



# Policy and Procedure

San Jose Police Department  
Basic Dispatch Academy 2019



# Mission Statement

- Preserve the value of life and property for all
- Answer and dispatch emergency and non-emergency calls in a timely, precise, and skilled manner
- Treat people with dignity, respect, and empathy
- Continue to improve through training, public feedback, and teamwork
- Utilize technology and experience to grow



# Goals

- Prompt, efficient, courteous emergency communications to the citizens of San Jose
- Maintain ratio of 1 citizen complaint per 25,000 calls
- Not to exceed 15 second answering time for 911 calls



# Introduction

- City Gift Ordinance
- Chaplain Program
- Keith Kelley Club



# Employee Responsibilities

- Knowledge and adherence of all sections in P&P and RAD manual (and any updated information as it becomes available)
- Review CAD messages, AIS email, Communications briefing binder, and individual folders each work day



# Communications Structure

- Admin Services Unit
- Support Services Unit
- Training Unit
- Operations Unit
  - PSCS / PSRD
  - Seniors / Supervisors



# Professional Conduct

The success and reputation of the San Jose Police Communications Center is highly dependent upon the individual character, commitment to excellence, and customer service philosophy of each Communications employee. Accordingly, all Communications personnel are responsible for adhering to the Code of Ethical Conduct

(A 1300)

# Professional Conduct

- Customer Service Philosophy
  - 1<sup>st</sup> point of contact with the public.
  - Courteous, diplomatic, and professional interactions with public and other agencies
  - Establish collaborative working relationships



# Professional Conduct

- Teamwork
  - Cooperate to create the highest possible standard of efficiency
  - Fellow trainees are your best support in the Academy



# Professional Conduct

- Orders (A 1403)
  - “Employees shall obey all lawful orders given to them from Supervisory personnel”
- Follow proper chain of command for criticism / conflicting orders



# Communications Chain of Command

Deputy Chief:  
Mark Bustillos

Communications  
Manager:  
Joey McDonald

Assist. Comm.  
Manager:

Training Unit  
Manager:  
Angela Johnson  
(Supervising PSD)

Operations Unit  
Control Room Supv  
and Seniors

Vivian Gonzalez  
(Senior PSD)

Operations Unit  
Control Room  
PSRDs and PSCSs

Training Unit Staff  
Delfina Gallardo  
Leo Silveira

Academy Trainees

# Professional Conduct

## **11300**

- NO illegal drug or narcotic
- NO prescription or “over the counter” drugs if abilities are impaired

## **1051**

- NO alcohol on/off duty in uniform

## **Smoking**

- Designated areas only



# Professional Conduct

## Equipment

- No personal use of city issued/owned items
- Headsets to be kept in locker
- Shields not to be left on uniform shirts hanging in the restroom or other areas
- Lost/stolen city issued/owned property requires a TRAC report and a memo to the Communications Manager



# Professional Conduct

## Kitchen

- Each employee is responsible for cleaning up after themselves
- Date and label must be placed on items stored in the refrigerator or freezer
- Cook top and ovens to be used carefully at your discretion.
- Plates and utensils are no longer provided\*



# Professional Conduct

## Tardiness

- “Ready” means: on time, in uniform and with equipment
- If late, check with the Bridge immediately
- Late 3 times = D.O.C.
- Late 4 or more times = further discipline or possible dismissal



# Professional Conduct

## Timesheet Responsibility

- Filled out prior to the end of pay period's set deadline
- Sole responsibility of employee
- Payroll adjustment form is completed and submitted the following pay period for any corrections on days missed after the timesheet was due

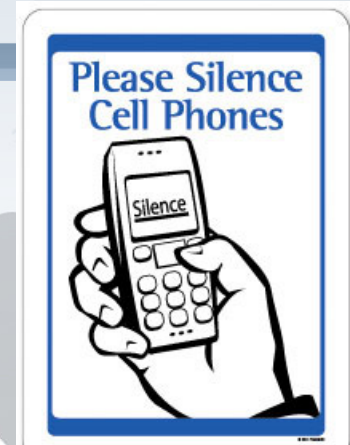
## Outside Work Permits

- Outside work prohibited while on probation. Afterwards, department authorization is mandatory



# Professional Conduct In Control Room

- **Profanity is not permitted**
- **Noise**
  - Sound controlled environment
  - Cell phones off or on silent/vibrate
- **Appearance / Cleaning**
  - Work stations to be clean and orderly at all times
  - Personal items stored out of sight at stations or lockers



