Police Service Representative

[Communications Division]
(Class Code 2207)

Task List

<u>Emergency Board Operator</u>

<u>Initial Procedure & log In</u>

1.   Adjusts seat and keyboard positions for comfort and ease of use, performs pre-availability procedure consisting of plugging headphone set into console and signing on to the telephone, radio and computer systems to prepare for call response.

2.   Configures the console for operation by typing characters onto various display screens to assign the position type, operator ID, and console number, then clicks "ok" button with mouse to begin receiving calls.

<u>Receiving Calls</u>

3.   When a caller has English language speaking difficulties, transfers the call to either the floor designated Spanish speaking EBO or other foreign language speaker, Korean Substation, or has a language bank operator translate for them.

4.   Answers citizens request for service by identifying self, agency, and asking necessary questions to determine appropriate response agency (fire, paramedic, police) including but not limited to: nature of incident (i.e. crime or incident type), when incident occurred, incident location, suspects(s) and vehicle information, location of caller and telephone number (confirms for 911 calls), callers name, description of persons or property involved, whether weapons are involved, last seen direction of suspect travel

5.   Asks direct, and/or open-ended questions, and follow up questions to obtain additional information on an incident to assist in determining the type of call and priority to ensure caller and officer safety.

6.   Following TTY activation, depresses key to initiate pre-programmed message, and based on caller response, determines if police, fire, paramedic, or other agency is necessary.

* also performed by BCC

7.   For non-emergency calls that are not within LAPD area, gives caller appropriate number to call for assistance.

8.   Once an address is verified, and if "special location" (locations known to have unique police related problems such as repetitive calls, officer threat, etc.) is displayed, determines if the special location is applicable to the call by making a judgment based on the facts of the situation.

9.   If "special location" is confirmed, verbally confers with Area Watch Commander to determine special needs of the call, then relays these needs by typing on keyboard.

10. For Cellular phone 911 calls routed from CHP operators, contacts corresponding jurisdiction of incident location using the console telephone to relay details of the call.

Incident Creation & Verification

11. Types incident location onto the Computer Aided Dispatch (CAD) screen and presses the appropriate command button to verify if address location is within the LAPD service area, then from multiple addresses listed, selects the correct address and accepts it by entering proper code on command line.

12. From memory, or with reference to the provided computer screen listing of incident types, selects and assigns incident type and detail codes for the incident based on caller information by entering codes in proper screen format locations.

13. From caller information and own assessment, assigns one of several priority response codes to incident: Code 3) life threatening, crime in progress officers must be assigned immediately; Code 2) urgent, crime just occurred officers must be assigned in 15 minutes; or non coded) not of urgent nature, officers must be assigned within 60 minutes.

14. Following address acceptance, reviews computer provided list of incidents within a 500-yard radius of the address, to determine if the incident is a duplicate by comparing information regarding incident type, and location.

15. When incident is a duplicate, may update incident with new information, cross-file (becomes a part of the prior incident), or upgrade the incident priority level based on the new information.

* also performed by BCC

16.   When the incident is not a duplicate, creates a new incident by entering proper keyboard commands.

17.   Before becoming available for the next call, may continue to provide further information from the current call by typing short descriptive statements into the incident comment field of the computer screen.

*18. Using the console telephone, verbally notifies RACR, RHD, ACU and other appropriate divisions for calls regarding bomb threats, robberies of financial institutions, missing persons, hazardous materials and other significant incidents.

Call dispatch

19.   If radio dispatch is necessary, types appropriate console commands to display available area police units on computer screen.

Based on caller information and own judgment makes one of the following dispatch decisions:

20.   *immediately assigns and dispatches to field unit for Code 3 calls (Single Stage Dispatch)*
21.   *broadcasts for any available unit and sends to RTO queue for Code 2 calls*
22.   *sends non coded calls to RTO queue*
23.   *broadcasts and files*
24.   *transfers to correct response agency (i.e., fire, paramedic) and creates incident if necessary*
25.   *answers callers' questions and gives out referral phone numbers*

26.   Determines and selects correct radio frequencies for dispatch on appropriate computer screen based on the system provided area and the reporting district information.

27.   Reviews computer displayed information on available area units, and either dispatches to computer selected unit or chooses another available unit for dispatch based on own assessment of availability, geographic location, pending calls, and numbers of officers assigned to unit.

* also performed by BCC

If no displayed units are available for call assignment, EBO may reassign a unit to a higher priority waiting call by use of "retone" procedure, which involves:

*28.   selecting the proper radio frequencies on the Centracom computer screen
*29.   selecting the transmit tab or depressing foot pedal to voice broadcast the call to assigned unit
*30.   selecting alert tone tab on Centracom screen to issue one, long, single tone
*31.   entering the proper command to assign the call to a unit

32.   To dispatch call, selects appropriate radio frequencies and depresses foot pedal or selects transmit tab and provides the following information: calls unit by number, incident type, incident location, additional comments obtained from citizen (if necessary), caller location if available and necessary, priority response code, incident number, reporting district's number.

