



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Introduction		NO: A-100	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

The Kern County Sheriff's Office, Metropolitan Patrol Section Telephone Report Unit (TRU) was created to assist the residents and visitors of Kern County in making a police report in non-emergency circumstances in a timely manner. The TRU serves to subsidize Metropolitan Patrol by taking phone reports which allows for patrol units to spend more time in the field performing proactive law enforcement.

MISSION

The mission of the Kern County Sheriff's Office, TRU is to improve the quality of life for the residents and visitors of Kern County, through the reception and dissemination of information for the purposes of keeping the peace, rendering aid to the public, aiding in the apprehension of law violators, and all other related tasks that enable the Sheriff to fulfill his/her statutory and constitutional duties.

This procedure manual is established and maintained for the Kern County Sheriff's Office, Metropolitan Patrol Section Telephone Report Unit. By necessity, the scope of the manual is more job specific than the department manual. This procedure manual will not duplicate the contents of the department manual, but to the extent required, this manual may contain identical information in some areas.

The Kern County Sheriff's Office, Metropolitan Patrol Section, Telephone Report Unit manual shall follow the department manual and shall not conflict with policies and procedures established by the department manual. Any policy or procedure that conflicts with the department manual will be resolved by following the department manual.

There shall be no variation from the policies or procedures outlined in this manual except under prior approval of the Patrol Division Commander, or his/her designee, or by any ranking officer, in an emergency to the extent required by the situation. The actions of such ranking officer will be documented and forwarded as soon as practical, to the Patrol Division Commander.

It is the responsibility of the Supervising Sheriff's Report Technician to ensure that all members of the TRU read, understand, and adhere to this manual.

All policies and procedures contained in this manual require the approval of the Patrol Division Commander, or his/her designee.

DIRECTIVE

This manual represents minimum guidelines. In all matters not specifically covered, members must follow the law, established law enforcement procedures, the philosophy and mission of the Kern County Sheriff's Office and their best judgment.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Administration		NO: A-200	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

The Kern County Sheriff's Office Metropolitan Patrol Section Telephone Report Unit (TRU) shall be under the administration and direction of the Patrol Division Commander.

The Supervising Sheriff's Report Technician is accountable to the Metropolitan Patrol Administrative Sergeant and shall ensure the day-to-day operation of the TRU complies with:

- The Constitution of California and the United States.
- The laws of the State of California and the United States.
- Court Rulings.
- Department Policy.
- Bureau Policy.
- Division Policy.
- Unit Policy.

REVIEW OF ADMINISTRATIVE POLICIES AND PRACTICES

The Supervising Sheriff's Report Technician will:

- Keep up-to-date on changing laws, standards, and court rulings pertaining to administrative practice.
- Review the administrative policies and practices of the unit to ensure compliance with laws, standards, and court rulings.
- Submit written recommendations for needed changes in administrative policies and practices to the Patrol Division Commander or his/her designee through the Metropolitan Patrol Administrative Sergeant as necessary.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Manual Revisions and Review		NO: A-300	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

Policies and procedures play an important role in the daily operation of the Kern County Sheriff's Office Metropolitan Patrol Section Telephone Report Unit (TRU). They must be maintained as up-to-date as possible to be effective and efficient. When existing policies and procedures are found to be ineffective or inefficient, they will be revised to conform to statutes, constitutional requirements and other policies and procedures. At a minimum, the TRU policy and procedures manual will be reviewed annually, on or before July 1.

The Supervising Sheriff's Report Technician, or his/her designee, will be responsible for the updating of the TRU policy and procedure manual.

PROCEDURE A: REVISING POLICIES AND PROCEDURES

Personnel will:

- Monitor the effectiveness of policies and procedures as they use them.
- Detect deficiencies and/or errors in policies and procedures, or more efficient ways to accomplish tasks.
- Write an office memorandum, outlining suggestions for changing a policy and/or procedure, listing the procedure number affected by the proposed change.
- Give the office memorandum to the Supervising Sheriff's Report Technician.

The Supervising Sheriff's Report Technician will:

- Review the office memorandum.
- Determine if the policy and/or procedure should be changed.
- If it should not be revised, forward the office memorandum back to the author.
- If it should be revised, assign sufficient staff to rewrite the policy and/or procedure.

