

TRAINING ACADEMY WORKBOOK
LD 104 – TELEPHONE TECHNOLOGY AND PROCEDURES

SPECIFICATIONS FOR LEARNING

I. Instructional Purpose

The purpose of instruction on Telephone Technology and Procedures is to provide students with an understanding of the types of calls received, techniques for handling such calls, and procedures for creating CAD incidents.

II. Topics

Mandatory

- ? Role of the Call-Takers
- ? Answering/Greeting/Termination
- ? Prioritization of Workload
- ? Information Gathering
- ? Techniques of Controlling Conversations
- ? AT&T Language Line
- ? Customer Service
- ? Call Taking Procedures

Desirable

- ? Telephone Systems/9-1-1 Equipment
- ? Telco Security/Reverse 9-1-1
- ? Common Problems with Incident Types

III. Objectives:

Performance

- ☞ **The student will demonstrate techniques for handling callers and maintaining control of conversations.**
- ☞ **Given an initial statement, the student will apply a proper line of questioning to interrogate a caller.**
- ☞ **Given specific information the student will arrange the data in proper description order.**

Job-Related

- ☞ **The student will understand the importance of controlling a conversation and gathering information quickly and efficiently.**

IV. Applicable Policies and Procedures:

- ? **4400 Telephone Procedures**
- ? **4410 – General Telephone Procedures**
- ? **4410.80 – In progress Crimes with Injured Person**
- ? **4415 – E911 Hang Up Calls**
- ? 4420 – Prioritizing Calls for Service
- ? 4430 – Release of Home Phone Number
- ? 4440 – Classifying Calls for Service
- ? 4470 – Messages for Personnel

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- ? 4480 – Supplemental Reports
- ? 4490 – Permits and Licenses
- ? 4610 – Death Notifications
- ? 4620 – Official Press Releases
- ? 4635 and 5450 – Press Inquiries
- ? **4701.80 – Creating and Dispatching First Priority Calls for Service**
- ? **4710 – Alarms – General**
- ? 4715 – Alarms – Robbery
- ? **4720 – Missing Persons**
- ? **4725 – Dead Body Calls (DOA)**
- ? 4735 – Drivers Under the Influence
- ? 4740 – Domestic Disputes
- ? 4745 - Drunks
- ? **4760 – Traffic Accidents**
- ? **4765 – Escorts**
- ? **4775 – Lost or Found Property**
- ? 4785 – Calls for Service Outside Jurisdiction Limits
- ? **4790 – Abandoned Vehicles**
- ? 4795 – Private Detective Investigations
- ? **4800 – Illegally Parked Vehicles**
- ? 4805 – Railroad Accidents and Crimes Involving Railroad Property
- ? 4815 – Rape
- ? 4820 - Arson
- ? 4825 – Restraining Orders
- ? 4830 – Prowlers
- ? 4835 – Road Closures
- ? **4840 – Stolen Vehicles**
- ? **4845 – Suicides**
- ? **4850 – Recovered Stolen Vehicles**
- ? **4860 – Citizen Assists**
- ? 4865 – Suspicious Persons or Vehicles
- ? 4885 – Robberies
- ? 4890 – Private Persons Arrested by Private Security Officers
- ? 4895 – Shots Fired
- ? **4905 – Traffic Citation Sign-offs and VIN Verifications**
- ? 4915 – Truants and Students Absent Without Leave
- ? 4930 – Assault with a Deadly Weapons
- ? 4940 – Battery
- ? 4960 – Brandishing
- ? **4970 – Burglary**
- ? **4990 – Civil Disputes/Disturbances**
- ? **7030 – Standards for Answering Telephones**
- ? 7050 – Deployment Plan
- ? 7410 – TDD
- ? 8630 – TDD Validation

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V. Activities

Required

- ☞ **Complete the on-line training for Telephone Technology and Procedures.**
- ☞ **Complete exercises #1, #2, #3, #5 and #7 based on class instruction.**
- ☞ **Complete basic and advised call formatting exercises.**

