Public Safety Dispatcher Job Analysis

Component 1:

Job Task Analysis

THE COMMISSION
ON PEACE OFFICER STANDARDS AND TRAINING

STATE OF CALIFORNIA

PUBLIC SAFETY DISPATCHER JOB ANALYSIS

COMPONENT 1:

JOB TASK ANALYSIS

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PREFACE

This report describes the methodology and results of a job task analysis conducted for the public safety dispatcher occupation in California. The purpose of the study was to identify the important job duties that are performed by dispatchers statewide. The results reported herein are intended to provide a basis for a subsequent analysis of dispatcher job requirements. That is, the knowledge, skills, abilities, and worker traits and characteristics that are necessary for successful performance of dispatcher duties.

NORMAN C. BOEHM
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INTRODUCTION

Background

Public safety dispatchers play a vital role in the law enforcement/public safety system. Dispatchers are usually the first point of public contact for various emergency and non-emergency complaints and requests for service, including law enforcement and other related public safety incidents, such as medical emergencies and fires. They are responsible for facilitating an appropriate and timely field unit response, and often provide information that may be critical to the safety of both citizens and public safety field personnel. Dispatchers function as a communications link between the public, law enforcement and related agencies, and public safety field personnel. Their role is largely one of information processing -- obtaining, evaluating and disseminating various types of public safety-related information.

In recent years, legislation was enacted requiring POST to establish statewide minimum standards for the selection and training of public safety dispatchers [penal code section 13510(c)]. This legislation applies to personnel having a primary responsibility for providing dispatching services for local law enforcement agencies [as delineated in PC 13510(a)].[1] Prior to the enactment of this legislation, there were no uniform standards for entry-level public safety dispatcher selection and training in California.

In accordance with the above legislative mandate, POST has established standards for selecting and training entry-level public safety dispatchers (POST regulation 1018). These standards were established through the consensus of an advisory committee and were adopted with the proviso that a full-scale research program be implemented to augment the standards, as needed.

Statement of the Problem

The use of tests or other procedures for purposes of occupational minimum competency testing and certification should be founded upon evidence that the tests or procedures measure important aspects of human performance relative to the occupation. Both professional standards (AERA, APA, NCME, 1985; SIOP, 1987) and legal guidelines (EEOC, et al, 1978) underscore the importance of utilizing job-related (valid) assessment procedures. Furthermore, the identification of appropriate training curricula also requires a content analysis of the subject matter relative to the work domain (e.g., Berk, 1984).

[1] Primary responsibility is defined as the performance of law enforcement dispatching duties for a minimum of 50% of the time worked in a pay period.

To this end, a job analysis of the public safety dispatcher occupation was conducted to serve as the basis for all subsequent development of employment selection procedures and training curricula. For purposes of this study, "public safety dispatcher" was defined as personnel who are employed full-time to perform complaint-taking and/or dispatching duties for law enforcement, at least 50% of the time.

Objectives of the Job Task Analysis

The primary objective of the job task analysis was to define and document fully the work domain of public safety dispatchers, focusing upon job activities and additional information, such as the context or situations in which work is performed, and the various equipment, resources, agencies and personnel involved.

In order to meet this primary objective, the following sub-objectives were set:

1. To identify the "core" work of public safety dispatchers; i.e., the important job activities performed statewide.

2. To identify those aspects of the "core" work that are appropriately addressed in entry-level training for **new** dispatchers; i.e., in classroom (basic) training and/or on-the-job training.

3. To identify those aspects of the "core" work that require refresher training for **tenured** dispatchers.

4. To identify "group-specific" work -- work that is important and commonly performed by certain subgroups of dispatchers in California.

METHOD

Task Analysis Approach

The focus of this first component of the job analysis was upon the work performed by public safety dispatchers (the second component will focus upon worker requirements). In conducting the analysis, a task-based survey approach was employed. Task-based job analyses have been conducted by POST for peace officer occupations (cf. Kohls, Berner, and Luke, 1979) and have been widely used in other settings (e.g., Gael, 1988).

To summarize briefly, the approach entailed first developing a comprehensive task inventory. That is, a list containing specific behavioral descriptions of all job activities performed by public safety dispatchers throughout the state. Supplemental information, such as complaints/incidents handled, equipment used, etc., was included in the inventory to further define the dispatcher work domain. The task inventory was then incorporated into a survey instrument and administered to a representative sample of dispatchers and communication supervisors. The survey responses were then key-entered into a computer file and summarized statistically to derive an overall profile of the occupation in terms of the important and commonly performed job activities; i.e., "core" work.

In designing the task analysis methodology to meet the project objectives, several factors were taken into consideration, including: (1) the types of job information to be collected, (2) the characteristics of the job information to focus upon, (3) the sources for obtaining the job information, and (4) the methods and format to be used in collecting the job information. Further details regarding these design considerations are discussed below.

Types of Job Information

Tasks. The fundamental unit of analysis for describing dispatcher work was the job task. Tasks were defined in terms of specific statements depicting observable job activities, containing an action verb and an object, method, result, or product. Some example tasks include:

> Receive complaints and requests from the public.
>
> Determine dispatching priority.
>
> Advise citizens of actions to take during emergency crime situations.

The statements were written at varying levels of specificity, including general statements to establish whether a type of task is performed (e.g., "Dispatch by radio transmission"), as well as more specific statements to further distinguish the scope of tasks performed (e.g., "Dispatch specialized law enforcement units to calls for service").

Supplemental Information. To further define the work performed by dispatchers, the following supplemental information was collected.

Complaints/Incidents: The various complaints, requests for service and incidents that dispatchers are called upon to handle. These items represent the situations and context in which various job tasks are performed.

Equipment and Systems: The communications equipment and radio and telecommunication systems used by dispatchers in performing certain tasks.

Resource Materials: Various manuals, bulletins, legal code books and other written reference materials used by dispatchers in performing certain job tasks.

Referral and Mutual Aid Agencies: The many local, state and federal agencies that dispatchers interact with in performing their job duties.

Field Communications: Personnel and field resources that dispatchers communicate with in performing their job duties (e.g., coordinating unit response, providing incident information, etc.).

Characteristics of Job Information

Several characteristics were focused upon in obtaining the above types of job information. Two key characteristics were **frequency** of performance and **importance** of competent performance by dispatchers. These two characteristics were used in the decision process for identifying "core" tasks and complaints/incidents. Other "core" work elements (equipment/systems, resource materials, referral/mutual aid agencies, field personnel contacted) were identified solely on the basis of frequency of performance.

An additional characteristic of interest was the **level of involvement** that dispatchers typically have in handling various complaints and incidents, and in interacting with various referral and mutual aid agencies. This information would be useful in further understanding the scope of dispatcher work.

Finally, for tasks and complaints/incidents only, the need for **entry-level training** and/or **refresher training** was focused upon. This information was included since one of the principal objectives of the study was to identify dispatcher training requirements.

Sources of Job Information

The primary sources of the above dispatcher job information were **incumbent dispatchers** and **dispatch supervisors.**

Incumbent dispatchers served as the source of information pertaining to frequency of performance and, where applicable, level-of-involvement for each of the above types of job information (i.e., job tasks, complaints/incidents, equipment and systems, resource materials, referral and mutual aid agencies, and field communications).

Dispatch supervisors provided information regarding the importance of successful performance, entry-level training requirements, and refresher training requirements for dispatcher job tasks and complaints/incidents.

Preliminary job information was obtained from local agency documentation and other sources described later in this report.

Methods for Collecting Job Information

The principal means of obtaining the above job information was via survey, using numeric rating scales to quantify frequency of performance, level-of-involvement, importance of competent performance, and training requirements. The survey instruments and rating scales employed are described in a later section.

Supplemental procedures for obtaining job information included on-site observation of incumbents, interviews, workshops and a review of job-related materials.

Study Population

The job analysis focused on the work performed by public safety dispatchers who spend a majority of the time (at least 50%) providing complaint-taking and/or dispatching related services for law enforcement. The study focused further upon those above personnel employed full-time by police departments (including city and state college and university police), sheriffs' departments, and independent regional

communication centers.[1] These personnel comprise the vast majority of law enforcement dispatchers in California.

Agency Census

In order to ensure that the job analysis was representative of the work performed by dispatchers throughout the state, a census of dispatching agencies was conducted. A total of 479 agencies were surveyed to obtain information regarding the numbers of law enforcement dispatchers and supervisors employed, along with certain demographic information. Of the agencies surveyed, 378 (79%) responded, with 362 agencies indicating that at least one full-time law enforcement dispatcher is employed (16 agencies indicated that dispatching services are provided by another agency and/or only part-time dispatchers were employed).

The survey instrument that was employed in the census is shown in Appendix 1. The agencies comprising the study population are listed in Appendix 2.

Study Population Characteristics

Agencies. The study population included the above 362 agencies that responded to the agency census indicating that at least one full-time law enforcement dispatcher is employed. The agency population was found to be comprised of mostly police departments (83%), employing less than ten full-time dispatchers (68%) and operating without a CAD system (63%). A breakdown of the agency study population by type, size and use/non-use of a computer-assisted dispatch system is presented in Table 2.1

Dispatchers. The majority of dispatchers in the study population were found to be employed by police departments (71%) and do not utilize a CAD system (63%). Dispatchers were found to be employed in approximately equal numbers by small, medium and large agencies. See Table 2.1. A breakdown of the dispatcher study population by demographic characteristics is shown in Table 2.2, indicating that they are primarily civilian (95%), white (76%), females (83%).

Supervisors. Characteristics of the dispatch supervisor population are presented in Table 2.1, indicating that the majority of supervisors are employed by police departments (74%), with a slight concentration observed in small agencies (47%) and a fairly even distribution between CAD and non-CAD agencies. The majority of supervisors were found to be white (87%) with an approximately balanced distribution by gender, as seen in Table 2.3.

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[1] Dispatch centers which operate independently of a local law enforcement agency and which typically provide services for more than one agency.

Table 2.1

Study Population
Breakdown by Agency Type, Size and CAD/Non-CAD

Agency Type

	No. (%) Agencies	No. (%) Dispatchers	No. (%) Supervisors
Police Dept.	302 (83.4)	3158 (71.2)	651 (74.2)
Sheriff's Dept.	43 (11.9)	790 (17.8)	136 (15.5)
Comm. Center	17 (4.7)	486 (11.0)	90 (10.3)
Total	362	4434	877

Agency Size[1]

	No. (%) Agencies	No. (%) Dispatchers	No. (%) Supervisors
Small	245 (67.7)	1413 (31.9)	416 (47.4)
Medium	99 (27.3)	1637 (36.9)	295 (33.6)
Large	18 (5.0)	1384 (31.2)	166 (18.9)
Total	362	4434	877

CAD System

	No. (%) Agencies	No. (%) Dispatchers	No. (%) Supervisors
CAD	134 (37.0)	2804 (63.2)	455 (51.9)
Non-CAD	228 (63.0)	1630 (36.8)	422 (48.1)
Total	362	4434	877

Note. Population includes full-time civilian and sworn public safety dispatchers and supervisors employed by police departments, sheriffs' departments, and independent regional communication centers.

[1]Small = less than 10 full-time dispatchers employed; Medium = 10 to 29 full-time dispatchers employed; and Large = 30 or more full-time dispatchers employed.

Table 2.2

Breakdown of Public Safety Dispatcher Population by Peace Officer Status, Gender and Race/Ethnicity

Peace Officer Status

	Freq	Percent
Civilian	4228	95.4
Peace Officer	206	4.6
Total	4434	

Gender

	Freq	Percent
Male	741	17.5
Female	3487	82.5
Total	4228	

Race/Ethnicity[1]

	Freq	Percent
Asian	65	1.5
Black	438	10.4
Hispanic	462	10.9
White	3222	76.2
Other	39	0.9
Total	4226	

Note. Peace officer status is reported for all full-time civilian and sworn public safety dispatchers; gender and race/ethnicity are reported for civilian personnel only.

[1]Race/ethnicity was not reported for 2 cases.

Table 2.3

Breakdown of Dispatch Supervisor Population by Gender and Race/Ethnicity

Gender[1]

	Freq	Percent
Male	446	52.1
Female	427	47.9
Total	873	

Race/Ethnicity[2]

	Freq	Percent
Asian	14	1.6
Black	35	4.0
Hispanic	66	7.5
White	759	86.6
Other	2	0.2
Total	876	

[1]Gender was not reported for 4 cases.

[2]Race/ethnicity was not reported for 1 case.

Survey Development

Two survey instruments were developed to collect the above described job information, including an **Incumbent Form** and a **Supervisor Form.** The Job Task Surveys were developed in the following steps.

1. Site visits/observation
2. Development of preliminary task inventory
3. Development of rating scales
4. Subject Matter Expert interviews/workshops
5. Survey construction
6. Pilot administration
7. Construction of final survey instrument

Site Visits

During November and December 1988, POST research staff observed dispatchers working at five different communication centers, including small and large police and sheriffs' departments, with and without a CAD system.[2] During these site visits, research staff put on headsets and "listened-in" and recorded information regarding the types of activities performed and incidents handled. Information regarding the general work environment was also recorded.[3]

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[2]The following communication centers were visited: Auburn Police Department, Los Angeles Police Department, Los Angeles Sheriff's Department, Sacramento Police Department, and Sacramento Sheriff's Department.

[3]The work environment of dispatchers is highly structured and visible (communications are tape recorded and may be introduced as evidence in legal proceedings), often distracting, and frequently entails handling multiple simultaneous calls. Dispatchers must often deal with unpleasant situations (e.g., crises, tragedies, injuries, etc.) and persons (drunk, rude, irate, mentally and emotionally disturbed, etc.), and often work late/early shifts. The consequences of error are potentially severe.

Development of Preliminary Task Inventory

An inventory of dispatcher job tasks was initially constructed by POST research staff by reviewing the below materials and extracting specific descriptions of tasks, complaints/incidents, equipment and telecommunication systems, resource materials, referral and mutual aid agencies, and field personnel.

Local agency job descriptions, training manuals, and job analyses. Job descriptions obtained from over 200 agencies, training manuals obtained from approximately 20 agencies, and job analysis reports provided by three agencies[4] were reviewed and pertinent information was extracted for inclusion in the inventory.

POST training curricula for public safety dispatchers. Two existing POST documents, the Dispatcher Training Guide (POST, 1986) and the Basic Complaint/Dispatch Course outline (POST, 1988), were reviewed and relevant information included in the task inventory.

POST Entry-Level Law Enforcement Officer Job Analysis (Kohls, Berner and Luke, 1979). The complaint/incident and equipment inventories generated in this study were adapted to the dispatcher job task inventory.