PROCEDURE B: MANUAL REVISIONS AND REVIEW

The Supervising Sheriff's Report Technician will:

- Review the new policy and procedure.
- If not satisfactory, send it back to the staff member(s) who wrote it to make appropriate changes.
- If satisfactory, approve the revisions and forward to the Patrol Division Commander via Chain of Command for final approval.

The Metropolitan Patrol Section Commander will:

- Review the new policy and procedure.
- Return to the Supervising Sheriff's Report Technician, indicating approval or denial.

The Supervising Sheriff's Report Technician will:

- Notify the employee requesting the change of the decision.
- If approved, forward a revised copy of the policy and procedure to the Metropolitan Patrol Administrative Sergeant to update the TRU policy and procedure manual.
- If approved, the Supervising Sheriff's Report Technician will ensure all revised TRU policies and procedures are placed in all TRU policy and procedure manuals.

PROCEDURE C: MAINTENANCE OF POLICY AND PROCEDURE MANUAL

The Supervising Sheriff's Report Technician or his/her designee will:

- Number each TRU policy and procedure manual.
- Assign TRU policy and procedure manuals to at least the following:
 - Patrol Division Commander
 - Metropolitan Patrol Section Lieutenant
 - Metropolitan Patrol Administrative Sergeant
 - Each member of the unit.
- Maintain a log which will show who has been assigned a TRU policy and procedures manual.

PROCEDURE D: MANUAL REVISIONS AND REVIEW

If approved, the Supervising Sheriff's Report Technician or his/her designee will:

- Add the revision date to all TRU policies and/or procedures revised.
- Distribute sufficient copies of revised TRU policies and/or procedures to each assigned procedures manual.

PROCEDURE E: RETENTION OF OBSOLETE POLICIES AND PROCEDURES

If approved, the Supervising Sheriff's Report Technician or his/her designee will:

- Maintain a master file of the TRU policy and procedure manual.
- Add any revisions to the master file of the TRU policy and procedure manual.
- Maintain all obsolete TRU policy and procedures in the master file of the TRU policy and procedure manual.
- These obsolete TRU policy and procedures will be maintained for a period of 5 years.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Documentation of Incidents		NO: B-100	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

The Kern County Sheriff's Office Metropolitan Patrol Section Telephone Report Unit (TRU) personnel are required, pursuant to policy and procedure, to document incidents reported by the public. Documenting incidents which may include probable cause, elements of crimes, and unusual occurrences is essential to law enforcement and the judicial process. Documentation can be by a permanent or temporary reporting method, as directed by department and unit procedure.

The goal of the TRU is to document incidents and contacts made with the public. Generally, a written report is utilized to accurately record the facts and information involved.

The examples given in which a Code 9 may be appropriate are by no means completely inclusive. They are presented as guidelines. All incidents should be examined on a case by case basis, using the technician's best judgment. If the technician has any doubt about using a Code 9 to record an incident, a written report should be completed.

DEFINITIONS

Code 8: A written crime or incident report in which a case number is obtained.

Code 9: Information which is recorded in the Computer Aided Dispatch (C.A.D.) system with an incident number only.

PROCEDURE A: CASE REPORTS

Telephone Report Unit personnel will obtain a case number and complete a report on:

- All felony crimes.
- Assault and Battery, must not be "in progress", no First Aid or medical transport needed and the suspect(s) have left the residence/location.
- Larcenies/ thefts, including auto thefts.
- Missing Person Reports
- Vandalisms, with or without suspect information.
- All threats to do harm to the person of the reporting party and/or his/her family.
- All crimes requiring follow-up investigations.

- Obscene/annoying telephone calls, hang ups, with or without suspect information, and/or no action to be taken.
- Trespass with no "on going" problems.
- Suspicious person/vehicle, gone from area with no crime involved.
- All crimes which will be routed to the District Attorney's Office for a criminal complaint or other judicial action.
- Any incident for which a Code 8 is mandated by department policy and procedure.
- Any incident in which documentation will be forwarded to another department or allied agency.
- Any incident unusual in nature or that may require documentation for future reference.

PROCEDURE B: INCIDENT DOCUMENTATION

Once it is determined that a Code 9 is appropriate, TRU personnel will obtain and include any/all of the following additional pertinent information when possible:

- Date/time of occurrence.
- Specific description such as what happened, subjects involved, vehicle descriptions, etc.
- For known suspects, identifying information (age, Date of Birth), address or possible locations.
- Make the appropriate entries, in clear text, into "Narrative" format of the C.A.D. system.
- Advise the reporting party that the incident was documented in the call for service but that a report will not be completed.
- Assure that sufficient detail (such as listed above) is recorded to facilitate any potential upgrading of the Code 9 to a Code 8.
- Provide the incident number to the reporting party, advising them to use it to retrieve the information as needed.