Optional

- ? Complete exercises #4 and #6.
- ? Review the instructional support material in the workbook: *Obtaining Locations, Proper Descriptions, and Obtaining a Vehicle Description.*
- ? Read Chapter 2, 4 and 5 in the NAED Emergency Telecommunicator Course Manual.
- ? Read Chapter 7 in Burton's Guide for Dispatchers.
- ? Listen to audio tapes *Alarm Sounds, PC 207/261-SCSO, PC 211 Bank-Fresno PD, PC 261-Midwest, PC 415 Family-Fresno PD, PC 459 in Progress-Fresno PD, PC 664/187-Big Basin Way, Prowler-Capitola, Suspicious Circumstances, Suspicious Person-San Diego PD, The Deer Tape, and/or Variety-Incoming Calls.*
- ? Watch the videotape *Anonymous Hero, Interpersonal Communications, Telephone Techniques for Dispatchers, The Human Experience, and/or Verbal Judo.*

VII. Required Tests

Students will be required to pass a written test with a score of 80% or higher.

Students are required to demonstrate learning and retention during the practical scenarios by passing with a score of 70% or higher.

VIII. Hourly Requirements

Students shall be provided with a minimum of twenty (20) hours of instruction on Call Taking.

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EXERCISE #1 – INCIDENT TYPE BREAK DOWN

Identify the first two or three characters of an incident type based on a general description.

- | | |
|-----------------------------------|-------------------------------------|
| _____ 1. Stolen vehicle | _____ 2. Robbery |
| _____ 3. Burglary | _____ 4. Assault |
| _____ 5. Disturbances in general | _____ 6. Thefts |
| _____ 7. 9-1-1 Problems | _____ 8. Accidents |
| _____ 9. Alarms | _____ 10. Assist outside department |
| _____ 11. Offense against a child | _____ 12. Juvenile issues |
| _____ 13. Gun shots | _____ 14. Suicidal persons |
| _____ 15. Suspicious things | _____ 16. Vehicle blocking issues |

The following can usually be found at the end of an incident type to further clarify the call.

- | | |
|---------------|--------------------|
| 1. c: _____ | 2. occ: _____ |
| 3. sus: _____ | 4. v or veh: _____ |
| 5. d: _____ | 6. sl: _____ |
| 7. ck: _____ | 8. oth: _____ |
| 9. ac: _____ | _____ |

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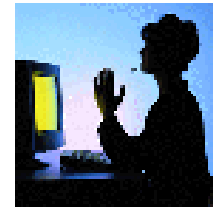
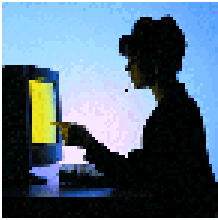
EXERCISE #2 – INCIDENT TYPES

Using only the information listed, determine the most appropriate incident type for this call.

- _____ 1. I am 5 years old and my mommy and daddy are fighting.
- _____ 2. I caught a guy breaking into my garage.
- _____ 3. I found my runaway daughter and want to cancel the report.
- _____ 4. I hear an alarm going off somewhere in my neighborhood.
- _____ 5. I just heard three gunshots and I can hear people screaming.
- _____ 6. I just shot my girlfriend.
- _____ 7. I need an escort to the bank. I'm carrying lots of money.
- _____ 8. I think someone is breaking into the house next door.
- _____ 9. I think someone should check on the lady next door.
- _____ 10. I want an officer for my daughter. I think she has been raped.
- _____ 11. I want an officer to go with me to get my things.
- _____ 12. I want something done about these dogs barking.
- _____ 13. I want to report an abandoned vehicle.
- _____ 14. I want to report kids with fireworks.
- _____ 15. I want to report some obscene telephone calls left on my answering machine.
- _____ 16. I was in an accident yesterday and we didn't make a report. But now my insurance company wants one.
- _____ 17. I was paid for some work and the person's check bounced.
- _____ 18. I went out to warm up my car and now it's gone!
- _____ 19. I'm baby-sitting and I think there is someone in the bedroom.
- _____ 20. It's late and dark and I'm really scared. I'm at a store. I don't know where I am.
- _____ 21. My boyfriend beat me up last week and I'm afraid he will do it again. Can I get a report?
- _____ 22. My car was hit in the parking lot yesterday.
- _____ 23. My ex-husband violated the restraining order I have against him yesterday.
- _____ 24. My house was broke into while I was on vacation.
- _____ 25. My neighbors are out there yelling at each other again.
- _____ 26. Some idiot parked in my parking stall again!
- _____ 27. Someone is calling me and making threats but I don't know who it is.
- _____ 28. Someone just grabbed my purse and ran off.