A literature search was conducted with the assistance of POST library staff to identify other published job analyses for the dispatcher occupation. A number of computer data bases were searched (e.g., NCJRS, PsychINFO, CJPI, NTIS). However, no job analyses were identified.[5]

Rating Scales

Rating scales were initially drafted by POST research staff to quantify the various characteristics of the job information that was to be collected in the task survey (i.e., frequency of performance, level of involvement, importance of competent performance, and the need for entry-level and refresher training). The rating scales were further refined in the workshops and pilot test described below.

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[4]Sacramento County, City of Fresno, and Tulare County provided job analysis reports.

[5]A study was reported by S.L. Kirmeyer in the Journal of Applied Psychology in which dispatcher work was observed and classified for purposes of studying the relationship between job interruption and Type-A behavior in predicting self perceptions of work overload and coping behavior ("Coping with competing demands: interruption and the Type-A pattern", 1988). The author reported significant relationships between both job interruption and Type-A behavior with the tendency to regard work as overloading and to adopt coping strategies.

Incumbent Scales. Two rating scales were developed for use by incumbent dispatchers to describe their work. The first was a **"Frequency" scale** to be used by dispatchers to indicate how often they have performed each task, handled each complaint/incident, used each equipment/system and resource, and interacted with each referral/mutual aid agency and field unit, on average over a period of several months. The "Frequency" scale is an 8-point ordinal scale, ranging from "1" (not performed in the last 4 months, but have performed at this agency) to "8" (performed more than once per day). A rating of "0" on the scale corresponds to "never performed at this agency." The final version of the "Frequency" scale is shown in Figure 1.

The second rating scale, the **"Level-of-Involvement" scale,** was to be used by incumbents to describe their typical extent of involvement in handling various complaints and incidents, and in interacting with various referral and mutual aid agencies. With respect to complaints and incidents, a 4-point nominal scale was used, ranging from "1" (receive the call -- refer or transfer caller with limited contact) to "4" (receive the call and dispatch field units). Extent of contact with various referral and mutual aid agencies was to be rated using a 5-point nominal scale, ranging from "1" (Refer or transfer caller -- no contact with agency) to "5" (Receive requests from agency for information or assistance, **and** contact agency to obtain information or assistance). Both versions of the level-of-involvement scale are shown in Figure 1.

Supervisor Scales. Three rating scales were developed for use by dispatch supervisors to describe the work of dispatchers that they supervise. The first, an **"Importance" scale**, was designed for supervisors to rate the importance of competent performance of the tasks and handling of the complaints/incidents by dispatchers in their agencies. A 5-point ordinal scale was used, ranging from "1" (Of little importance) to "5" (Critically important). A scale value of "0" was used to indicate that a task or complaint/ incident is not part of the job for dispatchers in an agency. The "Importance" scale is shown in Figure 2.

The second rating scale, the **"When-Learned" scale** was to be used by supervisors to indicate when entry-level training should be provided to new dispatchers to learn to perform each task and handle each complaint/incident. The scale instructed supervisors to consider both training efficiency and safety to the public and field personnel in making these judgments. The "When-Learned" scale is a 3-point nominal scale ranging from "1" (Classroom [basic] training -- full preparation before any job assignment) to "3" (On-the-job training -- best learned on the job; no prior training required). A scale value of "0" was used to indicate that no formal training is required. The "When-learned" scale is shown in Figure 2.

Figure 1

Incumbent Task Survey Scales

FREQUENCY

*How often have you performed this task during the last 4 months, on average?***

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have performed this task in this communication center)
0 - Never in this communication center

**Note: Same scale was used for complaints/incidents, equipment and systems, resource materials, referral and mutual aid agencies, and field personnel.

INVOLVEMENT (Complaints/Incidents)

How do you routinely handle this complaint/incident?

1 - Receive the call -- refer or transfer caller with limited contact; no dispatching information obtained.

2 - Receive the call -- obtain complete dispatching information; refer or transfer caller, as needed.

3 - Dispatch/Notify field units.

4 - Receive the call and dispatch field units.

INVOLVEMENT (Referral & Mutual aid agencies)

How do you routinely interact with this agency?

1 - Refer or transfer caller to agency -- no contact with agency.

2 - Transfer caller to agency -- stay on line and provide or obtain information.

3 - Contact agency to obtain information or assistance.

4 - Receive notifications/requests from agency for information or assistance.

5 - Receive requests from agency for information or assistance, *and* contact agency to obtain information or assistance.

Figure 2

Supervisor Task Survey Scales

IMPORTANCE

How important is competent performance of this task to the overall job performance of dispatchers in your agency?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job -- task not performed by dispatchers in my agency.

WHEN-LEARNED

When should new dispatchers learn to perform this task, considering both training efficiency and safety to the public and field personnel?

0 - No formal training required -- can be performed with little or no instruction.

1 - Classroom (basic) training -- full preparation is required before initial assignment to any dispatcher duties (on-the-job training is not required).

2 - Classroom (basic) training and on-the-job training -- some classroom preparation is required before initial assignment to dispatcher duties and on-the-job training.

3 - On-the-job training -- best learned on-the-job through formal instruction provided during initial assignment to dispatcher job duties (no prior training required).

IN-SERVICE TRAINING

Is continuous in-service training (refresher training) required for tenured dispatchers in your agency to maintain job proficiency?

0 - *NO*, in-service training is not required. On-the-job experience is adequate to maintain job proficiency.

1 - *YES*, best handled by individual agencies through training bulletins or brief in-service meetings (regional training would not be appropriate).

2 - *YES*, requires formal classroom instruction and assessment of dispatcher performance (may be handled by regional training centers or individual agencies).

The third rating scale, the **"In-Service Training" scale,** was to be used by supervisors to identify the need for continuous in-service (refresher) training for tenured dispatchers to maintain job proficiency in performing each task and handling each complaint/incident. A 2-point nominal scale was used, with values of "1" corresponding to informal training required and "2" corresponding to formal training required. A scale value of "0" was used to indicate that no in-service training is required. The "In-Service Training" scale is shown in Figure 2.

Subject Matter Expert Interviews/Workshops

In February 1989, POST met with an ad hoc advisory committee (the same committee responsible for establishing the initial selection and training standards) to review the study design and methodology, and to identify and discuss related issues and concerns. The committee also reviewed and discussed briefly the preliminary job task inventory. The committee members in attendance at the meeting are listed in Appendix 3.

During February and March 1989, a series of six interviews and workshops were conducted with incumbent dispatchers and dispatch supervisors to review and update the preliminary task inventory and to tryout the prototype rating scales. Preliminary interviews were first conducted with small groups, followed by larger workshops attended by dispatchers and supervisors representing different types and sizes of agencies, both CAD and non-CAD. Participants in the workshops were asked to review each item listed in the preliminary inventory and: (a) revise inaccurate or incomplete statements, or statements that were unnecessarily agency-specific; (b) identify additional tasks, complaints/incidents, etc., that are of importance to the job and were not represented; and (c) delete items that were clearly inappropriate for inclusion in a statewide inventory. The participants in these various interviews and workshops are listed in Appendix 3.

Survey Construction

The resulting task inventory and above rating scales were compiled into two survey booklets, an Incumbent Form and a Supervisor Form. Instructions for completing the surveys were incorporated into the booklets so that participants could work independently. Administrator's Instructions were also written to provide guidance to local agency coordinators in selecting survey participants and administering the surveys. The Job Task Surveys and Administrator's Instructions are described below in further detail.

Pilot Administration

In May 1989, prototype job task surveys were distributed to 11 agencies for pilot testing. A total of 45 dispatchers and 29 supervisors completed the surveys. The agencies were selected to be representative of different types and sizes of agencies, including CAD and non-CAD. The agencies that participated in the pilot administration are listed in Table 2.4.

The survey booklets and Administrator's Instructions were mailed to local agency coordinators. Participants were instructed to complete all ratings as specified in the instructions, and to record any comments, suggested revisions, and additional important tasks, complaints/incidents, equipment, etc. The completed survey booklets were then mailed back to POST.

The returned surveys were reviewed for comments and suggestions. No additional items were identified. Some clarification was made to the rating instructions to ensure ease of use by participants.

The numeric survey ratings were key entered and simple tabulations were performed via computer to ensure that respondents used the scales properly and that the full range of the rating scales was used. Overall, responses to the survey items were reasonable, thus indicating that survey participants were able to comprehend the rating procedure.

Table 2.4

Participating Agencies
Pilot Survey Administration

	No. Dispatchers	No. Dispatchers
Communication Centers		
Monterey Co.	3	5
Pomona	0	4
San Mateo	12	2
Police Departments		
Cathedral City	2	2
El Monte	2	2
Long Beach	5	0
Los Angeles	6	6
Sheriffs' Departments		
Colusa Co.	3	1
Los Angeles Co.	5	3
Marin Co.	4	4
Trinity Co.	3	0
TOTAL	45	29

Final Job Task Surveys

The final forms of the Public Safety Dispatcher Job Task Survey are described below. Appendices 4 and 5 contain the Incumbent Form and Supervisor Form, respectively. Appendix 6 contains the Administrator's Instructions that were distributed to local agency coordinators along with the surveys.

Incumbent Form. The incumbent form of the Job Task Survey contains several sections, including:

Section:

1. Background Information
2. Job Tasks (n=232)
2b. % Time Spent Performing Major Job Duties
3. Complaints/Incidents (n=240)
3b. % Complaints/Incidents Handled
4. Equipment and Systems (n=65)
5. Resource Materials (n=51)
6. Referral/Mutual Aid Agencies (n=97)
7. Field Communications (n=35)

Section 1 contains a checklist to be completed by participants to ensure that they meet the criteria for inclusion in the study. Participant background and demographic information is also elicited in this section. Sections 2, 3, and 4-7 call for incumbents to rate the listed items using the "Frequency" scale. In addition, Sections 3 and 6 (complaints/incidents and referral/mutual aid agencies) call for incumbents to rate these items using the "Level-of-Involvement" scale. In section 2b, dispatchers are asked to estimate the percentage of time spent performing eight major job activities, plus four auxiliary activities. In Section 3b, incumbents are asked to estimate the percentage of complaints/incidents that they handle within several major categories (e.g., emergency calls for law enforcement service, non-emergency calls for law enforcement service, etc.). In the last section of the survey, dispatchers are asked to estimate the numbers of field units that they communicate with, in performing their duties.

Supervisor Form. The supervisor form of the Job Task Survey contains three sections, including:

Section:

1. Background Information
2. Job Tasks (n=232)
3. Complaints/Incidents (n=240)

Section 1 calls for supervisors to provide certain background and demographic information necessary to ensure that the appropriate personnel complete the survey and to document the representation of the survey sample. Sections 2 and 3 (tasks and complaints/incidents) call for participants to rate each item using the "Importance," "When-Learned" and "In-Service Training" scales. On the final page of the supervisor form, supervisors are asked to estimate the amount of time (months) it generally takes for new complaint/dispatch personnel to achieve competency to perform the job.

Survey Sample

Since it would not be practical to administer the Job Task Survey to all dispatchers and supervisors in the state, a sample of the study population was surveyed. The survey sample was designed to be representative of important characteristics of the population and to facilitate analyses of dispatcher work as performed by different subgroups of the population.

The survey sample was selected through the following steps:

1. Stratify the study population
2. Establish overall target sample sizes
3. Select sample of agencies to survey
4. Establish individual agency target sample sizes
5. Select survey participants

Each of the sample selection steps is described in detail below.

1. Stratification

The study population was stratified by agency characteristics that were hypothesized to be potentially important sources of job differences among dispatchers. The purpose of this step was to ensure that the survey sample was adequately representative of these important characteristics and thereby enable analyses of group differences with respect to work performed. To this end, the following agency categories were employed:

Type of agency: police department, sheriff's department, and independent regional communication center;

Size of agency: small (less than 10 full-time dispatchers), medium (10 to 29 full-time dispatchers), and large (30 or more full-time dispatchers);

CAD vs. Non-CAD: whether or not the agency utilizes a computer-assisted dispatching system.

Tables 2.5 through 2.7 present cross-tabulations of the study population by agency type, size and CAD use/non-use for dispatching agencies, public safety dispatchers and supervisors, respectively.

2. Target Sample Sizes

The general approach to establishing the target sample sizes was to represent each agency type, size, and CAD/non-CAD category in approximate proportion to the population composition, while maintaining minimum numbers of dispatchers and supervisors sufficient to facilitate analyses of the survey response data at the subgroup level. Consequently, some agency subgroups were over-represented relative to the study population.

To facilitate subgroup analyses, minimum target sample sizes of 200 dispatchers and 80 supervisors were established for each agency type, for each agency size, and for both CAD and non-CAD categories (a total of 8 overlapping subgroups). The total target samples were 900 dispatchers and 355 supervisors. These target samples constituted approximately 23% of the available sampling pool of dispatchers (20% of the study population) and approximately 49% of the available sampling pool of dispatch supervisors (40% of the study population).

In determining the numbers of dispatchers and supervisors to be surveyed, consideration was given to the following.

a) The size of the study population. The numbers of dispatchers and supervisors in the study population within each of the above agency categories were considered to ensure that the target sample sizes were reasonable from an administrative standpoint, and that the population was adequately represented.

b) The available sampling pool. A total of 283 agencies (78%) volunteered to participate in the dispatcher research program. These agencies employ 88% of the dispatchers and 82% of the supervisors that comprise the study population, and are highly representative of each of the agency categories of interest.

A breakdown of the volunteer agencies by type, size and CAD use/non-use is shown in Table 2.8. Tables 2.9 and 2.10 present similar breakdowns of the available sampling pools of dispatchers and supervisors, respectively.

Table 2.5

Breakdown of Dispatching Agencies
by Size, Type, and CAD Use/Non-Use

	POLICE DEPT	SHERIFF'S DEPT	COMM. CENTER	TOTAL
Small	222 (61.3%)	22 (6.1%)	1 (0.3%)	245 (67.7%)
CAD	53 (14.6%)	2 (0.6%)	0 (0.0%)	55 (15.2%)
Non-CAD	169 (46.7%)	20 (5.5%)	1 (0.3%)	190 (52.5%)
Medium	74 (20.4%)	13 (3.6%)	12 (3.3%)	99 (27.3%)
CAD	48 (13.3%)	6 (1.7%)	8 (2.2%)	62 (17.1%)
Non-CAD	26 (7.2%)	7 (1.9%)	4 (1.1%)	37 (10.2%)
Large	6 (1.7%)	8 (2.2%)	4 (1.1%)	18 (5.0%)
CAD	6 (1.7%)	7 (1.9%)	4 (1.1%)	17 (4.7%)
Non-CAD	0 (0.0%)	1 (0.3%)	0 (0.0%)	1 (0.3%)
TOTAL	302 (83.4%)	43 (11.9%)	17 (4.7%)	362 (100.0%)
CAD	107 (29.6%)	15 (4.1%)	12 (3.3%)	134 (37.0%)
Non-CAD	195 (53.9%)	28 (7.7%)	5 (1.4%)	228 (63.0%)

Note: Percentages are computed relative to total for each agency category.