# Professional Conduct In Control Room

- **Supplies** – Employee responsible for checking his/her own station
- **Food/Drinks** – Limited food at stations, classroom, training areas. Drinks in spill proof containers!
- **Posting of Materials** – Requires approval from Office of Chief or Deputy Chief. Material on lockers in good taste
- **Non-work Related Materials** - Permitted as long as they don't interfere with work operations (after training only)

# Professional Conduct In Control Room

## ALL telephone lines are recorded in the Control Room

- ALL call records are subject to subpoena for criminal & civil proceedings
- ALL calls are monitored and subject to supervisory review

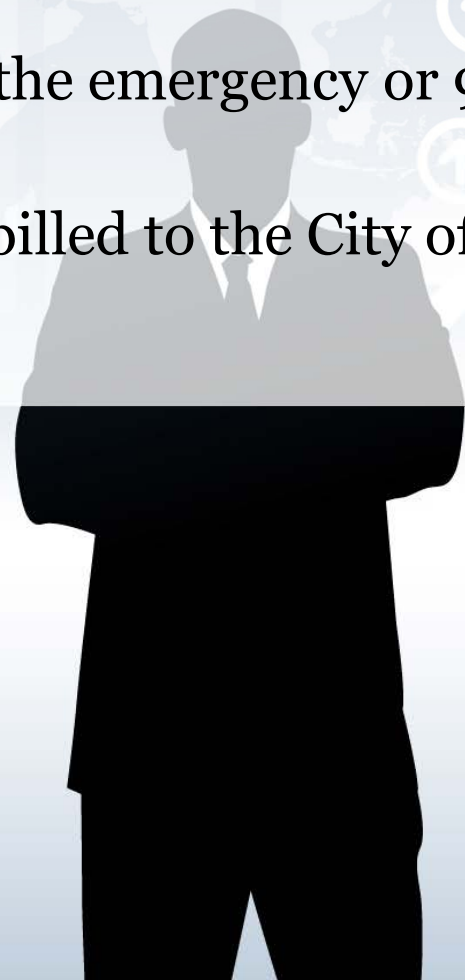


"This call may be monitored for training purposes  
or just to keep our staff amused."

# Professional Conduct

## In Control Room

- Outgoing personal calls to be made during breaks outside of the Control Room
- NO personal calls will be accepted on the emergency or 911 lines
- NO personal toll / long distance calls billed to the City of San Jose telephones is permitted



# Professional Conduct

## Availability

- 10 hr shifts – available at all times including lunch/breaks
- Authorization needed to leave building during shift
- Subject to callback in case of emergency during off duty times

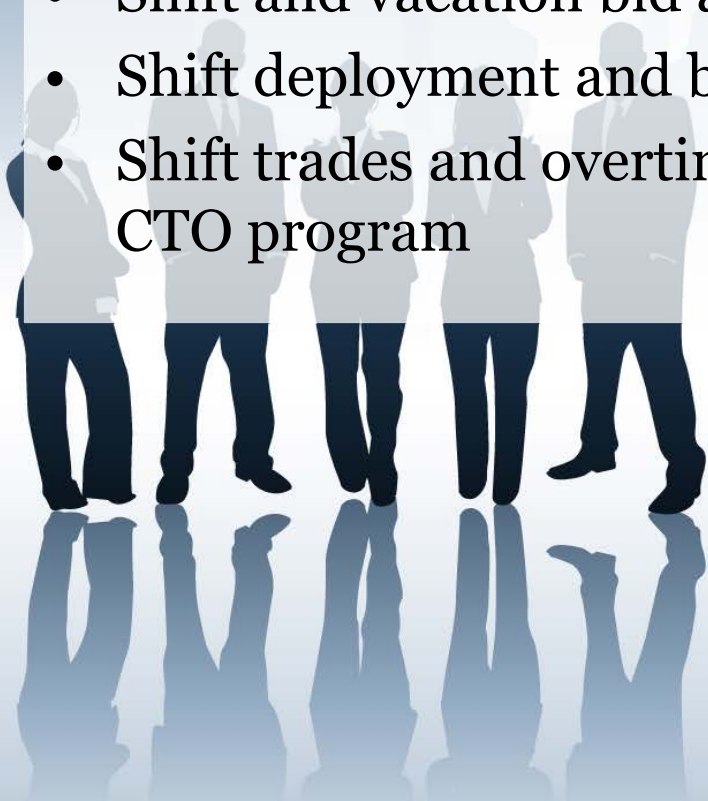
## Reliefs

- Cannot unplug or leave w/o relief or supervisor approval
- MUST log off CAD & phone when going on breaks and lunch
- Radio dispatchers must brief their reliever

# Professional Conduct

## General Scheduling

- 4 day work weeks, 10-hour shifts (hours subject to change as needed)
- Shift and vacation bid all done in order of seniority
- Shift deployment and breaks vary with shift on daily basis
- Shift trades and overtime not permitted unless signed off from CTO program



# Professional Conduct

## Access to “the Bridge”

Due to the confidentiality and nature of work performed by seniors and supervisors, personnel must receive permission prior to accessing the Bridge.



