt of the call, the location of the call will be listed on the VESTA computer screen and the Dispatcher shall respond, "University 911, please state your emergency," and immediately dispatch a police officer to the scene to verify the call and check on the well-being of those in the immediate area. In the event the call location does not show on the VESTA computer screen or is incorrect, press the star button and a message will appear with the correct location.
2. If the dispatcher is able to initiate conversation with the caller, he/she should verify the location of the problem and physical/mental status of the caller.
3. If no one answers the line, the dispatcher shall keep an open line until an officer arrives on scene.
4. In the event a person is determined to be confined within an elevator or on an upper floor without an avenue for egress (e.g., a disabled person in a wheelchair who cannot get down stairs), the dispatcher shall immediately contact PPM and request an electrician be sent to the scene. AMTECH elevator service (or appropriate elevator company on file in dispatch for new campus elevator warranties) should also be notified for all campus and UPA facilities at "818-407-1612" as PPM or housing maintenance will not open or fix a jammed elevator. If the call is received after normal business hours, AMTECH shall be contacted immediately and an estimated time of arrival obtained. This information shall be conveyed to the officer dispatched to the scene, who will remain on scene until such time that the individual is safely removed from the elevator.
5. In the event the responding police officer reports that the individual confined is in emotional distress, the dispatcher shall immediately contact the Los Angeles Fire Department and request their assistance.
6. The responding police officer shall ensure that he/she maintains a continuous presence during the time period an individual is confined

and/or unable to leave. The responding officer shall complete an incident report of the situation prior to the end of watch.

D. Misrouted Emergency Calls:

1. Upon receipt of a misrouted emergency call the dispatcher shall:
 - a. Identify the nature of the call.
 - b. Obtain the location of the incident and caller.
 - c. Obtain the telephone number of the caller.
 - d. Transfer the call to the appropriate agency via the 911 transfer system.
 - e. Remain on the line to ensure that the call has been successfully transferred to the appropriate agency.
 - f. Notify the AT&T 911 service department of the misrouted call by completing a 911 Misroute Form (Appendix B) located in the 911 backwards directory and faxing or mailing the form to the number/address printed on the form.
 - g. Document the incident and actions taken within CAD/RIMS.
2. In the event that the dispatcher is unable to transfer the emergency call to the appropriate agency via the 911 system the dispatcher shall:
 - a. Obtain all necessary information from the caller as they would for all emergency calls to the department.
 - b. Advise the caller that they will be placing them on hold while they establish contact with the appropriate agency via the dispatch landlines. Additionally, the dispatcher is to advise the caller not to hang up and to remain on the line unless the caller's safety would be compromised.
 - c. The dispatcher shall then contact the appropriate agency via landline and advise them of the details of the call.
 - d. The dispatcher shall relay any additional information to and from both the caller and the agency as necessary until the call is terminated by the handling agency.
 - e. The dispatcher shall subsequently enter the complete details of the call and subsequent actions into the radio log via Computer Aided Dispatch (CAD/RIMS) and notify the AT&T 911 Service Department of the misrouted call, also documenting the notification within CAD/RIMS.

E. Handling Abandoned or Misdialed Calls:

1. Upon receipt of an abandoned or misdialed call via the 911 or blue light phone systems the Dispatcher shall:
 - a. Check the telephone number that appears on the 911 ALI screen or the printout on the 911 printer for the telephone number.
 - b. A police unit shall be immediately dispatched to the location of the 911 abandoned call.

- c. Once the dispatcher has identified the callback number, a callback is to be placed to that number immediately.
 - i. The dispatcher shall identify themselves and advise the person who answered the telephone that they received a 911 call from the location. The Dispatcher shall ask if there is any emergency at the location and verify the information on the ALI screen such as the address and telephone number.
 - ii. If the dispatcher has any indication that there may be a problem at the location, the responding police unit is to be immediately advised of the situation.
 - iii. Upon callback, if the dispatcher is unable to establish contact because of a busy line, he/she shall immediately advise the responding police unit that a busy signal was received during the callback.
 - iv. The dispatcher shall make additional attempts to establish contact with the caller's location during the police response.
 - v. For abandoned calls that result in an open line, the dispatcher shall listen for background noises and advise the responding police unit of what is heard, if anything, over the open line.
 - 2. Subsequent to any abandoned or misdialed emergency call, a complete CAD/RIMS incident entry using the "911" incident code shall be made, to include when possible, the name, address, and telephone number of the caller in the "caller" field along with a brief disposition of the call in the narrative field.
 - 3. Under no circumstances will a dispatcher fail to assist a caller reporting an emergency, despite jurisdiction.
- F. Special Procedures in the Handling and Notification of Medical Emergency Assistance Calls
- 1. The CSUN DPS dispatcher is responsible for:
 - a. Assigning police personnel and units to all medical calls for service.
 - b. Notifying the Los Angeles Fire Department paramedics in all serious and life-threatening medical situations or when requested by the victim or a police officer.
 - c. Coordinating communications with other internal and outside agencies.
 - d. Ensuring the proper documentation of emergency medical calls.
 - e. Ensuring that notifications are made to include:
 - i. The Klotz Health Center (see subsection F.2 below) including documenting within RIMS the time notification was made, the nature of the notification, and

- the name/position of the Health Center member receiving the information.
- ii. The police shift supervisor and watch Captain (if on duty). The shift supervisor and/or watch Captain is responsible for notifying the Chief of Police.
- iii. The Environmental Health & Safety Office (EH&S) documenting within RIMS the time notification was made, the nature of the notification, and the name/position of the EH&S member receiving the information.

Note: EH&S Police Notification Request for On-campus Injuries”

EH&S investigates all injuries that occur on the campus. Whenever a student, employee, or visitor is injured on the campus property, the following procedures shall be followed:

1. For injuries requiring transportation to an off-site medical facility, the EH&S office is to be contacted at x2401 as soon as possible. After 5:00 p.m., the director of EH&S shall be notified at home or via cell phone as listed within the Dispatch campus emergency contact list. If he/she cannot be reached, then the next emergency contact for EH&S shall be called as noted within the Dispatch emergency contact list.
 2. For incidents where there are injuries or possible injuries (and the Police respond), copies of the RIMS incident report shall be forwarded to the Director and Risk Manager of EH&S at mail code 8284 no later than the next business day.
2. To enhance and facilitate first responder medical emergency response, the following procedures have been established for the receipt of notification, medical consultation, and triage from the Klotz Health Center:
- a. After dispatching the first responding officer and contacting the Los Angeles Fire Department for rescue ambulance response, the dispatcher should notify the Klotz Health Center during their hours of operation: Monday through Thursday 7:30 a.m. – 5:30 p.m. and Friday 7:30 a.m. – 4:00 p.m.).
 - i. If medical consultation would be helpful, the dispatcher should call the Health Center Director on his/her private cell phone at 818-300-5882. This phone is open for public safety calls 24/7 and a delegate will be assigned when the Director is out of town or on vacation.
 - ii. If requested, the Health Center Director or his/her delegate is available to respond to the site.
 - iii. Dispatchers are to call the Health Center Triage Nurses at x3653 or x3654 for non-emergency cases that are to be transported by Police personnel to the Health Center.

3. Requests for Ambulances or Medical Assistance
 - a. Police dispatchers shall ascertain the following information from Health Center staff or any other caller when a request for emergency medical services is made:
 - i. Age of the Patient
 - ii. Gender of the Patient
 - iii. State of consciousness
 - iv. State of breathing
 - v. Approximate nature of illness or injury
 - b. Police dispatchers and officers should familiarize themselves with Appendix "C" – Basic Protocol for Activating the Emergency Medical System at the SHC by SHC staff (taken from the Klotz Health Center policies and procedures).
4. Medical Calls for Service Involving Blood and Infection Materials Clean-Up
 - a. Dispatcher Responsibility: call the shift supervisor to respond immediately and assess the situation.
 - b. Shift Supervisor Responsibility: make an on-site determination of the type of infection material and size of the stain. If in the opinion of the supervisor the stain is more than campus PPM or Housing staff can properly manage (e.g., a serious trauma incident versus minor stains/spills), the appropriate Patrol Operations Commander (Captain or Lieutenant) shall be notified. If he/she cannot be reached, the Chief of Police shall be notified.
 - c. Command Staff Responsibility: under the terms of the contract with the contracted clean-up service, only the following individuals are authorized to initiate a response by the service under the agreement:
 - a. Chief of Police
 - b. DPS Command Staff Members
 - c. Environmental Health and Safety Director
 - d. Environmental Health and Safety Coordinators
 - d. Clean-Up Contractor Information

Contractor: United Pumping Services
 24 Hour Emergency Contact Number: (626) 961-9326
 Reference CSUN Contract