Table 2.6

Breakdown of Public Safety Dispatcher Population
by Agency Size, Type, and CAD Use/Non-Use

	POLICE DEPT	SHERIFF'S DEPT	COMM. CENTER	TOTAL
Small	1254 (28.3%)	152 (3.4%)	7 (0.2%)	1413 (31.9%)
CAD	378 (8.5%)	10 (0.2%)	0 (0.0%)	388 (8.8%)
Non-CAD	876 (19.8%)	142 (3.2%)	7 (0.2%)	1025 (23.1%)
Medium	1152 (26.0%)	261 (5.9%)	224 (5.1%)	1637 (36.9%)
CAD	785 (17.7%)	143 (3.2%)	142 (3.2%)	1070 (24.1%)
Non-CAD	367 (8.3%)	118 (2.7%)	82 (1.8%)	567 (12.8%)
Large	752 (17.0%)	377 (8.5%)	255 (5.8%)	1384 (31.2%)
CAD	752 (17.0%)	339 (7.6%)	255 (5.8%)	1346 (30.4%)
Non-CAD	0 (0.0%)	38 (0.9%)	0 (0.0%)	38 (0.9%)
TOTAL	3158 (71.2%)	790 (17.8%)	486 (11.0%)	4434 (100.0%)
CAD	1915 (43.2%)	492 (11.1%)	397 (9.0%)	2804 (63.2%)
Non-CAD	1243 (28.0%)	298 (6.7%)	89 (2.0%)	1630 (36.8%)

Note: Percentages are computed relative to total for each agency category.

Table 2.7

Breakdown of Dispatch Supervisor Population
by Agency Size, Type, and CAD Use/Non-Use

	POLICE DEPT	SHERIFF'S DEPT	COMM. CENTER	TOTAL
Small	382 (43.6%)	33 (3.8%)	1 (0.1%)	416 (47.4%)
CAD	95 (10.8%)	2 (0.2%)	0 (0.0%)	97 (11.1%)
Non-CAD	287 (32.7%)	31 (3.5%)	1 (0.1%)	319 (36.4%)
Medium	199 (22.7%)	48 (5.5%)	48 (5.5%)	295 (33.6%)
CAD	134 (15.3%)	31 (3.5%)	32 (3.6%)	197 (22.5%)
Non-CAD	65 (7.4%)	17 (1.9%)	16 (1.8%)	98 (11.2%)
Large	70 (8.0%)	55 (6.3%)	41 (4.7%)	166 (18.9%)
CAD	70 (8.0%)	50 (5.7%)	41 (4.7%)	161 (18.4%)
Non-CAD	0 (0.0%)	5 (0.6%)	0 (0.0%)	5 (0.6%)
TOTAL	651 (74.2%)	136 (15.5%)	90 (10.3%)	877 (100.0%)
CAD	299 (34.1%)	83 (9.5%)	73 (8.3%)	455 (51.9%)
Non-CAD	352 (40.1%)	53 (6.0%)	17 (1.9%)	422 (48.1%)

Note: Percentages are computed relative to total for each agency category.

Table 2.8

Available Sampling Pool
Dispatching Agencies

	No. Agencies (% of population)			
	POLICE DEPT	SHERIFF'S DEPT	COMM. CENTER	TOTAL
Small	159 (71.6%)	18 (81.8%)	1 (100.0%)	178 (72.7%)
CAD	43 (81.1%)	2 (100.0%)	0	45 (81.8%)
Non-CAD	116 (68.6%)	16 (80.0%)	1 (100.0%)	133 (70.0%)
Medium	67 (90.5%)	9 (69.2%)	12 (100.0%)	88 (88.9%)
CAD	42 (87.5%)	3 (50.0%)	8 (100.0%)	53 (85.5%)
Non-CAD	25 (96.2%)	6 (85.7%)	4 (100.0%)	35 (94.6%)
Large	6 (100.0%)	8 (100.0%)	3 (75.0%)	17 (94.4%)
CAD	6 (100.0%)	7 (100.0%)	3 (75.0%)	16 (94.1%)
Non-CAD	0	1 (100.0%)	0	1 (100.0%)
TOTAL	232 (76.8%)	35 (81.4%)	16 (94.1%)	283 (78.2%)
CAD	91 (85.0%)	12 (80.0%)	11 (91.7%)	114 (85.1%)
Non-CAD	141 (72.3%)	23 (82.1%)	5 (100.0%)	169 (74.1%)

Note: Values in parentheses are percentages of the population of agencies within each size, type, and CAD/non-CAD category.

Table 2.9

Available Sampling Pool
Public Safety Dispatchers

	No. Dispatchers (% of population)			
	POLICE DEPT	SHERIFF'S DEPT	COMM. CENTER	TOTAL
Small	938 (74.8%)	135 (88.8%)	7 (100.0%)	1080 (76.4%)
CAD	313 (82.8%)	10 (100.0%)	0	323 (83.2%)
Non-CAD	625 (71.3%)	125 (88.0%)	7 (100.0%)	757 (73.9%)
Medium	1056 (91.7%)	166 (63.6%)	224 (100.0%)	1446 (88.3%)
CAD	703 (89.6%)	61 (42.7%)	142 (100.0%)	906 (84.7%)
Non-CAD	353 (96.2%)	105 (89.0%)	82 (100.0%)	540 (95.2%)
Large	752 (100.0%)	377 (100.0%)	223 (87.5%)	1352 (97.7%)
CAD	752 (100.0%)	339 (100.0%)	223 (87.5%)	1314 (97.6%)
Non-CAD	0	38 (100.0%)	0	38 (100.0%)
TOTAL	2746 (87.0%)	678 (85.8%)	454 (93.4%)	3878 (87.5%)
CAD	1768 (92.3%)	410 (83.3%)	365 (91.9%)	2543 (90.7%)
Non-CAD	978 (78.7%)	268 (89.9%)	89 (100.0%)	1335 (81.9%)

Note: Values in parentheses are percentages of the population of dispatchers within each size, type, and CAD/non-CAD category.

Table 2.10

Available Sampling Pool
Dispatch Supervisors

	No. Supervisors (% of population)			
	POLICE DEPT	SHERIFF'S DEPT	COMM. CENTER	TOTAL
Small	269 (70.4%)	29 (87.9%)	1 (100.0%)	299 (71.9%)
CAD	78 (82.1%)	2 (100.0%)	0	80 (82.5%)
Non-CAD	191 (66.6%)	27 (87.1%)	1 (100.0%)	219 (68.7%)
Medium	184 (92.5%)	27 (56.3%)	48 (100.0%)	259 (87.8%)
CAD	120 (89.6%)	11 (35.5%)	32 (100.0%)	163 (82.7%)
Non-CAD	64 (98.5%)	16 (94.1%)	16 (100.0%)	96 (98.0%)
Large	70 (100.0%)	55 (100.0%)	37 (90.2%)	162 (97.6%)
CAD	70 (100.0%)	50 (100.0%)	37 (90.2%)	157 (97.5%)
Non-CAD	0	5 (100.0%)	0	5 (100.0%)
TOTAL	523 (80.3%)	111 (81.6%)	86 (95.6%)	720 (82.1%)
CAD	268 (89.6%)	63 (75.9%)	69 (94.5%)	400 (87.9%)
Non-CAD	255 (72.4%)	48 (90.6%)	17 (100.0%)	320 (75.8%)

Note: Values in parentheses are percentages of the population of supervisors within each size, type, and CAD/non-CAD category.

c) The number of respondents needed to obtain statistically reliable results. Consideration was also given to the statistical precision that would be obtained for the survey results within the eight agency size, type and CAD categories. That is, the level of confidence that would be associated with sample statistics in representing the "true" values for the population was considered.[6]

The resulting sampling plans for dispatchers and supervisors are shown in Tables 2.11 and 2.12, respectively.

3. Select Agencies to Survey

All agencies that expressed an interest in participating in the research program were selected to be surveyed, with the exception of certain categories of police departments where the target survey sample sizes could be achieved without surveying all volunteer agencies.[7] A total of 178 of the 283 volunteer agencies (63%) were selected for the survey sample, representing 49% of the study population of agencies.

4. Establish Individual Agency Target Sample Sizes

The numbers of dispatchers and supervisors to be surveyed at each agency were set in accordance with the above sampling plans. They were derived by multiplying the numbers of dispatchers and supervisors employed at each participating agency (shown in Appendix 2) by the percentages to be sampled for that agency size/type/CAD category (shown in Tables 2.11 and 2.12). For example, Table 2.11 specifies that 16.6% of the incumbent dispatchers from each of the large/CAD/police departments were to be sampled. Accordingly, the number of dispatchers to be surveyed at each of the agencies in this category was derived by multiplying 16.6% times the total number of dispatchers employed.[8]

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[6]For example, with a sample size of 80 supervisors, a sampling rate of 40%, and an obtained mean importance rating of 3.0 and variance of 1.0, there is a 95% probability that the "true" population mean importance rating falls between 2.9 and 3.1 (standard error = 0.0707). As a second example, consider a sample size of 200 dispatchers and sampling rate of 20%. Given that 50% of the dispatchers rated a task as "performed on the job" (variance = 25%), there is a 95% probability that the "true" percent performing for the population falls between 44% and 56% (standard error = 3.2%). See Kalton (1990) for further discussion of statistical precision and sampling.

[7]Police departments were randomly sampled as follows:
77% of small/CAD departments; 41% of small/non-CAD departments; 48% of medium/CAD departments; and 84% of medium/non-CAD departments.

[8]For those categories of police departments that were sampled from the available pool of volunteer agencies, the sampling plan percentages were adjusted upward as needed to achieve the target sample sizes.

Table 2.11

Sampling Plan
Public Safety Dispatchers

	Number to survey (% of those available)			
	POLICE DEPT	SHERIFF'S DEPT	COMM. CENTER	TOTAL
Small	145 (15.5%)	50 (37.0%)	5 (71.4%)	200 (18.5%)
CAD	95 (30.4%)	5 (50.0%)	0 (0.0%)	100 (31.0%)
Non-CAD	50 (8.0%)	45 (36.0%)	5 (71.4%)	100 (13.2%)
Medium	125 (11.8%)	95 (57.2%)	105 (46.9%)	325 (22.5%)
CAD	60 (8.5%)	25 (41.0%)	30 (21.1%)	115 (12.7%)
Non-CAD	65 (18.4%)	70 (66.7%)	75 (91.5%)	210 (38.9%)
Large	125 (16.6%)	125 (33.2%)	125 (56.1%)	375 (27.7%)
CAD	125 (16.6%)	105 (31.0%)	125 (56.1%)	355 (27.0%)
Non-CAD	0 (0.0%)	20 (52.6%)	0 (0.0%)	20 (52.6%)
TOTAL	395 (14.4%)	270 (39.8%)	235 (51.8%)	900 (23.2%)
CAD	280 (15.8%)	135 (32.9%)	155 (42.5%)	570 (22.4%)
Non-CAD	115 (11.8%)	135 (50.4%)	80 (89.9%)	330 (24.7%)

Table 2.12

Sampling Plan
Dispatch Supervisors

Number to survey (% of those available)

	POLICE DEPT	SHERIFF'S DEPT	COMM. CENTER	TOTAL
Small	79 (29.4%)	20 (69.0%)	1 (100.0%)	100 (33.4%)
CAD	24 (30.8%)	2 (100.0%)	0 (0.0%)	26 (32.5%)
Non-CAD	55 (28.8%)	18 (66.7%)	1 (100.0%)	74 (33.8%)
Medium	50 (27.2%)	25 (92.6%)	45 (93.8%)	120 (46.3%)
CAD	25 (20.8%)	10 (90.9%)	30 (93.8%)	65 (39.9%)
Non-CAD	25 (39.1%)	15 (93.8%)	15 (93.8%)	55 (57.3%)
Large	50 (71.4%)	50 (90.9%)	35 (94.6%)	135 (83.3%)
CAD	50 (71.4%)	45 (90.0%)	35 (94.6%)	130 (82.8%)
Non-CAD	0 (0.0%)	5 (100.0%)	0 (0.0%)	5 (100.0%)
TOTAL	179 (34.2%)	95 (85.6%)	81 (94.2%)	355 (49.3%)
CAD	99 (36.9%)	57 (90.5%)	65 (94.2%)	221 (55.3%)
Non-CAD	80 (31.4%)	38 (79.2%)	16 (94.1%)	134 (41.9%)

The above derived agency sample sizes were rounded to the nearest integer, with a minimum of one survey per agency (small/CAD and medium/CAD police department incumbent dispatcher samples were set to a minimum of 3). This resulted in target survey samples slightly larger than in the original design.

The numbers of dispatchers and supervisors that were to be surveyed by each agency are listed in Appendix 7.

5. Select Survey Participants

Survey participants from each agency were selected by local agency coordinators according to specific instructions provided by POST (see Administrator's Instructions, Appendix 6). The criteria for selecting survey participants are summarized below.

Criteria. Personnel who met the following criteria were to be selected to complete the survey:

Dispatchers:

1. Employed full-time as a complaint-taker and/or radio dispatcher, providing such services for law enforcement at least 50% of the time;

2. Completed entry-level dispatcher training and probation; and

3. Employed for at least 12 months as a complaint-taker or radio dispatcher.

Supervisors:

1. First-line communication supervisors or managers who are very familiar with all aspects of the dispatcher job.

Representation. In selecting survey participants, each agency coordinator was instructed to choose dispatchers and supervisors representing each of the following characteristics:

Shift/watch: dispatchers and supervisors were to be selected from each of the shifts/watches worked in the agency (e.g., day, evening, etc.).

Gender: female and male dispatchers and supervisors were to be selected in approximate proportion to the total numbers for dispatchers and supervisors in the agency.

Race/Ethnicity: dispatchers and supervisors of different racial/ethnic groups were to be selected in approximate proportion to the total numbers for dispatchers and supervisors in the agency.

Additional characteristics to be represented in selecting incumbent dispatchers included:

Tenure: dispatchers with 1-to-3 years of experience were to be selected in numbers equal to those with over 3 years experience as a dispatcher in the agency.

Assignment: if the agency had separate complaint-taker and radio dispatcher assignments, approximately equal numbers assigned to each function were to be selected.

In all instances where a sample of the dispatcher or supervisor work force was to be selected for participation in the survey, agency coordinators were instructed to select randomly.

Survey Administration

Distribution

In June 1989, a total of 1278 Job Task Surveys were distributed by mail to the 178 selected agencies, including 908 of the Incumbent Form and 370 of the Supervisor Form. The surveys were completed and returned to POST between July and September 1989. A total of 682 incumbent surveys and 291 supervisor surveys were returned to POST -- return rates of 75% and 79%, respectively.

Processing

The returned surveys were initially reviewed by POST staff for completeness and conformance with the criteria for participation in the survey. The surveys were then key-entered into a computer data file, which was subjected to further computer data checks (e.g., valid range of values, consistent ratings between scales, and percentage of complete ratings). A total of 43 incumbent surveys and 33 supervisor surveys were excluded from the analyses due to one or more of the reasons outlined below.