If a code 8 or code 9 is generated and the reporting party requests a patrol check also, TRU personnel will:

- State in the text of the call for service (narrative) that a patrol check has been requested and the reason it has been requested (594's, 460's).
- Print the incident and place it in the patrol briefing room on the Sergeant's desk, if the patrol check is to begin at a later time.
- Request of dispatch that the incident be reopened and a unit sent for the patrol check if it is needed at that time.
- NOT generate an additional incident for the patrol check request.

PROCEDURE C: NON-DOCUMENTED INCIDENTS

If the incident is non-criminal activity or civil in nature and no report is needed the report technician will:

- Attempt to direct the reporting party to another non-law enforcement agency which may be of assistance.

PROCEDURE D: CONVERTING INCIDENTS TO REPORTS

If a Code 9 needs to be updated to a Code 8, TRU personnel will:

- Attempt to obtain the event number from the reporting party.
- Attempt to locate the original event in CAD, if the reporting party is not able to provide the event number.
- Complete a written report.

If a case number is needed and the original incident number is not known and cannot be located report desk personnel will:

- Use the C.A.D. system to generate a new incident for the case number.
- Complete a written report.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Completion of Reports		NO: B-200	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

Reports taken in the Metropolitan Patrol Section Telephone Report Unit (TRU) during any shift will be completed and submitted for processing prior to the end of the report writer's shift, unless specifically authorized by a supervisor to complete the report at a later time as outlined in the report writing manual. All reports written by personnel of the TRU will be in accordance with procedure set forth in the Sheriff's Office Report Writing Manual.

PROCEDURE A: COMPLETING REPORTS

TRU personnel will:

- Complete all reports in a timely manner as information is received from reporting parties.
- Complete all reports of missing persons or vehicle thefts immediately after receiving the information from the reporting party.

PROCEDURE B: COMPLETION OF REPORTS

Upon completing reports, all TRU personnel will:

- Submit reports to the Telephone Report Unit Supervisor (Desk Command Field) for approval prior to the end of their shift.

Upon receiving reports, the TRU Supervisor will:

- Review the reports for completeness.
- Return any report(s) that need correction to the appropriate Report Technician.
If the report is complete and free of errors, approve the report to the "Accepted" level.

PROCEDURE C: INCOMPLETE REPORTS

If TRU personnel have any report(s) which have not been completed by the end of their shift, the personnel will:

- Notify the unit supervisor (if available) or on duty Sergeant of incomplete stolen vehicle and missing person reports. (Approval to hold said reports must be approved before going off duty and all CLETS entries must be completed.)
- For all other incomplete reports, notify the unit supervisor (via email) the reason why the reports are incomplete and the case numbers.
- Work overtime to complete the report(s) if so directed by the unit supervisor or on duty Sergeant.

If for any reason, TRU personnel have to leave any stolen vehicle or missing persons report unfinished on the last shift of their work week they will:

- Get approval from the unit supervisor or on duty sergeant, and note the supervisors name on the SRT's daily stat sheet.
- All CLETS entries shall be completed prior to going off duty.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Missing Persons/Juveniles Reports		NO: B-300	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

It is the policy of the Metropolitan Patrol Section Telephone Report Unit (TRU) to make timely reports involving missing persons.

The TRU will accept, without delay, any report of a missing person/juvenile, regardless of jurisdiction. If the missing person/juvenile is determined to be "at risk", per the criteria set forth in PC 14205(b) and the MUPS Training Manual, the missing person/juvenile will be entered into the National Crime Information Center (N.C.I.C.) and the Missing Persons System within four (4) hours after receiving the report.

Reports of missing persons/juveniles may be made by telephone. Priority shall be given to the handling of reports of "at risk" missing persons/juveniles and all other reports of missing persons/juveniles over reports involving property. Reports will be documented in accordance with existing department report writing policy.

All Missing Persons reports shall comply with Kern County Sheriff's Office Policy and Procedure H-800.

