Communications - Incident Type Codes and Priorities

703.1 TYPE CODE GENERAL GUIDELINES

To determine how an incident shall be type coded, the dispatcher must ask specific questions and choose the best fit. In cases where several type codes fit the details of the incident, the one that is the most serious offense shall be chosen.

The following contains a list and description of the valid police type codes and their use. In addition to the definition, each type code section may also contain a list of supplementary information that should be obtained for the particular type of incident. The supplemental information does not replace basic question techniques used on all interrogation of callers.

703.2 INCIDENT PRIORITIES GENERAL GUIDELINES

Priority selection for call processing is critical in helping peers triage dispatching hierarchy especially when multiple incidents are pending and lack of field resources. Keep in mind these are basic rules to help serve as guidance. The priority selected should be a representation of the type code, time element of occurrence, suspect apprehension, and danger to the public.

Selecting number of officers to respond based on priority and type of incident is addressed in SOP 704 Dispatch Processing. In general, the number of units responding shall be determined by the information received.

There will be times where it is beneficial to upgrade or downgrade the priority level of response for a specific call for service, based on the facts received or other information available and/or known to staff. Dispatchers are empowered to do so as they determine appropriate and, if uncertain, are encouraged to check with the on-duty Patrol sergeant(s).

703.2.1 PRIORITY 1

A call for service that requires the immediate dispatching of units, most usually involving imminent threat to life or the possibility of bodily injury, or that involve a high level of risk to the community and where a delay in response is unacceptable.

703.2.2 PRIORITY 2

A call for service that requires dispatching of units as soon as they are available, regardless of beat assignment.These are most commonly calls involving criminal activity that are not life-threatening in nature or where the nature of the call is suspicious/unknown.

703.2.3 PRIORITY 3

A call for service that is to be handled as units become available on the respective beat and most usually involve already occurred, 'cold,' crimes with no suspects present, no immediate potential for apprehension, or no other factors present to elevate the police response.

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703.2.4 PRIORITY 4
Calls not ready for assignment to police staff.

703.2.5 PRIORITY 5
Calls for assignment to non-police department staff (PW, Parks and Rec, etc).

703.3 ABANDONED VEHICLES
Any vehicle parked on the street for over 72 hours with no other vehicle code violations noted. Caller can be transferred to the abandoned vehicle line, x-7766.

703.3.1 CALL TAKER
The call taker should determine the location, verify the jurisdiction, whether the vehicle poses a hazard, and then check the license plate (if available) to ensure the vehicle is not wanted or stolen. If the vehicle is parked in San Mateo, the call taker should refer them to the abandoned vehicle line. If the vehicle is in Brisbane's jurisdiction, the call taker should obtain the vehicle information and create a call for service.

703.3.2 RADIO DISPATCHER
These calls can be dispatched to either a Community Service Officer or Vehicle Abatement Officer if there are no other extenuating circumstances present. If none are in service, then a traffic motor unit is assigned. A beat unit is sent if no other traffic unit is available. The radio dispatcher should insure there are no wants for the vehicle once a records check can be conducted.

703.4 ACCIDENTS -AIRCRAFT
All reports of an aircraft crash or forced landing will be transferred to San Mateo County County Communications Fire Dispatch. While the SMC dispatcher conducts their interview, the SMPD call taker shall stay on the line and:

Call Taker

(a) Create a call for service with the incident type OA.

(b) Obtain exact location, aircraft type, number of passengers on board, and access routes for police response.

(c) If an aircraft is reported as an instrument of criminal activity and the aircraft is airborne - notify the FAA.

Radio Dispatcher

(a) ACTIVATE ALERT TONE – Dispatch a minimum of 2 units, with a Watch Commander to copy.

(b) Relay all available information to responding units, including movement of other emergency vehicles.

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703.5 ACCIDENTS - HAZARDOUS MATERIAL

All reports of train derailment or serious accident involving motor vehicles transporting hazardous materials will be transferred to San Mateo County Communications Fire Dispatch. While the SMC dispatcher conducts their interview, the SMPD dispatcher shall stay on the line and:

Call Taker

(a) Create a call for service with the incident type HAZARD.

(b) Obtain exact location of hazard.

(c) Obtain type of hazardous material: liquid, gas, etc., name of substance and manufacturer if available, placard number on vehicle.

(d) Nature of hazard: poisonous, flammable, radioactive, etc.

(e) Size of hazard: one block, 100 feet, etc.

(f) Attempt to ascertain wind direction, if possible.

(g) Notify CHP regardless of location.

(h) Advise shift supervisor

Radio Dispatcher

(a) ACTIVATE ALERT TONE - Dispatch a minimum of 2 units, with a Watch Commander to copy.

(b) Relay all available information to responding units.

Shift Supervisor

(a) Initiate RIMS Command Staff text.

(b) Notify the State Office of Emergency Services.

703.6 ACCIDENTS - VEHICLES

703.6.1 INJURY VEHICLE ACCIDENT

Upon receiving a report of a vehicle accident with injuries, the SMPD dispatcher shall:

Call Taker

(a) Obtain exact location, number of vehicles involved, vehicle descriptions (CYMBAL), extent of injuries, and whether auto vs. ped.

(b) If minor injuries, create a call for service with the incident type 1181.

(c) If major injuries, create a call for service with the incident type 1180.

(d) Transfer caller to SMC medical dispatcher for pre-arrival instructions.

Radio Dispatcher

(a) Dispatch units in the following order:

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1. 1 Traffic officer as primary and 1 Traffic CSO (for 1181)
2. 2 Traffic officers (for 1180)
3. 2 Beat officers

(b) Relay all pertinent information to responding units.

(c) Run license plates of vehicles involved.

(d) Request Laz for traffic control upon request.

703.6.2 NON- INJURY VEHICLE ACCIDENT

Upon receiving a report of a non-injury vehicle accident, the SMPD dispatcher shall determine if involved parties are refusing to exchange insurance information or do not have insurance, if the vehicle is blocking the roadway, or if the vehicle airbags have deployed. If none of these circumstances are present, the dispatcher shall instruct the caller to exchange insurance information with the other party and that SMPD units will not be responding. Should any of the aforementioned circumstances be present, the SMPD dispatcher shall:

Call Taker

(a) Create a call for service with the incident type 1182.

(b) Obtain exact location, number of vehicles involved, and vehicle descriptions (CYMBAL).

(c) If the vehicle airbags have deployed, transfer caller to SMC fire dispatcher.

Radio Dispatcher

(a) Dispatch a unit in the following order:
   (a) 1 Traffic CSO
   (b) 1 Traffic officer
   (c) 1 Beat officer.

(b) Use discretion in determining if cover units are required.

(c) Relay all pertinent information to responding units.

(d) Run license plates of vehicles involved.

(e) Request Laz for traffic control upon request.

703.6.3 UNKNOWN INJURY VEHICLE ACCIDENT

Upon receiving a report of a vehicle accident with unknown injuries, the SMPD dispatcher shall:

Call Taker

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(a) Create a call for service with the incident type 1183.

(b) Obtain exact location, number of vehicles involved, and vehicle descriptions (CYMBAL).

(c) If vehicle airbags have deployed, transfer caller to SMC fire dispatcher.

Radio Dispatcher

(a) Dispatch a unit in the following order:

    (a) 1 Traffic officer

    (b) 1 Beat officer

(b) Use discretion in determining if cover units are required.

(c) Relay all pertinent information to responding units.

(d) Run license plates of vehicles involved.

(e) Request Laz for traffic control upon request.

703.6.4 HIT AND RUN -PERSON INJURY

Upon receiving a report of a hit and run vehicle accident with injuries, the SMPD dispatcher shall:

Call Taker

(a) Create a call for service with the incident type HR.

(b) Obtain exact location (including direction of travel), number of vehicles involved, and vehicle descriptions (CYMBAL), and extent of injuries.

(c) Transfer caller to SMC medical dispatcher for prearrival instructions.

(d) Note additional injury information provided in RIMS.

Radio Dispatcher

(a) Dispatch units in the following order:

    (a) 1 traffic officer as primary and Traffic CSO

    (b) 2 Traffic officers

    (c) 2 Beat officers

(b) Relay all pertinent information to responding units.

(c) Run license plates of vehicles involved.

(d) Request Laz for traffic control upon request.

703.6.5 HIT AND RUN-PROPERTY DAMAGE

Upon receiving a report of a hit and run vehicle accident, the SMPD dispatcher shall:

Call Taker

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(a) Create a call for service with the incident type HR if any of the following conditions exists:

1. Suspect information is available (license plate, video footage, etc.)
2. Damage is to City property
3. Involved vehicles are blocking traffic
4. Fire, leaking fluids from vehicle or other hazard exists.

(b) Obtain exact location (including direction of travel), number of vehicles involved, and vehicle descriptions (CYMBAL).

(c) Note additional injury information provided in RIMS.

If none of the above conditions exist, refer the caller to online reporting.

Radio Dispatcher

(a) Dispatch units in the following order:

(a) 2 Traffic officers

(b) 2 Beat officers

(b) Relay all pertinent information to responding units.

(c) Run license plates of vehicles involved.

(d) Request Laz for traffic control upon request.

703.7 ADDENDUM

A supplemental entry added after the original report has been submitted. It is used to document new information, corrections, or clarifications that were not available or included in the initial report. If the caller does not have additional information to add but would like to speak with the original reporting officer, Dispatch will transfer the call to the officer's cell phone.

Call Taker

(a) Create a call for service with the incident type ADDE - ADDENDUM

(b) Include original case number and add associated incident.

Radio Dispatcher

(a) If the original reporting officer is on duty, assign that officer to complete the addendum.

(b) If a victim has additional information to provide and the original reporting officer is not on duty, assign an available unit to complete the addendum.

(c) Close incident with the appropriate disposition code

703.8 ALARMS - BANKS

Audible or silent alarm from a bank or federally insured institution.

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Call Taker

(a) Initiate required call-taking protocol to identify location, nature and priority of incident. Obtain the following additional information:

(a) Silent or Audible?

(b) Area of activation?

(c) Type of alarm (key fob, panic button, etc.)?

(d) Premise phone number?

(e) Responsible phone number

(b) Call Investigations if radio dispatcher advises no unit has answered up.

(c) If alarm is a verified robbery, advise County Communications via microwave 222 for F.B.I. notification.

(d) At the request of a police unit on scene, call bank and request to speak to the manager on duty. If contact is made with an employee, attempt to gain information about the validity of the bank alarm, obtain a description of employee and direct them to meet with SMPD personnel outside the financial institution if they are able.