Reasons for Exclusion - Incumbents:

1. Not a full-time complaint-taker or dispatcher with primary responsibility for providing law enforcement related services.

2. Less than 12 months total experience as a dispatcher, or still on probation.

3. Employed less than four months at present agency.

4. Missing data for any of the above criterion variables.

5. Less than 80% of task frequency ratings completed, or less than 80% of incident frequency ratings completed.[9]

Reasons for Exclusion - Supervisors:

1. Not responsible for supervising or managing the work of law enforcement dispatchers.

2. Less than six months experience as a dispatch supervisor at present agency.

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[9] Respondents were excluded from all analyses if the "80% complete ratings" criterion was violated for either tasks or incidents.

3. Missing data for either of the above criterion variables.

4. Less than 80% of task importance ratings completed, or less than 80% of incident importance ratings completed.

The remaining surveys comprised the survey analysis sample. Appendix 8 lists the number of surveys completed per agency that were retained for subsequent analysis.

Survey Analysis Sample Representation

The survey analysis sample was comprised of 639 incumbent dispatchers representing 160 agencies, and 258 dispatch supervisors representing 145 agencies. The survey sample is further described below.

Agencies. The survey sample represented over 40% of the agencies comprising the study population. Representation of the agency size, type and CAD/non-CAD categories ranged from 35% (small agencies) to 90% (large agencies) in the incumbent dispatcher survey sample. The supervisor survey sample was similar to the incumbent sample with respect to the representation of the study population of agencies.

The **relative** percentages of agencies falling within each agency size, type and CAD/non-CAD category in both the incumbent and supervisor survey samples were comparable to the **relative** percentages within the population. Differences between sample percentages and population percentages ranged from 4.1% (over-representation of communication centers in the incumbent survey sample) to 14.6% (under-representation of small agencies in the supervisor survey sample).

The representation of agencies by both the incumbent and supervisor survey samples is shown in Table 2.13 (corresponding percentages of agencies comprising the population were presented earlier in Table 2.5).

Dispatchers. Overall, 14% of the dispatcher study population was represented in the survey sample. The representation of the population of dispatchers within the agency type, agency size, and CAD/Non-CAD categories ranged from 10% (police departments) to 26% (sheriffs' departments).

Table 2.13

Job Task Survey Representation

Incumbent Dispatcher Surveys Completed[1]

	Agencies			Dispatchers		
	% N	% Pop	Samp	% N	% Pop	Samp
Total	160	44.2	100%	639	14.4	100%
Small	86	35.1	53.8	175	12.4	27.4
Med	58	58.6	36.3	259	15.8	40.5
Large	16	88.9	10.0	205	14.8	32.1
Police	113	37.4	70.6	324	10.3	50.7
Sheriff	33	76.7	20.6	208	26.3	32.6
Comm.	14	82.4	8.8	107	22.0	16.7
CAD	76	56.7	47.5	380	13.6	59.5
Non-CAD	84	36.8	52.5	259	15.9	40.5

Supervisor Surveys Completed[2]

	Agencies			Supervisors		
	% N	% Pop	Samp	% N	% Pop	Samp
Total	145	40.1	100%	258	29.4	100%
Small	77	31.4	53.1	82	19.7	31.8
Med	52	52.5	35.9	95	32.2	36.8
Large	16	88.9	11.0	81	48.8	31.4
Police	100	33.1	69.0	133	20.4	51.6
Sheriff	31	72.1	21.4	78	57.4	30.2
Comm.	14	82.4	9.7	47	52.2	18.2
CAD	67	50.0	46.2	151	33.2	58.5
Non-CAD	78	34.2	53.8	107	25.4	41.5

Note. "% Pop" refers to percentage of the study population; "% Samp" refers to **relative** percentage of the survey sample.

[1]Returned surveys that met criteria for inclusion in study; a total of 43 incumbent surveys were excluded from the analyses.

[2]Returned surveys that met criteria for inclusion in study; a total of 33 supervisor surveys were excluded from the analyses.

The **relative** percentages of dispatchers falling within each agency size and CAD/non-CAD category in the incumbent sample were consistent with the percentages for the same categories within the population. With respect to agency size, differences between the survey sample versus the population were small, ranging from 0.9% to 4.5%. Furthermore, the population of dispatchers employed by CAD and non-CAD agencies was well represented by the survey sample (within 3.8%). The percentages of dispatchers sampled from each type of agency were less consistent with the population percentages. Police departments were under-represented by 20.5%, and sheriffs' departments were over-represented by 14.8%. Nevertheless, dispatchers employed by police departments comprised the majority of the survey sample, as they do in the population. Communication centers were over-represented in the survey sample by only 5.7%.

The representation of incumbent dispatchers in the survey sample is also shown in Table 2.13 (population percentages were presented earlier in Table 2.6).

Supervisors. Overall, 29% of the supervisor population was represented in the survey sample. Representation of the various agency categories ranged from 20% (supervisors employed by small agencies and police departments) to 57% (supervisors employed by sheriffs' departments). Table 2.13 also presents a breakdown of the supervisor survey sample by the agency subgroups (population percentages were presented earlier in Table 2.7).

The **relative** percentages of supervisors in the survey sample falling within each agency size, type and CAD/non-CAD category were similar to those obtained for the incumbent survey sample. Thus, the representation of each agency category was comparable to that obtained for the incumbent survey sample **relative to the dispatcher population** (i.e., approximate proportional representation of each agency size and CAD/non-CAD category, with some over-representation of police departments and under-representation of sheriffs' departments).[10]

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[10] The dispatcher population was the primary focus of the study. Therefore, it was desirable for the statistics computed for the supervisor surveys (e.g., mean importance rating) to be weighted consistently with the composition of the **dispatcher** population with respect to agency type, size and CAD use/non-use.

ANALYSIS AND RESULTS

Analyses of the Job Task Surveys were conducted pursuant to the objectives stated in the first section of this report. The principal aim was to identify the "core" public safety dispatcher job. Additional goals of the analyses were to identify training requirements for the "core" work elements, and to identify "group-specific" elements of dispatcher work.

This section of the report describes the results of the above analyses conducted separately for (a) tasks, (b) complaints/incidents, (c) equipment and systems, (d) resource materials, (e) referral and mutual aid agencies, and (f) field communications. Prior to these results, characteristics of the survey analysis sample are described. Results of an analysis of the consistency between incumbent ratings and supervisor ratings are also presented.

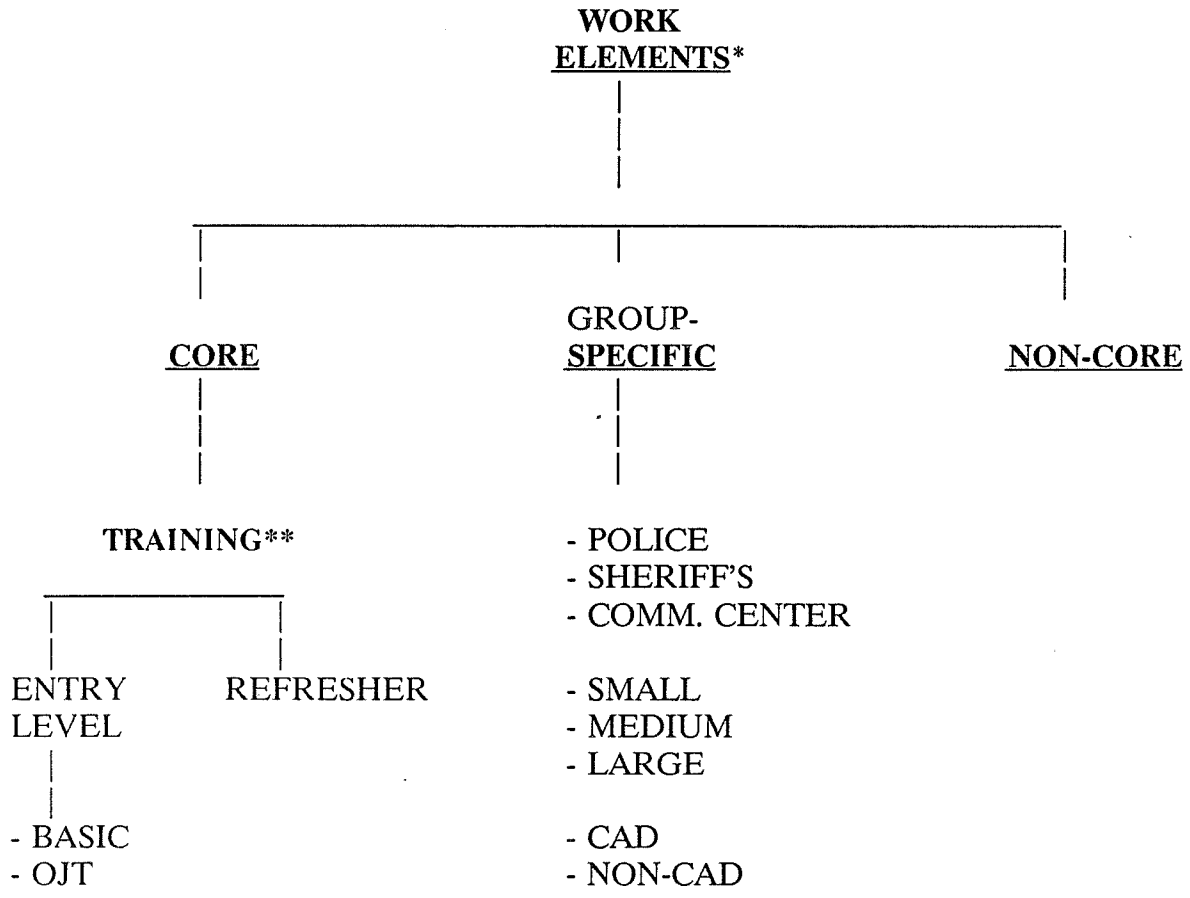
Analytic Framework

The general structure of the analysis was as follows. First, the "core" dispatcher work elements were identified, including tasks and complaints/incidents that are important and performed by dispatchers statewide; equipment and systems, and resource materials that are commonly used; and referral and mutual aid agencies, and field personnel that dispatchers commonly interact with, in performing their duties. For those tasks and complaints/incidents identified as "core," further analyses were conducted to identify those that are appropriately addressed in entry-level training or refresher training, including when to provide such training (e.g., classroom vs. on-the-job). The work elements that failed to meet the overall "core" criteria were further analyzed to identify those that met the criteria within certain agency subgroups; i.e., "group-specific" work elements. The remaining work elements were designated as "non-core."

An outline of the analysis is presented in Figure 3.

Figure 3

Task Analysis Framework



* Tasks, complaints/incidents, equipment & systems, resource materials, referral and mutual aid agencies, field personnel.

** Tasks and complaints/incidents only.

"Core" and "Group-Specific" Work Elements Defined

The analysis of "core" dispatcher work focused upon incumbent dispatcher "**Frequency**" ratings and supervisor "**Importance**" ratings, where applicable. To be considered a "core" work element, certain criteria were to be met for the total survey sample, as well as within the below described agency subgroups. "Group-specific" work elements were identified as those that did not meet the overall "core" criteria, but did meet the criteria for one or more of the below subgroups.

Unit of Analysis. In all analyses, the unit of analysis was the **individual survey** completed by an incumbent dispatcher or supervisor. Thus, all mean ratings were computed by simply averaging across individual ratings. This resulted in an implicit weighting of the overall survey results in approximate proportion to the dispatcher population composition with respect to agency size and CAD use/non-use, and to some extent, agency type. Because the analyses of "core" work elements were conducted at both the aggregate level and within each of the various agency subgroups, the survey results were protected from potential bias due to over- or under-representation of these subgroups of the dispatcher population.

"Core" Criteria for Tasks and Complaints/Incidents. In order to be considered a "core" task or complaint/incident, the following criteria were to be met.

"CORE" CRITERIA FOR TASKS & COMPLAINTS/INCIDENTS:

1. (a) At least 50% of incumbents perform (rated "1" or higher on frequency scale) **OR** (b) At least 50% of supervisors rated as part of the job for dispatchers in their agencies (rated "1" or higher on importance scale);

AND

2. Mean importance rating of at least "Of some importance" (2.0), based on the those supervisors that indicated that the task or complaint/incident is part of the job for dispatchers in their agencies.

Subgroups. To be considered a "core" work element, the above criteria were required to be met for the total survey sample (all respondents combined), as well as within each of the following agency subgroups:

> **Agency Type:** at least 2 of the 3 agency types (police, sheriffs', independent communication centers) were required to meet the "core" criteria.
>
> **Agency Size:** at least 2 of the 3 agency size subgroups (small, medium, large) were required to meet the "core" criteria.
>
> **CAD/non-CAD:** both CAD and non-CAD agencies were required to meet the "core" criteria.

An additional analysis of incumbent dispatcher ratings was made with respect to job tenure to ensure that substantial differences in work do not exist between less experienced dispatchers versus those with relatively more experience. Accordingly, the following additional criterion was required to be met:

> **Incumbent Tenure:** If performed by at least 50% of dispatchers with more than 3 years of experience, then must also be performed by at least 25% of dispatchers with less than 3 years of experience.

"Core" Criteria for Equipment & Systems, Resource Materials, Referral & Mutual Aid Agencies, and Field Personnel. The "core" criterion for these items was based upon the obtained incumbent dispatcher frequency-of-performance ratings, as follows.[1]

"CORE" EQUIPMENT & SYSTEMS, RESOURCE MATERIALS, REFERRAL & MUTUAL AID AGENCIES, AND FIELD PERSONNEL

- Used by at least 50% of incumbents (rated "1" or higher on "frequency" scale)

The above criterion was required to be met overall and within the above agency type, size and CAD/non-CAD subgroups. The tenure group criterion was also required to be met.

[1]Supervisor ratings were not obtained for these data.

"Training" Tasks and Complaints/Incidents Defined

Criteria. The "core" tasks and complaints/incidents identified above were further analyzed to identify those that are appropriately addressed in entry-level training (basic training and/or on-the-job training) on the basis of supervisor ratings on the **"When-Learned"** scale. "Core" elements that require refresher training were identified on the basis of supervisor ratings on the **"In-Service Training"** scale. The following criteria were employed in identifying tasks and complaints/incidents that require each type of training.

CRITERIA FOR "TRAINING" TASKS & COMPLAINTS/INCIDENTS:[2]

Basic Training: At least 50% of supervisors rated the item as appropriate for basic training ("When-Learned" rating of "1" or "2").

On-the-Job Training: At least 50% of supervisors rated the item as appropriate for on-the-job training ("When-Learned" rating of "2" or "3").

Refresher Training: At least 50% of supervisors rated the item as appropriate for refresher training ("In-Service Training" rating of "1" or "2").