DEFINITION

"At risk" includes, but is not limited to, circumstances where evidence or indications exist that the missing person/juvenile:

- Is the victim of a crime or foul play.
- Is in need of medical attention.
- Has no pattern of running away or disappearing.
- Is the victim of a parental abduction/kidnapping.
- Is mentally impaired.
- Is a danger to him/herself or others.
- Is in the company of anyone that causes the missing person to be in danger.

These circumstances are only examples and are not intended to be an exhaustive or all-encompassing list.

DIRECTIVE

All "Critical Missing Persons" reports will be handled by a patrol unit. If TRU Personnel receive a report of a Critical Missing Person, the technician will update the call for service and forward the call back to the Communications Center and request the call and report be handled by a patrol unit, unless otherwise directed to do so by the on duty Sergeant.

TRU Personnel will notify the on duty supervisor and ensure the on duty Metro Patrol Sergeant is aware of the critical missing person circumstances immediately.

PROCEDURE A: COMPLETION OF REPORTS

When TRU Personnel receive a report of a missing/juvenile person the technician will:

- Complete a report for the missing person/juvenile.
- Contact Teletypes to have the missing person entered into the Missing/Unidentified Persons System (MUPS).
- If the missing person is a juvenile under the age of 16 or is determined to be at risk, type a broadcast message, according to policy and procedure, via the C.A.D. system.
- Type a Teletype broadcast message, according to division policy & procedure, via the (CLETS) system for all missing adults/juveniles.
- Contact Crime Reports, the Bakersfield Police Department and the California Highway Patrol by phone with the broadcast information if the computer system is inoperable.
- Mark the report to be forwarded to the appropriate agency if the location of occurrence was another jurisdiction.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Vehicle Theft Reports		NO: B-400	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

It is the policy of the Metropolitan Patrol Section Telephone Report Unit (TRU) to make timely reports of all incidents involving vehicle thefts. Timely broadcasts of vehicle thefts can lead to the quick recovery of the vehicle and the apprehension of the suspect(s), thus ensuring the public safety.

Vehicle theft reports may include the permanent, temporary and/or fraudulent taking of a vehicle without the consent of the owner.

Reports will be documented in accordance with existing departmental report writing policy using the appropriate code and section.

Additionally, the TRU will follow the guidelines set forth below.

PROCEDURE A: STOLEN VEHICLES - COMPLETION OF REPORTS

If an incident of a stolen vehicle is reported, TRU Personnel will:

- Complete the Vehicle Theft Report.
- Notify Crime Reports of the vehicle information, requesting necessary Teletype (CLETS) entries.
- Generate a teletype broadcast via CLETS.

If the reporting party does not know the license plate and/or VIN and/or does not have the vehicle registration information, TRU Personnel will:

- Attempt to locate the needed information in CLETS.
- Complete the vehicle theft report.
- Notify the reporting party that the Sheriff's Office is unable to enter the stolen vehicle into the Stolen Vehicle System and for the reporting party to contact the Sheriff's Office once they obtain the license plate and/or VIN.
- Forward the report for approval.

If the reporting party re-contacts with the license plate and/or VIN, TRU personnel will:

- Notify Crime Reports of the vehicle information, requesting necessary Teletype (CLETS) entries.
- Generate a Teletype broadcast via CLETS.
- Complete a supplemental report.

If a call for service is made of the return of an unfounded stolen vehicle, TRU Personnel will:

- Write a supplemental report stating the circumstances as to why the original report was unfounded.
- Contact Teletype personnel and request the vehicle be removed from the Stolen Vehicle System as stolen.
- Cancel the broadcast in CLETS.

If a call for service is made of the return of a stolen vehicle, or a found stolen vehicle, TRU Personnel will:

- Refer the caller to the communications center to have a Metro Patrol field unit do a recovery of the vehicle.

If a call for service is made of a stolen vehicle and the vehicle has already been towed and stored, TRU Personnel will:

- Contact the agency that towed /stored the vehicle and inquire as to the circumstances and obtain that agency's case number.
- If needed, complete a vehicle theft report, including the information obtained from the agency that towed/stored the vehicle.
- Advise Teletype personnel of the report and explain the circumstances along with a request for any Teletype entries.
- Advise the reporting party who to contact to get his/her vehicle released.

If a call for service is made of a stolen vehicle and the vehicle has already been impounded, TRU Personnel will:

- Contact the agency that impounded the vehicle and inquire as to the circumstances and obtain that agency's case number.
- If needed, complete a vehicle theft report, including the information obtained from the agency that impounded the vehicle.
- Refer the reporting party to the agency who impounded the vehicle to determine if they can get the vehicle released.