33.   To complete dispatch, either waits for unit response (in Code 3 incidents) or presses the appropriate command key to send call to police unit or RTO queue (for Code 2 and below).

Radio Telephone Operator

Initial procedure & log in

*34.   Adjusts seat and keyboard positions for comfort and ease of use, plugs headset into console, adjusts headset volume and screen color, and uses console keyboard to type in position code, operator ID, and console number while logging onto four separate systems (Vesta, CAD, Open Query, Alert Monitor) in order to set up operator console for RTO operation and to ensure that Radio Centracom/DUI are configured for RTO.

35.   Records numbers of individual officer communication devices (ROVERS) on ROVER assignment sheet by entering proper commands to display assignments on computer screen, and transferring numbers to sheet.

* also performed by BCC

<u>Unit status and monitoring</u>

36.   Reviews the status of calls waiting for assignment on pending incidents window/screen.

*37.   Reviews "watch priors" on computer screen to determine those units still on duty from prior watch, and to determine if any calls held for those units have not been handled.

Receives and acknowledges field officer voice communications which notify RTO of field unit status, availability or location by either:

38.   entering proper commands to update unit status and typing in revised information,

<div align="center">*or*</div>

39.   writing down notes for subsequent computer entry

*40.   Continuously monitors status of Clocks and Messages window for Open Query responses, in addition to Console and Tasks messages in order to take appropriate action.

<u>Call assignment</u>

Attempts to assign calls from pending incidents queue to field units by:

41.   determining call assignment priority based on a review of displayed incident priority codes on computer screen.
42.   determining which unit should be assigned based on unit status, number and types of calls already assigned, geographical location, and number of officers assigned to unit

<div align="center">*or*</div>

43.   by entering proper commands and incident number to allow for computer determination of assignment.

Depending on call type and unit's availability, assigns call by:

44.   voice broadcasting information to assigned unit.
45.   entering proper computer command statements to assign call to field unit.

* also performed by BCC

When no displayed units are available for call assignment, RTO will assign a higher priority pending call by use of "retone" procedure, which involves:

*46. selecting the appropriate radio frequencies on the Centrarcom computer screens
*47. selecting the transmit tab or depressing foot pedal to voice broadcast the call to assigned unit
*48. selecting alert tone tab to issue one, long, single tone
*49. entering the proper command to assign the call to a unit

* If a unit is unavailable for a priority call, reassigns call to an alternate unit by:

*50. using proper computer commands to enter reason into incident comment section for non-responding unit.
*51. selects an alternate unit for assignments based on unit status and location
*52. reassigns call to a new unit by entering proper commands to change the unit status.
*53. depending on the seriousness of the call, places the call back into queue, assigns to unit in another division or gives the call to an area station to ensure timely disposition of the call.

Radio

Receives and acknowledges officer initiated requests for additional units by utilizing proper broadcast procedures including:

54. determining and selecting radio broadcast frequencies
55. broadcasting requests for response by specific unit(s)
56. acknowledging field unit(s) status updates from responding units by entering proper commands
57. entering pertinent information into computer system

Based on an officer initiated emergency or the immediate need to broadcast, priority transmit may be used including:

58. deciding on and selecting broadcasts frequencies
59. selecting alert tone tab before broadcasting priority information

* also performed by BCC

When notified by an officer that a suspect pursuit is in progress, responds by:

60.   selecting and activating proper radio broadcast frequencies for area-wide broadcast by selecting "group-select"
61.   selects transmit key with mouse and announces "All units on all frequencies standby…" to inform units within the area of the situation and to keep frequencies clear for use.
62.   requesting Air Unit and backup for pursuit by selecting transmit key and broadcasting required information to all units

When notified that an officer or Fire Fighter needs help or assistance, immediately responds by:

63.   selecting and activating radio broadcast frequencies for area- wide broadcast by selecting "group-select"
64.   selecting transmit key and announcing "All units (Officer, Fire Department, or relevant law enforcement agency) needs help, (location)," to inform units within the area of the situation.
65.   requesting Air Unit and backup for calling unit by selecting radio frequency, selecting transmit key and broadcasting required information to all units
66.   creating incident and updating comments as they become available
67.   continuously broadcasting and inputting all responding unit's comments and requests onto computer screen using proper broadcast and data entry procedures

Officer initiated requests & other

68.   Receives and acknowledges officer initiated requests for tow service, additional information on a call, or assistance from other agencies by transferring the request to the Auxiliary Telephone Operator (ATO) using proper computer commands and procedures.

Receives and responds to officer requests for a check of outstanding warrants on an individual or requests for vehicle status by:

69.   typing computer commands to access the open query system to request and display information such as a check on a person, or vehicle.
70.   writing down and typing into the computer the vehicle license number, vehicle identification number, or suspect/subject information.
71.   entering proper data into selected format.
72.   relaying information to requesting unit when computer response is received.