Subgroups. The criteria for "training" tasks and complaints/incidents were to be met for the total sample of supervisors and within the agency subgroups, just as required for "core" items. That is, the criteria for "training" tasks and complaints/incidents were to be met for all supervisors combined, as well as within at least 2 of the 3 agency type categories (police, sheriffs', independent regional communication centers), within at least 2 of the 3 agency size categories (small, medium, large), and within both CAD and non-CAD agencies.

Extent of Training. Additional analyses were conducted to determine the **extent of basic training** that should be provided for those tasks and complaints/incidents identified as appropriate to be addressed in basic training (i.e., full development versus some preparation). Likewise, those items that were identified as requiring refresher training for tenured dispatchers were further analyzed to identify items that require **formal refresher training**.

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[2]Based upon the ratings of supervisors that rated the item as part of the job for dispatchers at their agencies ("Importance" rating of "1" or higher).

With regard to basic training, an analysis was conducted to identify tasks and complaints/incidents for which the capability to perform (handle) should be fully developed during basic training prior to any job assignment (as opposed to providing only some instruction in preparation for on-the-job training).

The criterion used to designate such items was as follows:

> "At least 50% of supervisors rated the item as appropriate for full development in basic training" ("When-Learned" rating of "1").
>
> This percentage was computed relative to the total number of supervisors indicating that the item is appropriate for basic training (rated "1" or "2" on the "When-Learned" scale).

The need for formal refresher training was determined on the basis of the percentage of supervisors indicating that such training is necessary. The following criterion was used:

> "At least 50% of supervisors rated the item as requiring formal refresher training" (rated "2" on the "In-Service Training" rating scale).
>
> This percentage was computed relative to the total number of supervisors indicating that refresher training is required (rated "1" or "2" on the "In-Service Training" scale).

Survey Analysis Sample Characteristics

Characteristics of the public safety dispatchers and supervisors that comprised the survey analysis samples are presented below. Overall, the analysis samples were highly representative of the study population.

Dispatcher Survey Analysis Sample

Demographics. Consistent with the characteristics of the study population, the analysis sample of dispatchers was largely female (81%), white (78%), and civilian (non-peace officer) (98%). The average age of the survey analysis sample was 34. See Table 3.1.

Table 3.1

Breakdown of Public Safety Dispatcher Survey Sample by Peace Officer Status, Gender, Race/Ethnicity and Age

Peace Officer Status[1]

	Freq	Percent
Civilian	625	98.3
Peace Officer	11	1.7
Total	636	

Gender

	Freq	Percent
Male	124	19.4
Female	515	80.6
Total	639	

Race/Ethnicity

	Freq	Percent
Asian	7	1.1
Black	50	7.8
Hispanic	67	10.5
White	502	78.6
Other	13	2.1
Total	639	

Age[2]

	Mean	SD	N	Min	Max
Age (years)	33.9	7.8	636	20	63

[1]Peace officer status was not reported for 3 cases.

[2]Age was not reported for 3 cases.

Education and Experience. The majority of respondents (55%) completed 1 or 2 years of college. With respect to job experience, the average reported amount of time at present agency as a dispatcher was 5.5 years; 39% of the sample reported having 1-3 years tenure, while 61% had more than 3 years tenure. The average reported total amount of time on the job working as a dispatcher was 6.8 years. See Table 3.2.

Assignment. The vast majority of respondents (90%) reported performing both complaint-taking and radio dispatching job duties; 51% reported their assignment to be combined complaint-taking/radio dispatching, while 39% indicated that they perform the two functions separately, rotating between each assignment. Of the remaining 10% of respondents, approximately 5% reported performing only radio dispatching job duties, 2% perform only complaint-taking job duties, and 3% indicated "other" for their job assignment.[3]

When asked to identify the types of radio dispatching assignments (radio consoles) worked during the last 4 months, in addition to law enforcement (which all respondents were required to perform), 46% of the dispatchers surveyed reported handling medical/ambulance dispatching calls, and 54% reported handling fire calls.

A substantial percentage (47%) of the dispatchers surveyed indicated that they are presently responsible for providing on-the-job training to new dispatchers.

These results are presented in Table 3.3.

Shift. The distribution of respondents across the various shifts/watches was well balanced; 32% reported working days, 31% evenings, 27% nights, and 10% relief/rotating shifts. See Table 3.4.

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[3]Of those who reported their assignment as "other", the most common assignment was clerk/dispatcher. These surveys were nevertheless included in the study since the participant checklist was completed appropriately.

Table 3.2

Breakdown of Public Safety Dispatcher Survey Sample by Tenure, Education and Experience

Tenure[1]

	Freq	Percent
1 to 3 years	244	38.6
Over 3 years	388	61.4
Total	632	

Education[2]

	Freq	Percent
High School/GED	181	28.4
One year of College	184	28.8
Associate Degree (2 years of college)	169	26.5
Bachelor's Degree	70	11.0
Master's Degree	5	0.8
Other	29	4.5
Total	638	

Years of Experience

	Mean	SD	N	Min	Max
Years in present assignment	5.5	4.6	632	0.2	30.3
Years as complaint/dispatcher at present agency	5.5	4.5	639	0.3	30.3
Total years as complaint/ dispatcher	6.8	5.0	636	1.0	30.3

[1]Tenure information was not reported for 7 cases.

[2]Education was not reported for 1 case.

Table 3.3

Breakdown of Public Safety Dispatcher Survey Sample by Assignment

Assignment[1]	Freq	Percent
Complaint-taker (only)	12	1.9
Radio Dispatcher (only)	30	4.7
Combined Function	326	51.3
Rotate - complaint/ dispatch (separate)	247	38.7
Other	21	3.3
Total	636	

Type of Dispatching Assignment(s) Worked[2]	Freq	Percent
Law enforcement	615	100.0
Medical/ambulance	281	45.7
Fire	331	53.8

Currently Responsible for Providing On-the-Job Training[3]	Freq	Percent
Yes	298	46.9
No	337	53.0
Total	635	

[1]Assignment was not reported for 3 cases.

[2]Multiple responses to this item were permitted; therefore, the total percentage adds to more than 100%. A total of 615 dispatchers responded to this item.

[3]Training assignment information was not reported for 4 cases.

Table 3.4

Breakdown of Public Safety Dispatcher Survey Sample
by Shift Worked

	Shift[1]	
	Freq	Percent
Day	204	32.0
Evening	200	31.3
Night (graveyard)	169	26.7
Relief/Rotating	65	10.2
Total	638	

	Other Shifts Worked in Last 4 Months	
	Freq	Percent
Yes	320	50.1
No	319	49.9
Total	639	

[1]Shift-worked was not reported for 1 case.

Supervisor Survey Analysis Sample

Demographics. The majority of respondents in the supervisor analysis sample were female (65%), white (85%) and 40 years of age, on average. Table 3.5 presents a breakdown of the sample by gender, race/ethnicity and age.

Rank/Assignment. Most of the supervisors in the sample were civilian (79%) and a substantial portion of the supervisors were working dispatchers (29%). Of the supervisors who indicated they were peace officers, the majority were sergeants. See Table 3.6.

Education and Experience. The majority of supervisors (58%) reported having completed 1 or 2 years of college. The average amount of time at present agency as a dispatch supervisor was 4.5 years, ranging from 6 months to 17 years. The average reported total amount of time on the job working as a dispatch supervisor was 5 years. The average reported total amount of experience working as a public safety dispatcher was 10.2 years. These results are also shown in Table 3.6.

Personnel Supervised. The vast majority of respondents (93%) indicated that they supervise personnel who perform combined complaint-taking and radio dispatching duties; 17% supervise personnel who perform the two functions separately; 3% supervise only radio dispatchers; and less than 1% supervise only complaint-takers. See Table 3.7.

Shift. The results shown in Table 3.7 also indicate that each of the shifts/watches were represented by substantial numbers of supervisors: 53% day shift; 20% evening, 17% night; and 10% relief/rotating shifts.

Table 3.5

Breakdown of Dispatch Supervisor Survey Sample by Gender, Race/Ethnicity and Age

Gender

	Freq	Percent
Male	91	35.3
Female	167	64.7
Total	258	

Race/Ethnicity

	Freq	Percent
Asian	3	1.2
Black	10	3.9
Hispanic	16	6.2
White	220	85.3
Other	9	3.5
Total	258	

Age[1]

	Mean	SD	N	Min	Max
Age (years)	39.6	7.8	257	22	62

[1]Age was not reported for 1 case.

Table 3.6

Breakdown of Dispatch Supervisor Survey Sample by Rank, Education and Years of Experience

	Rank[1]	
	Freq	Percent
Civilian		
Supervising Dispatcher	74	29.4
Comm. Center Supervisor	71	28.2
Comm. Center Manager	7	2.8
Other	47	18.7
Peace Officer		
Officer/Deputy	2	0.8
Corporal	8	3.2
Sergeant	36	14.3
Lieutenant	2	0.8
Captain	4	1.6
Other	1	0.4
Total	252	

	Education	
	Freq	Percent
High School/GED	53	20.5
One year of College	65	25.2
Associate Degree (2 years of college)	85	32.9
Bachelor's Degree	40	15.5
Master's Degree	5	1.9
Other	10	3.9
Total	258	

	Years of Experience[2]				
	Mean	SD	N	Min	Max
Years as dispatch supervisor at present agency	4.5	3.6	258	0.5	17.3
Total years as dispatch supervisor	5.0	3.9	258	0.5	21.3
Total years experience as complaint/dispatcher	10.2	6.3	247	0	28.5

[1] Rank was not reported for 6 cases.

[2] Total years of experience as a complaint/dispatcher was not reported for 11 cases.

Table 3.7

Breakdown of Dispatch Supervisor Sample by
Shift Worked and Types of Personnel Supervised

	Shift[1]	
	Freq	Percent
Day	137	53.3
Evening	51	19.8
Night (graveyard)	44	17.1
Relief/Rotating	25	9.7
Total	257	

	Types of Personnel Supervised[2]	
	Freq	Percent
Complaint-Taker (only)	1	0.4
Radio Dispatcher (only)	7	2.9
Complaint-Taker & Radio Dispatcher (separately)	41	17.2
Combined Complaint/ Dispatch Function	221	92.5

[1]Shift-worked was not reported for 1 case.

[2]Multiple responses to this item were permitted. Therefore, the total percentage adds to more than 100%. Type of personnel supervised was reported for 239 cases.

Overview of Task Analysis Results

The results of the analyses of "core," "group-specific," and "non-core" work elements are summarized below, along with the analysis of training requirements. The first three columns present the numbers of "core," "group-specific," and "non-core" work elements identified. The last three columns present the numbers of "core" tasks and complaints/incidents that were identified as appropriate to be addressed in basic training, on-the-job training, and refresher training, respectively.

	Core	Grp-Spec	Non-Core	Training[4] Basic	OJT	Refr
Tasks	121	30	81	87	119	95
Complaints/Incidents	223	10	7	200	223	180
Equipment and Systems	35	7	23	--	--	--
Resource Materials	28	5	20	--	--	--
Referrals/Mutual Aid	39	25	33	--	--	--
Field Personnel	26	5	4	--	--	--

Overall, these results indicate that a substantial portion of the work domain described in the Job Task Survey applies to dispatchers statewide. Over 50% of the tasks and 90% of the complaints/incidents listed were identified as "core." In contrast, relatively little of the work domain was found to apply only to certain agency subgroups. Only 13% of the tasks and 4% of the complaints/incidents listed were identified as "group-specific." The greatest extent of group-specific results were found with respect to referral and mutual aid agencies, where 26% of the listed agencies were found to apply only to certain subgroups of dispatchers.

All of the "core" tasks and complaints/incidents were identified as appropriate to be addressed in training. With regard to entry-level dispatcher training, 73% of the "core" tasks and 90% of the "core" complaints/incidents were rated as appropriate for treatment in basic (classroom) training, while all "core" tasks and complaints/incidents were rated as appropriate to be addressed in on-the-job training. None of the tasks or complaints/incidents were identified as appropriate for full development in basic training.

[4]Two tasks were not appropriate to be rated on the "When-Learned" and "In-Service Training" scales and were, thus, excluded from these analyses. They were: #146, Attend in-service training sessions, and #147, Attend squad meetings/communications briefings.

With regard to refresher training for tenured dispatchers, 80% of the tasks and 81% of the complaints/incidents were rated as appropriate for refresher training. Of these, only a small number were identified as requiring formal training (i.e., provided in the classroom, including an evaluation of student performance).

The results of the analyses of each type of job information are further described in the following sections.

Tasks

"Core" Tasks

Of the 232 tasks contained in the survey, 121 (52%) met the overall "core" criteria, representing eight major job activities. None of the tasks in the auxiliary activity areas met the "core" criteria (i.e., Evidence, Custody, and Auxiliary Recordkeeping). The vast majority of the "core" tasks were found to apply to all agency subgroups.

Aggregate Statistics. The ratings of the 121 "core" tasks are summarized below.

	Mean	Min	Max
% Incumbents that reported performing each task	85%	26%	100%
Frequency of performance	6.0	1.3	7.9
% Supervisors rating task as "part of the job" for dispatchers in their agencies	86%	48%	100%
Importance	3.8	2.2	4.9

The average percent of incumbents that reported having performed each of the "core" tasks was found to be high (85%), as was the mean frequency rating (6.0), which corresponds to a scale value of "more than once per week." The average percent of supervisors indicating each task is part of the job for dispatchers is also high (86%). The mean importance rating across all "core" tasks corresponds to a scale value of "very important" (3.8) and ranges from "of some importance" to "critical."

Job Activity Statistics. On average, "core" tasks were rated highest in importance in the following job activity areas:

"Screening Complaints and Obtaining Information," "Monitoring Field Units and Emergency Systems," "Dispatching Personnel and Resources," "Providing Information to Field Units," and "Training" (mean importance ratings ranged from 4.0 to 4.2, corresponding to a scale value of "very important"). The "core" tasks within the activity areas "Providing Information to the Public and Other Agencies," "Reporting and Recordkeeping" and "Facility Operations" were rated as "important" on average (mean importance ratings of 3.3 were obtained for each activity area).

The most frequently performed "core" tasks are contained in the job activity areas "Screening Complaints and Obtaining Information," "Monitoring Field Units and Emergency Systems," and "Providing Information to Field Units" (mean frequency ratings ranged from 6.7 to 7.1, corresponding to a scale value of "performed daily").

Table 3.8 presents a summary of the "core" tasks within each job activity area, as well as for the total survey sample.

Critical Tasks. A total of 23 "core" tasks were rated by supervisors as critical for dispatchers to perform competently (mean importance of at least 4.5). Table 3.9 lists these tasks along with the mean "Importance" rating and percentage of supervisors rating the task as "part of the job" for dispatchers in their agencies.