If a call for service is made of a repossessed vehicle, TRU Personnel will:

- Contact the reporting party and advise them the vehicle was repossessed and they need to contact their financial institution regarding the vehicle.
- Advise the reporting party since the vehicle is not stolen, there will not be a stolen vehicle report made.

PROCEDURE B: EMBEZZLED VEHICLES - COMPLETION OF REPORTS

If a report is made regarding the embezzlement of any vehicle, not rented or leased TRU Personnel will:

- Complete a vehicle theft report, using P.C. 503 for the offense code.
- Do NOT enter the vehicle into SVS.

If a report is made of the theft of any rented or leased vehicle, TRU Personnel will:

- Complete a vehicle theft report, using P.C. 503 for the offense code, the bona-fide rental agency can report their vehicle as embezzled and they need to have a Demand Letter receipt in their possession and email it to the Report Desk email to have scanned and attached to the report.
- Enter the vehicle into the Stolen Vehicle System and conduct a CLETS broadcast.

PROCEDURE C: STOLEN LICENSE PLATES- COMPLETION OF REPORTS

If a report is made regarding stolen license plates of any vehicle, TRU Personnel will:

- Complete a license plate(s) theft report and enter the stolen plates into Stolen Vehicle System. It must be specified if the front, rear or both license plates are missing.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Supplemental Reports		NO: B-500	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

It is the policy of the Metropolitan Patrol Section Telephone Report Unit (TRU) to initiate supplemental reports on existing cases taken by telephone, facsimile machine, departmental email or inter-departmental mail, thus ensuring timely updating of cases.

The supplement information may be for additional stolen property, recovered property, suspect information, returned missing persons/juveniles, or general information.

Any request for a supplemental report that is received by telephone, will be completed by the technician who received the request.

PROCEDURE A: COMPLETION OF REPORTS

When supplemental information is received by telephone, or in person, TRU personnel will:

- Complete the supplemental report.

When supplemental information is received by U.S. mail, inter-departmental mail, departmental email or facsimile machine, TRU personnel will:

- Provide the received information to the TRU Supervisor.

The TRU Supervisor will be responsible to:

- Assign a Technician to complete the report in a timely manner.

The TRU Technician will be responsible to:

- Complete any required supplemental reports
- Request any written information received to be attached to the supplemental report.
- Call Teletypes to input the appropriate information if needed.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Coplogic		NO: B-600	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

It is the policy of the Metropolitan Patrol Section Telephone Report Unit (TRU) to approve all Coplogic reports. Report Technicians will assist in approving Coplogic online reports during their shifts.

PROCEDURE A. PROCEDURE FOR APPROVING COPLOGIC REPORTS

During your shift, all Report Desk Personnel will:

- Log into Coplogic and process pending online reports.
- Contact victims and Reporting Party for follow up and write supplementals.
- Create Calls for Service for Stolen Vehicle Investigation and Check the Welfare.

It will be the responsibility of all available Report Desk Personnel to:

- Frequently check Coplogic during their shift.
- Document appropriate information in the Coplogic excel spreadsheet.

PROCEDURE B. PROCEDURE FOR APPROVING COPLOGIC REPORTS IN LERMS

All Report Desk Personnel will:

- Will log into LERMS and review report to insure it is complete and appropriate boxes are checked and IBR errors are fixed.
- TRU supervisor will review all Coplogic reports and will approve completed reports to a level 3.
-

If TRU staff are unsure how to handle an online report that does not need immediate attention, TRU Personnel will:

- Send the TRU supervisor an email or link to the report describing the issue.
- If the report needs immediate attention, create a call for service and notify on duty sergeant of situation, if applicable.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Trainee Chain of Command		NO: C-100	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

If a trainee is assigned to a Metropolitan Patrol Section Telephone Report Unit (TRU) Training Officer, all communications and directions from supervisors will be channeled through the training officer without exception. This will avoid any discrepancies in training, allowing the training officer to be made aware of any policy and procedure changes and relaying those changes to the trainee. Also, this ensures that the training officer is aware of the progress, problems and mistakes of the trainee. During the training phases, the training officer will be included in the trainee's chain of command. For the resolution of issues and filing of bona fide grievances, the trainee will refer to Section C-600 of the Sheriff's Office Policy and Procedure Manual



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Trainee Conduct		NO: C-200	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

The relationship between the Metropolitan Patrol Section Telephone Report Unit (TRU) Training Officer and the trainee will be a teacher/student and/or supervisor/subordinate relationship. The hallmark of this relationship will be one of mutual respect.