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- _____ 29. Someone just stabbed my brother. Hurry, come quick!
- _____ 30. Someone left their dog locked in their car and it's too hot for that!
- _____ 31. Someone stole my bike and I think I know who did it.
- _____ 32. Someone stole my car last night.
- _____ 33. Someone stole the tools out of my truck. It forgot to lock it.
- _____ 34. Someone's car alarm is going off. Can you do something?
- _____ 35. The guy who robbed me last week is around the corner in a car.
- _____ 36. The woman next door left her 3 kids home alone again.
- _____ 37. There are some cows running loose on Highway 9.
- _____ 38. There is a car in the middle of the intersection and it looks like the driver is passed out.
- _____ 39. There is some RV's illegally camping out at DeLaveaga again.
- _____ 40. There's been an accident. A guy hit a pedestrian and took off. His leg is broken.
- _____ 41. This woman here has been stabbed and she needs an ambulance.



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EXERCISE #3 – PHONE INTERROGATION

The following are briefs of various calls. Review each one and, on a separate piece of paper, list the proper line of questioning for obtaining additional information. You may use your call guide matrix.

1. First alarm is reporting a silent alarm in Watsonville
2. Mervyn's reports a shoplifter in custody.
3. I've locked myself out of my car and I left the engine running.
4. Mr. Gonzalez is reporting an abandoned car in a field.
5. Mr. Richards tells you his car was stolen and now he wants to report it.
6. Mrs. Cantina found her runaway daughter.
7. Mrs. Hamilton tells you to get an officer out right away. Her house was robbed.
8. Mrs. Karna is reporting her car broken into.
9. My sister was beat up by her husband. I went over and picked her up. She is with me now.
10. Some car hit my mailbox some time last night.
11. There's a loud party next door.
12. There's a car across the street with a broken window.
13. This is Great Western. We've been robbed.
14. This is ABC recovery. I'd like to report a repossession.
15. I just saw a car accident.

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EXERCISE #4 – CUSTOMER SERVICE EVALUATION

DISGRUNTLED CALLER - Actual transcript from an incoming call

1.	Caller:	I need to speak with the person in authority and I need the chief of police's number at home.
2.	Dispatcher:	Okay, what's the problem, ma'am? The supervisor's not here, he's out on the street.
3.	Caller:	I need someone RIGHT NOW.
4.	Dispatcher:	Okay, what's the problem, ma'am?
5.	Caller:	The problem is one of your officers pulled over my son and a friend of his in front of our house. His friend was driving his pickup. They are not writing him a ticket, they weren't doing anything to get a ticket for, and they've got two vehicles in front of our house with red lights flashing. I went out there, I asked them what the problem was, and they said the boys were wrestling in the truck while driving. I asked them if they would please turn their emergency lights off. It's an embarrassment and its harassment. They've got two cars out here in front of our...
6.	Dispatcher:	Okay, ma'am, wait a second, wait a second. What's your name, please?
7.	Caller:	It's Murphy.
8.	Dispatcher:	Okay, Ms. Murphy, where're you at?
9.	Caller:	We're at 6601 Shuffleby Court
10.	Dispatcher:	Okay, Ms. Murphy, there's a supervisor on the way down there.
11.	Caller:	All I want - I told them "Ya'll can leave your headlights on and explain to the boys what they were doing, you can do - "
12.	Dispatcher:	Okay, ma'am, but when they make a traffic stop, they leave their emergency lights on.
13.	Caller:	They don't - They're not writing him a ticket! They didn't -
14.	Dispatcher:	Okay ma'am, when they stop a vehicle, they leave their emergency lights on until they take care of the problem. Then they turn their emergency lights off. But there is a supervisor on the way down there that will be glad to speak with you.
15.	Caller:	I'm telling you right now, RIGHT NOW, that if they don't get those flashing red lights out from in front of our house RIGHT NOW, I'm filing suit against the city in the morning.
16.	Dispatcher:	Okay, ma'am, I have no control over that. The supervisor's on the way down there, he'll be glad to speak with you. I cannot tell them to turn their lights off, you have to talk -
17.	Caller:	I told that officer either write my son a ticket or get that car outta here! Now I have every right to do that, he doesn't have any right to sit out here in front of our house with lights on when he's not writing a citation!
18.	Dispatcher:	Why don't you wait until the supervisor gets there and you talk with the supervisor? And he will help you take care of the problem.
19.	Caller:	I'm telling you, if they are sit - they're still just sitting out there! They're not -
20.	Dispatcher:	Ma'am, the supervisor is on the way down there.
21.	Caller:	What's the chief of police's name?