The tasks rated highest in importance generally concern: receiving and handling 9-1-1 calls; obtaining and evaluating complaint information; determining dispatch priority and appropriate personnel and resources; dispatching field units; directing and coordinating response of multiple field units; monitoring status of field units and incidents; maintaining radio communications with field units; and providing training to new dispatchers.

Frequently Performed Tasks. The majority of the "core" tasks (51%) are performed by dispatchers on a daily basis (mean frequency of at least 6.5), reflecting the repetitive nature of the work. Table 3.10 lists the most frequently performed "core" tasks, along with the mean "Frequency" rating and percentage of dispatchers that reported performing each task.

The most frequently performed tasks involve: querying data bases and providing information to field units; classifying and summarizing incidents; determining dispatch priority and appropriate personnel, resources and referral agencies; dispatching patrol officers to calls for service; maintaining field communications; monitoring status of field units and incidents; handling calls from the public and obtaining complaint-dispatching information.

Table 3.8
Summary of "Core" Tasks by Job Activity Area

Activity	No. "Core" Tasks	% Disp	Mean % Supv	Mean Imp	Mean Freq
1. Screening Complaints & Obtaining Information	35	94	95	4.2	6.7
2. Providing Information to the Public & Other Agencies	20	84	81	3.3	5.3
3. Monitoring Field Units & Emergency Systems	9	88	88	4.2	7.1
4. Dispatching Personnel & Resources	14	87	87	4.0	6.4
5. Providing Information to Field Units	12	95	96	4.0	7.0
6. Reporting & Recordkeeping	13	63	68	3.3	4.7
7. Facility Operations	15	75	74	3.3	5.3
8. Training	3	57	85	4.0	2.5
9a. Evidence	0	--	--	--	--
9b. Custody	0	--	--	--	--
9c. Auxiliary Recordkeeping	0	--	--	--	--
TOTAL	121	85	85	3.8	6.0

Table 3.9
Critical Dispatcher Tasks

Task No.	Avg Impt	% Supv	
11.	4.9	97%	Receive and handle 9-1-1 calls.
58.	4.8	99%	Monitor and respond to radio transmissions from law enforcement field units.
14.	4.7	98%	Receive, prioritize, and handle multiple phone calls for assistance.
80.	4.7	60%	Dispatch fire fighters to calls for service.
76.	4.6	100%	Dispatch by radio transmission.
6.	4.6	98%	Obtain initial complaint-screening information from victims, witnesses, or other agencies.
2.	4.6	98%	Receive telephone complaints and requests from the public.
21.	4.6	98%	Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.
81.	4.6	59%	Dispatch emergency medical unit or ambulance to calls for service.
29.	4.6	100%	Determine dispatching priority.
78.	4.6	100%	Dispatch patrol officers to calls for service.
22.	4.6	84%	Obtain full complaint-dispatching information for medical emergencies.
60.	4.6	65%	Monitor and respond to fire department radio transmissions.
20.	4.6	99%	Evaluate initial complaint information to determine what action is necessary.
24.	4.6	97%	Obtain full complaint-dispatching information for safety hazards.
72.	4.5	100%	Contact law enforcement field units by radio to check on status.
23.	4.5	78%	Obtain full complaint-dispatching information for fire emergencies.
12.	4.5	93%	Receive and handle TDD calls (e.g., deaf caller).
75.	4.5	97%	Determine appropriate personnel and resources to dispatch to incidents.
85.	4.5	94%	Direct and coordinate response of multiple field units.
71.	4.5	97%	Monitor, coordinate, and update status information for multiple field units and incidents.
16.	4.5	98%	Communicate with mentally unstable or suicidal citizen.
166.	4.5	98%	Provide on-the-job training to new dispatchers.

Note: N = 23 tasks.

Table 3.10
Public Safety Dispatcher Tasks Performed Most Frequently

Task No.	Avg Freq	% Incbt	
97.	7.9	100%	Query data base for vehicle license, registration, and stolen vehicle information.
76.	7.9	99%	Dispatch by radio transmission.
78.	7.8	99%	Dispatch patrol officers to calls for service.
30.	7.8	99%	Summarize incident for dispatching purposes.
58.	7.8	98%	Monitor and respond to radio transmissions from law enforcement field units.
75.	7.8	97%	Determine appropriate personnel and resources to dispatch to incidents.
93.	7.8	100%	Provide requested information to law enforcement field units.
29.	7.8	99%	Determine dispatching priority.
72.	7.8	98%	Contact law enforcement field units by radio to check on status.
5.	7.8	100%	Receive requests from law enforcement field units.
20.	7.7	98%	Evaluate initial complaint information to determine what action is necessary.
21.	7.7	99%	Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.
99.	7.7	100%	Query data base for driver's license information.
2.	7.7	99%	Receive telephone complaints and requests from the public.
11.	7.7	97%	Receive and handle 9-1-1 calls.
71.	7.7	96%	Monitor, coordinate, and update status information for multiple field units and incidents.
116.	7.7	82%	Issue case and/or traffic accident numbers.
28.	7.6	97%	Classify complaint/incident by type and code (e.g., civil, criminal, etc.).
100.	7.6	99%	Query data base for information regarding wants and warrants.
68.	7.6	95%	Monitor pending complaints and incidents.
32.	7.6	79%	Enter complaint information into computer system.
27.	7.6	99%	Determine appropriate agency for complaints and requests.
14.	7.6	98%	Receive, prioritize, and handle multiple phone calls for assistance.
6.	7.6	98%	Obtain initial complaint-screening information from victims, witnesses, or other agencies.
4.	7.6	98%	Receive officer-initiated complaints (e.g., citizen flag-down).
39.	7.5	99%	Refer or transfer caller to appropriate department or agency.
38.	7.5	98%	Provide general information to the public (e.g., phone numbers, agency services).
96.	7.5	99%	Advise field units of updated information regarding an incident.
35.	7.5	77%	Transmit complaint information to radio dispatcher (e.g., by computer or telephone).

Note: N=29 tasks.

"Core" Task Listings. Appendix 9 lists the "core" tasks within each job activity area, along with the following summary statistics: mean "Importance" rating, percentage of supervisors rating task as part of the job, mean "Frequency" rating, percentage of incumbents performing, and the agency subgroups that met the "core" criteria for each task. Appendix 10 lists the "core" tasks in order of mean "Importance" rating, while Appendix 11 lists them in order of mean "Frequency" rating.

"Group-Specific" Tasks

Of the tasks that failed to meet the "core" criteria, 30 were identified as "group-specific." These tasks were reportedly performed by at least 50% of incumbents and were rated as at least "Of some importance," on average, by supervisors in one or more agency subgroups. The "group-specific" tasks were identified to determine the extent to which agency type, size and CAD use/non-use are related to differences in the work performed by dispatchers. These items may be useful to agencies in developing their specific training and selection programs.

A summary of the "group-specific" tasks identified per agency subgroup is presented below.

Agency Subgroup	No. Group-Specific Tasks
Small	24
Medium	12
Large	4
Police	10
Sheriff	12
Comm. Center	10
CAD	4
Non-CAD	18

The relatively large number of "group-specific" tasks identified for small agencies suggests that dispatchers in these agencies have a somewhat broader range of job duties. A note-worthy example is in working directly with the public, such as working the public counter, searching prisoners/arrestees, and issuing receipts for monies received. The work of dispatchers in large agencies is distinguished by the use of computer equipment.

"Group-Specific" Task Listing. The identified "group-specific" tasks are listed in Appendix 12. Below each task statement, the relevant agency subgroups are listed along with their corresponding average ratings (mean "Importance," percentage of supervisors rating the task as part of the job, mean "Frequency," and percentage of incumbents performing). It should be noted that since the agency subgroups overlap, these results should be viewed with caution. The safest interpretation is to identify the "intersection" of the associated subgroups. For example, Task #1 "Receive in-person complaints and requests from the public" applies to small police departments. The use or non-use of a CAD system is probably not relevant to the performance of this task.

"Non-Core" Tasks

The majority of the 81 tasks that failed to meet either the "core" criteria or "group-specific" criteria generally involve reporting/recordkeeping and auxiliary job activities, such as handling evidence and custody duties. Only two tasks were identified as "non-core" due to tenure group differences; both concerned training/personnel duties (i.e., preparing training aids and conducting performance evaluations).

"Non-Core" Task Listing. The "non-core" tasks are listed in Appendix 13, along with summary statistics (percentage of incumbents performing, percentage of supervisors rating as part of the job, mean "Importance" rating, and tenure group difference, if any).

"Training" Tasks

All of the "core" tasks (n=119, excluding the aforementioned two tasks) were identified as appropriate for some form of training. Table 3.11 presents a breakdown of the "training" tasks by mode of training for each of the eight job activity areas. Overall, the majority of "basic training" and "refresher training" tasks were concentrated in activity areas 1-5, while "on-the-job training" tasks were distributed throughout activity areas 1-7. Activity area 8, concerned with providing training to others, contains very few "core" tasks and thus relatively little training was identified as necessary for this area.

"Training Task" Listing. Appendix 14 lists the identified "training" tasks, along with the modes of training that were most often recommended; i.e., basic training, on-the-job training, and/or refresher training.

Table 3.11

Breakdown of "Training Tasks" by Job Activity Area

Activity	No. Tasks by Mode of Training: Basic	On-the-Job	Refresher
1. Screening Complaints & Obtaining Information	34	35	32
2. Providing Information to the Public & Other Agencies	16	20	19
3. Monitoring Field Units & Emergency Systems	9	9	9
4. Dispatching Personnel & Resources	12	14	12
5. Providing Information to Field Units	12	12	12
6. Reporting & Recordkeeping	2	13	7
7. Facility Operations	0	13	2
8. Training	2	3	2
TOTAL	87	119	95

Basic Training. A total of 87 "core" tasks (73%) were rated by a majority of supervisors as suitable for basic training. Supervisory ratings of these tasks are summarized below.

	Mean	Min	Max
% Supervisors rating each task as appropriate for basic training	77%	57%	93%
% Supervisors indicating **full** classroom preparation is required, before any job assignment or on-the-job training	13%	5%	31%
Importance	4.0	2.5	4.9

On average, a large percentage of supervisors rated the tasks as appropriate for basic training (77%). The tasks were rated as "very important" on average (mean rating = 4.0), ranging from between "of some importance" and "important" to "critical" for overall successful performance as a dispatcher.

None of the tasks were rated by a majority as appropriate for full development in basic training (the highest percentage was 31%), suggesting that the general role of basic training, as recommended by supervisors, should be to prepare dispatchers for subsequent on-the-job training, rather than to produce a fully-functioning dispatcher.

"Basic Training" Task Listing. Appendix 15 lists these tasks, along with the following summary statistics: percentage of supervisors indicating basic training is appropriate ("When-Learned" rating of "1" or "2"); the modal value for extent of basic training (full development vs. some preparation); percentage of supervisors reporting the modal extent-of-training rating (of those indicating basic training is appropriate); and the agency subgroups that met the "core" training criteria.

On-the-Job Training. All "core" tasks (n=119) were identified as appropriate to be addressed during on-the-job entry-level training. These tasks encompass all of the above 87 "basic training" tasks. As seen in the summary of the task ratings below, a large percentage of supervisors rated the "core" tasks as suitable for on-the-job training (87%), and the identified tasks were rated as "very important" (3.8), on average.

	Mean	Min	Max
% Supervisors rating each task as appropriate for on-the-job training	87%	64%	96%
Importance	3.8	2.2	4.9

"On-the-Job Training" Task Listing. Appendix 16 lists the identified "on-the-job training" tasks, along with summary statistics, including: percentage of supervisors indicating on-the-job training is appropriate ("When-Learned" rating of "2" or "3"); and the agency subgroups that met the criteria.

Refresher Training. A total of 95 "core" tasks (80%) were identified as requiring refresher training for tenured dispatchers. A summary of these ratings is presented below.

	Mean	Min	Max
% Supervisors rating each task as requiring refresher training	71%	53%	92%
% Supervisors indicating formal refresher training required	31%	11%	65%
Importance	3.9	2.5	4.9

On average, 71% of supervisors indicated that each task requires refresher training. Supervisors rated the competent performance of these tasks as "very important" to the overall successful job performance of dispatchers in their agencies (mean importance = 3.9).

Of the 95 "refresher training" tasks, the vast majority (91%) were rated as "best handled by individual agencies in training bulletins or brief in-service meetings." Only 9 tasks were identified as requiring formal classroom instruction, including assessment of dispatcher performance by regional centers or local agencies. These tasks are listed in Table 3.12 and include items such as: communicate with mentally unstable or suicidal citizen; and obtain full complaint-dispatching information for medical emergencies, fire emergencies, and safety hazards.

Table 3.12

"Core" Tasks that Require Formal Refresher Training for Tenured Dispatchers

Task No.	
16.	Communicate with mentally unstable or suicidal citizen.
22.	Obtain full complaint-dispatching information for medical emergencies.
23.	Obtain full complaint-dispatching information for fire emergencies.
24.	Obtain full complaint-dispatching information for safety hazards (e.g., chemical spill, power lines down, flooded street).
47.	Advise citizens of actions to take during medical emergency (e.g., pre-arrival instructions).
49.	Advise citizens of actions to take during fire emergency.
50.	Advise citizens of actions to take in hazardous situations (e.g., chemical spill, severe weather).
166.	Provide on-the-job training to new dispatchers.
167.	Provide classroom training to dispatchers and other personnel.

"Refresher Training" Task Listing. Appendix 17 lists these tasks, along with the following summary statistics: percentage of supervisors indicating refresher training is required ("In-Service Training" rating of "1" or "2"); the modal rating of type-of-training required (local/informal training vs. formal training); the percentage of supervisors corresponding to the modal type-of-training rating; and the agency subgroups that met the criteria.

Complaints/Incidents

The analysis of complaints and incidents handled by public safety dispatchers was conducted in the same manner as the task analyses described above. That is, "core," "group-specific," "non-core" complaints/incidents were identified, as were training requirements.

"Core" Complaints/Incidents

A total of 223 of the 240 listed complaints/incidents (93%) were identified as "core." These complaints/incidents were found to apply consistently to dispatchers within the different agency type, size and CAD/non-CAD subgroups. There were few "core" complaints/incidents that did not apply to all agency subgroups.

Aggregate Statistics. Overall summary statistics for the "core" complaint/incident ratings are presented below.

	Mean	Min	Max
% Incumbents that reported handling each complaint/ incident	83%	6%	100%
Frequency of performance	4.1	1.2	7.8
% Supervisors rating complaint/ incident as "part of the job" for dispatchers in their agencies	93%	55%	100%
Importance	3.5	2.2	5.0

The average percent of incumbents that reported handling each "core" complaint/incident was found to be high (83%), although several complaints/incidents were reported as being handled by only a small percentage of incumbents.[5] The average frequency with which the complaints/incidents are reportedly handled corresponds to a scale value of "more than once per month" (mean = 4.1). A substantial percentage (40%) of the "core" complaints/incidents were reported to be handled monthly or less frequently (mean frequency rating of less than 3.5), suggesting that dispatchers encounter a variety of situations on a day-to-day basis.