PROCEDURE A: RULES OF CONDUCT

The training officer will:

- Treat the trainee with respect at all times.
- Not show anger or frustration toward the trainee, rather nurture and assistance in learning.
- Advise the Supervising Sheriff's Report Technician if he/she currently has, or has ever had, a special relationship with the trainee which may interfere with the work environment.
- Maintain a professional relationship with the trainee.
- Not socialize, date, or attempt to date the trainee.
- Not harass, intimidate, intentionally embarrass or treat the trainee in a demeaning manner.

The trainee will:

- Treat the training officer with respect at all times.
- Follow his/her training officers lawful directions at all times.
- Complete all assignments in a prompt and timely manner.
- Observe all policy and procedures as outlined in the following manuals:
 - Sheriff's Telephone Report Unit.
 - Patrol Division.
 - Sheriff's Office.
- Be responsible for all assigned material.
- Maintain confidentiality of reports.

While off duty, trainees will not:

- Respond to requests for service.
- Conduct law enforcement investigations.
- Participate in the ride-a-long program without permission from the Metropolitan Patrol Administrative Sergeant.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Training Phases		NO: C-300	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

The Metropolitan Patrol Section Telephone Report Unit (TRU) Training Program consists of a minimum ten (10) week program divided into three training phases. .

- Phase One (1) will be two (2) weeks in duration, and will be designed to teach the trainee how to input and retrieve information from LERMS, mobile, CAD and other commonly used databases.
- Phase Two (2) will be six (6) weeks in duration, and will be designed to provide instruction in criminal law, civil law, the Penal Codes, phone interview techniques, report writing, and using the Computer Aided Dispatch (CAD) system.
- Phase Three (3) will be two (2) weeks in duration, and will be designed to let the trainee perform as a solo Report Technician with minimal supervision under the supervision of the Supervising Sheriff's Report Technician. This phase may be extended to allow for the trainee to be exposed to a variety of calls and/or to resolve any training issues that have arisen throughout the training process.

Each phase may be adjusted to accommodate the specific training needs of individual trainees.

The phases are structured to meet training and performance goals, and to gradually increase the responsibility and departmental expectations of a trainee as they progress through the training program.

During the first and second phases of the training program, the primary role of the training officer will be that of a teacher; as well as that of observer and evaluator. During the third phase of the training program, the training officer will serve primarily as an observer/evaluator, but will provide assistance if necessary.

PHASE ONE - COMPUTER SYSTEMS

The trainee will spend two (2) weeks in this phase inputting information from supplemental into LERMS and Mobile; learning penal codes, Sheriff's Office abbreviations, CAD and policies and procedures.

The Supervising Sheriff's Report Technician will:

- Provide a copy of the Sheriff's Office Policy and Procedure Manual, the Metropolitan Patrol Section Telephone Report Unit Policy and Procedure Manual to the trainee for review.
- Ensure the trainee is familiar with the applicable sections of the manuals.
- Provide a copy of the Mobile/CAD manual and the Report Writing Manual to the trainee for review.

PHASE TWO - REPORT DESK

The trainee will spend six (6) weeks at the Report Desk learning the elements of the Penal Codes and Vehicle Codes, how to navigate and use the CAD system, phone interview techniques, and report writing.

The Supervising Sheriff's Report Technician will:

- Provide a copy of the Penal Code and Vehicle Code books to the trainee for review.
- Ensure the trainee is familiar with the elements of each Penal Code type the TRU handles.
- Provide a copy of the TRU phone questionnaires and report templates to the trainee.
- Ensure the trainee knows which questions to ask for each crime type and what elements to address in each report type.

PHASE THREE - LIVE TRAINING

The trainee will spend a minimum of two (2) weeks at the TRU taking calls and completing tasks on their own with minimal supervision.

Upon completion of Phase Three, the trainee will be assigned a shift to perform as a solo Report Technician. The Report Technician is expected to meet the minimum TRU expectations.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Trainee Evaluations		NO: C-400	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

Metropolitan Patrol Section Telephone Report Unit (TRU) trainees will receive evaluations on a daily and weekly basis as well as a final evaluation at the end of the training program. Evaluations are to provide the essential information needed for administrative control over the progress of each trainee. In addition to recording progress, evaluations serve to inform the trainee of his/her performance at scheduled intervals. Evaluations will be used as tools for identifying training needs and documenting training efforts.