G. Handling Less Common Types of Calls:

1. Receiving an emergency or non-emergency TDD telephone call on the AT&T VESTA phone system (referred to by our Department as TTY

used for receiving typed messages from the hearing impaired, deaf, or disabled individuals):

- a. Upon answering the telephone system and hearing the unique TTY “tweetles” sound or by checking the VESTA 911 screen for the TTY indicator, the dispatcher will click on the VESTA screen TTY icon in the center toolbar area.
 - b. Click the red TTY disabled box, which will then turn green and read “TTY enabled.”
 - c. Click on greeting, which auto-types “9-1-1 What is your emergency q GA”
 - d. Dispatcher will then continue the conversation by typing freely.
2. Receiving a call from a non-English-speaking caller:
- a. Push the “flash” button, and then dial the Language Line service telephone number 1-800-880-1994.
 - b. Once connected to AT&T, provide their dispatcher with our Client ID #901-218. Then push “flash” again to initiate the conference call with both parties.
3. Receiving annoying, obscene, or threatening phone calls:
- a. The dispatcher will immediately notify the shift supervisor.
 - b. If the call is judged to be of a serious nature by the shift supervisor (e.g., threat to someone’s personal safety or major property damage), or if the call involves a threat whether serious or minor to the University, the Department, or university personnel, an incident report will be written.
 - c. The Chief of Police and appropriate Patrol Operations Commander (Captain or Lieutenant) will be notified as soon as possible in the event of a serious incident.

H. Police Business Telephone Line:

1. The police department’s business line (818) 677-2111 or (x2111 from a campus phone) and five roll-over lines have been designed to help separate emergency from non-emergency calls for service.
2. The business line will be answered, “University Police, Operator (use personally assigned 4-digit ID number). How may I help you?”
3. A message will be taken for phone calls to department personnel and placed into their respective mailbox; or caller transferred to the respective telephone extension if available.⁴ Under no circumstances will anyone give out an employee’s personal schedule or home/cell phone/pager numbers to callers.
4. Department employees are required to notify Police Communications on the business line when making sick, family illness, or other day off requests/notifications. The dispatcher or relieving police officer receiving the call shall complete a “Time Off Memo” in its entirety and time/date stamp it using the time/date stamp machine located on the communications console. The time off memo shall then be forwarded to

the police shift supervisor for notification, who will then forward the copies to the appropriate parties (i.e. white – Payroll & yellow – employee’s supervisor). This information shall also be written on to the Communications Center white board (e.g., date and Officer/employee who called out).

- I. Responding to calls from victims, witnesses, or other members of the public:
 1. Communications center personnel are most often the first to respond to a victim, witness, or other community member’s call requesting information or services. When this call is received, whether it is an initial or subsequent request, the dispatcher shall:
 - a. Determine whether an emergency or non-emergency response is required;
 - b. Determine if CSUN DPS response is warranted, and if so, the call shall be dispatched as prescribed in the Radio Operation Procedures (Section V) of this policy.

Considerations in level of response required include:

- Immediate threat present – not present;
 - Demeanor of the victim;
 - Request from the victim for immediate assistance;
 - Past contact, if any, with the victim;
 - Any information known by the Dispatcher relative to the victim and the offense.
- c. If the victim, witness, or other community member’s request is for information only, transfer them to the appropriate party’s extension/voice mail (i.e., Investigations, Records, LiveScan, Parking, etc.). For services or information handled outside the scope of those performed by the CSUN DPS, the dispatcher shall assist the caller in determining who best to contact to meet their needs.
 - d. Inform the caller of the agency’s response, be it direct law enforcement service and/or a referral to other appropriate agencies for support services. This would include any of the following as appropriate:
 - i. The name of the department employee who will be responding to the call, in person or by telephone;
 - ii. Campus department who will be notified (e.g., Student Health Center); and
 - iii. Outside agency service to be contacted (e.g., law enforcement agency, counseling service, etc.).
 - e. When receiving telephone calls that report a crime or incident, dispatchers shall initiate a CAD/RIMS incident entry with the following information:

- i. Ensure a sequential RIMS control number has been assigned (incident or crime reporting number);
 - ii. The date and time of request;
 - iii. Victim, witness, and reporting party information including the name, address, and call back telephone number, if possible;
 - iv. The type of incident being reported or request made;
 - v. The location of the incident being reported;
 - vi. Identification of officer(s) assigned as primary and backup units;
 - vii. The time the call for service was dispatched;
 - viii. The time of officer(s) arrival;
 - ix. The time of officer return to service; and,
 - x. Disposition or status of the reported incident.
- f. It will be the standard practice to have a victim, witness, or reporting party file a report of a crime or incident in person. In those circumstances where it may not be possible due to extenuating circumstances, to file a report in person or the reporting party adamantly declines responding in person, a report may be taken by an officer over the telephone, provided the incident does not require the physical collection of evidence. Dispatchers shall obtain call back information and notify the on-duty shift supervisor of the call; who in turn shall assign an officer to call back the reporting party and assist them in the manner required to fulfill their need(s).
- g. Reports received by mail or e-mail will be routed to the appropriate unit for response and follow-up.
- h. Refer to Department policy #06-C.I.-002 (Victim and Witness Assistance) for specific guidelines and reporting responsibilities when victims and witnesses of crimes have been affected by a criminal act. Dispatchers are required to assist victims and witnesses who are requesting victim/witness information and/or services upon their initial and ensuing requests in accordance with this policy as well as Policy #06-C.I.-002 - Victim and Witness Assistance.
2. Field officers and patrol supervisors shall:
- a. Place a callback to the victim or witness as soon as possible; and
 - b. Demonstrate the utmost care and compassion when interacting with victims and witnesses to help provide the needed support through police action or referrals to other appropriate agencies.
3. An updated list of victim/witness referrals is to be maintained by the Investigations Unit and made available to patrol officers to be used in the course of their duties in providing victim/witness assistance.
- J. Instant Playback/Continuous Recording of Telephonic Conversations/Radio Traffic:

1. The department utilizes the Plant Electronics PIXYS Digital Recording System to maintain a continuous recording of all emergency/non-emergency telephone conversations and all CSUN PD radio traffic within the communications center.
2. The immediate playback capability is to be utilized by the police dispatcher when field personnel or a caller is difficult to understand or unable to repeat their information.
3. Recordings are retained in the secured IT/Telecom room for a minimum of 1 year as referenced within the Department's records retention manual and policy #07-O.A.-006, Records Administration.
4. The department IT technician has the primary responsibility for changing the PIXYS DVD-ROM discs as necessary. The PIXYS recording system contains two DVD-Rom disc drives, in which one acts in a standby mode while the other is recording. The PIXYS DVD-ROM discs shall be checked every Monday, with a new disc replacing a fully recorded disc when necessary. A log shall be maintained within the IT room documenting each weekly system and DVD-ROM check.
5. In the event that the department's IT technician is unavailable to check or change a disc, the Major Crimes Unit Investigations Sergeant (IT supervisor) shall be responsible for performing this role. Blank discs shall remain available in the IT/telecom room for this purpose.
6. Upon removal of the recorded tape from the PIXYS recorder, the IT technician or person removing a disc shall place the recorded disc into the PIXYS recording disc file located in the secured IT/telecom room.
7. The PIXYS recording device shall always remain secured and "logged off" when not in use and is only accessible by unique users/passwords. The Special Services Captain or IT technician under his/her authority will issue these usernames and passwords as necessary.

K. Reviewing Recorded Conversation:

1. The dispatcher may immediately review recorded conversations utilizing the phone/radio transmission recall feature of the PIXYS digital recorder.
2. Written requests to review recorded PIXYS discs shall be completed and submitted to the Special Services Captain for approval. In the absence of the Captain, requests will go to the Chief of Police.
3. The written request must include the following information (Appendix D):
 - a. Name of the person making the request.
 - b. The reason for the request such as criminal investigation, internal investigation, or training.
 - c. Time and date of the call.
 - d. Department report number or CAD sequence number, if available.
 - e. Involved parties.
 - f. Signature of approving supervisor.
4. A file of these requests shall be maintained by the records coordinator.

5. Requests from the Los Angeles District Attorney, Los Angeles City Attorney, private attorneys, or the Office of the Public Defender should be made via official subpoena.