Radio Dispatcher

(a) Dispatch two officers. Advise if alarm is silent or audible.

(b) Advise units of updated status from bank personnel (i.e., confirmed bank robbery, false alarm, no call back, etc.).

(c) Advise units of all pertinent information (suspect description, associated vehicle descriptions, direction of travel, weapons, etc.).

(d) Advise on-duty patrol sergeant.

(e) Advise call taker if Investigations unit does not acknowledge broadcast.

(f) Advise responding units if a plainclothes Investigations unit is unable to respond.

(g) Initiate a Code 33 when the first officer arrives on scene.

Bank personnel advising a false alarm should provide their name and physical description then, when told to do so, approach a police unit outside to verify the information given over the telephone. A call back from bank personnel advising there is no problem does not constitute a Code 4. All units will respond until a Code 4 is issued by a police officer on scene or the alarm company calls to advise of a false alarm. Once a Code 4 is issued, ensure all units on scene and enroute are advised.

(h) Update event type as applicable (ex: 211B)

(i) Close the incident with appropriate disposition code:

FA – False alarm

CN – Alarm canceled prior to police units arriving on scene

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R – Report taken

703.9 ALARMS -COMMERCIAL AND RESIDENTIAL

Audible or silent alarm from a business (non-bank) or residence.

Call Taker

If reporting party is alarm company:

Initiate required call-taking protocol to identify location, nature and priority of incident. Obtain the following additional information:

(a) Business or Residence name

(b) Area of activation (front door, key fob, etc.)

(c) Time of activation

(d) Type of alarm (panic, burglar, glass break, etc.)

(e) Silent or audible

(f) Name and phone number of 2 additional responsible parties alarm company attempted.

If alarm company has not attempted 2 phone calls to a responsible, or does not have 2 phone numbers on file, and there is no secondary report of a crime, advise the alarm company we will not respond (does not apply to Brisbane; they will respond no matter the number of responsible contacts). Note the reason for the non-response in the comments section. ****This does not apply to panic/hold up alarms of any kind.****

(a) Complete entry of incident documentation with all other pertinent information.

If reporting party is NOT alarm company:

(a) Initiate required call-taking protocol to identify location, nature and priority of incident.

(b) Inquire with caller if they observed anything unusual with the business/residence (open door, broken glass, suspicious vehicle/people, etc.)

(c) Complete entry of incident documentation with all other pertinent information.

B. Radio Dispatcher

(a) Dispatch two officers.

(b) Advise units the type of alarm, area of activation and if a responsible party is enroute.

(c) Advise units of any prior alarms or additional pertinent information.

(d) Close the incident with appropriate disposition code:

FA – False alarm

CN – Alarm canceled prior to police units arriving on scene

R – Report taken

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703.10 ALARMS - NUISANCE

Sections have been added to the San Mateo Municipal Code to permit the police department to effectively handle an alarm ringing incessantly and no one available to turn it off. Legal authority is granted in Section 15.26.210/250 of the San Mateo Municipal Code.

Call Taker

Initiate required call-taking protocol to identify location, nature and priority of incident. Obtain the following additional information:

(a) Activation time and frequency

(b) If a vehicle alarm, vehicle description including license plate. Attempt to contact registered owner of vehicle

(c) If nuisance alarm, attempt to contact a responsible party

Radio Dispatcher

(d) Dispatch two officers.

(e) Advise units of the type of alarm, area of activation and if a responsible party is enroute.

(f) Advise units of any prior alarms or additional pertinent information.

(g) Close the incident with appropriate disposition code:

FA – False alarm

CN – Alarm canceled prior to police units arriving on scene

R – Report taken

703.11 ALARMS - POLICE BUILDING

Multiple panic alarms are installed throughout the police building. They are to be manually activated in the event of an emergency. An emergency is defined as a physical threat to Police personnel or any other person in the immediate vicinity.

Panic alarm locations:

Jail

Sallyport

Records front desk

Investigations

Pal front desk

When a panic alarm is activated, a building-wide announcement will sound, "Assistance needed in the [affected area]. "

Call Taker

(a) Create a call for service using the incident type 1033A

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(b) Note the area and time of activation in the incident remarks

(c) If a camera is installed in the affected area, review footage and add additional information gleaned to the incident remarks

Radio Dispatcher

(a) Dispatch 2 officers

(b) Advise units the type of alarm, the area/time of activation, and any additional pertinent information

(c) Close the incident with appropriate disposition code:

FA – False alarm

CN – Alarm canceled prior to police units arriving on scene

R – Report taken

703.12 AMBULANCE REQUEST

All calls received requesting an ambulance must be transferred to County Communications, even when they appear to be regarding the same incident. The call taker is responsible for ensuring County Communications is notified for all requests.

Call Taker

(a) Create a call for service using the incident type MEDICAL

(b) Transfer caller to County Communications

(c) Remain on the line while the caller is being interviewed by the County dispatcher as long as workload allows. If no SMPD response is needed, close out the call with the disposition code M – Medical Only

(d) If the medical incident is of high priority (drowning, cardiac arrest, etc.) or if the potential for danger to responding emergency personnel exists, note all pertinent details, update incident type to OA – Outside Agency Assist and route to the radio dispatcher

(e) If a San Mateo or Brisbane officer requests an ambulance, conduct Medical Miranda inquiry to include:

(a) Bleeding: yes/no or uncontrolled?

(b) Breathing: yes/no or difficulty?

(c) Conscious: yes/no or alert?

(d) Approximate age

(e) Patient complaint

Radio Dispatcher

(a) Dispatch 2 officers if OA - Outside Agency Assist

(b) Relay all pertinent information to responding units

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(c) Close the incident with appropriate disposition code

703.13 ANIMAL PROBLEMS

A call for service will be created when an animal problem is an immediate threat to the public or if a crime is in progress or has just occurred involving a domestic animal.

Call Taker

(a) If Animal Control is requesting police response, create a call for service using incident type OA – Outside Assist

(b) If the situation poses a hazard, create a call for service using the incident type 10-91 (10-91L for mountain lion sightings)

(c) Complete entry of incident documentation with all pertinent information.

(d) If the animal complaint does not pose a hazard, refer caller to Animal Control.

(e) If the caller has a barking dog complaint, refer them to the City website to complete the required documentation packet (Note: Brisbane will respond to barking dog complaints)

Radio Dispatcher

(a) Dispatch 2 officers

(b) Relay all pertinent information to responding units

(c) Close the incident with appropriate disposition code

703.14 ASSAULT

Physical violence towards another.

Call Taker

(a) Create a call for service with the incident type 242 and obtain the following:

1. Exact location of occurrence
2. Time of occurrence
3. Extent of injuries
4. Description and location of suspect
5. Description of suspect vehicle (CYMBAL) and last known direction of travel
6. Description and location of any weapons
7. Relationship of suspect to victim

(b) Stage ambulance if caller indicates one may be needed.

Radio Dispatcher

(a) Dispatch 2 beat officers (1 if it is cold?)

(b) Use discretion in determining if additional cover units are required

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(c) Advise responding unit(s) of all pertinent information

(d) Close incident with the most appropriate disposition code.

Note: Use of a weapon (car, brick, other object) should be coded as 245. An assault on a spouse or romantic partner should be coded as DV.

703.15 ASSIST CITIZEN

Use when a citizen needs help, but not necessarily a crime (no potential for conflict exists), or when incident does not more appropriately fit another type code. EX: citizen locked in a city parking garage.

Call Taker

(a) Create call for service using incident type ASST

(b) Determine exact location and type of assistance needed

Radio Dispatcher

(a) Dispatch 1 beat officer

(b) Use discretion in determining if cover units are needed

(c) Close the incident with the disposition code CM - Completed

703.16 BOMB THREATS

Written, verbal, and phone-in threats that an explosive device has been placed or that an explosion is imminent.

Call Taker

(a) Initiate required call-taking procedures to identify nature, location, and priority of incident. Create a call for service with the incident type BOMB and obtain the following:

1. Type of threat? Verbal, written, phone in? Nuclear, biological, or chemical?
2. If phoned in, who received the call?
3. If verbal threat, obtain the exact verbiage used by person making the threat.
4. Did the caller place the bomb? Why?
5. Did the caller state the time of detonation? Or what will cause the device to detonate?
6. What kind of bomb? Pipe bomb, etc.
7. Location of bomb? Are there a lot of people in the area?
8. Any suspicious packages seen in the area? Advise caller not to touch or investigate them.
9. Is caller male or female?
10. Does caller have an accent? Impediment?

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11. Threat language used- Well-spoken? Foul? Irrational? Incoherent? Etc.
12. Did caller sound young or old? Angry? Calm? Loud? Excited, etc.?
13. Any background noises heard?

(b) Advise on-duty Dispatch Supervisor

(c) Notify Watch Commander by telephone. Refer to bomb threat as a Code 10.

Radio Dispatcher

(a) Coordinate all further actions by telephone. No radio transmissions near the location of the threat should be expected.

(b) Use discretion in determining if cover units are needed

(c) Only if necessary, should information be broadcast concerning the bomb. Refer to the bomb as "the device" when broadcasting.

(d) If a device is located, immediately notify San County Communications to stage Fire Department personnel.

(e) Close the incident with the appropriate disposition code.

Dispatch Supervisor

If requested by Watch Commander or unit on scene:

(a) Notify the Explosives Disposal Unit (E.D.U.)

(b) Ensure Command Staff RIMS text was sent

703.17 BURGLARY

703.17.1 BURGLARY - BUSINESS

Illegal entry into a commercial building or other area without permission, typically with the intent to commit another crime, like theft or violence.

Call Taker

(a) Initiate required call-taking procedures to identify nature, location, and priority of incident. Create a call for service with the incident type 459C and obtain the following:

1. Location of burglary
2. Suspect description(s) and location
3. Inquire if weapons seen or used
4. Vehicle description (CYMBAL) and direction of travel
5. If in-progress or just-occurred, route call to radio dispatcher, then continue interview.
6. Point and method of entry
7. Property taken

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8. Inquire if video evidence available
9. Inquire if caller knows identity of suspects
10. If in-progress or just-occurred, keep caller on the line until officers arrive

Radio Dispatcher

(a) If cold, dispatch 1 CSO. If no CSO available, dispatch 1 beat officer
(b) If in-progress or just occurred, dispatch 2 beat officers
(c) Use discretion in determining if additional cover units are needed
(d) Relay additional updates as units are enroute
(e) Close the incident with the appropriate disposition code

703.17.2 BURGLARY- RESIDENTIAL

Illegal entry into a residence without permission, typically with the intent to commit another crime, like theft or violence.