# Team Time Review!





# Uniform Standards & Guidelines

- Dispatchers are required to maintain a serviceable duty uniform regardless of assignment
- Uniform needs to conform to guidelines and will be enforced
- Uniform patches/shield shall be covered in public
- Basic Academy students shall wear conservative business attire until advised otherwise



# Uniform Standards & Guidelines

- Uniforms will be required starting the 4th week of the Academy (subject to change)
- Uniforms portray pride in our organization/chosen profession
- Deputy Chief will perform a uniform inspection



# Types of Leave

## Lost Time (leave without pay)

- Lost time is not a right and is subject to discipline
- Accrual of 10 hour Lost time = automatic lost of seniority (1 day)
- 10 hours of Lost Time requires D.O.C.
- Continual use of Lost Time is subject to further discipline



# Types of Leave

**Sick Leave** (accrual of 3.69 hours per pay period)

- Not automatic. Authorization required.
- Not authorized for consumption of alcohol or non-prescription drugs
- Misuse is subject to discipline
- Can be approved for medical/dental appt if not possible to schedule when off duty



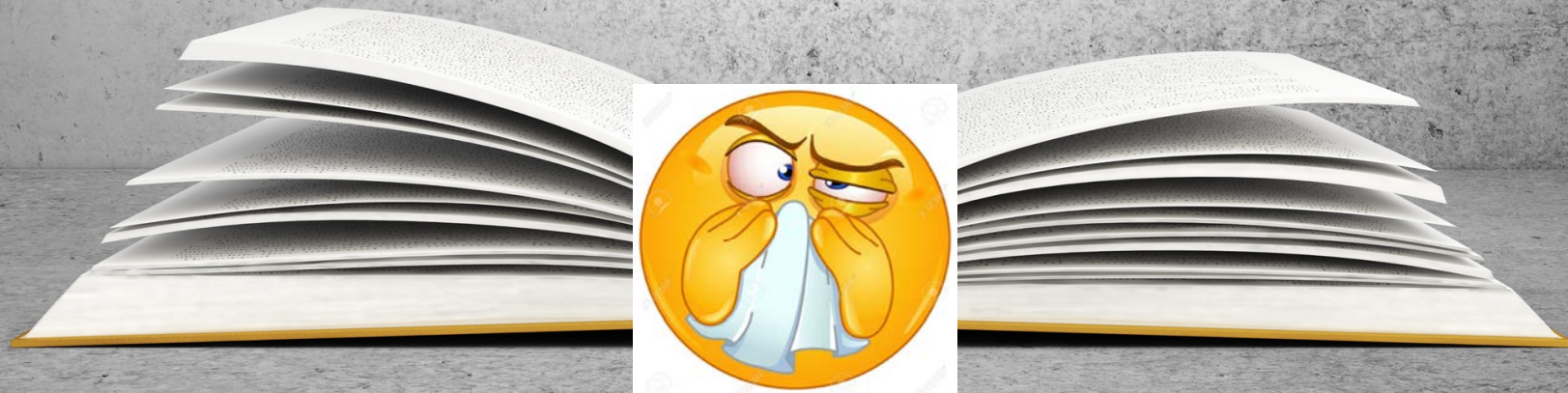
# Types of Leave

## Sick Leave Notification

- Must be requested at least 2 hours prior to shift

## Sick Leave Verification

- Dr's note required for 3 consecutive sick leave days and may be requested by a Supv at any time.
- Sick leave must be recorded as Sick Time or Personal Time (or Lost Time). Comp or vacation time may not be used



# Types of Leave

## Personal Time

- 24 hours a calendar year (provided by the City)
- Appears in account the last pay period of the year
- Used at discretion, once you have permission
- Unused personal time does not rollover and if will be removed from your account in the 2<sup>nd</sup> to last pay period



# Types of Leave

## **Vacation Time** (accrual of 3.07 hours per pay period)

- Never expires and rolls over from year to year
- Max accrual time and accrual rate varies based on years of service
- If max is reached, accrual ceases until vacation time balance is below max



# Types of Leave

## Compensatory Time – “Comp Time”

- Acquired when OT is taken for time rather than pay
  - Straight time, time and a half, or double time depending on your hours
- No maximum to the quantity of Comp time acquired
- Comp Time expires one year from acquisition date and is paid out in your paycheck at that time based on the hourly rate it was acquired





# Police Campus Security

## Building Security

- Proper ID shall be worn on outer garment in ALL Police buildings when not in uniform
- Unauthorized persons shall not gain access



# Police Campus Security

## Personal Security

- Personnel must provide name & badge number to any person who inquires when acting in an official capacity
  - During work hours, first name & badge is sufficient
- Use discretion/common sense when you ID yourself as PD personnel outside of work.