The average percent of supervisors rating each "core" complaint/incident as part of the job for dispatchers in their agencies (93%) was found to be somewhat higher than the corresponding percent of incumbents (these differences are further explored in a later section). The mean importance rating (3.5) corresponds to a scale value of between "important" and "very important." The vast majority of "core" complaints/ incidents (92%) were rated as "important" or higher (mean importance rating of at least 2.5).

With respect to "level-of involvement" ratings, the vast majority of "core" complaints/incidents (98%) were reported to be handled most often by "receiving the call **and** dispatching field units" (level-4). The remaining five "core" incidents were reported to be handled most often by simply "referring or transferring the caller with limited contact; no complaint-dispatching information obtained."[6] On average, 66% of incumbents reported this modal level-of-involvement rating.

Critical Incidents. Of the 223 "core" complaints/incidents, 27 were rated by supervisors as "critically important" on average (mean = 4.5 or higher). Those rated as most critical include: "Officer needs help - emergency," "Felony vehicle stop," "Hostage situation" and "Missing officer." See Table 3.13.

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[5] The most infrequently encountered incident, "bus hijacking" was reportedly encountered by 6% of incumbents. However 77% of supervisors indicated that competent handling of the incident is part of the job and "very important" on average.

[6] These incidents included: citizen locked out of building or vehicle; complaint against public safety official; complaint against public safety service; low flying aircraft; and request for copy of crime or traffic report.

Table 3.13

Critical Incidents

Incident No.	Mean Imp	% Supervisors	
157	5.0	100	Officer needs help - emergency
236	4.8	100	Vehicle stop - felony (high risk)
120	4.8	99	Hostage situation
150	4.8	100	Missing officer
29	4.7	100	Barricaded suspect
26	4.7	99	Attempted murder
198	4.7	97	Sniper
119	4.7	100	Homicide
35	4.7	97	Bombing
174	4.7	100	Pursuit - vehicle
165	4.7	100	Person with gun
173	4.6	100	Pursuit - foot
16	4.6	99	Alarm - robbery
94	4.6	98	Explosion
188	4.6	98	Robbery - bank
24	4.6	100	Assault with a deadly weapon
27	4.6	86	Auto-train accident
101	4.5	87	Fire - structure
19	4.5	97	Ambulance needed
176	4.5	100	Rape
216	4.5	98	Traffic accident - fatality
145	4.5	100	Medical emergency - law enforcement assistance needed
133	4.5	99	Kidnapping
3	4.5	99	Accident involving hazardous material (e.g., chemicals)
84	4.5	97	Drowning
187	4.5	100	Robbery (excluding bank)
217	4.5	97	Traffic accident - injury

Note: N=27 complaints/incidents rated as critically important (mean importance >= 4.5).

Frequently Handled "Core" Incidents. The complaints/incidents that dispatchers reportedly encounter most frequently involve vehicle stops, disturbances, and alarms. Table 3.14 lists 26 "core" complaints/incidents that dispatchers reportedly handled on a daily basis, on average.

"Core" Complaint/Incident Listings. Appendix 18 lists the identified "core" complaints/incidents, along with the following summary statistics: mean "Importance" rating, percentage of supervisors rating the item as part of the job for dispatchers, mean "Frequency" rating, percentage of incumbents performing, modal incumbent response regarding level of involvement in handling the complaint/incident, percentage of incumbents reporting the modal level-of-involvement rating, and the agency subgroups that met the "core" criteria.

Appendix 19 lists the identified "core" complaints/incidents in order of average "Importance" rating. Appendix 20 lists the "core" complaints/incidents in order of average "Frequency" rating.

"Group-Specific" Complaints/Incidents

Only ten (10) complaints/incidents were identified as "group-specific." These items failed to meet the overall "core" criteria, but met the criteria within at least one agency subgroup. The number of such complaints/incidents per agency subgroup is shown below.

Agency Subgroups	No. Group-Specific Incidents
Small	4
Medium	3
Large	4
Police	1
Sheriff	5
Comm. Center	5
CAD	4
Non-CAD	1

Table 3.14

Most Frequently Handled Complaints/Incidents

Incident No.	Avg. Freq	% Incumbents	
237	7.8	98	Vehicle stop - routine
80	7.4	100	Disturbance - noise (e.g., music, barking dog)
12	7.4	100	Alarm - burglary
77	7.4	100	Disturbance - fight (verbal or physical)
4	7.3	97	Activated alarm
78	7.2	100	Disturbance - juveniles
19	7.1	98	Ambulance needed
206	7.1	100	Suspicious person
146	7.1	95	Medical emergency - no law enforcement assistance needed
207	7.0	99	Suspicious vehicle
82	7.0	100	Domestic violence
79	7.0	99	Disturbance - neighbor
81	6.9	99	Disturbance - party
218	6.9	100	Traffic accident - non-injury
41	6.8	99	Burglary - residential
23	6.7	100	Assault
213	6.7	100	Theft - misdemeanor
231	6.7	100	Vandalism
42	6.7	100	Burglary - vehicle
51	6.7	83	Citizen flag-down (e.g., on-site)
219	6.6	100	Traffic accident - unknown injury
30	6.6	99	Battery
87	6.5	100	Drunk in public area
205	6.5	97	Suspicious circumstances or object
158	6.5	100	Officer request for assistance - routine
1	6.5	100	Abandoned vehicle

Note: N=26 complaints/incidents reportedly encountered on a daily basis (mean frequency >= 6.5).

"Group-Specific" Complaint/Incident Listing. Appendix 21 lists the identified "group-specific" complaints/incidents, along with summary statistics for each agency subgroup (mean "Importance," percentage of supervisors rating as part of the job, mean "Frequency," and percentage of incumbents performing). These complaints/incidents include items such as: "reckless boat operation," "building code violation" and "dead animal."

"Non-Core" Complaints/Incidents

Only seven (7) complaints/incidents were identified as "non-core" from among the 240 listed in the Job Task Survey. Most of these complaints/incidents are airport-related, such as hijacking, security violations, and runway obstructions. Only one of the "non-core" complaints/incidents was rejected due to tenure group differences (i.e., "Flood"). See Appendix 22.

"Training" Complaints/Incidents

All of the "core" complaints/incidents identified above were rated as appropriate to be addressed in entry-level training and the majority (81%) were identified as requiring refresher training. These "training" complaints/incidents are listed in Appendix 23, along with the mode(s) of training recommended by the majority of supervisors.

Basic Training. A total of 200 "core" complaints/incidents were identified as suitable for basic entry-level (classroom) training. Aggregate statistics for these "basic training" complaints/incidents are presented below.

	Mean	Min	Max
% Supervisors rating each complaint/ incident as appropriate for basic training	77%	58%	92%
% Supervisors indicating **full** classroom preparation is required, before any job assignment or on-the-job training	17%	11%	27%
Importance	3.6	2.3	5.0

On average, a large percentage of supervisors rated the complaints/incidents as appropriate for basic training (mean = 77%). The competent handling of these

complaints/incidents by dispatchers was rated as "very important" on average (mean rating = 3.6), ranging from "of some importance" to "critical."

None of the complaints/incidents were rated by a majority as appropriate for **full development** in basic training (the highest percentage was 27%). These results further demonstrate the belief of most supervisors that the general role of basic (classroom) training should be to prepare dispatchers for subsequent on-the-job training.

"Basic Training" Complaint/Incident Listing. These items are listed in Appendix 24, along with the following summary statistics: percentage of supervisors indicating basic training is appropriate ("When-Learned" rating of "1" or "2"); the modal value for extent of basic training (full preparation vs. some preparation); percentage of supervisors reporting the modal extent-of-training rating; and the agency subgroups that met the "core" training criteria.

On-the-Job Training. All of the "core" complaints/incidents were identified as appropriate to be addressed during on-the-job entry-level training. The complaint/incident training ratings are summarized below. Overall, a large percentage of supervisors rated these items as suitable for on-the-job training (mean=85%). The identified "on-the-job training" complaints/incidents were rated as between "important" and "very important" on average (3.5).

	Mean	Min	Max
% Supervisors rating each complaint/ incident as appropriate for on-the-job training	85%	75%	91%
Importance	3.5	2.2	5.0

"On-the-Job Training" Complaint/Incident Listing. Appendix 25 lists these complaints/incidents, along with the percentage of supervisors indicating on-the-job training is appropriate ("When-Learned" rating of "2" or "3") and the agency subgroups that met the "core" training criteria.

Refresher Training. A total of 180 complaints/incidents were identified as requiring refresher training for **tenured** dispatchers. A summary of the refresher training ratings is presented below.

	Mean	Min	Max
% Supervisors rating each complaint/ incident as requiring refresher training	67%	52%	91%
% Supervisors indicating **formal** refresher training is required	34%	17%	60%
Importance	3.7	2.4	5.0

The percentage of supervisors indicating that refresher training is required for the identified "refresher training" complaints/incidents was found to be substantial (mean = 67%). On average, these complaints/incidents were rated as "very important" (3.7).

The vast majority (94%) of the 180 complaints/incidents that were identified as requiring refresher training for tenured dispatchers were rated as "best handled by individual agencies in training bulletins or brief in-service meetings." Only eleven (11) complaints/incidents were identified as requiring formal refresher training; i.e., formal classroom instruction and assessment of dispatcher performance. These complaints/incidents are listed in Table 3.15.

"Refresher Training" Complaint/Incident Listing. Appendix 26 lists these items along with the following summary statistics: percentage of supervisors indicating refresher training is required ("In-Service Training" rating of "1" or "2"); modal rating of type-of-training required (local/informal training vs. formal training); percentage of supervisors reporting the modal type-of-training rating; and the agency subgroups that met the "core" training criteria.

Table 3.15

"Core" Complaints/Incidents that Require
Formal Refresher Training for Tenured Dispatchers

Incident No.	
3.	Accident involving hazardous material (e.g., chemicals)
29.	Barricaded suspect
35.	Bombing
89.	Earthquake
120.	Hostage situation
157.	Officer needs help - emergency
188.	Bank robbery
198.	Sniper
201.	Suicide or attempted suicide
211.	Terrorist threat
236.	Vehicle stop - felony (high risk)

Equipment/Systems

"Core" Equipment/Systems

A total of 35 equipment items and telecommunication systems were identified as "core" from among the 65 listed in the Job Task Survey. These "core" items include various telephone and radio equipment used in complaint-taking and dispatching (e.g., 9-1-1 telephone equipment, radio console and controls, computer terminal and keyboard), as well as several radio and telecommunication systems used to obtain or provide law enforcement information (e.g., NCIC - National Crime Information Center system, CLETS - California Law Enforcement Telecommunications System, and CJIS - Criminal Justice Information System).

Aggregate Statistics. An overall summary of the "core" equipment/system ratings is presented below.

	Mean	Min	Max
% Incumbents that reported using each equipment/ system	80%	53%	100%
Frequency of use	6.3	2.2	7.9

On average, a large percentage of dispatchers (80%) reported using the "core" equipment/systems. The average frequency-of-use rating was "more than once per week" (mean = 6.3).

"Core" Equipment/System Listings. Appendix 27 lists the "core" equipment and systems along with the following summary statistics: percent of incumbents that reported using the equipment/system, mean "Frequency" rating, and the subgroups that met the percent using criteria. Appendix 28 lists the "core" equipment/system items in order of frequency of use by incumbent dispatchers.

"Group-Specific" Equipment/Systems

Seven (7) equipment/system items were identified as "group-specific." They include items such as "CAD system" and "fire tone alert dispatch system."

The number of "group-specific" items per agency subgroup is shown below.

Agency Subgroup	No. Group-Specific Equipment/Systems
Small	5
Medium	4
Large	1
Police	3
Sheriff	3
Comm. Center	6
CAD	1
Non-CAD	4

"Group-Specific" Equipment/System Listing. Appendix 29 lists the identified "group-specific" equipment/systems, along with summary statistics for each relevant subgroup (mean "Frequency" rating and percentage of incumbents).

"Non-Core" Equipment/Systems

The 23 equipment/system items identified as "non-core" are listed in Appendix 30, along with the percentage of incumbents that reported using each item and the mean "Frequency" rating. None of the items were designated "non-core" due to tenure group differences.

Resource Materials

"Core" Resource Materials

A total of 28 resource items were identified as "core" from among the 51 listed in the Job Task Survey. Examples of the more frequently used "core" resource materials include: directories, street maps, street lists, and teletype messages.

Legal references that are reportedly used by a majority of dispatchers statewide include: the Penal code, Vehicle code, Business and Professions code, Welfare and Institutions code, Health and Safety code, city ordinances and municipal codes.

Aggregate Statistics. The "core" resource material ratings are summarized below.

	Mean	Min	Max
% Incumbents that reported using each resource	82%	57%	98%
Frequency of use	4.6	1.7	7.1

On average, a large percent of dispatchers (82%) reported using the various "core" reference materials. The average reported frequency of use of these items is approximately once a week (mean = 4.6).

"Core" Resource Material Listings. Appendix 31 lists the "core" resource materials, including the following summary statistics: percent of incumbents that reported using the resource, mean "Frequency" rating, and the subgroups that met the "percent using" criteria. Appendix 32 lists these items in order of frequency of use.

"Group-Specific" Resource Materials

Only five (5) "group-specific" resource materials were identified. They include: CAD system manuals, court orders, union manuals, the Alcohol Beverage Control Act, and county ordinances.

A breakdown of "group-specific" items by agency subgroup is shown below.

Agency Subgroup	No. Group-Specific Resource Materials
Small	2
Medium	2
Large	3
Police	2
Sheriff	2
Comm. Center	2
CAD	1
Non-CAD	3

"Group-Specific" Resource Material Listing. Appendix 33 lists these items and the relevant agency subgroups, along with the mean "Frequency" rating and percentage of incumbents that reported using the reference material.

"Non-Core" Resource Materials

The 18 resource items identified as "non-core" are listed in Appendix 34, along with summary statistics (percentage of incumbents using each item and mean "Frequency" rating). None of the items were rejected due to tenure group differences.

Referral/Mutual Aid Agencies

"Core" Referral/Mutual Aid Agencies

A total of 39 referral/mutual aid agencies were identified as "core" out of the 97 agencies listed in the Job Task Survey. Examples of the more frequently contacted "core" agencies include: police department, alarm company, fire department, towing service, highway patrol, emergency medical service, and sheriff's department.

Aggregate Statistics. The ratings of the "core" referral/mutual aid agencies are summarized below.

	Mean	Min	Max
% Incumbents that reported interacting with/referring to each agency	78%	54%	99%
Frequency of contact/referral	4.3	1.6	7.3

Overall a large percent of dispatchers (78%) reported interacting with the various "core" agencies in some manner, with an average frequency of more than once per month (mean = 4.3).