Call Taker

(a) Initiate required call-taking procedures to identify nature, location, and priority of incident. Create a call for service with the 459R for a residential burglary and obtain the following:
    1. Location of burglary
    2. Suspect description(s) and location
    3. Inquire if weapons seen or used
    4. Vehicle description (CYMBAL) and direction of travel
    5. If in-progress or just-occurred, route call to radio dispatcher, then continue interview.
    6. Point and method of entry
    7. Property taken
    8. Inquire if video evidence available
    9. Inquire if caller knows identity of suspects
    10. If in-progress or just-occurred, keep caller on the line until officers arrive

Radio Dispatcher

(a) If cold, dispatch 1 CSO. If no CSO available, dispatch 1 beat officer
(b) If in-progress or just occurred, dispatch 2 beat officers
(c) Use discretion in determining if additional cover units are needed
(d) Relay additional updates as units are enroute
(e) Close the incident with the appropriate disposition code

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703.17.3 BURGLARY - VEHICLE

Forced entry into a locked vehicle, typically with the intent to steal property contained in the vehicle.

Call Taker

(a) Initiate required call-taking procedures to identify nature, location, and priority of incident. Create a call for service with the incident type 459V and obtain the following:

1. Location of burglary
2. Suspect description(s) and location
3. Inquire if weapons seen or used
4. Vehicle description (CYMBAL) and direction of travel
5. If in-progress or just-occurred, route call to radio dispatcher, then continue interview.
6. Point and method of entry
7. Property taken
8. Inquire if video evidence available
9. Inquire if caller knows identity of suspects
10. If in-progress or just-occurred, keep caller on the line until officers arrive

Radio Dispatcher

(a) If cold, dispatch 1 CSO. If no CSO available, dispatch 1 beat officer

(b) If in-progress or just occurred, dispatch 2 beat officers

(c) Use discretion in determining if additional cover units are needed

(d) Relay additional updates as units are enroute

(e) Close the incident with the appropriate disposition code

Note – property stolen from an unlocked vehicle is a theft.

703.18 CHILD - ABANDONED OR FOUND

For reports of a abandoned/found child not in MUPS:

(a) Initiate required call-taking procedures to identify nature, location, and priority of incident. Create a call for service with the incident type WC (welfare check) and obtain the following:

(a) A complete description of the child and location where the juvenile was found.

(b) Advise the caller to keep the child at the present location. Obtain phone number and address.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

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(c) Close the incident with the appropriate disposition code.

Note: For lost/found children that are in MUPS, use incident type 1065J

703.18.1 CHILD - ABUSE

Call Taker

For reports of abuse:

(a) Initiate required call-taking procedures to identify nature, location, and priority of incident. Create a call for service with the incident type WC (welfare check) and obtain the following:
    (a) Does a child custody or child abuse issue exist?
    (b) Has there been serious injury or danger to a child?
    (c) Have threats been made regarding the welfare of a child?

Radio Dispatcher

(a) Dispatch 2 beat officers
(b) Use discretion in determining if additional cover units are needed
(c) Close the incident with the appropriate disposition code.

703.18.2 CHILD - LOST

(a) Initiate required call-taking procedures to identify nature, location, and priority of incident. Create a call for service with the incident type 1065J MISSING JUVENILE REPORT
(b) Continue call taking protocol utilizing the 5 1/2 Ws. Ensure the following are obtained:
    (a) Name and age, and DOB of child
    (b) Determine if the reporting party has information regarding location of the missing child. Obtain the location of the reporting party and locations associated with the missing child.

Radio Dispatcher

(a) Dispatch 2 beat officers
(b) Use discretion in determining if additional cover units are needed
(c) Close the incident with the appropriate disposition code.

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703.19 CIVIL ISSUES

Often handled with a 10-21 when the reporting party is seeking advice regarding a civil issue. Police should not respond to civil issues but can if there is potential for escalation. Police will only stand by, when necessary, on civil issues, but will not intervene.

Call Taker

(a) Create call for service using incident type CIVIL

(b) Determine exact location and type of assistance needed

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the disposition code CM - Completed

Note: Callers needing advice on landlord/tenant issues should be referred to the San Mateo County Department of Housing.

703.20 DEATH

Report of a dead body. Time of death must be pronounced by EMS or Fire personnel.

Call Taker

(a) Create call for service using incident type 1054 (possible dead body)

(b) Determine exact location and circumstances of death

(c) Determine if suspicious circumstances exist

(d) If evidence of a homicide exists, continue call taking protocol utilizing the 5 ½ Ws

Radio Dispatcher

(a) Activate alert tone and dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) If EMS or Fire personnel pronounce the subject deceased, update incident type to 1055 (dead body)

(d) Notify coroner upon request from field unit

(e) Close the incident with the disposition code R - Report

*Designating subjects as deceased in the RIMS person file shall be the sole responsibility of the Records division.

703.21 DISTURBANCES

Disturbances that indicate a threat to public peace or safety: a fight, a possible fight, unruly assembly of people, loud or unreasonable noise, etc.

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703.21.1 DISTURBANCES-GENERAL

Call Taker

(a) Create call for service using incident type 415 - DISTURBANCE

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If disturbance is active or weapons are involved, attempt to keep caller on the line for real time updates.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.21.2 DISTURBANCES - FAMILY

(a) Create call for service using incident type 415F - FAMILY DISTURBANCE

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) Determine familial relationship of involved parties

(d) If disturbance is active or weapons are involved, attempt to keep caller on the line for real time updates.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.21.3 DISTURBANCES - NOISE

Call Taker

(a) Create call for service using incident type 415M - NOISE DISTURBANCE

(b) Attempt to determine specific location and source of noise

Radio Dispatcher

(a) Dispatch 1 beat officer

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.22 DOMESTIC VIOLENCE

Abuse committed against an adult or fully emancipated minor who is a spouse, former spouse, cohabitant, former cohabitant, or a person with whom the suspect has had a child or has had a dating or engagement relationship. Abuse committed against an adult or fully emancipated minor who is a spouse, former spouse, cohabitant, former cohabitant, or a person with whom the suspect has had a child or has had a dating or engagement relationship. Abuse is defined as intentionally

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or recklessly causing or attempting to cause bodily injury or placing another person in a state of reasonable apprehension or imminent serious bodily injury to oneself or another.

703.22.1 DV- IN PROGRESS OR JUST OCCURRED

Call Taker

(a) Initiate required call-taking procedures to identify nature, location, time element, and priority of incident. Create a call for service with the incident type DV and obtain the following:
    (a) Severity of the incident – What exactly took place?
    (b) Use or threat of use of weapons and current location of weapons
    (c) Is victim in a safe location?
    (d) Is the suspect still on scene?
        I. If yes, do they know the police have been called?
        II. If no, what is their direction of travel and associated vehicle (CYMBAL)?
    (e) Names, description, relationships of involved subjects
    (f) Need for medical attention
    (g) Use of drugs/alcohol by involved subjects
    (h) Are children present? How many? Names and ages
    (i) Is there a restraining order or emergency protective order in force?
    (j) Is the suspect on probation or parole?
    (k) Location, involvement, phone number, and name of reporting party
    (l) Is there a history of such abuse?

If disturbance is active or weapons are involved, attempt to keep caller on the line for real time updates if caller feels their safety will not be compromised.

Radio Dispatcher

(a) Dispatch 2 beat officers
(b) Use discretion in determining if additional cover units are needed
(c) Close the incident with the appropriate disposition code

703.22.2 DV - REPORT (SUSPECT GONE)

Call Taker

(a) Create a call for service with the incident type DV - DOMESTIC VIOLENCE
(b) Continue call taking protocol utilizing the 5 1/2 Ws. Ensure the following are obtained:
    (a) Severity of the incident – What exactly took place?
    (b) Use or threat of use of weapons and current location of weapons

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(c) Is victim in a safe location?

(d) Suspect direction of travel and associated vehicle (CYMBAL)

(e) Names, description, relationships of involved subjects

(f) Need for medical attention

(g) Use of drugs/alcohol by involved subjects

(h) Are children present? How many? Names and ages

(i) Is there a restraining order or emergency protective order in force?

(j) Is the suspect on probation or parole?

(k) Location, involvement, phone number, and name of reporting party

(l) Is there a history of such abuse?

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.23 FIRE

All calls reporting a fire must be transferred to San Mateo County Communications. Should the call taker be unable to transfer the call due to the existence of a criminal element requiring further interrogation of the reporting party, they shall instruct their partner to advise County via the microwave line.

Call Taker

(a) Transfer caller to SMC Communications, remain on the line to gather necessary information

(b) Create call for service using incident type FIRE

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Direct back up to contact Laz for traffic control upon request

(d) Close the incident with the appropriate disposition code

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703.24 FIREARMS

Report of gun being fired. Can be use if suspect fires a gun not aimed at another person. Also includes reports of a firearm displayed/brandished. Additionally, the Department accepts found firearms and ammunition or those relinquished. EX: A relative wishing to turn in a weapon owned by a deceased family member.

703.24.1 FIREARM -DISCHARGED

Call Taker

(a) Create call for service using the incident type 1057 - SHOTS FIRED

(b) Continue call taking protocol utilizing the 5 1/2 Ws and determine the following:

  (a) Most accurate location from which gun shots may have originated

  (b) Number of shots heard

  (c) Type of weapon (small caliber, rifle, semi-automatic, etc.)

  (d) Description of all suspects in the area

  (e) Description of any suspicious vehicles in the area (CYMBAL) and direction of travel.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.24.2 FIREARM - DISPLAYED/BRANDISHED

To display all or part of the firearm, or otherwise make the presence of the firearm known to another person, in order to intimidate that person, regardless of whether the firearm is directly visible to that person.

Call Taker

(a) Initiate required call-taking procedures to identify nature, location, time element, and priority of incident. Create a call for service with the incident type 417 and obtain the following:

  (a) Current location of suspect

  (b) Complete description of suspect

  (c) Type of weapon (small caliber, rifle, semi-automatic, etc.)

  (d) Associated vehicle description (CYMBAL) and direction of travel

  (e) Use of drugs/alcohol by involved subjects

  (f) Cause of dispute

  (g) Need for medical attention

  (h) Is caller able to get to a safe place?

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Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.24.3 FIREARM - FOUND/RELINQUISHED
Call Taker

(a) Create a call for service using incident type PROP and obtain the following:

    (a) Type of weapon (caliber, rifle, semi-automatic, etc.)

    (b) Current location of weapon

    (c) Is weapon in a locked, secured location?

If caller has responded to SMPD to relinquish weapon, advise them to keep weapon secured in locked trunk until officer arrives on scene.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.24.4 FIREARM - SHOOTING
A victim has been shot or fired upon.