* also performed by BCC

73. In the event of a computer system failure (Mode 2), manually prepares field unit cards, places the cards in tracking board, and checks supplies to prepare for manual unit tracking.

Bureau Communications Coordinator

Unit Status & monitoring

74. Monitors pending calls in queue to ensure that calls within assigned bureau are being assigned to Police units by RTOs based on call priority.

75. Monitors RTO radio frequencies in assigned bureau in order to keep abreast of the activities within bureau, to determine if RTO is performing the job according to established policies and procedures, to provide assistance, and to keep supervisors informed of activities.

Calls and requests

76. Receives calls from police officers and outside agencies to search for requested information via computer such as incident numbers, vehicle information, and suspect/subject information.

77. Transfers calls to Division station when a non coded call has timed out in queue by speaking directly, via phone, to the Area Watch Commander or designate in order for the Area Watch Commander to assign the call directly from Station.

Receives and responds to specialized unit requests (Air, Detectives, and Undercover) by:

78. *typing computer commands to access open query system to request and display information such as a check on a person, or vehicle.*
79. *writing down and typing into the computer the vehicle license number, vehicle identification number, or suspect/subject information.*
80. *entering proper data into selected format.*
81. *relaying information to requesting unit when computer response is received.*

* also performed by BCC

82. Instructs and trains entry level PSRs on the different responsibilities of the job beginning with RTO and ATO, and later followed by EBO training.

83. Answers questions from other PSRs concerning policy and procedures.

84. Reviews hourly teletype reports in order to determine if priority messages need to be broadcast citywide such as Amber Alerts, missing persons, and wanted person reports.

Auxiliary Telephone Operator

Written and Oral Communication

85. Reviews requests for service made by field officers from task screen to take appropriate action.

86. Uses the telephone to complete officers request for service such as tow request, additional call-related information, and support from other agencies.

87. Types information received from calls made in response to requests for service, for documentation and to inform officers of the status of their requests.

88. Uses the radio to broadcast requested information to officer by selecting appropriate radio frequencies on the radio frequency display.

89. Retrieves information such as location of victim and broadcasts the information to police unit and types information to corresponding LAPD incident.

Alarm Response

90. Answers calls from alarm companies and requests specific information such as address, type of alarm, and permit number in order to create an incident and dispatch police as required.

* also performed by BCC

Police Service Representative

[Field PSR]
(Class Code 2207)

Task List

Administrative Duties

1. Takes information from citizens by phone or in person regarding Part I (homicide, rape, aggravated assault, grand theft auto and person) and Part II (vandalism, petty theft, terrorist threats) crimes in order to make referrals for action by police officers or other appropriate agencies.

2. Personally talks with citizens entering a police station who are substance users, victims of domestic violence, juveniles, mentally disordered, and homeless, in order to refer them to other appropriate agencies for help.

3. Provides Los Angeles City residents with the name and contact number of the Senior Lead Officer for their area regarding requests for crime statistics in their community.

4. Refers all incoming requests from callers regarding neighborhood crime statistics such as burglaries and robberies to Public Relations.

5. Demonstrates desk activities such as answering the phone, transferring calls, radio dispatch for division, equipment room procedures, report taking, CRT operation, completing daily recap report and training officers on desk procedures.

6. Receives calls from citizens who need police service in order to assist in the dispatch of police assistance.

7. Communicates and relays supplemental information upon request to agency personnel such as detectives, unit heads, Sheriff's Department, and other police departments/entities regarding divisional crime.

8. Types various codes and instructions into a computer terminal in order to retrieve data such as arrest record and warrant information, vehicle information, gang affiliation, traffic citations, court dispos, and crime reports.

<u>Area Command Center (ACC)</u>

9. Types information such as crime type, victim's name and address, vehicle description, date, time, and MO into a display screen format in order to generate a crime report number (Divisional Reporting #).

10. Orally and in person, on the telephone, or via radio provides information on crimes, suspect descriptions, and crime locations to division-sworn personnel in order to provide officers new or added information as follow-up to initial crime reports.

11. Listens to base radio broadcasts from officers such as officer requests for information and officer needs help calls in order to assist officers if necessary and keep watch commander informed of field status.

12. Broadcasts information such as detailed crime and suspect descriptions, locations and additional instructions by radio in order to assist officers in the field.

Subpoena Control & Court

13. Receives, logs, serves, and distributes subpoenas for officers and citizens in order to help ensure court appearance for individuals named in the subpoenas.

14. Talks with court personnel, obtains, and records information needed for officer court appearances and transmits the information to appropriate officers in order to assure their appearance in court.

15. Fills out an "on call teletype" form containing subpoenaed officer status such as "available," "on duty," and "at home" faxes to court the teletype transmission in order to notify court of officer status.

16. Compares court overtime slips against subpoena log in order to check and verify the accuracy of overtime submissions.

17. Calls court liaison personnel regarding the disposition of each days' court cases and records the disposition in the subpoena control log in order to inform subpoenaed officers of case status.