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22.	Dispatcher:	His name's Chief McLaughlin.
23.	Caller:	All right, I 'm going next door to Jim Ramsey's house and we're gonna call the chief of police and we're gonna get these cars out of here!
24.	Dispatcher:	Ma'am, if you will just wait until the supervisor gets there... (click RP hangs up)

What mistakes did this dispatcher make?

1. _____

Name four techniques that the dispatcher used.

2. _____
3. _____
4. _____
5. _____

What other observations can you make about how this call was handled?

6. _____

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EXERCISE #5 – CONTROLLING CONVERSATIONS - THE 5 W's

The following are the “5 W’s” of basic questioning. Compose the questions you would ask which contain these words.

1. Where _____

2. What _____

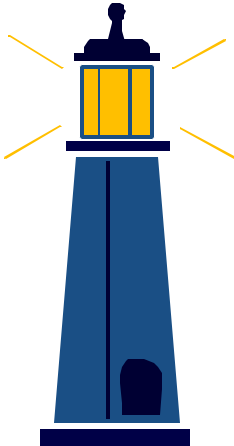
3. When _____

4. Who _____

5. Weapons _____

Remember, the most important thing is making sure all these questions are asked and the responses included in the incident.

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**OBTAINING
LOCATIONS**



We must assume that the units responding have no knowledge of the area they are responding to. If asked for a location, here is what will help:

ADDRESS:

✍ **What type of building is it?**

✍ **House**

✍ **Apartment**

✍ **Duplex**

✍ **Training**

✍ **Business**

✍ **Industrial**

Park

✍ **Can police/fire/ambulance get in or is there a security entrance?**

✍ **Will a manager have to respond**

✍ **Will a security guard need to be called**

✍ **Who else might have keys**

✍ **Are there special instructions on how to get there?**

✍ **Rural areas may not have streets clearly marked**

✍ **You may need landmarks instead of addresses**

✍ **If it gets confusing, coordinate a meeting place.**

✍ **If not inside a structure, where is the event occurring?**

✍ **Park**

✍ **School**

✍ **Farm**

✍ **Open lot**

✍ **Parking lot**

✍ **Field**

✍ **School**

✍ **Playground**

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PROPER DESCRIPTION

NAME
SEX
RACE
AGE

Height and
Weight

Hair
EYES
Complexion

CLOTHING

HEAD TO FOOT
OUTSIDE-IN

HAT

Shirt and Tie

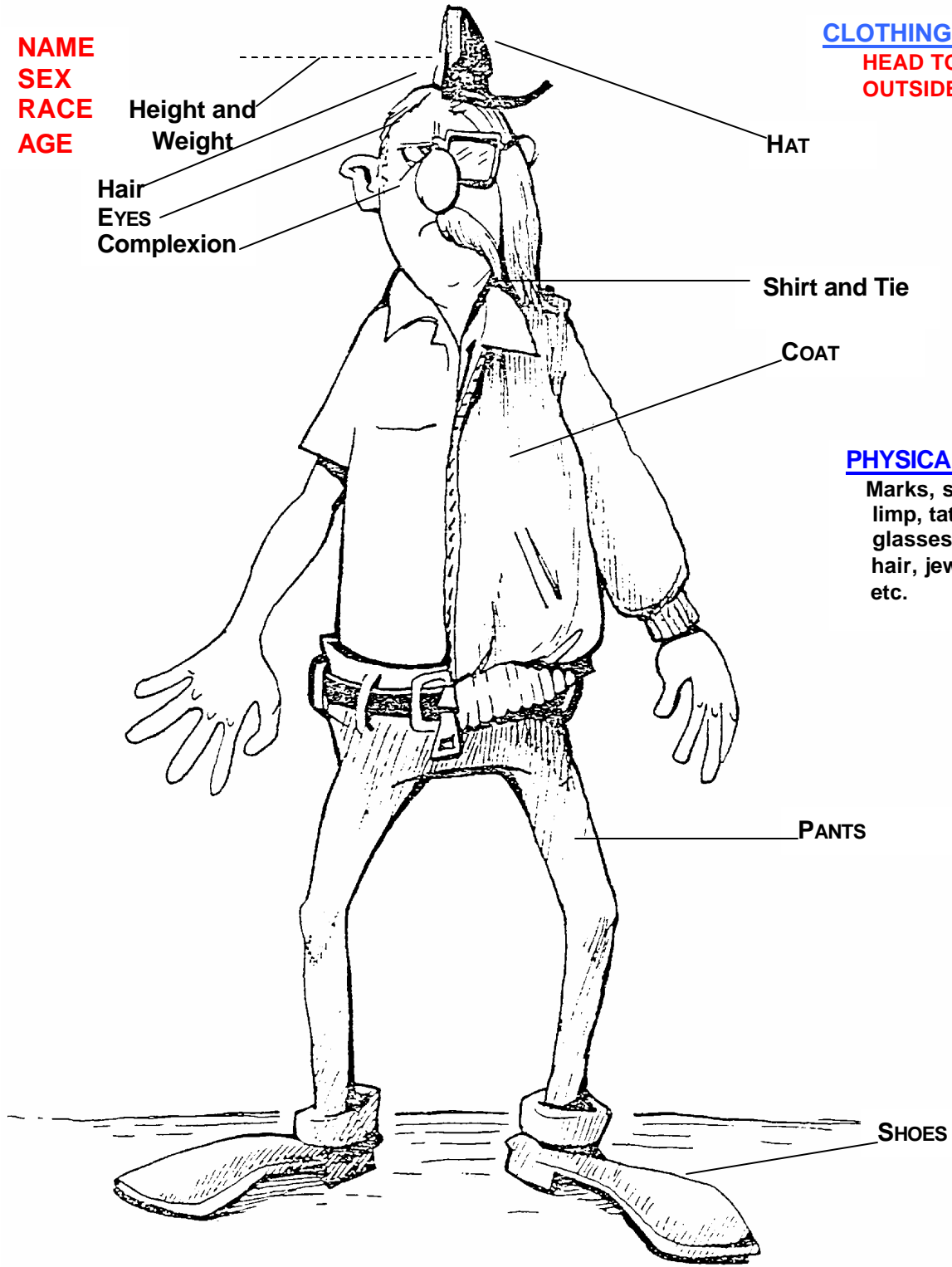
COAT

PHYSICAL

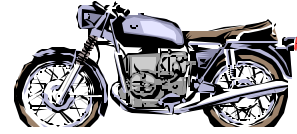
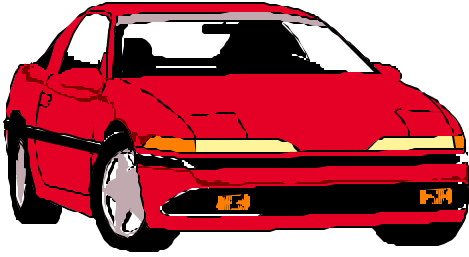
Marks, scars,
limp, tattoos,
glasses, facial
hair, jewelry,
etc.

PANTS

SHOES



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**OBTAINING
A VEHICLE DESCRIPTION**

Very similar to a person, you're just dealing with a vehicle now. Here's what is needed:

COLOR

YEAR

MAKE

BODY STYLE

ANYTHING ELSE – MISC INFO

LICENSE PLATE



Think of the acronym CYMBAL and the information will translate into:

A white 1991 Chevrolet Camaro with a large dent on the right front fender, California license 123SAM