L. Campus Security/Safety Alarms:

1. The police dispatcher monitors campus security (burglary) and safety (emergency panic) alarms. Upon the activation of a security/safety alarm the dispatcher shall:
 - a. Acknowledge the alarm computer by silencing the alarm;
 - b. Identify the type of alarm and the specific location;
 - c. Dispatch peace officer(s) to the location as directed per section V.C.5.e.ix of this policy;
 - d. Initiate a CAD/RIMS entry for the call;
 - e. A police response is mandated for all panic and burglar alarm activations. This includes situations involving accidental alarm trips by authorized CSUN staff.
 - f. If a person is found to be on scene upon arrival, police officers shall confirm their right to access and or safety.
 - g. Enter the disposition and person's name (in the event of an accidental activation) of the alarm call into the CAD/RIMS entry as well as the alarm computer as appropriate; and
 - h. Report any alarm computer malfunction or mislabeled alarm accounts to the Department IT technician. An e-mail confirmation of the report will be provided to the Captain of Special Services immediately upon completion of this task.
2. Some security alarms within University properties have been installed and are being monitored by an outside alarm company. Police dispatchers who are notified via telephone by an outside alarm company of an alarm activation shall:
 - a. Verify the location of the alarm activation.
 - b. If the location is out of the University Police Department's primary jurisdiction, the appropriate agency should be contacted for response.
 - c. Verify the type of alarm activation.
 - d. Obtain the caller's name or operator number, the alarm company's name, and the operator's callback telephone number.
 - e. Dispatch a police unit providing them with the location, type of alarm and any contact information.
 - f. Initiate a CAD/RIMS entry.
 - g. Re-contact the alarm company upon receipt of the disposition of the call from the responding unit.
3. Live Oak Hall 1101 (Howitzer Room)

In the event an alarm is received from this room and cannot be reset, the police dispatcher shall notify an Environmental Health and Safety Coordinator immediately at x2401 during regular business hours. After

hour notification, shall be made to the EH&S Director immediately and the handling officer shall not leave the scene until such time as the alarm is properly reset.

4. Campus safety (emergency panic) alarms, which report to the university police department's dispatch center, will be:
 - a. Tested on a quarterly basis by an assigned police dispatcher as coordinated by the department's dispatch supervisor. These tests shall be documented on the provided test checklist and maintained by the department's dispatch supervisor. Campus safety alarms that are found to be out-of-order and require repair are to be handled and paid for by the owner (e.g., specific campus department), as all campus safety alarms are installed by proprietary alarm companies as selected and paid for by the individual departments. The dispatch supervisor will advise the alarm contact person for the respective department of the malfunction and request they contact their alarm company immediately for repair. All malfunctioning safety (panic) alarms and department contacts regarding needed repairs will be documented on the test checklist.
 - b. Evaluated by the dispatch Supervisor and Captain of Special Services, every two (2) years, the security situation that prompted installation of the panic alarm to ensure the security need is still relevant and being met. This evaluation will be documented in memo format and forwarded by the Captain of Special Services to the Chief of Police for review.
5. All campus "blue light" and other similar outdoor emergency telephones, which report to the police department's dispatch center, shall be tested on a weekly basis by nightwatch patrol operation shift personnel. These tests will be documented on the blue light inspection/test checklist and be forwarded to the Patrol Operations Captain who in turn will forward the information to the Parking Services Technician who will coordinate needed repairs. Phones requiring repair will be posted with an out-of-order sign and a repair request shall immediately be forwarded to the appropriate campus department for handling (e.g., PPM for hardware and power issues or IT for telecommunications issues). All maintenance issues shall be tracked and documented on the blue light inspection/test checklist by the police services and parking services IT technicians. The department's IT technicians shall advise the Captain of Patrol Operations, or designee in his/her absence, that repair of an inoperable blue light phone has not been corrected within two business days of notifying PPM and ITR departments for repair.

M. Emergency Messages/Notifications:

1. Emergency notifications shall be conducted with the utmost sensitivity. All guidelines pursuant to FERPA (Family Educational Rights and Privacy Act) must be followed.

2. Classification of circumstances that may require emergency notifications include:
 - a. Medical Emergency – a situation in which an individual is ill, injured and/or a situation that requires immediate medical assistance;
 - b. Family Emergency – a situation in which a member of the person’s immediate family should be notified due to a serious incident involving people or situations as: a family member, home fire, water leak, auto accident, etc.;
 - c. Death Notifications – notification of the death of an immediate family member, significant other, close relative or friend; and
 - d. General Emergency – any other situation in which emergency circumstances exist and that is considered grave in nature by the dispatcher or a police officer.

3. For an emergency notification the police dispatcher shall:
 - a. Obtain all pertinent information from the caller to determine if an emergency notification is appropriate based on the above criteria;
 - b. The name of the person to be notified;
 - c. The location of the person, if known;
 - d. The status of the person to be notified such as student, faculty, or staff;
 - e. The date of birth of the person to be notified, if known;
 - f. Advise the caller that a university police supervisor will call them back to inform them of the outcome in locating the person to be notified;
 - g. Notify the shift supervisor of the emergency notification; and
 - h. Access the following resources to locate the person to be notified:
 - i. The CSUN telephone directory if the person to be notified is a faculty or staff member;
 - ii. The SOLAR database, if the person to be notified is a student;
 - iii. If the student resides in campus housing, the on-duty Community Director (CD) should be notified.

4. In the event of a seriously ill, injured, or death notification, refer to Department Policy/Procedure #06-C.I.-002 (Victim and Witness Assistance), Section III, Subsection F and Department Procedural Directive 2006-10 (Death Notifications/Policy on Notification Upon the Death of a CSUN Student).
5. For all other emergencies, an available CSUN DPS supervisor or officer may make the notification.
6. For all emergency notifications, Police Department personnel shall:
 - a. Respond promptly to the location;

- b. For a student or faculty member, when possible, notify them at the beginning or end of the class;
- c. For classes that are in session, notify the instructor of the emergency notification;
- d. Under all circumstances, exhibit professionalism and sensitivity when making an emergency notification;
- e. Make the emergency notification in private when possible, by calling the person outside of the classroom when appropriate, causing the least amount of disruption to a class in session.

VI. RADIO OPERATION PROCEDURES

- A. All radio operations of the Department shall be conducted in accordance with the Federal Communications Commission's (FCC) procedures and requirements. The current FCC rules and regulations manual may be viewed from any Department Communications Unit console or desktop computer via the internet at <http://www.fcc.gov/oet/info/rules/>.
 - 1. The use of the radio frequency should be limited to communications essential to conduct official activities.
 - 2. The conservation of on-air time shall be observed to permit accurate, brief and rapid transmission of essential information, preventing any delays, confusion, and unnecessary transmissions.
 - 3. The Department shall provide 24-hour, two-way radio capability on a UHF multi-channel radio system, providing continuous communication between the Communications Center and the police officers on duty as well as other Police Services staff assigned radio communication.
 - 4. The use of profane, indecent, or obscene language is prohibited.
 - 5. The Communications Center will be identified as "Control." Dispatch will always identify any transmission it sends or responds to on an LAPD frequency with its assigned LAPD radio call sign. (See Section V.C.3 of this policy for LAPD radio call signs.) All radio transmissions to Dispatch or other officers will begin with the transmitting officer's identification number.
 - 6. In compliance with FCC regulations, dispatchers shall announce the Department's station identification at the beginning of each watch documenting the date and time of announcement as a RIMS incident log entry. The station announcement shall be made as follows: "This is WPWR316: California State University, Northridge Police Department station identification."
 - 7. The department IT technician will test all back-up power systems once a month, which includes the emergency generator and uninterrupted power supplies. A log book shall be maintained by the IT technician documenting all tests and results.
- B. Obtaining and Recording Information:
 - 1. Dispatchers shall obtain and record all relevant information upon receiving a public request for criminal or non-criminal service; during all self-initiated activities stemming from police officer, parking officer,

tram operator, and information booth attendant personnel; and any request(s) for additional assistance and resources required at the scene of a critical incident.

- a. A radio log entry shall be made in the Computer Aided Dispatch (CAD) system, which is part of the Records Information Management System (RIMS). All radio log entries are to include information, at a minimum, listed in Section IV, Subsection I, 1, e of this policy and shall be entered in “real time,” i.e., immediately upon receiving the information. This is done to ensure accuracy in time stamping activities as they are received.
- b. In the event that the RIMS system is inoperable, the dispatcher, without delay, shall resort to use of the blue dispatch radio log card to record the required information as listed in Section IV, Subsection I, 1, e of this policy. As soon as possible the dispatcher shall notify the appropriate Patrol Operations Commander (Captain or Lieutenant), Special Services Captain, and department IT technician of the automated system failure. Upon restoration of the RIMS system, the dispatcher shall, as soon as possible, enter all blue dispatch cards into the automated system.
- c. The dispatch supervisor shall be responsible for ensuring that an adequate supply of blue dispatch cards are readily available at all times.
- d. Dispatcher Relief/Coverage by Police Personnel
 - i. When a police officer substitutes for a dispatcher at the dispatch console, the officer shall utilize the dispatch punch clock to record all calls for service with the required information listed in Section IV, Subsection I, 1, e of this policy; and shall do so on the blue dispatch radio log cards. The Department’s IT technician shall be responsible for manually synchronizing the punch clock with the RIMS system clock on a monthly basis.
 - ii. When a dispatcher relieves a police officer, the dispatcher shall be responsible for “late time” entry of all calls received by the police officer into the RIMS system (i.e., information contained on the blue dispatch radio log cards). In creating a late time entry, all times and incident descriptions shall be documented within the narrative section of the incident log in the order they were received and written onto the blue card.
 - iii. When a dispatcher is on duty and prior to relief for a break or meal, he/she shall note the time of relief by the police officer in the RIMS system and will also record the name of the officer and the fact that the recording of calls is switching to a radio log process. This fact shall be made known to all officers on watch via the police radio at the time of the relief. Upon his/her return, the dispatcher will log back on the RIMS system and advise

all officers on watch that dispatch is back on real time in the RIMS system, recording all punch card information into RIMS and shall clip all blue punch cards utilized together, placing the cards into the records administrator's mailbox.