Trainees are evaluated to the standard of an independent and competent Report Technician. The purpose of evaluating trainees in this manner is twofold; the first and most important is to make the trainee aware of the areas in which he/she needs to improve performance, the second is to monitor the progress of the trainee and provide remedial training as needed.

PROCEDURE A: DAILY OBSERVATION

On a daily basis the trainee will make a copy of their daily stat sheets and provide it to the Supervising Sheriff's Report Technician:

- Trainees will complete the daily stat sheet by listing all the information in the fields.

The Supervising Sheriff's Report technician and/or the training officer and the trainee will:

- Review reports and address any problems or questions with the trainee immediately
- Training Officers will notify the Supervising Sheriff's Report Technician of any serious issues of additional training the trainee may need.

The training officer will:

- Send an email to the Supervising Sheriff's Report Technician with detailed information regarding the problem and what training they would recommend.

The Supervising Sheriff's Report Technician will:

- Review the email and notify the Administrative Sergeant if needed.
- Provide or schedule additional training for the trainee.

PROCEDURE B: WEEKLY EVALUATION

At the end of the trainees scheduled work week, the trainee and the Supervising Sheriff's Report Technician will:

- Complete a Weekly Observation Report (WOR) form
- Meet with the trainee to discuss the WOR and the weekly progress of the trainee.

PROCEDURE C: FINAL EVALUATION

At the end of the training program, the Supervising Sheriff's Report Technician will:

- Complete a final narrative evaluation of the trainee's overall performance.
- Review the evaluation with the trainee.
- Sign the evaluation.
- Ensure that the trainee signs the evaluation.
- Forward a copy of the evaluation to the Metropolitan Patrol Administrative Sergeant for review, along with a recommendation for continued employment, remedial training, or failure to pass probation.
- Place the evaluation in the training file to be maintained by the Supervising Sheriff's Report Technician for a period of one (1) year.
- Forward a copy of the signed evaluation and all Weekly Observation Reports to the Training Division to be included in the trainee's training records.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Temporary Assignments		NO: C-500	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

Orientation and instruction will be provided for employees who are temporarily assigned to the Metropolitan Patrol Section Telephone Report Unit (TRU) to ensure consistency in the handling of complaints, completion of reports, and proper use of equipment. Civilian employees will work under the direction of the Supervising Sheriff's Report Technician. Sworn employees will work under the direction of the Metropolitan Patrol Administrative Sergeant with input and assistance from the Supervising Sheriff's Report Technician.

DIRECTIVE

If temporary employees have not received training in report writing refer to Section C-200 in the Metropolitan Patrol Section Telephone Report Unit (TRU) Policies and Procedures Manual for training procedures.

PROCEDURE A: ORIENTATION & INSTRUCTION

The Supervising Sheriff's Report Technician will:

- Assess any limitations imposed by the employee's temporary or permanent disability.
- Assign the employee to a training officer if needed.
- Reassign the employee to a shift after orientation to meet divisional needs while still complying with the Temporary Light Duty Agreement if applicable.

The training officer will:

- Assess the amount of orientation needed according to each employee's knowledge of report writing and equipment used in the TRU.
- Ensure the employee has access to the following manuals and procedure for review:
 - Metropolitan Patrol Section Telephone Report Unit (TRU) Policy and Procedure.
 - Patrol Manual.
 - Sheriff's Office Report Writing Manual.

The employee will:

- Be responsible for reviewing the listed manuals and procedures.

The training officer will provide any needed instruction on use of the following:

- Statistics reports.
- Phone equipment.
- Copy machine.
- C.A.D. system.
- Report writing system.
- Computer equipment.
- Facsimile machine.
- Printers.
- Broadcasts/teletype broadcasts.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Opening/Closing of Unit		NO: D-100	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

The Metropolitan Patrol Section Telephone Report Unit (TRU) will open and close at the designated times according to the schedule and staffing.

PROCEDURE A: OPENING THE UNIT

TRU Personnel who open the unit in the morning will:

- Log into Mobile as available with CAD ID and call sign which will advise the Communication Center that the TRU is open.