Call Taker

(a) Initiate required call-taking procedures to identify nature, location, time element, and priority of incident. Create a call for service with the incident type 417 and obtain the following:

    (a) Current location of suspect

    (b) Complete description of suspect

    (c) Type of weapon (small caliber, rifle, semi-automatic, etc.)

    (d) Associated vehicle description (CYMBAL) and direction of travel

    (e) Use of drugs/alcohol by involved subjects

    (f) Cause of dispute

    (g) Need for medical attention

    (h) Is caller able to get to a safe place?

(b) Attempt to keep caller on the line for real-time updates if safe to do so

Radio Dispatcher

(a) Activate alert tone and dispatch 3 beat officers, with a Watch Commander to copy

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(b) Use discretion in determining if additional cover units are needed

(c) Initiate Code 33

(d) Close the incident with the appropriate disposition code

703.25 FIREWORKS

Call Taker

(a) Create a call for service using incident type FW and obtain the following:

  (a) Most accurate location from which fireworks may have originated

  (b) Seen or heard only?

  (c) Description of subjects setting off fireworks

If caller states fireworks are creating a fire hazard, transfer to San Mateo County Communications for Fire Department response.

Radio Dispatcher

(a) Dispatch 1 beat officer

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.26 FUGITIVES

Fugitive information is generally relayed to all San Mateo County agencies via a BOL broadcast on the County-Wide Mutual Aid channel (the Green) by San Mateo County Communications. Should there be a need for San Mateo PD units to respond in any way, refer to policy 703.29 INFORMATION ONLY BROADCAST (BOL)

703.27 HARASSMENT

Includes repeated hassling or obscene communications/behaviors committed in person, via text or social media. The victim must live in San Mateo, or the harassment must have occurred in San Mateo. Not to be used for a report of threats made. Officer may handle by phone if no active disturbance.

For incidents for which the suspect's identity is unknown, refer caller to online reporting. For incidents for which the suspect's identity is known:

Call Taker

(a) Create call for service using incident type HARASS - HARASSMENT

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If there is an active disturbance or weapons are involved, attempt to keep caller on the line for real time updates.

Radio Dispatcher

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(a) Dispatch 1 beat officer if no active disturbance

(b) Dispatch 2 beat officers if disturbance active

(c) Use discretion in determining if additional cover units are needed

(d) Close the incident with the appropriate disposition code

703.27.1 HARASSING/ANNOYING PHONE CALLS
Includes repeated hassling or obscene phone calls. The victim must live in San Mateo, or the harassment must have occurred in San Mateo. Not to be used for a report of threats made. Officer may handle by phone if no active disturbance.

Should excessive harassing phone calls be directed toward San Mateo Police Communications staff, the call taker shall notify the on-duty Dispatch Services Supervisor in-person or via City email if off duty. The Dispatch Services Supervisor will take appropriate measures to determine whether the Department will pursue charges against the suspect and what documentation protocol is required.

For incidents for which the suspect's identity is unknown, refer caller to online reporting. For incidents for which the suspect's identity is known:

Call Taker

(a) Create call for service using incident type 653M – HARASSING PHONE CALLS

(b) Continue call taking protocol utilizing the 5 ½ Ws

Radio Dispatcher

(a) Dispatch 1 beat officer

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.28 HAZARDS
Reports of hazards which may imperil the public's safety such as debris in roadway or other threats to safe driving.For hazards such as downed trees, downed power lines or malfunctioning traffic lights, refer to the Public Works incident type series.

Call-Taker

(a) Create call for service using incident type HAZ-HAZARD

    (a) Cause of hazard

Radio Dispatcher

(a) Dispatch 1 beat officer

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

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703.29 HOMICIDE

Felony resulting in the death of another person. This code is seldom utilized, as the determination of murder is a complex legal classification that cannot be established through telephone reporting.

Call Taker

(a) Create call for service with incident type 1054 – POSSIBLE DEAD BODY and obtain the following:
a. Exact location (address, apartment number, landmarks).
b. Caller's name, call-back number, and relationship to the incident.
c. Description of what was seen or heard (e.g., gunshots, assault, body observed, injuries described).
d. Condition of victim(s), if known.
e. Description, direction, and method of travel of any suspects or involved vehicles.
f. Presence of weapons.
g. Any ongoing threat to others or the caller.

(b) If caller is with victim, transfer to SMC medical dispatcher for pre-arrival instructions

(c) Keep the caller on the line when possible until responding units arrive or the scene is secured.

(d) Notify County to initiate Homicide Protocol when requested by field unit.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Notify Watch Commander

(d) Close the incident with the appropriate disposition code

703.29.1 HOMICIDE PROTOCOL

A Countywide protocol with guidelines prepared to assist and provide direction in the orderly and thorough investigation and processing of a homicide.

Homicide Protocol

703.30 INFORMATION ONLY BROADCAST (BOL)

Includes requests from officers to broadcast an informational or all points bulletin (APB) bulletin via San Mateo County Communications for outstanding suspects or vehicles. Also includes, incidents occurring in neighboring agencies where the suspect may enter San Mateo or Brisbane's jurisdiction that have usually been broadcasted County-wide on the CWMA (Green) channel. Can also include pending incidents such as fireworks, reckless drivers, etc. that cannot be dispatched immediately due to lack of available units (with Watch Commander approval).

Call-Taker

For informational bulletins/APBs upon request of a field unit:

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(a) Initiate required call-taking procedures to identify nature, location, time element, and priority of incident. Create a call for service with the incident type BOL

(b) Continue information gathering utilizing the 5 ½ Ws

(c) Create and send CLETS message to San Mateo County Communications using mnemonic LE5

For incidents occurring in neighboring agencies that may enter San Mateo or Brisbane's jurisdiction:

(a) Create call for service with incident type BOL

(b) Document incident with all information provided during county-wide BOL broadcast

Radio Dispatcher

For incidents occurring in neighboring agencies that may enter San Mateo or Brisbane's jurisdiction:

(a) Activate alert tone and begin broadcast with, "Attention all San Mateo units," then provide all available details.

(b) Close incident with disposition code BI

For pending incidents that cannot be dispatched immediately due to lack of available units:

(a) Begin broadcast with, "Attention all San Mateo units," then provide all available details.

(b) Close incident with disposition code BI

703.31 INTOXICATED PERSON

Drunk; under the influence of alcohol.

Call Taker

(a) Create call for service using incident type 1051

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If weapons are involved, attempt to keep caller on the line for real time updates.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.32 KIDNAPPING

Taking a victim to some other location against his/her will.

Call Taker

(a) Create call for service with incident type 207 and obtain the following:

    (a) Stranger or parental?

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(b) Did the caller see the suspect take the victim?

(c) Complete descriptions of suspect and victim

(d) Associated vehicle?

(e) Obtain complete vehicle description (CYMBAL).

(f) Any weapons used or seen?

(b) Notify County to initiate Child Abduction Protocol when requested by field unit.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Notify Watch Commander

(d) Close the incident with the appropriate disposition code

703.32.1 CHILD ABDUCTION PROTOCOL
A Countywide protocol with guidelines prepared to assist and provide direction in the orderly and thorough investigation and processing of a kidnapping.

Child Abduction Protocol

703.33 MARINE INCIDENTS
Incidents/accidents occurring in San Francisco Bay

Call Taker

If the incident reported is of an immediate, but non-criminal nature:

(a) Notify SMC Communications for dispatch of appropriate agencies

(b) Notify Park Rangers

If the incident is or may be criminal in nature:

(a) Create call for service using appropriate incident type

(b) Continue call taking protocol utilizing the 5 1/2 Ws

(c) Notify SMC Communications for dispatch/staging of appropriate agencies

(d) Notify Park Rangers

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

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703.34 MEDICAL

All calls reporting a medical emergency must be transferred to San Mateo County Communications. Should the call taker be unable to transfer the call due to the existence of a criminal element requiring further interrogation of the reporting party, they shall instruct their partner to advise County via the microwave line. San Mateo Police will respond to high priority medical incidents (cardiac arrest, drowning) to render aid prior to EMS arrival.

Call Taker

Transfer caller to SMC Communications and remain on the line to determine if SMPD will respond.

If SMPD will not respond:

(a) Create call using incident type MEDICAL

(b) Document pertinent information and note call was transferred to SMC Communications

(c) Close incident using disposition code MC - Medical Only

If SMPD will respond:

(a) Create call for service using incident type OA

(b) Document pertinent information and note call was transferred

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.35 MENTALLY DISTURBED PERSONS

Person appearing to be mentally unstable.

Call Taker

(a) Create call for service using incident type WC or 415 if causing a disturbance.

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If weapons are involved, attempt to keep caller on the line for real time updates.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

(d) Dispatch Mental Health Clinician upon request from officer

If officer requests a 5150 or SMART transport, the radio dispatcher will update the incident type to 5150 and obtain the following information:

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(a) Male or female?

(b) Age?

(c) Is subject on drugs/medication? What type?

(d) Restraints needed

(e) Able to walk unassisted?

(f) Is scene secure for EMS?

(g) Notify SMC Communications and obtain an ETA. Relay to requesting officer.

703.36 MISSING PERSONS

703.36.1 MISSING PERSON REPORT

A report of an adult subject missing. There is no minimum amount of time a subject is required to be missing to initiate a call for service. Report must be accepted regardless of jurisdiction.

Call Taker

(a) Create call for service using incident type 1065 – MISSING PERSON REPORT

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) Obtain the following additional information:

1. Is there a suspicion disappearance was not voluntary?
2. Is the subject considered at risk due to general health issues or mental health issues?
3. Are there any locations of interest the missing party frequents?
4. Are there any associated subjects the missing party could be with?

Radio Dispatcher

(a) For phone reports or cold incidents, dispatch units in the following order:

1. 1 Patrol CSO
2. 1 Beat officer

(b) For just occurred or recent incidents, dispatch units in the following order:

1. 1 Patrol CSO and 1 Beat officer
2. 2 Beat officers

(c) Relay all pertinent information to responding unit.

(d) Request Countywide BOL upon request from field unit

(e) Close incident with appropriate disposition code

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703.36.2 MISSING JUVENILE REPORT
A report of a juvenile subject missing. There is no minimum amount of time a subject is required to be missing to initiate a call for service. Report must be accepted regardless of jurisdiction.