- iv. The police officer, when taking over the dispatch console, shall record on the punch clock, the time of substitution and will "log off" in similar fashion upon the dispatcher's return.
 - v. Supervisory staff are responsible for spot-checking reliefs to ensure that the above procedure is being followed.
- e. Additional Information Required for Recording into RIMS and on Blue Dispatch Radio Log Cards
- i. Police Officer, parking officer, tram operator, information booth attendant start of watch & end of watch times, as well as vehicle information to include shop number and mileage out/in.
- Note: Any field unit coming on air for first time on-duty shall sign in with police dispatch and shall be maintained logged-in to the RIMS system until such time as they designate themselves as end of watch. If it is determined that a unit is on-duty who has not signed on prior to their start of watch, dispatch personnel shall conduct a radio check to ensure all field units are accounted for.
- ii. Start and end times for breaks, lunch, and any other activity that takes one out of their normal operating status of accepting calls for service and/or immediate response.
 - iii. The time Los Angeles Fire Department (LAFD) emergency response is requested; time of their arrival, including the LAFD units handling; and time LAFD transports to a medical facility (documenting hospital name if known), or clears without a transport.
 - iv. The time any suspect(s) are detained and or taken into custody.
 - v. The time beginning transport of a suspect to the police department or city/county jail and time of arrival.
 - vi. The time and miles on vehicle odometer beginning transport of female suspects and citizens, including the time/miles ending transport.
 - vii. The time(s) and specific details of any additional pertinent information.

C. Radio Communications to and from Field Officers:

1. Critical circumstances which require radio communications to and from field personnel:
 - a. Officer needs assistance
 - b. Crimes in progress
 - c. Life-saving situations
 - d. Vehicle or foot pursuits
 - e. Responding to a call “Code 3” (lights and siren – See next section “V.C.2.b” for list and description of response codes.)

2. Radio broadcasting must be accurate, brief, and clear. Patrol officers and dispatchers are to utilize plain language in their radio transmissions, minimizing the use of radio codes as coded language is discouraged by federal and state emergency operational standards.
 - a. Dispatching a call
 - i. Listen before broadcasting a call to ensure the channel is clear.
 - ii. Use plain English during radio transmissions. Specific radio codes used for want and warrant returns are listed in section V.F.1-2 of this policy. Radio codes, if used, shall be limited to these select few: (e.g. Code 1 – acknowledge immediately, Code 4 – All OK, Code 5 - Stakeout, Code 6 – on scene, Code 7 – lunch, Code 10 – want/warrant check, Code 30 – alarm, 961 – Parking Services and any other monetary escort detail).
 - iii. Use the Phonetic Alphabet for spelling unusual names or locations (i.e. A=Adam, B=Boy, C=Charles, D=David, E=Edward, F=Frank, G=George, H=Henry, I=Ida, J=John, K=King, L=Lincoln, M=Mary, N=Nora, O=Ocean, P=Paul, Q=Queen, R=Robert, S=Sam, T=Tom, U=Union, V=Victor, W=William, X=Xray, Y=Young, Z=Zebra)..
 - iv. Do not attempt to transmit while another unit is transmitting, unless it is an emergency.
 - v. Do not monopolize the air with lengthy transmissions.
 - vi. Use the “ABCs” (accuracy, brevity, clarity) of radio broadcasting. Accuracy: accuracy of information – be sure to verify the information with the caller. Brevity: keep transmissions brief to permit other emergency traffic a chance to be heard. Clarity: speak clearly and broadcast all essential information in an orderly manner. Listen for the acknowledgement of the officer(s) and repeat information as necessary.

 - b. Response Codes – These have been established to assist drivers of police vehicles in determining the appropriate response to calls for assistance. Assignment response codes to be used by dispatch personnel, based on the call details received, are as follows:

- i. **Code 1** – This code shall be used to designate assignments which are not urgent, but should be completed at the earliest convenience of the unit assigned.
- ii. **Code 2** – This code shall be used to designate assignments or situations which are urgent, but are not emergencies. The red emergency lights and siren shall not be activated. Units shall comply with all traffic laws, signs, signals, and markings.
- iii. **Code 3** – This code shall be used to designate an emergency assignment or situation, which requires a response in all practical haste. Officers driving Code 3 shall activate the vehicle emergency warning lights and shall sound the siren as a warning to other drivers and pedestrians.

Assignments which are made or requested without a stated code designation or assignment shall be presume to be Code 1 unless circumstances dictate otherwise. The police shift supervisor reserves the right to cancel or modify the response code issued by dispatch personnel at any time. **See department policy #02-L.E.-001 (Vehicle Use and Pursuit) for Code 3 driving regulations and requirements.**

- c. Calling out information - Field officers shall call out over the radio the following information which the dispatcher shall enter into the radio log via the CAD/RIMS system as appropriate. All information received from field officers shall be entered in “real time,” i.e., immediately upon receiving the information. This is done to ensure accuracy in time-stamping activities and officer status as they are received. Information shall include at a minimum:
 - i. Their acknowledgement of the dispatched call.
 - ii. En route time to the call.
 - iii. Any delay in response and subsequent en route status to the call.
 - iv. Their arrival on scene.
 - v. Their status on the call.
 - vi. Detentions or in-custody times.
 - vii. Their clearing of the scene and disposition of the call.
 - viii. Whenever going in and out of service from the field.
- d. In the interest of officer safety, all police officers shall notify the dispatcher of their location and other relevant information on all traffic stops, pedestrian stops, foot patrols, security checks, lunch breaks (limited to time limit of 30 minutes), and any time they place themselves into or take themselves out of service from the field. Officers shall obtain permission from dispatch prior to coming back to the station and prior to going on their lunch

break to ensure that at minimum one available unit is consistently in the field ready for service and that no calls for service are in fact pending that require immediate assistance.

- e. RIMS/Patrol Detail Designation Definitions
 - i. Foot Patrol: will be used to describe a foot patrol of a general nature for the purposes of a crime watch or risk reduction either inside a structure, exterior to a structure or an outside location. Foot patrols will generally be 15 minutes or more in duration.
 - ii. Neighborhood Check: will be used to describe a specific patrol of an area within the University's one-mile jurisdiction for the purposes of a crime watch, safety or security check (i.e., Sunburst Avenue, Lindley St, Chimineas St.).
 - iii. Community Outreach Detail: will be used to describe all officer community outreach activities which shall include the assigned officer, specific location(s), and beginning and end times of the detail. Community outreach details are to focus on officer visibility, meet-and-greets, and crime prevention educational initiatives at locations within the university community.
 - iv. Traffic Safety Enforcement Detail: will be used to describe all officer traffic safety enforcement/education activities which shall include the assigned officer, specific location(s), and beginning and end times of the detail. Traffic safety details focus on pedestrian and/or vehicular (bicycle or motor vehicle) violations on or adjacent to university property.
 - v. Parking Enforcement Detail (self-initiated parking scofflaw abatement activity): will be used to describe all officer officer-initiated parking scofflaw abatement activities which shall include the assigned officer, specific location(s), and beginning and end times of the detail. Parking enforcement details focus on vehicular parking violations especially disabled parking scofflaws within university parking facilities.

3. Identification of Officers

- a. Officers shall use their assigned call signs when initiating any radio transmission to assist with proper identification of the officer and unit.