# Police Campus Security

## Personal Security

- ID yourself to other dept members when acting in official/unofficial capacity
- Personnel must use caution when approaching or leaving the police campus. Buddy system is encouraged
- Personnel working night hours may request special parking permit to allow parking inside gated/locked parking lots

# Police Campus Security

## CAD System Security

- NO unauthorized alterations/entries without supervisor approval
  - Including “INFO” files
- NO unauthorized access to areas/levels within CAD system administration



# Police Campus Security

## CAD Generated Messages

- Potentially official documents/records subject to scrutiny by courts during criminal & civil proceedings
- ALL CAD events/messages are subject to dept/supv review
  - No expectation of Privacy
- Any CAD messages containing sexually, racially, or otherwise offensive materials are prohibited and subject to discipline



# Team Time Review!



# Confidentiality



## Unauthorized use / Penal Code

- Any unauthorized access or misuse of information from automated files is in violation of Section 502 of the California PC and subject to fines and/or imprisonment
- The **NEED TO KNOW** and **RIGHT TO KNOW** shall exist before any database inquiry is made



# Confidentiality

## Hard copies of Confidential Information

- Printed info from automated database systems or other sources shall not be copied or removed from Communications Center
- Communications personnel shall shred all printed controlled records such as CAD history printouts or information from automated files.





# Confidentiality

## Release of Information to the Public/Media

- Details of events shall not be released to the public. Very general info may be authorized (refer to supv)
- Info on operations shall not be released to the public
- Frequency operating information shall not be released to the public



# Employee Recognition

- PSCS & PSRD of the Year Finalists
  - Nominated by Seniors & Supervisors
  - 2 PSCSs & 2 PSRDs are selected/recognized each quarter
- PSCS & PSRD of the Year
  - Selected from the Quarter Finalists



# Discipline

- City policy states that discipline is to be corrective not punitive when possible
- Progressive discipline is to be administered in a timely, fair, and consistent manner
- Certain conduct & circumstances may be serious enough to bypass lower level discipline



# Discipline

- Training / Counseling
- DOC: Document Oral Counseling
- LOR: Letter of Reprimand
- Salary Step Reduction
- Suspension
- Demotion
- Termination



# Employee Assistance Program

- Critical Incident Stress Management (CISM)
  - Critical incident stress is a physical and psychological response to event that provokes strong emotion
  - CISM team is available if needed
- Employee Assistance Program (Magellan)
  - Provides assistance in handling of personal problems
- Confidentiality maintained as much as humanly & legally possible



# Employee Evaluations

- While in CTO or on probation, trainees will receive a Daily Observation Report (DOR) each day & bi-weekly by your assigned CTO/CTS
- Probationary employees also receive a city performance evaluation at 12 months unless he/she is promoting
- Permanent employees receive annual performance appraisals



TRAINING ROTATION:

TOTAL TRAINING TIME TODAY:

REMEDIAL TRAINING TIME: (If Applicable)

TIME:

CATEGORIES:

### PERFORMANCE

(Narrative required for ratings of 1, 2, 6,7)

Rating Scale: **1-3= NEEDS IMPROVEMENT, 4= COMPETENT, 7= SUPERIOR**

1.	WRITTEN SKILLS	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
2.	VERBAL SKILLS	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
3.	LISTENING & COMPREHENSION SKILLS	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
4.	USE OF TYPE CODES & PRIORITIES	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
5.	CAD SKILLS	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
6.	TYPING SKILLS	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
7.	STRESS CONTROL	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
8.	OFFICER SAFETY	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
9.	MULTITASKING	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
10.	DECISION MAKING & PROBLEM SOLVING	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
11.	INITIATIVE	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
12.	VERSATILITY & ADAPTABILITY	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
13.	RETENTION OF INFORMATION	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
14.	POLICIES & PROCEDURES	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
15.	RESOURCES	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
16.	COMM EQUIPMENT & REQUIRED FORMS	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
17.	GEOGRAPHY	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
18.	UNIT IDs & TERMINAL NODES	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC
19.	INTERPERSONAL SKILLS	1	2	3	4	5	6	7	NAR	N/A	NRT	TRC

# Team Time Review!





ANY  
QUESTIONS  
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