Call Taker

(a) Create call for service using incident type 1065J – MISSING JUVENILE REPORT
(b) Continue call taking protocol utilizing the 5 ½ Ws
(c) Obtain the following additional information:
    (a) Is there a suspicion disappearance was not voluntary?
    (b) Is the subject considered at risk due to general health issues or mental health issues?
    (c) Is the subject a habitual runaway?
    (d) Are there any locations of interest the missing party frequents?
    (e) Are there any associated subjects the missing party could be with?
    (f) Who has custody of juvenile? Any issues with custody?Radio Dispatcher
        (a) For phone reports or cold incidents, dispatch units in the following order:
            (a) 1 Patrol CSO
            (b) 1 Beat officer
        (b) For just occurred or recent incidents, dispatch units in the following order:
            (a) 1 Patrol CSO and 1 Beat officer
            (b) 2 Beat officers
        (c) Relay all pertinent information to responding unit.
        (d) Notify Watch Commander
        (e) Request Countywide BOL upon request from field unit
        (f) Close incident with appropriate disposition code

703.37 MUTUAL AID
An outside agency requesting assistance from the San Mateo Police Department or SMPD providing assistance to an outside agency. Provides for the coordination of law enforcement mutual aid operations at local or operational levels within the County of San Mateo. It serves also to establish procedures for alerting, dispatching and utilizing law enforcement personnel and equipment resources. The goals of this mutual aid agreement are to establish procedures for law enforcement agencies dealing with major civil disturbances, riots, or unusual occurrences to follow for obtaining assistance when any single agency is unable to control a given situation utilizing only its own resources.

703.37.1 CODE 20
Officer needs emergency help from all available San Mateo Police units.

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INITIATING A CODE 20

Once a San Mateo officer transmits Code 20 over the primary frequency and is acknowledged, the Radio Dispatcher shall:

(a) Broadcast over the San Mateo primary radio channel:

(a) Call sign of unit requesting

(b) Code 20

(c) Location

(d) Brief nature of original call (if available)

(e) Weapons information (if available)

703.37.2 CODE 30

Officer needs emergency help from surrounding law enforcement agencies. Agencies responding to San Mateo Police Department requests include:

- Belmont
- Burlingame
- California Highway Patrol
- Foster City
- Half Moon Bay
- Hillsborough
- San Mateo County Sheriffs Office

INITIATING A CODE 30

Once a San Mateo officer transmits Code 30 over the primary frequency and is acknowledged, the Radio Dispatcher shall:

(a) Broadcast over the CWMA (green) channel (or TAC 2) to County Communications:

(a) Jurisdiction

(b) Call sign of unit requesting

(c) Code 30

(d) Location

(e) Brief nature of original call (if available)

(f) Weapons information (if available)

The incident shall remain on San Mateo primary radio channel with our agency's dispatcher coordinating the incident. However, our dispatcher may request County Communications to assume coordination of the incident on the **San Mateo primary radio channel.**

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If a San Mateo officer is unable to contact the local dispatcher to report the CODE 30, the officer shall switch to the CWMA (or TAC 2) and report the CODE 30 to County Communications. County Communications shall coordinate the incident and the responding units on the CWMA (Green). County Communications shall notify the local agency of the incident as soon as possible.

County Communications will broadcast the Code 30 information to those jurisdictions designated to respond to the scene and notify those agencies not within broadcast contact.

The CWMA channel will be designated as the frequency for all mutual aid responders.

County Communications will monitor the requesting agency primary frequency, and relay any pertinent information via the assigned channel.

Once law enforcement units have been assigned to respond, the responding agency will assign their units to the channel).

The designated responding law enforcement unit(s) will then identify themselves on the assigned channel by call sign to County Communications.

County Communications will be responsible for coordinating and tracking the status of all responding mutual aid units.

If possible, the requesting agency should advise County Communications via telephone, teletype, or appropriate tactical channel of local personnel documented on scene of the Code 30 at the time of the request.

The on-duty field supervisor or their designee will be designated as the Incident Commander.

The Incident Commander shall use the assigned channel (CWMA channel or TAC2) to coordinate the activity of the responding units.

County Communications will direct all communication of coordination efforts to the Incident Commander via the CWMA channel.

County Communications will continue to monitor all appropriate frequencies for a "Code 4".

Once a "Code-4" is declared, County Communications will re-broadcast the Code 4 over the assigned channel and ask the Incident Commander if responding units should:

• Slow their roll but continue to respond, or

• Cancel their response

Responding units will then be directed to either continue their response or cancel their response and switch back to their local frequency.

Once a "code 4" has been declared, County Communications will broadcast over the designated agency primaries that the situation needs no further assistance.

County Communications will "close" the incident once it is confirmed that all units are off the CWMA channel (or TAC2) and have returned to their respective primaries.

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703.37.3 CODE 666

A Code 666 is a procedure activated via a voice broadcast by an authorized agency requesting that law enforcement officers respond to pre-designated posts within their jurisdictions. The officers duty is to "be on the lookout" for outstanding suspects and vehicles that have committed specific crimes. The scope of this procedure may include North, Central, South or County-wide jurisdictions.

Once a San Mateo officer determines that a crime meeting the criteria to activate a Code 666 has occurred within our jurisdiction, the Watch Commander may authorize a Code 666. San Mateo Police Communications shall contact San Mateo County Communications via landline and provide all pertinent information.

The following crimes and events are authorized reasons for initiating a Code 666:

(a) 1. Aggravated assault
2. Homicide or Attempted Homicide
3. Robbery
4. Rape
5. Kidnapping (refer to Child Abduction Protocol)
6. Suspects seen in vehicles who are wanted for any of these crimes

The following information is necessary to initiate a Code 666

(a) A detailed vehicle description including:
1. (a) Color
(b) Body style
(c) Approximate year or age
(d) License plate, if known
(e) If the license plate is unknown, any identifying characteristics such as damage, bumper stickers, etc.

(a) 2. Location of the incident
3. Time element
4. Weapon information
5. Suspect's direction of travel (If known)
6. Affected zones-North/Central/South/County-wide
7. A Code 666 should only be requested within a 30 minute time from the commission of the crime or the time the suspect vehicle was observed

When San Mateo County Communications broadcasts a Code 666 countywide for our jurisdiction or another, the following shall occur:

Radio Dispatcher

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(a) Assign units to posts as available and advise them to switch to the Green channel when on scene.

Code 666 posts are identified by their designated number. Do not broadcast locations on the air.

SUSPECT FLEEING NORTH INTO SAN MATEO

(a) **25-1 US 101/E. Hillsdale Blvd.**

(b) **25-2 SR 92/W. Hillsdale Blvd.**

(c) **25-3 42nd Ave./S. El Camino Real**

(d) **25-4 42nd Ave./Alameda De Las Pulgas**

SUSPECT FLEEING SOUTH INTO SAN MATEO

(a) **25-2 SR 92/W. Hillsdale Blvd.**

(b) **25-5 U.S. 101/E. Poplar Ave.**

(c) **25-6 S.El Camino Real/E. 3rd Ave.**

(d) **25-7 U.S. 101/ E. 3rd Ave.**

(b) Send teletype to SMC Communications listing assigned posts and unit designators/ call signs

EX: TO/LE5/

Post 25-1 25A10

San Mateo Communications/SMM

Fill as many posts as staffing permits. When post locations are being assigned or described via radio, only the post's designator will used to describe the location. Except to investigate a possible suspect vehicle, San Mateo officers assigned to a Code 666 will remain on their assigned post until a cancellation notice is received or directed to leave by a supervisor. Should a priority 1 or 2 call occur in our jurisdiction while units are on post, the Radio Dispatcher shall notify the Watch Commander. If requested by the Watch Commander, the Radio Dispatcher or their back up shall notify SMC Communications via the microwave line to return needed San Mateo units to their primary frequency.

703.37.4 TAC ALERTS

PHASE I TAC ALERTS

The purpose of the Phase One Tac Alert is to supply the requesting agency with an accurate estimate of the number and type of resources allied agencies will be able to commit to a specific incident. A Phase One Tac Alert will also be used for regional purposes when the Region Coordinator requests information regarding the availability of county assets and personnel to be deployed throughout the region.

A Phase One Tac Alert can be called by any Law Enforcement Agency or the Law Mutual Aid Coordinator whenever a situation may result in the need for mutual aid.

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At the time of the request, the requesting agency shall provide Public Safety Communications with the following minimum information:

The affected Zone(s) or out of county need (the requesting agency may request a Tac Alert for any or all zones)

NORTH Brisbane, Daly City, Pacifica, South San Francisco, San Bruno, Sheriff's Office, Colma Broadmoor, CHP

CENTRAL Millbrae, Hillsborough, Burlingame, San Mateo, Foster City, Belmont, Half Moon Bay, Sheriff's Office, CHP

SOUTH San Carlos, Redwood City, Atherton, Menlo Park, East Palo Alto, Sheriff's Office, CHP

(a) The nature and expected scope of the incident.

(b) The location, date, and time of the incident.

(c) The staging area location.

(d) The Thomas Guide Map Page – if available.

(e) The approximate deployment time and length of operational period.

Public Safety Communications will tabulate all results received and teletype to the requesting agency and the Law Mutual Aid Coordinator.

PHASE II TAC ALERTS

Once a Tactical Alert has been placed into effect and the requesting jurisdiction or the Law Mutual Aid Coordinator finds it necessary to receive assistance from the alerted zones, they shall contact Public Safety Communications and inform them of the number of personnel desired, from what zone(s) and a designated location where they should respond.

Public Safety Communications will pre-alert all agencies, via teletype, of the tactical/county-wide broadcast. Public Safety Communications will broadcast to all departments, indicating special attention to affected zones, the request for deployment of law enforcement personnel to the mutual aid incident.

Public Safety Communications will re-broadcast the following information:

(a) The location, nature, and expected scope of the incident

(b) The staging area

(c) The Thomas Guide map page – if available

Public Safety Communications shall assign the appropriate communications channel as the control frequency for the incident. Responding field units will be directed to switch to the control frequency upon their arrival at the scene. A Code 33 will be issued for the control frequency.

PHASE III (THREE) – OPERATIONAL

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When, in the opinion of the requesting jurisdiction or the Law Mutual Aid Coordinator, control of the incident requires a larger number of personnel than those dispatched by a Phase II, they may request a Phase III operation.

Public Safety Communications will receive from the requesting agency or the Law Mutual Aid Coordinator an approximate number of additional personnel needed, the staging location, and an anticipated length of the operational period.

Public Safety Communications will pre-alert all agencies, via teletype, of the tactical/county-wide broadcast.

Public Safety Communications will broadcast to all departments the request for additional law enforcement personnel to the incident.

Public Safety Communications will direct the units to remain on their primary frequency while responding to the incident. The field units responding will be directed to switch to the control frequency when on scene.