- i. Officers shall use their CSUN PD call sign, as specified within RIMS, when transmitting on the radio.
 - ii. Unit designations are permanently assigned unless the officer is working a special assignment (i.e., motors, housing patrol, K-9, etc.).
 - iii. In the event an officer is working a special assignment, he/she will use that call sign only while working that assignment. Dispatch will log in the officers based on their active assignment with the RIMS system. For example: if Corporal John Doe is working a K-9 assignment, he is “King 1,” while if he was working as a Corporal supervisor without his canine partner then he would be called “Adam 2.” Likewise for a motor/traffic unit, “Mary 1” for Officer Jane Doe when operating a motorcycle performing a traffic safety role and “Paul 49” when operating in a standardized patrol mode. The Chief of Police, Command Staff, and Investigations Unit members are the only personnel within the department who constantly maintain their assigned call signs (i.e. “David 1, 2, or 3”) as they are always immediately available to perform their role in the field or at a special assignment as an investigator when called upon.
- b. Los Angeles Police Department (LAPD) Radio Unit Designations for CSUN PD
- i. Per Notice 3.3.1 of the LAPD Office of the Chief of Police directive system, the following radio unit designations have been provided to and shall be utilized by the CSUN Police Department when transmitting on LAPD Devonshire area’s base and simplex frequencies.
 - (a.) CSUN PD Chief of Police will use
“17 University Captain”
 - (b.) CSUN PD Watch Captain or Lieutenant will use
“17 University 10”
 - (c.) CSUN PD Patrol Supervisors will use
“17 University 20 or 30” (if up to 3 are on duty)
 - (d.) CSUN PD Radio Cars will use
“17 University 1, 3, 5, or 7” (if up to 4 units are on duty)
 - (e.) CSUN PD Detectives will use
“17 University 21 or 22” (as assigned)
 - (f.) CSUN PD Dispatchers will use
“17 University 90”
 - ii. All LAPD radio designations are to be issued by the shift supervisor during shift briefings in a seniority format (i.e., “17 University 1” is the most senior & “17 University 7” is least senior). The shift supervisor must

- provide dispatch with those assignments prior to signing on in the field.
- iii. The use of LAPD, LASD, and LAUSD PD radio frequencies are limited to the following situations:
 - (a.) A joint operation by LAPD and CSUNPD.
 - (b.) The immediate need for police backup.
 - (c.) Cases of emergency.
 - c. Officer names from handheld radios shall be maintained in and displayed on the Motorola CENTRACOM Elite radio system at dispatch for quick identification of the field officer who is transmitting or keys their radio microphone button. A cross-referenced list containing the officers' names and call signs may be found within the Officer and Unit drop down menus within the CAD/RIMS system.
 - d. Upon activation of the emergency orange button on field officer handheld radios, the Motorola CENTRACOM Elite radio screen at dispatch will flash red and emit a loud alert tone. Dispatch shall immediately advise all patrol personnel of the officer's emergency radio activation and assign a patrol unit to respond to the officer-in-question's last known location in an attempt to make contact with the officer to determine his/her status. Dispatch will then attempt to make contact with the officer to determine his/her status.
 - e. If at any time contact cannot be established by dispatch and the responding patrol unit(s), dispatch shall advise the shift supervisor of the situation who in-turn will initiate coordination of a grid search for the officer-in-question.
 - f. Upon accidental activation of the orange emergency button, the field officer shall, as soon as they become aware of the activation, notify the dispatcher of their status.
4. All CSUN PD police vehicles and handheld radios shall be programmed with the capability of providing communication with interacting agencies. The following frequencies are to be used for incidents requiring mutual aid and special events support:
 - a. CSUN PD UHF Repeater
 - b. LAPD Tactical channels (when given authorization)
 - c. CHP
 - d. CLEMARS (Gold 4 and 22)
 - e. LAUSD PD channels 1, 2, and 3
 - f. LASD Mutual Aid channels
 - g. LA County Mutual Aid north, south, east, and west area channels
 5. Assignment of officers and patrol supervisors. The following criteria for the assignment of the number of officers in response to an incident shall be employed:

- a. Available units include officers and patrol supervisors who may be on a low-priority call such as a routine report. Those officers, when called upon by dispatch or a shift supervisor, shall advise the person they are with of their need to respond to a high priority call and explain that they or a designee will contact them to complete the report or interview as soon as possible.
- b. All available units shall be assigned to the following calls that are deemed critical in nature, except for item “xi” in which a supervisor only is mandated to respond. Dispatch will assign the primary and back-up units for handling. All other units shall respond, prepare to assist, and clear upon notification by the patrol supervisor. The presence of a patrol supervisor at the scene for the purpose of assuming command is also required at, but not limited to, the following calls:
 - i. An officer-needs-help call
 - ii. A felony in progress call such as a robbery
 - iii. A life-threatening or serious medical emergency
 - iv. Critical Missing
 - v. Fire
 - vi. Hazardous material incident
 - vii. Bomb Threat
 - viii. Traffic accidents involving multiple injured citizens with serious bodily injuries
 - ix. Potentially volatile situations; or
 - x. Major incidents requiring response of Investigators or outside agency personnel, such as homicides, suicides, riot or hostage situations.
 - xi. (Supervisor Response Only) Traffic accidents involving on-duty personnel or department-owned vehicles/property.
- c. For calls deemed serious in nature requiring additional units not readily available, notification of the appropriate Patrol Operations Commander (Captain or Lieutenant), or in their absence the Captain of Special Services, shall be made. The Patrol Operations Commander’s discretion shall be used to determine the number of units to be deployed. If it is determined that the situation requires additional officers to be called in for duty the Patrol Operations Commander shall immediately notify the Chief of Police of the situation and proceed as directed.
- d. Upon an emergency request for mutual aid by a field officer or patrol supervisor, the dispatcher shall as directed notify the appropriate agencies such as the Los Angeles Police Department, the Los Angeles Fire Department, the California Highway Patrol, or the Los Angeles Unified School District Police Department.
- e. In assisting Communications personnel with prioritizing and assigning a specified number of officers in response to incidents, the following criteria shall be utilized:

- i. Crimes Against Persons
 - (a.) In-progress/just occurred 2 Officers
 - (b.) Cold Reports 1 Officer
- ii. Disturbances
 - (a.) In-progress/just occurred 2 Officers
(arguments, parties, drunks)
 - (b.) In-progress (loud music, 1 Officer
machinery), just occurred,
cold reports
- iii. Assistance
 - (a.) In-progress injury (suicide, 2 Officers
unknown trouble)
 - (b.) In-progress non-injury, just 1 Officer
occurred, cold reports
 - (c.) Keep the peace 2 Officers
- iv. Crimes Against Property/Burglary
 - (a.) In-progress, just occurred 2 Officers &
with suspect information K-9 if avail.
or combative suspect in
custody
 - (b.) Just occurred with non- 1 Officer
descriptive suspect information
or non-combative suspect in
custody, cold report
- v. Traffic Accidents/Problems
 - (a.) Just occurred (hit and runs 2 Officers
with suspect information)
 - (b.) In-progress, just occurred, 1 Officer
cold reports
- vi. Suspicious Circumstances
 - (a.) In-progress (probable 2 Officers
crimes, multiple suspects,
proowler seen)
 - (b.) Just occurred, cold reports 1 Officer
 - (c.) 9-1-1 Calls (open line) 2 Officers
 - (d.) 9-1-1 Calls (hang up)
Communications personnel
will call back:
 - * If call is false 1 Officer
 - * If unable to determine 2 Officers

police service

* If police service is determined, send number of units based on nature of incident. 1 or 3 Officers

- vii. Public Morals
 - (a.) In-progress (narcotics, lewd conduct, prostitution activity) 2 Officers
 - (b.) Just occurred, cold reports 1 Officer
- viii. Miscellaneous Service
 - (a.) In-progress, just occurred, cold reports 1 Officer
- ix. Alarms
 - (a.) Burglary 2 Officers (K-9 if avail.)
 - (b.) Robbery 2 Officers
- f. Assignment of Police and Parking Officers According to Beat Plans
 - i. Shift supervisors will assign patrol officers to designated patrol beats on a rotational basis, ensuring all patrol personnel advise dispatch (via the radio) with their beat assignment upon logging into service. Command staff members are to log on with dispatch any time they are needed and/or used in the field for a patrol, investigative, or special assignment function.
 - ii. Beat Assignments (Police Officers)
 - (a.) **Beat 1:** Includes all facilities and streets between the following boundaries: North of Nordhoff St. and South of Vincennes St., between Darby Ave. and Lindley Ave.
 - (b.) **Beat 2:** Includes all facilities and streets between the following boundaries: North of Nordhoff St. and South of Halsted Street between Lindley Ave. and Zelzah Ave. AND North of Vincennes St. and South of Halsted St., between Darby Ave. and Lindley Ave.
 - (c.) **Beat 3:** Includes all facilities and streets between the following boundaries: North of Halstead St. and South of Devonshire St., between Lindley Ave. and Zelzah Ave.
 - iii. Beat Assignments (Parking Officers)

Refer to Parking Services Procedural Directive #P2006-07 for details. See Appendix “E.”