PROCEDURE B: CLOSING THE UNIT

TRU Personnel working the closing shift in the unit may:

- Close one (1) hour prior to the end of the closing shift only if needed for the sole purpose of completing reports that are not finished only due to a heavy workload or if otherwise permitted by the Supervising Sheriff's Report Technician, on-duty Patrol Sergeant or Admin Sergeant.
- If the technician needs to close early, they must notify the on-duty Sergeant or Admin Sergeant.
- Email the Supervising Sheriff's Report Technician of the early closure.
- Advise the Communications Center Supervisor that the unit is closed.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: Statistics – Collection & Monthly Reporting		NO: D-200	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

Statistics for the Metropolitan Patrol Section Telephone Report Unit (TRU) are kept to evaluate unit productivity and personnel performance. Statistics can be used as a tool for the unit supervisor in establishing future management planning. Statistical forms will be maintained and supplied in the TRU office. The Supervising Sheriff's Report Technician or their designee will act as a statistician.

PROCEDURE A: REPORT DESK ACTIVITY SUMMARY

On a daily basis, all TRU Personnel will:

- Complete report desk daily stats.

On a weekly basis, all TRU Personnel will:

- Place the completed report desk daily stats sheet in the binder marked "Daily Report Log" in the unit office.

On a weekly basis the employee designated as statistician will:

- Review the report desk daily stats sheets for completeness and accuracy.
- Return report desk daily stats sheets to TRU personnel if corrections are needed.

On a monthly basis the employee designated as statistician will:

- Complete the monthly report using the statistics from the weekly summary sheets for the time frame from the first day of the month through the last day of the month and input those statistics into the designated excel spreadsheet.
- File, by month and year, the completed unit and individual monthly activity summary sheets in the designated file.
- Email the excel spreadsheet to the Patrol Division Commander and Administrative Sergeant.



Kern County Sheriff's Office Metropolitan Patrol Section

Telephone Report Unit

Policies And Procedures

TITLE: TIME OFF REQUEST		NO: D-300	
APPROVED: Lieutenant Joel Swanson			
EFFECTIVE: August 7, 2019	REVIEWED: 8/7/19	REVISED:	UPDATED:

POLICY

All County employees who have passed their initial 6-months' probation period are entitled to vacation with pay. Employees who earn CTO are entitled to use the time once it is earned. The Telephone Report Unit will handle all requests on an individual basis.

DIRECTIVE:

No vacation will be used for time off unless pre-authorized by the employee's designated supervisor. It is the responsibility of the employee to monitor his/her own balances to ensure there is sufficient time available prior to requesting vacation time.

One SRT will be authorized for vacation or CTO on the same day. If you want a day off that another SRT has been approved for, SRT will do the following:

- Ask other SRT if they want to cover your shift for CTO
- Ask other assigned light duty deputies if they want to cover your shift for CTO.
- If you are able to find coverage, when you send the Auditornet time off request, include the employee who agreed to cover your shift in the notes section.
- If you are unable to find coverage, send an email to the TRU Supervisor, stating the days that you are requesting off and that you have been unable to find coverage.
- The TRU Supervisor will review the request, assist in attempting to find coverage, evaluate the request, and approve or deny the request based on departmental needs.

PROCEDURE FOR REQUESTING SCHEDULED TIME OFF

Report Desk Personnel will:

- Verify they have enough balances for request through the Auditornet.
- Send request through the Auditornet.

Vacation and CTO requests:

- During the first two (2) weeks after a shift bid, time off requests' are granted on seniority.

- After the two (2) weeks' time off requests are granted on first come first serve basis.
- Time off requests can be denied due to staffing levels at the discretion of the Supervising SRT.

PROCEDURE FOR CALLING IN SICK

All Report Desk Personnel will:

- Will notify the appropriate supervisor. Notify the TRU Supervisor if you are calling in for a shift during the TRU supervisor's schedule. If it is not the TRU Supervisors normal schedule, notify the on duty sergeant via phone call.
- If you were to open the TRU, you must call the Communication Center Supervisor (661) 861-3137 and notify them of our closure.
- As soon as possible, send the TRU Supervisor and email stating the day and time that you called in sick or were late.

PROCEDURE FOR OVERTIME SHIFTS

Report Desk Personnel will:

- Put name and date signed up on calendar of shift being covered.
- If technician wants to cancel covering the shift they signed up for, it will be up to the technician to find a replacement. If technician is unable to find a replacement they must show up for the assigned shift.