Public Safety Communications will direct the departments with units responding to send deployment information to terminal "PRDC."

Public Safety Communications will collect this data and relay this information to the requesting agency or the Law Mutual Aid Coordinator.

703.37.5 VEHICLE PURSUITS

VEHICLE PURSUITS

Upon notification that a pursuit has been initiated, the Radio Dispatcher will:

(a) Acknowledge the pursuit, identify a secondary backup unit (by call sign), and initiate a "Code 33" on the primary channel.

(b) Restrict "Code 3" pursuit authorization to only two additional units unless directed differently by the on-duty field supervisor.

(c) Coordinate the pursuit and provide (via radio broadcast) field officers with information as it is received, including:

1. Identity of each officer involved in the pursuit
2. Direction of travel
3. Approximate speed of the pursuit
4. Vehicle and pedestrian traffic conditions
5. Description of the suspect vehicle
6. Reason for the pursuit.

(d) If this information is not immediately received from the initiating officer, the dispatcher will ask the officer to provide the required information.

(e) Coordinate pursuit communications of the involved units and personnel.

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(f) Notify and coordinate with other involved or affected agencies as practicable.

(g) Ensure that a Watch Commander is notified of the pursuit.

(h) Assign an incident number and log all pursuit activities.

(i) Broadcast pursuit updates as well as other pertinent information as necessary.

(j) Communications shall notify neighboring allied agencies of the pursuit status in the event it leaves the City.

  (a) Units involved in the pursuit within the City limits shall remain on the primary channel until directed otherwise by Communications or the on-duty field supervisor.

  (b) When a pursuit leaves the City limits, and it is deemed necessary by Communications, dispatch personnel may direct involved officers to switch to a Countywide Mutual Aid Channel (Green).

  (c) Communications personnel may keep or relinquish control of the pursuit to an allied agency (ie: California Highway Patrol or County Communications).

703.38 PARKING COMPLAINTS

The City of San Mateo has contracted with a parking enforcement vendor, Laz. Laz will enforce parking restrictions in the Downtown core, residential parking permit zones, street sweeping, and general parking restrictions. They will provide various parking enforcement services Monday through Saturday, except holidays, between the hours of 0400 – 1800 hours.

Depending on the information discovered during the questioning of the reporting party, some calls may be directed to Laz and others handled by San Mateo Police personnel. All incidents requiring response of SMPD personnel require the reporting party to provide their name and contact information.

703.38.1 GENERAL PARKING COMPLAINTS

General; complaints such as red zone, blocking of fire hydrant, Residential parking Permit (PPP), Handicap space, blocked driveway are to be referred to LAZ during their operating hours. Advise the caller you will connect them to the parking company.

Vehicle Blocking Driveway:

For all complaints of vehicle blocking a driveway, the Call Taker is to obtain the license plate if available and enure the vehicle is clear thorough DOJ and RIMS before transferring caller to LAZ. If vehicle does to come back clear (10851 or lost/stolen plate), create an incident for police response and send a responding employee based on availability.

(a) Traffic CSO

(b) Patrol CSO

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(c) Patrol Officer

703.38.2 TRAFFIC CONTROL
Upon a request for traffic control from an officer, contact the LAZ supervisor and relay all pertinent information. Document in the CAD incident ETA provided. IF LAZ is not available, enure requesting officer is advised and attempt to utilize CSO's and AVO if on shift.

703.38.3 EXPIRED REGISTRATION
A LAZ employee may request the status of registration of a vehicle. LAZ Employees are restricted from obtaining CLETS information other than registration status. They may not obtain registered owners name nor address.

Upon receiving this request, create an incident for documentation using the LAZ Type Code. Document LAZ Employee name, location, license plate number, and vehicle description. check vehicle through CLETS and attach returns to incident.

- Vehicles returning with RIP or SIP can be towed only if registration is expired by 6 months and 1 day.
- Vehicles returning with a TIP are not towable.

If vehicle is to be towed, update Type Code to "TOW" and send a responding employee based on availability:

(a) Traffic CSO

(b) AVO

(c) Patrol CSO

(d) Patrol Officer

703.38.4 COMPLAINT OF PARKING VENDOR
All complaints against LAZ employees are to be referred to their public phone number, 650-398-3082. Do not refer callers to the PD only phone line.

703.39 POISONING
A poisoning is a medical emergency and must be transferred to San Mateo County Communications. Should the call taker be unable to transfer the call due to the existence of a criminal element requiring further interrogation of the reporting party, they shall instruct their partner to advise County via the microwave line. San Mateo Police will respond to high priority medical incidents to render aid prior to EMS arrival.

Call Taker

(a) Transfer caller to SMC Communications for pre-arrival instructions. Stay on the line to gather pertinent details

(b) Create call for service using incident type OA - OUTSIDE ASSIST

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(c) Document pertinent information and note call was transferred

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.40 POLICE ESCORT

Requests by the DA's office or police officers for transportation of prisoners, or for other official business. Includes request from citizens who feel they are in danger (due to vehicle breakdown, being stranded, etc.). All requests require Watch Commander approval.

Call Taker

(a) Create call for service using incident type 1014 - ESCORT

(b) Obtain approval from Watch Commander.

Radio Dispatcher

(a) Dispatch officer as directed by Watch Commander.

(b) Close the incident with the disposition code CM.

703.41 PREMISE WATCH/CHECKS

San Mateo residents may request to have passing checks performed following identification of quality-of-life issues in the area of their residence or business. Requests must be relayed to and approved by the Area Lieutenant who will then notify Dispatch.

Call Taker

(a) For a single premise check, create a call for service using incident type PC.

(b) For a series of premise checks, create a scheduled incident.

Radio Dispatcher

(a) Dispatch 1 beat officer

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.41.1 VACATION CHECKS

San Mateo residents may submit a request online to have a periodic check of their residence while out of town. Checks are performed by the Explorer staff or other designated staff who will notify Dispatch when enroute.

Radio Dispatcher

When notified a unit is enroute to a vacation house check, the radio dispatcher shall:

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(a) Log on unit if needed

(b) Create a call for service using incident type CODE14

(c) Advise responding unit if any officer safety associated with address

(d) Close the incident with the appropriate disposition code.

703.42 PROWLER

Subject lurking/skulking around the outside of a home or business.

Call Taker

(a) Create call for service using incident type 1070 - PROWLER

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) Attempt to keep caller on the line for real time updates until officer arrival

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.43 PURSUITS

703.43.1 VEHICLE PURSUITS

Upon notification that a pursuit has been initiated, the Radio Dispatcher will:

(a) Acknowledge the pursuit, identify a secondary backup unit (by call sign), and initiate a "Code 33" on the primary channel.

(b) Restrict "Code 3" pursuit authorization to only two additional units unless directed differently by the on-duty field supervisor.

(c) Coordinate the pursuit and provide (via radio broadcast) field officers with information as it is received, including:

    (a) Identity of each officer involved in the pursuit

    (b) Direction of travel

    (c) Approximate speed of the pursuit

    (d) Vehicle and pedestrian traffic conditions

    (e) Description of the suspect vehicle

    (f) Reason for the pursuit.

(d) If this information is not immediately received from the initiating officer, the dispatcher will ask the officer to provide the required information.

(e) Coordinate pursuit communications of the involved units and personnel.

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(f) Notify and coordinate with other involved or affected agencies as practicable.

(g) Ensure that a Watch Commander is notified of the pursuit.

(h) Assign an incident number and log all pursuit activities.

(i) Broadcast pursuit updates as well as other pertinent information as necessary.

(j) Communications shall notify neighboring allied agencies of the pursuit status in the event it leaves the City.

(a) Units involved in the pursuit within the City limits shall remain on the primary channel until directed otherwise by Communications or the on-duty field supervisor.

(b) When a pursuit leaves the City limits, and it is deemed necessary by Communications, dispatch personnel may direct involved officers to switch to a Countywide Mutual Aid Channel (Green).

(c) Communications personnel may keep or relinquish control of the pursuit to an allied agency (ie: California Highway Patrol or County Communications).

703.44 REGISTRANTS

Documentation of subjects that must comply in registering as arson, drug, gang, gun, or sex offenders.

Call Taker

(a) Create call for service using the appropriate incident type:

(a) Arson – REGARS

(b) Drugs – REGDRG

(c) Gang – REGGNG

(d) Gun – REGGUN

(e) Sex Crimes - REGSEX

(b) Obtain subject's name and DOB

(c) Run subject

(d) Close incident with disposition code CM - Completed

703.45 RESTRAINING ORDER VIOLATIONS

A report of a restraining order being violated.

Call Taker

(a) Create call for service using incident type RO - RESTRAINING ORDER VIOLATION

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) Run the subject out to determine the type of order and if served.

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Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.46 ROBBERY

Criminal act of taking personal property by means of force or fear.

Call Taker

(a) Create call for service using incident type 211-ROBBERY

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If robbery is active or weapons are involved, attempt to keep caller on the line for real time updates

(d) If injuries are sustained, notify SMC Communications for medic response

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.46.1 ROBBERY - BANK

Criminal act of taking funds from a bank or federally insured institution.

Call Taker

(a) Create call for service using incident type 211B-ROBBERY BANK

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If incident is a verified robbery, advise County Communications via microwave 222 for F.B.I. notification.

Radio Dispatcher

(a) Dispatch three officers, with the Watch Commander to copy

(b) Advise units of updated status from bank personnel

(c) Advise units of all pertinent information (suspect description, associated vehicle descriptions, direction of travel, weapons, etc.).

(d) Initiate a Code 33 when the first officer arrives on scene.

(e) Close incident with the appropriate disposition code

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703.46.2 ROBBERY - STRONG ARM
A robbery committed through use of physical force: a mugging.

Call Taker

(a) Create call for service using incident type 211-ROBBERY STRONG ARM

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If robbery is active or weapons are involved, attempt to keep caller on the line for real time updates

(d) If injuries are sustained, notify SMC Communications for medic response

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.47 STABBING
Victim has been stabbed or cut with a knife.

Call Taker

(a) Initiate required call-taking procedures to identify nature, location, time element, and priority of incident. Create a call for service with the incident type STABBING and obtain the following:

    (a) Current location of suspect

    (b) Complete description of suspect

    (c) Complete description of weapon (size, color, length, location)

    (d) Associated vehicle description (CYMBAL) and direction of travel

    (e) Use of drugs/alcohol by involved subjects

    (f) Cause of dispute

    (g) Need for medical attention

    (h) Is caller able to get to a safe place?