- iv. Dispatcher Responsibilities
 - (a.) Assign calls according to beat assignments.
 - (b.) Coordinate emergency response.
 - (c.) Work with the shift supervisor when assignments to calls for service require adjustment.
- v. Dispatchers shall not dispatch calls by requesting, “Any available CSUN unit,” as calls are to be assigned to the appropriate beat officer. If the primary beat officer is on another call for service or is unavailable, dispatchers will have the discretion to assign other officer(s) to leave their beat assignments to handle the call for service outside their primary area of responsibility.
- vi. Shift supervisors retain the authority to reassign dispatched field units they deem necessary to fulfill the mission and goals set forth in their daily operational plan.
- vii. For details of the Parking Enforcement Beat structure and assignment procedures, see Appendix E – “Parking and Traffic Safety Procedural Directive P2006-07.”

D. Crime Broadcasts

1. When an officer responds to a criminal investigation and determines that a crime occurred within 30 minutes of the report being taken, he/she shall place a crime broadcast over the CSUN PD radio frequency to include the following information:
 - a. Unit Broadcasting
 - b. Crime
 - c. Date and Time Occurred
 - d. Location of Occurrence
 - e. Vehicle Description (Year, Make, Model, Color, Doors, Last Seen)
 - f. Suspect(s) Description (Sex, Race, Age, Hair, Eyes, Height, Weight, Dress, Last Seen)
 - g. Weapon Used
 - h. Stolen Property Description
2. Upon receipt of a crime broadcast, Communications personnel shall contact LAPD dispatch and provide them with the crime broadcast information received on all felony crimes.
3. Dates and times of crime broadcasts shall be listed on the crime report.

E. Traffic and Pedestrian Stop Radio Protocols

Officers conducting traffic and pedestrian stops will provide dispatch with the following information (at a minimum) prior to the stop via the police radio:

1. Officer Unit Number
2. "Traffic or Ped Stop"
3. Exact Location of the Traffic/Ped Stop
4. The License Plate Number of the vehicle
5. (Optional) Color, Make, and Model of Vehicle or Gender, Race, Clothing of Pedestrian

For example, a traffic stop would be broadcasted as: "Paul One, traffic stop, Nordhoff and Lindley, on 3ABC123, red, Honda, Accord."

For example a pedestrian stop would be broadcasted as: "Paul One, ped stop, Nordhoff and Lindley, on a Male white wearing black jeans and a white t-shirt."

Dispatch is to repeat back the information broadcasted to them not only for confirmation, but to ensure for officer safety reasons, that all police units in the field heard the broadcast and know the status and location of the broadcasting police unit.

Officers shall advise dispatch they are "Code 4" (all is ok) as soon as practical to provide units with a status of not requiring back-up response or that sufficient units are present.

Upon receiving a code 4 from the field officer(s) or given a direct request for dispatch to continue with the vehicle/pedestrian return of information, dispatch will provide said information as it was obtained via the CLETS/JDIC system or from within RIMS. Information to be provided to the requesting officer(s) shall include, at minimum, want/warrant details (if any) for the vehicle or pedestrian, year and make of the vehicle or pedestrian's date of birth, the registered owner's name, city/state of registration or address of pedestrian, and registration date.

Note: Additional procedures involving traffic enforcement shall be found and adhered to in Department policy # 07-L.E.-004 – Traffic Enforcement.

F. Want and Warrant Requests>Returns (Code 10) Radio Protocols

1. Officers requesting a want or warrant check on a vehicle or person will first request clearance from dispatch by saying:

"Paul One, requesting Code 10 (or want) on one/two/etc. (or a vehicle)."

Once given clearance to proceed, the following information will then be given (via radio) in this order:

*Note: the phonetic alphabet is to be used when broadcasting names.

1. Driver's License Number (If any)
2. Last Name

3. First Name
4. Middle Name
5. Street Number
6. Street Name
7. City
8. Sex
9. Race
10. Hair Color
11. Eye Color
12. Height
13. Weight
14. Date of Birth

The above are listed in a specific order as those are the categories dispatch is given to complete via JDIC for a person check. The more information available and provided, the better assist one will receive in the system search:

2. Return of a Want or Warrant Hit

a. Vehicle Check

Upon the return of a want or warrant on a vehicle, the dispatcher shall inform the officer(s) that the plate (restating the plate number) returns with a want and to advise when clear to receive information.

If the vehicle returns stolen, the dispatcher shall advise that the plate (restating the plate number) returns "Code 37," asking for the requesting unit to state his/her location or repeat the location to all units if known. Additional unit(s) shall then be assigned to back the primary unit.

b. Person Check

Upon the return of a felony want or warrant on a person, the dispatcher shall inform the officer(s) of a "Code 6 Charles" and ask the officer to state his/her location or repeat the location to all units if known. Additional units(s) shall then be assigned to back the primary unit.

Upon the return of a misdemeanor want or warrant on a person, the dispatcher shall inform the officer(s) of a "Code 6 Mary" and ask the officer if he/she is "clear to copy" sensitive information. The dispatcher shall only proceed upon receiving a go ahead with information notification.

The above returns are to be done in this manner for officer safety reasons to allow the requesting officer(s) an ability to secure the person(s) prior to receiving the confidential information over the radio. Want or warrant specifics are only to be provided by the

dispatcher upon receiving a “go ahead” from the requesting police unit.

G. Communications personnel shall have immediate access to the following resources:

1. Immediate contact with the appropriate Patrol Operations Commander (Captain or Lieutenant) shall be established using the following methods (listed in priority order):
 - a. Vehicle or portable radio unit
 - b. Station telephone
 - c. Cellular telephone
 - d. Home telephone
2. A current duty roster of all field personnel shall remain posted in the dispatch center at all times.
3. An updated hardcopy listing of contact telephone numbers and residential addresses of every employed agency member shall be maintained in the dispatch center. Updates are the responsibility of the Special Assistant to the Chief of Police.
4. Maps detailing the agency’s service areas are to be displayed in the Communications Center and in RIMS Mapping for quick reference by the dispatcher.
5. Officer status indicators shall be available to the dispatcher through the CAD/RIMS screen. During the work shift, Officer status indicators are updated by the dispatcher in the following colors on the CAD screen:
 - a. Yellow = En route
 - b. Purple = On scene (Code 6)
 - c. Red = On Scene for longer than 5 minutes
 - d. Light Blue = On Scene – All OK (Code 4)
 - e. Blue = Available

H. Procuring External Services:

1. The procurement of emergency and necessary external services to the agency shall be conducted in the following manner:
 - a. Dispatcher is to determine the nature of the call and contact the appropriate external service agencies as follows:
 - i. Critical Police Emergency – Coordinate the necessary mutual aid deployment with the appropriate Patrol Operations Commander (Captain or Lieutenant), Chief of Police, or other available command staff member. If the Chief of Police or command staff member are unavailable to address the issue, discretion of the shift supervisor, senior field officer, or dispatcher (in the chain of command) may be employed, particularly in situations in which officer safety has been compromised.

- ii. Medical emergency requiring paramedics – Initiate or transfer a call to the Los Angeles Fire Department.
- iii. Campus-wide Emergency – In the event of a major disaster or campus-wide power outage, and provided radio communications are operational, the Dispatcher shall conduct a role-call of all units. If radio communications have been compromised, the field officers are to check in with the dispatcher as soon as they are able by either telephoning or going to the police station to determine the welfare of the dispatcher(s) and the status of the station.

The Chief of Police shall be immediately advised of the situation and the patrol shift supervisor and appropriate Patrol Operations Commander (Captain or Lieutenant) are to report to the dispatch center as soon as possible to assess the situation. If it is determined that the police dispatch center is inoperable, the shift supervisor will provide transportation of the dispatcher to the emergency operations trailer for activation of the trailer's EOC Police radio systems.

- iv. Physical Plant/Housing Maintenance Facilities Emergencies – When it is determined that the safe operation of a building or the safety of the occupants in a building is compromised, and after appropriate police and fire notifications have been made, the Dispatcher shall notify the appropriate Facilities personnel. For a serious incident that compromises building operations the Physical Plant Management (PPM) or Housing Maintenance (UPA) emergency contact lists (located within the Dispatch Emergency Contact Book) shall be utilized to notify the appropriate individuals during regular or after business hours.

- 2. The Emergency Contact Book, complete with a comprehensive listing of telephone numbers for procuring emergency and necessary external services, shall be maintained and secured in the Communications Center for immediate use by the dispatcher or personnel assigned to support dispatch during an emergency. The administrative assistant to the Chief of Police will review the contents of this book every six months to ensure the information is accurate.