(b) Attempt to keep caller on the line for real-time updates if safe to do so

Radio Dispatcher

(a) Dispatch 3 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.48 SUBPOENA SERVICE
When advised by a sworn unit or Community Service Officer they will attempt subpoena service:

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Radio Dispatcher

(a) Create incident using incident type SUBP

(b) Assign responding unit to incident

(c) Review address history for officer safety/hazards

(d) Relay officer safety/hazard information, if present, to responding unit

(e) Close incident with disposition code NS – not served or SV - served

Should subpoena service be unsuccessful, radio dispatcher shall create a new incident for all subsequent attempts.

703.49 SUICIDE

703.49.1 ATTEMPTED SUICIDE

A person attempting suicide; to take their own life or threatening to do so.

Call Taker

(a) Create call for service using incident type 1056A-ATTEMPTED SUICIDE

(b) Continue call taking protocol utilizing the 5 ½ Ws and ensure the following are captured:

  (a) Attempt, threat or actual suicide?

  (b) Method? Gun, knife, overdose, etc.

  (c) Location of weapon used?

  (d) If overdose, what drug was taken and quantity?

  (e) History of mental/physical health issues?

  (f) Any previous attempts? By what method?

(c) Notify SMC Communications for medics to stage

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) If subject is confirmed deceased, update incident to 1056 - SUICIDE

(d) Close the incident with the appropriate disposition code

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703.49.2 SUICIDE (SUBJECT DECEASED)
This incident type code is used when a subject has been confirmed deceased by suicide by police units or medics. The radio dispatcher shall update the incident type to 1056-SUICIDE prior to closing the incident with the appropriate disposition code.

703.50 SUSPICIOUS CIRCUMSTANCES
Report of a situation that appears unusual, unexplained, or out of place and may indicate criminal activity, a safety concern, or the need for further investigation. Generally used when no other specific incident type accurately describes the situation.

Call Taker

(a) Create call for service using incident type SC – SUSPICIOUS CIRCUMSTANCE

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If weapons are involved, attempt to keep caller on the line for real time updates.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.51 SUSPICIOUS PERSON
Report of an individual whose behavior, presence, or actions appear unusual, out of place, or potentially criminal, prompting concern from a member of the public or an officer. EX: Subject peering into car windows.

Call Taker

(a) Create call for service using incident type 1066 – SUSPICIOUS PERSON

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If weapons are involved, attempt to keep caller on the line for real time updates.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.52 SUSPICIOUS VEHICLE
Report of an individual in a vehicle whose behavior, presence, or actions appear unusual, or potentially criminal, prompting concern from a member of the public or an officer. May also include an unoccupied vehicle under suspicious circumstances, such as an open door.

Call Taker

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(a) Create call for service using incident type 1154 – SUSPICIOUS VEHICLE

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) Obtain complete vehicle description (CYMBAL).

(d) If weapons are involved, attempt to keep caller on the line for real time updates.

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Perform a wanted check on vehicle. Relay pertinent information to responding units.

(d) Close the incident with the appropriate disposition code

703.53

703.54 THEFTS

Incidents without suspect information can be referred to online reporting.

Call Taker

(a) Create call for service using incident type THEFT

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If victim is a retail outlet, obtain dollar amount of take and inquire if they desire prosecution or trespass

(d) If theft is in progress or just occurred (and RP has visual), attempt to keep caller on the line for real time updates

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.55 VANDALISM

Incidents without suspect information can be referred to online reporting.

Call Taker

If the reporting party has suspect information:

(a) Create call for service using incident type 594

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(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) If vandalism is in progress or just occurred (and RP has visual), attempt to keep caller on the line for real time updates

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.56 VEHICLES

703.56.1 STOLEN
Vehicle taken without owner's permission.

Call Taker

(a) Create call for service using incident type SV

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) Review FLOCK for vehicle hits

Radio Dispatcher

If cold:

(a) Dispatch units in the following order:

1. 1 CSO
2. 1 beat officer

(b) Upon request from officer, enter vehicle into SVS (when Records is closed)

(c) Close the incident with the appropriate disposition code

If in-progress or just occurred:

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Upon request from officer, enter vehicle into SVS (when Records is closed)

(d) Upon request from officer, send BOL to SMC Communications

(e) Close the incident with the appropriate disposition code

703.56.2 STOLEN RECOVERED
A stolen vehicle that has been located.

Call Taker

(a) Create call for service using incident type REC-RECOVERED STOLEN

(b) Run vehicle to confirm it is stolen

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(c) Include agency case number in incident details

(d) Continue call taking protocol utilizing the 5 ½ Ws and capture the following:

(a) Are both plates on vehicle?

(b) Any damage?

(c) Stripped or burned?

(e) If reported stolen with another agency, call to confirm stolen status

Radio Dispatcher

(a) Dispatch units in the following order:

(a) 1 CSO

(b) 1 beat officer

(b) Upon request from officer, send locate to initiating agency to remove from SVS (when Records is closed).

(c) If reported out of SMPD, remove from SVS

(d) Close the incident with the appropriate disposition code

703.56.3 STOLEN RECOVERED PROCESSING & NOTIFICATION PROCEDURES

SVS LOCATE FROM OUTSIDE AGENCY AND NOTIFICATION TO REPORTING PARTY

Upon notification via telephone or receipt of a SVS locate transaction in CLETS from another agency, the process below is to be followed:

- Create an incident using SMPD address and call type INFO
  - Locating agency name and number in the RP section of incident
  - Attach plate to incident
  - In description field – document "pending receipt of SVS locate"
- Upon receipt of SVS locate in CLETS, look to see if any plates are missing (will need to enter plates into SVS)
- Clear the locate in CLETS or RIMS
  - CLETS
    - VEH2 mask
    - FCN #
    - OCA #
    - For Clear locate
      - Put an "X" in base veh record
      - Date of Clear – enter date clearing the record

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        - Print SVS clear
        - Run 10-28, print SVS recovery hit and attach to incident
    - RIMS
        - F9
        - RIMS Forms Manager
        - Stolen Vehicles
        - Stolen Vehicle Recovery in Locate CV
            - Requesting unit
            - Case number
            - Agency
            - File control number (FCN)
            - Originating agency case number (OCA)
            - Date of Clear (DCL)
            - Print SVS clear
            - Run 10-28, print SVS recovery hit and attach to incident
- For missing plates – enter into SVS
    - CLETS
        - VEH1 mask
        - For LIC plates
            - Put a "X" in Lost/Stolen
            - # of plates missing (either 1 or 2)
            - Caution code: L – other plate still on vehicle (only use if it's known the other plate is still on the vehicle)
            - LIC# - license plate
            - LIS – license state
            - LIY – license year (year of expiration date)
            - LIT – license plate type (PC/CO/PE/TM, etc.)
            - DOT – date of transaction
            - OCA – originating agency case number
            - MIS – document which plate is stolen off from a recovered 10851/ stolen vehicle
            - ENT – entry level code (1 – California only)
        - Print SVS plate entry and attach to incident

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- RIMS
  - F9
  - RIMS form manager
  - Stolen vehicles
  - Stolen Vehicle License Plate EVL1 and EVL2
    - Requesting unit
    - Case number
    - Agency (Select SMPD or BRS from drop down list)
    - Record Type
      - One stolen plate
      - Two stolen plates
    - Caution code (if applicable)
      - L – other plate still on vehicle
      - ORI – default to SMPD ORI #
      - License plate Number (LIC)
        - Entry level code (ENT) – 1 California only
        - Misc Information (MIS) - document which plate is stolen off from a recovered 10851/stolen vehicle
        - Originating agency case number (OCA)
        - Date of transaction (DOT
        - License plate type (LIT)
        - License plate Year of Expiration (LIY)
        - License plate state (LIS)
        - Print SVS Plate entry and attach to incident

- **Print the following documents for Records:**
  - Stolen vehicle hit
  - SVS locate
  - SVS clear
  - SVS recovered hit
  - SVS plate entry (if applicable)
  - any teletypes received

Document in the incident "SVS locate cleared and the status of notifying the reporting party. Close the incident using the completed (CM) disposition code.

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SMPD RECOVERS OWN STOLEN VEHICLE AND NOTIFICATION TO REPORTING PARTY

Once a SMPD officer locates a stolen vehicle out of SMPD jurisdiction, the dispatcher will clear the SVS entry and will immediately notify the reporting party of the location and condition of the recovered vehicle per CVC 10500.

Below are the procedures the dispatchers shall do to clear the SVS entry/notification to the reporting party.

- CLETS
  - VEH2
  - For Clear
  - Put a "X" in base veh record
  - Status – 3 alphanumeric characters condition of vehicle (3 characters)
    - First character – condition of vehicle
    - Second character – condition of the vehicle's license plate
    - Third character – indicates the custody of a suspect
  - Date of clear - enter date clearing the record
  - RAI – CA0411600 (SMPD) or CA0410300 (Brisbane PD)
  - LAC # - locating agency case number
  - Print SVS entry, SVS clear, use the SVS stamp, initial, date and check what steps have been completed.
- RIMS
  - F9
  - RIMS forms manager
  - Stolen vehicles
  - Stolen vehicle recovery CV
    - Requesting unit
    - Case number
    - Agency (Select SMPD or BRS from drop down list)
    - File control number (FCN)
    - Originating Agency Case Number (OCA)
    - Date of clear (DCL) – enter date clearing the record
    - Recovering Agency Identifier (RRI) – CA0411600 (SMPD) or CA0410300 (Brisbane PD)
  - Status (STA) Status – 3 alphanumeric characters condition of vehicle (3 characters)

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        - First character – condition of vehicle
        - Second character – condition of the vehicle's license plate
        - Third character – indicates the custody of a suspect
    - Print SVS entry, SVS clear, use the SVS stamp, initial, date and check what steps have been completed.
- If plates are missing, they will need to be entered into SVS
    - CLETS
        - VEH1 mask
        - For LIC plates
            - Put an "X" in Lost/Stolen
            - # of plates missing (either 1 or 2)
            - Caution code: L – other plate still on vehicle (only use if it's known the other plate is still on the vehicle)
            - LIC# - license plate
            - LIS – license state
            - LIY – license year (year of expiration date)
            - LIT – license plate type (PC/CO/PE/TM, etc.)
            - DOT – date of transaction
            - OCA – originating agency case number
            - MIS – document which plate is stolen off from a recovered 10851/ stolen vehicle
            - ENT – entry level code (1 – California only)
        - Print SVS plate entry and attach to incident
    - RIMS
        - F9
        - RIMS form manager
        - Stolen vehicles
        - Stolen Vehicle License Plate EVL1 and EVL2
            - Requesting unit
            - Case number
            - Agency (Select SMPD or BRS from drop down list)
            - Record Type
                - One stolen plate

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- Two stolen plates
- Caution code (if applicable)
  - L – other plate still on vehicle
  - ORI – default to SMPD ORI #
  - License plate Number (LIC)
    - Entry level code (ENT) – 1 California only
    - Misc Information (MIS) - document which plate is stolen off from a recovered 10851/stolen vehicle
    - Originating agency case number (OCA)
    - Date of transaction (DOT
    - License plate type (LIT)
    - License plate Year of Expiration (LIY)
    - License plate state (LIS)
    - Print SVS Plate entry and attach to incident

NOTIFYING REPORTING PARTY

Per CVC 10500, it is the originating agency's responsibility to immediately notify the reporting party of the location and condition of the recovered vehicle. The reporting party may be the person who reported the theft, the registered owner, legal owner, insurer who has paid off the vehicle claim, or a person who owns but has never registered the vehicle with the DMV.

Upon notification from outside agencies of a recovered stolen vehicle or a SMPD officer locating a stolen vehicle, SMPD dispatchers will attempt to call the reporting party any time **day or night,** advising their vehicle has been located, the condition of the vehicle and the locating agency name and phone number.

DOCUMENTATION/NOTIFYING RECORDS

Print the following documents for Records:

- Stolen vehicle hit
- SVS locate
- SVS clear
- SVS recovered hit
- SVS plate entry (if applicable)
- any teletypes received

Attach CHP 180 (provided by officer), use the SVS stamp (initial, date, mark what steps were completed) and place in tray for records.

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703.56.4 PRIVATE PROPERTY TOW
An illegally parked vehicle towed from private property. Can be transferred to Records when open.

Call Taker

(a) Create call for service using incident type PRIVTOW-PRIVATE PROPERTY TOW
(b) Run vehicle to confirm it is not stolen
(c) Enter vehicle into SVS
(d) Attach SVS entry to incident
(e) Close incident with appropriate disposition code

703.56.5 REPOSSESSED
A vehicle returned to the financing institution due to nonpayment. Can be transferred to Records when open.

Call Taker

(a) Create call for service using incident type REPO-REPOSSESSED VEHICLE
(b) Run vehicle to confirm it is not stolen
(c) Enter vehicle into SVS
(d) Attach SVS entry to incident
(e) Close incident with appropriate disposition code

703.57 WARRANTS
The following details SMPD procedures for the processing of warrants.

703.57.1 SMPD ARREST ON SMPD WARRANT

- Attach person to incident
- Verify warrant is in AWS/WPS
  - Warrant is confirmed if located in AWS. If located in WPS only – not a good warrant
- If BOOKING on warrant – send abstract to SMO0 and SOJ0
- If CITING on warrant – send abstract to SMO0 and document court date and time into the incident
- Issue a case #
  - Original Warrant – use the original case number
    - If there are on-view charges with an arrest on an original warrant, issue a second case #
  - Bench Warrant – assign a new case number

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- If warrant is entered into RIMS (records/warrants/search by name or warrant #), attach the abstract to the warrant in RIMS – attaching by warrant #
- If warrant is in RIMS, change the status on the warrant from active to arrested or cited
- Updating warrant
    - AWS (M3066 mask in CLETS) - update to arrested or cited (fill in court information – court department, date and time)
    - WPS (WANT5 mask in CLETS) – cancel warrant
- Print out the following for Records
    - AWS hit
    - WPS hit
    - Warrant abstract
    - AWS update
    - WPS update

703.57.2 SMPD OFFICER ARRESTS ON OUTSIDE AGENCY WARRANT

- Attach person to incident
- Verify warrant is in AWS/WPS
- Call outside agency to confirm warrant
- If BOOKING on warrant – send abstract to SMO0 and SOJ0
- If CITING on warrant – send abstract to SMO0 and ask for the court date, time, location and document into the incident
- Issue a case #
- Update warrant
    - AWS (M3066 mask in CLETS) – update to arrested or cited (fill in court information – court department, date and time)
    - WPS (WANT5 mask in CLETS) - locate warrant with date of locate and locating agency case #)
- If subject was cited on warrant and warrant was not in AWS, send a teletype to the outside agency advising the subject was cited with a court date, time and location
- Print out the following for Records
    - AWS hit
    - WPS hit
    - Warrant abstract
    - AWS update
    - WPS update

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- Teletype with cite information

703.57.3 SMPD ARREST ON OUT OF STATE WARRANT

- Attach person to incident
- Verify warrant is in NCIC
- Send YQ – Hit confirmation request to out of state agency (YQ/HIT1 mask in CLETS)
- Wait for YR – Hit confirmation response message confirming warrant (YR/HIT2 mask in CLETS)
- If CONFIRMED, you may have to call the out of state agency to have them send warrant abstract via teletype to ORI – CA0411600 or fax abstract to dispatch (650-522-7701) or records (650-522-7711)
  - Send warrant abstract to SM County Jail via teletype to SOJ0 or fax 650-363-4868
- Issue a case #
- Update the warrant in WPS using the NIC #
- Print out the following for Records
  - NCIC hit
  - YQ request
  - YR response
  - Warrant abstract
  - WPS update

703.57.4 OUTSIDE AGENCY ARRESTS ON SMPD WARRANT

- Create WARRCF incident
- Obtain outside agency name and phone number
- Attach person to incident
- Verify warrant is in AWS/WPS
  - Warrant is confirmed if located in AWS. If located in WPS only – not a good warrant
- Obtain pneumonic of arresting agency and document in incident
- Send warrant abstract in CLETS or RIMS to arresting agency
- If CITING on warrant, provide court date, time and location to arresting agency and document in incident
- If warrant is entered into RIMS (records/warrants/search by name or warrant #), attach the abstract to the warrant in RIMS – attaching by warrant #

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- If warrant is in RIMS, change the status on the warrant from active to arrested or cited
- Updating warrant
  - AWS – arresting agency should update the warrants to arrested or cited
  - WPS - arresting agency will place locate on warrant
    - SMPD will clear the locate in WPS

If arresting agency does not have AWS, SMPD will update the warrant to arrested or cited

- Print out the following for Records
  - AWS hit
  - WPS hit
  - Warrant abstract
  - AWS update
  - WPS update
  - Any teletypes received

Once all updates are received close the incident as completed

703.57.5 OUT OF STATE AGENCY ARREST ON SMPD WARRANT

- Create WARRCF incident
- Obtain outside agency name and phone number
- Attach person to incident
- Verify warrant is in AWS/WPS
  - Warrant is confirmed if located in AWS. If located in WPS only – not a good warrant
- Send YR response to arresting agency confirming warrant (responding to YQ message)
  - Include in response:
    - WARRANT IS CONFIRMED PLEASE PLACE HOLD. WE WILL EXTRADITE FROM YOUR JURISDICTION. THIS MESSAGE WILL BE FORWARD TO OUR EXTRADITION OFFICER WHO CAN BE REACHED AT 650-363-4048/BHUERTA@SMCGOV.ORG
- Send warrant abstract in CLETS, RIMS or fax to arresting agency
- Print out the following for Records
  - AWS hit
  - WPS hit
  - YQ request

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- YQ response
- Warrant abstract
- Any teletypes received

***DO NOT UPDATE THE WARRANT – LEAVE IN AWS AND WPS – WARRANT REMAINS ACTIVE UNTIL RECORDS HEARS BACK FROM SMCSO COURT OFFICER ***

PICKUP NOTICES

When an agency outside of San Mateo County arrest and books on our warrant, their jail will send us a pickup notice with a date and time the subject needs to be picked up by.

- Forward teletype to SM County Jail at SOS0
- Print the teletype for records

703.58 WELFARE CHECK

A request to check on the safety and welfare of an individual. This typically occurs when someone is concerned that a person may be in danger, unresponsive, or in need of assistance and has been unable to reach them.

Call Taker

(a) Create call for service using incident type WC – WELFARE CHECK

(b) Continue call taking protocol utilizing the 5 ½ Ws

(c) Obtain the following additional information:

  (a) Is the subject known to have general or mental health issues?

  (b) Is the subject known to use alcohol or drugs?

  (c) Is the subject known to have weapons?

  (d) Does the subject have aggressive pets in the home?

Radio Dispatcher

(a) Dispatch 2 beat officers

(b) Use discretion in determining if additional cover units are needed

(c) Close the incident with the appropriate disposition code

703.59 THREAT SCREENING CENTER (TSC) FILE

For comprehensive information regarding a Threat Screening Center File and hit examples, please refer to SOP 219.

No arrest or detention should be made based solely on a Threat Screening Center File record.

- THREAT SCREENING CENTER (TSC) FILE- HANDLING CODES
  - **Handling Code 1.** Approach with caution - call TSC. A federal warrant may exist for the individual. **Possible ties to terrorism.**

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- **Handling Code 2.** Approach with caution - call TSC. There may be a detainer from the DHS for the individual. The TSC will advise if there is a detainer on files. **Possible ties to terrorism.**
- **Handling Code 3** . Approach with caution - call TSC. If this would extend the scope/duration of the encounter, contact the TSC immediately thereafter. Do not detain or arrest the individual unless there is evidence of a violation of federal, state, or local laws. **Possible ties to terrorism.**
- **Handling Code 4.** Approach with caution - If this would extend the scope/ duration of the encounter, contact the FBI immediately thereafter. **Possible Former Military Detainee.**
- **Handling Code 5.** Approach with caution - If this would extend the scope/ duration of the encounter, contact the FBI immediately thereafter. **Possible ties to Transnational Organized Crime.**

The TSC Handling Code information is often information that is listed at the end of the NCIC response. Ensure you scroll to the end of each NCIC message to determine if there is a hit

- UNAUTHORIZED DISCLOSURE IS PROHIBITED
  - Information about an individual that may be on a threat watch-list is the property of the Threat Screening Center (TSC) and is a federal record provided to law enforcement only for intelligence and lead purposes. Each record and any information contained within it, may not be disclosed or used in any proceeding without the advanced authorization of the TSC.

COMMUNICATIONS DISPATCHER RESPONSIBILITIES

There are 5 Handling Codes which appear in the NCIC message to each entry. The procedures for dispatchers on each Handling Codes are the following:

- For Handling Code 1: Treat as a felony want and give the return to the field unit. USE: "Are you clear to copy the information" and wait for the officer's reply.
- For Handling Codes 2 - 5, the dispatcher will ask the field unit to "10-21 central for 10-12 information".
  - It is the responsibility of the officer to contact the TSC (866)872-9001. The line of questioning the TSC has typically requires more information than the communications dispatcher is aware of.

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