I. Tactical Dispatch Plans:

- 1. Tactical dispatch plans and procedures are to be compiled by the Patrol Operations Captain and maintained secured within the Dispatch/Communications Area. This information will be contained in a book entitled CSUN PD Tactical Dispatch Plan Book. A duplicate copy is maintained in the office of the Chief of Police.
- 2. Plans include:

- a. The procedures to be followed in directing resources and for obtaining information on crimes in progress such as a robbery, pursuits and/ or tactical operations;
 - b. Ground plan drawings of campus buildings and high risk areas (labeled "Facility Plan Book") to include areas such as campus ATMs, CSUN Bookstore, Cash Management Office (Bayramian Hall), MDF, and Physical Plant Management layouts;
 - c. Identification of staging areas for emergency equipment; and
 - d. CSU Critical Response Unit deployment guidelines.
3. The University Emergency Operations Plan (condensed version) shall also be made readily available in the dispatch center. The emergency management coordinator will maintain this document in up-to-date form.

J. Reporting Defective Portable and Mobile Radios

Officers experiencing a defective portable or mobile radio shall immediately complete a CSUN PD Radio Repair and Maintenance Request Form (Appendix A). For portable radios, the maintenance form shall be attached to the radio with a rubber band and both radio and form shall be forwarded to the Department IT coordinator for repair. The removal of the broken radio shall be noted on the equipment room check-out ledger by the shift supervisor and a note left for the dispatch supervisor advising of the situation.

For mobile radios, the police vehicle is to be taken out of service, with a maintenance form completed and a copy forwarded to the vehicle maintenance officer and department IT coordinator. The out-of-service vehicle shall have a sign placed on the front dashboard identifying the date it went out of service, the officer placing vehicle out of service, and specific problem(s) with said vehicle.

K. Reporting Lost, Missing, Stolen, or Found CSUN PD Radio Equipment

To ensure the integrity of the police radio system, it is imperative that lost, missing, stolen, or found radio equipment be reported as soon as possible and remotely disabled by the dispatcher via the Communications Center console. The reporting will be done in memorandum form from the on-duty shift supervisor directed to the appropriate Patrol Operations Commander (Captain or Lieutenant). While the memorandum will proceed via chain of command, a copy of the memorandum shall also be forwarded immediately to the Captain of Special Services, department IT coordinator, and dispatch supervisor.

- L. The department, via the Communications Center, shall access and participate in local, state, and federal information systems required by the California State University system. All CSUN Police dispatchers are required to obtain full user status for operating the Los Angeles County CLETS/JDIC system. Dispatchers shall maintain operational knowledge of the various system programs and enter and delete required CLETS/ JDIC information in an expeditious and accurate manner (Reference Los Angeles County CLETS/JDIC manual for details of operator requirements). Information systems accessed operationally within the CSUN Police Department include:

1. NCIC (National Crime Information System)
2. SVS (Stolen Vehicle System)
3. APS (Automated Property System)
4. AFS (Automated Firearms System)
5. WPS (Wanted Person System)
6. DVROS (Domestic Violence Restraining Order System)
7. AWS (Automated Warrants System)
8. SRF (Supervised Release File – Probation)
9. MUPS (Missing Unidentified Person System)
10. DOJ (Department of Justice)
11. DMV (Department of Motor Vehicles)
12. VCIN (Violent Crime Information System)

VII. NOAA PUBLIC ALERT RADIO

Communications personnel shall be responsible for monitoring the NOAA weather all-hazard radio (located in the general work cubicle of the Police Communications Center) and notifying the patrol shift supervisor of any alerts signaled from the device. The shift supervisor shall be responsible for notifying the command staff of any and all situations that may potentially involve the campus (i.e., a child abduction would not, at least not in most cases, but a hazardous spill with a gas cloud on Reseda Blvd. would). Refer to procedural directive 2002-003 – University Police Command Staff Notification Requirements for specific details in making such notifications.

When the radio receives an alert message, it will display the Effective Time and respond according to the alert option set in the program menu. The flashing LED indicates the alert level (Advisory/Statement (Yellow), Watch (Orange), and Warning (Red). The time and date, together with the alert message will be logged and saved into the radio's event memory, for later review should the need arise. For viewing memory records, simply press the "MEMORY" button.

To stop the automated scrolling message, press and hold the "STOP" button. Release the button to resume the message.

When the radio receives non-alert messages, it will not give an audible or visual (LED) alert, but will save the message to the event memory.

Periodic test signals are sent out by National Weather Service transmitter stations. Upon receiving the test signal, the radio will display the test message on the LCD and show the yellow advisory LED light. If the radio has not received any messages for ten consecutive days, the LCD will display "RE-CHECK SET-UP." If this message appears, notify Department IT staff (Gary Brotz or Sgt. Dana Archer) for a programming check.

The only button which should not be used by anyone other than the Department's IT staff is the small oval "PRGM" (program) button. Should this accidentally be pushed, press the "STOP" button to return to the primary operating screen.

Any time a red or orange light and audible alert is received, the dispatcher shall document the alert, notification of the shift supervisor, and any other information associated with the NOAA warning and campus impact(s) within the RIMS incident log. Should the warning involve an actual emergency situation requiring response by DPS and/or University first responders, then a RIMS report number shall be generated and action report completed. Shift supervisors shall log all supervisory notifications made by dispatch personnel, whether or not it required command staff notification, within their shift daily synopsis.

VIII. SCHEDULING, SHIFT ROTATION, & OVERTIME

- A. The communications/dispatch supervisor, as directed by the Patrol Operations Lieutenant, will coordinate all schedules, shift rotations, and overtime in accordance with Unit 7 bargaining agreement contracts.
- B. Shift rotations are typically made after a 6-month period, however they may be initiated earlier or later given operational needs and with the Lieutenant of Patrol Operations, or in his/her absence a Captain's approval.
- C. Overtime assignment opportunities will be placed within the Overtime Book located in the Communications Center. Assignments shall be made/granted by the communications/dispatch supervisor (or patrol shift supervisor in his/her absence) starting with the dispatcher who is lowest on the annual accrued overtime list. This will be done to ensure an equal distribution of the overtime is made amongst all dispatch personnel. At the end of the fiscal year, all accrued overtime numbers will be zeroed-out and continued again. In the event all efforts fail to locate a dispatcher for overtime coverage, the department shall utilize a police officer to cover the vacancy until such time as a dispatcher becomes available.

VIII. APPENDICES

- A. CSUN PD Radio Repair and Maintenance Request Form
- B. 911 Misroute Form for L.A. County
- C. Klotz Health Center Policies and Procedures Section on basic protocol for activating the emergency medical system at the SHC by SHC staff.
- D. Request for Review of Recorded Conversations Form
- E. Parking and Traffic Safety Procedural Directive #P2006-07 – Beat Formula for Parking Enforcement Officers

IX. REFERENCES

The following reference materials (i.e., books, guides, manuals, etc) are to be maintained in proper order, and appropriately updated annually by the dispatcher assigned to do so by the Captain of Police Operations. These materials are to be located within the communications reference round table or two drawer file cabinet at all times. The assigned dispatcher shall provide a written confirmation of the update to the Captain of Police Operations upon completion of the review and update process.

- 1. Los Angeles County JDIC Operator's Manual
- 2. California DOJ "CJIS" Manual

3. California DOJ "NCIC" User Manual and Article Codes Book (Arts, Brand, Category)
4. DMV "CLETS" Manual
5. 911 Vesta Emergency Telephone System Operator Manual
6. 911 Telephone Reverse Directory/Backwards Book
7. CSUN Police Department Policy/Procedure Manual
8. CSUN Chemical Emergency Plan
9. CSUN Schedule of Classes
10. CSUN Telephone Directory
11. California Penal and Vehicle Code Handbooks
12. DMV I.D. Checking Guidebook
13. Dictionary
14. Thomas Guide Mapbook
15. CSUN Housing Master Name, Address, and Telephone Book
16. CSUN Emergency Notification Book
17. Blue Light Emergency Telephone Manual
18. CJIS Criminal History Log Book
19. Northridge Academy High School Contact Book (formerly Valley New High School)
20. DMV California License Plate and Proof of Current Registration
21. Security Information Systems, Inc.: "The Alarm Center" Monitoring/Dispatch Module for Windows Manual
22. CSUN Police Communications Emergency Ready Kit
23. RIMS Computer Aided Dispatch User Manual
24. LOJACK Vehicle Recovery Systems Logbook
25. JDIC/CLETS Property Entry File Control Number (FCN) Logbook
26. CSUN Police Communications Trainer & Trainee Field Training Manuals
27. CSUN Emergency Operations Plan (Condensed Version)
28. CSUN PD Tactical Dispatch Plan Book
29. Campus Facility Plan Book (floor layouts)
30. State of California 911 Operations Manual
31. DPS Transportation Services Guaranteed Emergency Ride Folder
32. Missing/Found Persons Case Information Folder
33. State of California Direct Phone Lines for Police and Fire
34. CSUN EOC Campus Community Emergency Information and Contact Folder
35. Campus Crime Alert Bulletin Folder
36. Dispatcher Overtime and Scheduling Folder
37. CSU Northridge Emergency Operations Plan - Volume one Immediate Action and Event Specific Checklist

Appendix "A"



RADIO REPAIR & MAINTENANCE REQUEST
DEPARTMENT OF POLICE SERVICES

Date Removed from Service: _____ **Date Returned to Service:** _____

Radio Number	Officer Reporting	Supervisor Forwarding	IT Tech Receiving
Problem / Maintenance Issue: _____			

IT Technician Certification of Repair: (signature) _____ Date: _____			



RADIO REPAIR & MAINTENANCE REQUEST
DEPARTMENT OF POLICE SERVICES

Date Removed from Service: _____ **Date Returned to Service:** _____

Radio Number	Officer Reporting	Supervisor Forwarding	IT Tech Receiving
Problem / Maintenance Issue: _____			

IT Technician Certification of Repair: (signature) _____ Date: _____			

Appendix "B"

9-1-1
MISROUTE FORM

[THIS FORM IS TO BE COMPLETED EACH TIME A MISROUTING OCCURS OR A TELEPHONE NUMBER / LOCATIONS IS INCORRECT]

PLACE AT 9-1-1 ANSWERING POSITIONS

When completed FAX to

9-1-1 Coordinator
(818) 677-3241
ATTN: Janice Johnson

DATE: _____

P.S.A.P. Location (answering point) **CAL-STATE NORTHRIDGE (ESN 071)**

THE FOLLOWING TELEPHONE NUMBER AND/OR LOCATION WAS INCORRECT

(1) TELEPHONE NUMBER RECEIVED (MUST ALWAYS BE ENTERED) () _____
(area code required)

(2) CORRECT TELEPHONE NUMBER (if number is different) () _____
(area code required)

(3) ADDRESS RECEIVED (ALI) _____
(must always be entered)

(4) CORRECT ALI (if address is different) _____

ROUTING INCORRECT – REROUTE TO _____

REMARKS: _____

FORM COMPLETED BY _____

* COUNTY SHERIFFS P.S.A.P. ONLY: REPORT ALL 000-000-0000 AND EQUIPMENT PROBLEMS TO THE
CENTRALIZED TROUBLE REPORTING CENTER AT (213) 974-0611 (24 hours a day – 7 days a week)

** INDEPENDENT CITY P.S.A.P. ONLY: REPORT ALL 000-000-0000 AND EQUIPMENT PROBLEMS TO YOUR
RESPECTIVE TELEPHONE COMPANY E-9-1-1 REPAIR NUMBER.

*** COUNTY USE ONLY: IN MSAG _____ CORRECT ROUTING _____

DATE COORDINATOR RECEIVED: _____ INIT. _____

Appendix "C"

CALIFORNIA STATE UNIVERSITY, NORTHRIDGE
 KLOTZ STUDENT HEALTH CENTER
 POLICIES AND PROCEDURES

SECTION: Emergency
 DATE: 8/27/03
 REVISED: 9/15/09
 PAGE: 1 OF 1

SUBJECT: Basic Protocol for Activating the Emergency Medical System at the Student Health Center (SHC) by SHC staff.

PURPOSE: To set up guidelines for the activation of the emergency medical system at the SHC to maximize effective and timely utilization as medically indicated.

-
1. When a Provider or Clinical Support Unit (CSU) member on duty at the SHC believes it is medically appropriate to activate the Emergency Medical System (EMS) for a patient, he or she may call 911 on a campus phone. This call will go immediately to the Police Services Dispatcher who will call the LA Fire Department EMS.
 - If possible, please have a Provider or CSU staff member make the call to underscore that medical evaluation has been done and is ongoing.
 2. The caller should:
 - Identify him/herself and professional title.
 - Identify location as the Klotz Student Health Center.
 - a. The Police Services Department will escort the paramedics so that no further information need necessarily be given at the time of initial call. However, for reference: From Zelzah, West on Dearborn, North on Bertrand, on the west side mid-block, emergency entrance in back.

Los Angeles Fire Department (LAFD) will also need to know the following before setting out:
(AGUNI)

- Please identify patient's **A**ge
 - identify patient's **G**ender
 - Whether the patient is conscious or **U**nconscious
 - Whether the patient is breathing or **N**ot breathing
 - The suspected type of **I**njury or illness
3. Police Services dispatch will then immediately call LAFD EMT's to come to the SHC. After this call is made, if needed, and an SHC professional staff member remains available without compromising patient health and safety, Police Services may ask further questions to clarify the situation and for completion of the confidential report.
 4. Otherwise, report completion will be done by interviewing relevant SHC professionals after the transport of the patient from the SHC.

We appreciate the valued cooperation and collaboration of our colleagues in the CSU Northridge Police Services Department in the provision of Urgent Care services.

Appendix "D"

**REQUEST FOR REVIEW
OF
RECORDED CONVERSATIONS**



Date of Request: _____

Person Requesting	Date & Time of Call/Radio Transmission	Associated Department Report # (if any)
Reason for request: _____		

Operations Commander Approval: _____ Date: _____		
Chief of Police Approval: _____ Date: _____		

**REQUEST FOR REVIEW
OF
RECORDED CONVERSATIONS**



Date of Request: _____

Person Requesting	Date & Time of Call/Radio Transmission	Associated Department Report # (if any)
Reason for request: _____		

Operations Commander Approval: _____ Date: _____		
Chief of Police Approval: _____ Date: _____		

Appendix "E"

Procedural Directive

**California State University
Northridge
Parking and Traffic Safety Unit**

To: Parking Enforcement Officers
From: Sergeant James Stotler
Date: September 15, 2006
Directive Number: P2006 -07
Re: Beat Formula for Parking Enforcement Officers



In order to provide better parking enforcement coverage of the campus and to better distribute the parking workload for Parking Enforcement Officers, the Parking Enforcement and Traffic Safety Unit is implementing a "Beat System" for the parking enforcement patrol of the campus. Under the Beat System, officers will be assigned one of three areas of the campus. The assigned beat will be that Parking Enforcement Officer's primary area of responsibility. PEO's are not restricted to their beat area while on break.

A "Beat" is defined as a geographical area to which the PEO is assigned and has primary responsibility for calls for service, activities and parking enforcement within the assigned beat area.

The Parking and Traffic Safety Unit Sergeant will make the daily beat assignments. In the absence of the Sergeant, the senior Parking Enforcement Officer on duty will make the beat assignments. A copy of the beat assignments will be delivered to the Parking Office, Police Dispatch, the Police Shift Supervisor, and the Captain of Parking and Transportation Services at start of watch.

In cases where the PEO assigned to a beat is busy, another PEO will be assigned if available. PEO's are reminded that they must inform dispatch of all activities via radio contact. This includes all calls for service, officer initiated activities and breaks so the dispatch may assign an available unit to pending calls.

In cases where less than three PEO's are working, the Beat One and Beat Two will be combined and covered by one PEO.

In cases where more than three PEO's are working, the additional PEO's will be rover units to cover areas where the PEO assigned is unavailable due to the call load, breaks, or special assignments.

Officers on special duty assignments (i.e. filming, traffic control assignments, or booth coverage outside of a regular shift) are exempt from a beat assignment.

Officers will record their assigned beat on their daily log.

Beat 1:
 Parking lots E-1 through B-3 and inner campus to Lindley Ave.
 The south border is the north curb of Nordhoff St.
 The west border is the west curb of Darby Ave.
 The north border is the middle of Prairie St.
 The east border is the center line of Lindley Ave.

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Beat 2:

Parking lots B-4 through B-6.
The south border is the middle line of Prairie St.
The west border is the west curb of Darby Ave.
The north border is the south curb of Halsted St.
The east border is the center line of Lindley Ave.

Beat 3:

East Campus
The area bordered on the south by the north curb of Nordhoff St.
The west border is the middle of Lindley Ave.
The north border is the south parking area south of the MiniMed parking lot.
The east border is the west curb of Zelzah Ave.



PARKING AND TRAFFIC SAFETY UNIT
DEPARTMENT OF PUBLIC SAFETY

ON DUTY OFFICER BEAT ASSIGNMENTS

Date: _____

OFFICER NAME	CALL SIGN	WATCH	BEAT

WATCH "A" 0630-1500
 WATCH "B" 1430-2300
 WATCH "C" 0800-1630

CC: Parking Office
 Police Dispatch
 Police Shift Supervisor
 Captain: Parking Services



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