Level-of-Involvement. The extent to which dispatchers reported interacting with the various "core" agencies is summarized as follows. For the majority of "core" agencies (54%), the most frequently reported level of involvement was to " . . . receive requests from agency for information or assistance, **and** contact agency to obtain information or assistance" (a scale value of "5"). Involvement with a substantial number of the identified "core" agencies (31%) was most often reported as " . . . contact agency to obtain information or assistance" (a rating of "3"). Dispatcher involvement with the remaining 15% of the "core" agencies most often entailed referring or transferring callers to the agency (level-of-involvement rating of "1" or "2").

"Core" Referral/Mutual Aid Agency Listings. The "core" agencies are listed in Appendix 35 along with summary statistics, including: percent of incumbents that reported interacting with the agency, mean "Frequency" rating, modal level-of-involvement rating, percent of incumbents reporting the modal level-of-involvement rating, and the subgroups that met the "core" criteria.

Appendix 36 lists the "core" agencies in order of frequency of reported dispatcher contact.

"Group-Specific" Referral/Mutual Aid Agencies

A total of 25 "group-specific" referral/mutual aid agencies were identified, including agencies such as CHEMTREC, county parks department, California Department of Fish and Game, and the State Police.

The numbers of "group-specific" agencies are summarized below.

Agency Subgroup	No. Group-Specific Referral/Mutual Aid Agencies
Small	8
Medium	15
Large	9
Police	4
Sheriff	15
Comm. Center	14
CAD	3
Non-CAD	15

The agency subgroups were found to be fairly diverse with respect to the identified "group-specific" referral/mutual aid agencies. That is, sheriffs' departments, independent communication centers, medium sized agencies, and non-CAD agencies appear to deal with a somewhat wider range of agencies (e.g., hazardous materials agency, community health agencies, parks and roads departments).

"Group-Specific" Referral/Mutual Aid Agency Listing. Appendix 37 lists these items along with the relevant agency subgroups and the mean "Frequency" rating and percentage of incumbents per subgroup.

"Non-Core" Referral/Mutual Aid Agencies

The 33 referral/mutual aid agencies that were identified as "non-core" are listed in Appendix 38, along with summary statistics (percent of incumbents that reported interacting with the agency, mean "Frequency" rating, modal "level-of-involvement" rating, and percent of incumbents reporting the modal response). None of the agencies were designated as "non-core" due to tenure group differences.

Field Communications

"Core" Field Personnel

A total of 26 field personnel were identified as "core" from the 35 listed in the Job Task Survey. Examples of the most frequently contacted personnel include: patrol officers, fire department personnel, traffic enforcement officers, ambulance/emergency medical unit, and community service officer (report taker).

Aggregate Statistics. The ratings of the identified "core" field personnel are summarized below.

	Mean	Min	Max
% Incumbents that reported contacting each field personnel/unit	77%	58%	98%
Frequency of contact	4.7	1.5	7.8

On average, a substantial percentage (77%) of dispatchers reportedly communicate with the identified "core" field personnel, with an average frequency of "weekly" (mean =4.7).

"Core" Field Personnel Listings. Appendix 39 lists the "core" field personnel along with summary statistics (percent of incumbents that reported interacting with each type of personnel, mean "Frequency" rating, and the agency subgroups that met the percent performing criteria). Appendix 40 lists these personnel in order of mean "Frequency" rating.

"Group-Specific" Field Personnel

Five (5) "group-specific" field personnel were identified, including: harbor master, helicopter - patrol, school district police, search and rescue, and non-public safety local government personnel. A breakdown of the "group-specific" field personnel by agency subgroup is shown below.

Agency Subgroup	No. Group-Specific Field Personnel
Small	0
Medium	2
Large	3
Police	2
Sheriff	3
Comm. Center	3
CAD	1
Non-CAD	2

"Group-Specific Field Personnel Listing. Appendix 41 lists these personnel along with the relevant agency subgroups and their corresponding mean "Frequency" ratings and percentages of incumbents that reported having contact.

"Non-Core" Field Personnel

The field personnel identified as "non-core" (n=4) are listed in Appendix 42, along with the percentage of incumbents that reported having any contact and the mean "Frequency" rating. None of the field personnel were designated as "non-core" due to tenure group differences.

Job Activity "Time Spent" Ratings

Estimates of the percentage of time spent performing job duties within several general categories were completed by 602 dispatchers, as requested in section 2b of the Job Task Survey. These ratings were intended to serve as a general index of the most commonly performed dispatcher work.

The average "time-spent" ratings are shown in Table 3.16. In general, these ratings were found to be consistent with the individual task ratings. That is, the activity areas that received higher time-spent ratings also tended to contain more "core" tasks and the "core" tasks within these areas were generally rated higher in frequency of performance.

The results in Table 3.16 indicate that dispatchers spend relatively more time performing tasks related to "Screening Complaints and Obtaining Information," "Monitoring and Responding to Field Units and Emergency Systems," and "Dispatching Field Personnel/Units and Resources." These three activities accounted for over 60% of the reported time spent performing dispatcher duties.

These results further indicate that dispatchers spend a substantial amount of time (approximately 25%) providing information; i.e., to field units, to the public, and to other agencies. Dispatchers reported spending relatively little time performing activities related to Reporting/Recordkeeping, Facility Operations, Training, and Auxiliary Functions.

Table 3.16

Percentage of Time Spent Performing
Public Safety Dispatcher Job Duties

	% Time*
1. Screening Complaints & Obtaining Information	23%
2. Providing Information to the Public & Other Agencies	11%
3. Monitoring & Responding to Field Units & Emergency Systems	19%
4. Dispatching Personnel & Resources	19%
5. Providing Information to Field Units	15%
6. Reporting & Recordkeeping	6%
7. Facility Operations	3%
8. Providing Training	3%
Auxiliary Functions:	
9a. Evidence	0.1%
9b. Custody	0.3%
9c. Auxiliary Recordkeeping	1%
9d. Other	0.6%

*Note: Percents were rescaled to total 100%.

N = 602 dispatchers.

Percentage of Complaints/Incidents Handled

Section 3b of the Incumbent Task Survey called for dispatchers to estimate the percentage of complaints/incidents that they have handled that fall within six general categories. Estimates completed by 615 dispatchers are summarized in Table 3.17.

The largest percentage of complaints/incidents reportedly handled was for the category "non-emergency calls for law enforcement service" (39%). While the majority of calls handled were law enforcement-related (63%, including both emergency and non-emergency calls), dispatchers also reported handling a substantial percentage of non-law enforcement calls. Emergency calls for medical assistance only were estimated to account for 12% of all complaints/incidents handled, and other non-emergency non-law enforcement calls (e.g., medical, fire, public works, etc.) were estimated to account for 15%.

Table 3.17

Percentage of Complaints/Incidents Handled

	Percent*
1. Emergency calls for law enforcement service.	24%
a) ... also require medical assistance (12%) b) ... also require fire department assistance (7%)	
2. Non-emergency calls for law enforcement service	39%
3. Emergency calls for medical assistance only	12%
4. Emergency calls reporting fires only	6%
5. Other emergency calls (search and rescue, disaster, hazardous materials, etc.)	3%
6. Other non-emergency calls (medical, fire, transfer calls, general information, public works, etc.)	15%

*Note: Percentages were rescaled to total 100%. Items 1a and 1b are independent of the margin totals and pertain to the percent of emergency calls for law enforcement service only.

N = 615 dispatchers.

Number of Field Units

In the last section of the Incumbent Form, dispatchers were asked to estimate the numbers of field units that they communicate with in performing their job duties, both routinely and in the extreme. The number of respondents ranged from 586 to 631. Their estimates are described below. This information is useful in describing the information processing load that dispatchers must typically endure.

Law Enforcement Field Units. The majority of dispatchers (69%) reported that they routinely communicate with more than 10 law enforcement field units during a shift. The modal response was "11 to 20" field units. The range of responses was from "1 to 5" (reported by 13% of dispatchers) to "over 100" field units (reported by 4% of dispatchers).

With respect to the largest number of law enforcement field units dealt with at one time (for a single incident or set of simultaneous incidents), the majority of dispatchers (63%) reported communicating with more than 20 law enforcement field units. Of this 63%, the modal response was "21 to 30" law enforcement field units. The range of responses was from "1 to 5" (reported by 3% of dispatchers) to "over 100" field units (reported by 4% of dispatchers).

Other Public Safety Field Units. The modal response of dispatchers (reported by 46% of those surveyed) was that they routinely communicate with "1 to 5" other public safety field units (e.g., medical, fire, other non-law enforcement) during a shift. Responses ranged to "over 100" field units (reported by less than 1% of dispatchers).

The majority of dispatchers (51%) reported that the maximum number of other public safety (non-law enforcement) field units dealt with at one time was more than 10. Of this 51%, the modal response was "11 to 20" other public safety field units.

Time Required to Achieve Competency

When asked to estimate the amount of time it generally takes for a new dispatcher to attain competency to perform the dispatcher job (e.g., to be able to work "solo"), supervisors provided the below estimates, on average. These estimates were to include any time necessary for training (classroom and on-the-job), as well as job experience.

Complaint-Taker Only:	5 months
Dispatcher Only:	8 months
Combined Complaint/Dispatch Function:	9 months

Comparison of Incumbent and Supervisor Ratings

Overall, there was a high degree of correspondence between incumbents and supervisors in identifying tasks and complaints/incidents that are performed/part of the job, versus those that are not. Ratings obtained from incumbent dispatchers were compared to those provided by supervisors for all of the job tasks (n=232) and complaints/incidents (n=240) listed in the Job Task Survey. Specifically, the percent of incumbents reporting that each task is performed and each complaint/incident is handled ("Frequency" rating of "1" or higher), was compared to the percent of supervisors indicating that the same task, or complaint/incident, is part of the job for dispatchers in their agencies ("Importance" rating of "1" or higher).

Correlation

Tasks. The correlation obtained between the percentages of incumbents and supervisors rating the tasks as performed/part of the job was found to be very high; $r=.98$ ($p<.0001$). This result indicates that the tasks which were rated by a high percentage of incumbents as performed were also rated by a high percentage of supervisors as part of the job. Moreover, tasks which were reportedly performed by only a small percentage of dispatchers were also rated as part of the job for dispatchers by a correspondingly small percentage of supervisors.

Complaints/Incidents. The results obtained for the comparison of incumbent vs. supervisor ratings of complaints/incidents also suggest a high degree of consistency between the two. The obtained correlation between the percentages of incumbents and supervisors rating each complaint/incident as performed/part of the job was found to be high; $r=.79$ ($p<.0001$).

Average Percent Performing

The consistency between incumbent and supervisor ratings was further analyzed by examining the differences between the percentages of incumbents and supervisors rating the tasks and complaints/incidents as performed/part of the job. Specifically, the incumbent percent was subtracted from the supervisor percent for each item and the difference was averaged across all items.

Tasks. The average difference between incumbent vs. supervisor percentages across the 232 tasks was found to be very low; mean difference = 1.13%. The average percentage of supervisors was found to be slightly higher than the percentage of incumbents ($t=2.14$, $p=.0333$). Although statistically significant, this difference is viewed as not of practical significance.

Complaints/Incidents. The average difference between incumbent and supervisor percentages across the 240 complaints/incidents was found to be somewhat higher; mean

difference = 10.36%. Again, the percentage of supervisors was found to be significantly higher than the percentage of incumbents ($t=9.73$, $p<.0001$).

The higher average percentage of supervisors rating the complaints/incidents as part of the job suggests that although some complaints/incidents are reportedly encountered by small percentages of dispatchers, supervisors feel that it is important for dispatchers to be prepared to handle such situations, should they arise (e.g., "Sniper" incident).[7,8]

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[7]Of the incumbent dispatchers surveyed, 33% reported handling a "sniper" incident while employed at their current agencies. However, 97% of supervisors surveyed indicated that handling a "sniper" incident is part of the job for dispatchers in their agencies; mean importance = 4.7 (critical).

[8]To further investigate these observed differences, tasks and complaints/incidents were identified where 50% or more of one group (incumbents or supervisors) perform the task or complaint/incident, while less than 50% of the other group rated the item as "performed/part of the job." This distinction corresponds to the "core" criterion level. A total of 13 such tasks were identified; in 9 cases, the majority of supervisors rated the task as "part of the job", while less than 50% of dispatchers reported performing the same task. In the remaining 4 cases, the majority of incumbents performed the task, while less than 50% of the supervisors rated the same tasks as part of the job. However, for each of these 4 tasks, the percentage of supervisors was always near 50% (in the high 40's).

A total of 25 complaints/incidents were identified that met the above "one group over 50%, one group under 50%" criteria. In all cases, the majority of supervisors rated the items as "part of the job", suggesting that dispatchers must be prepared to handle certain infrequent complaints/incidents.

SUMMARY AND CONCLUSIONS

The results of the analyses described in this report are summarized below.

Population Characteristics

A census was taken to determine the composition of the dispatcher population. A total of 362 police departments, sheriff's departments, and independent regional communication centers responded, representing 80% of such agencies in the state. Results of the census indicated:

- The majority of dispatching agencies are police departments (83%), small (68%), and do not utilize a CAD system (63%).
- The majority of public safety dispatchers are female (83%), white (76%), civilian (95%), employees of police departments (71%) and use a CAD system (63%).

Job Task Survey Sample

A Job Task Survey was completed by samples of incumbent dispatchers and supervisors that were highly representative of the dispatcher population. The survey samples were comprised of 639 incumbent dispatchers (14% of the dispatcher population) representing 160 agencies (44% of the agencies), and 258 dispatch supervisors (29% of the supervisor population) representing 145 agencies (40% of the agencies).

The composition of the survey samples was consistent with the dispatcher population with respect to agency size and CAD use/non-use, and to some extent, agency type. The survey sample composition yielded an implicit weighting of the overall survey results that was adequate for the analyses conducted.

"Core" Work Elements

An analysis was conducted to identify the "core" elements of dispatcher work. That is, work performed by a majority of dispatchers and considered important by supervisors statewide, including agencies of different sizes and types, both CAD and non-CAD. As a result, over 50% of the tasks and 90% of the complaints/incidents listed in the Job Task Survey were identified as "core."

The major findings of this analysis are summarized below.

Tasks

- A total of 121 "core" tasks were identified, representing eight (8) major job activity areas.[1]

- On average, 85% of the dispatchers surveyed reported performing the identified "core" tasks, while 86% of supervisors rated the tasks as "part of the job" for dispatchers in their agencies.

- The majority of the "core" tasks are performed at least daily by most dispatchers, reflecting the repetitive nature of their work activities.

- The most frequently performed tasks involve:

  Querying data bases and providing information to field units; classifying and summarizing incidents; determining dispatch priority and appropriate personnel, resources and referral agencies; dispatching patrol officers to calls for service; maintaining field communications; monitoring status of field units and incidents; handling calls from the public and obtaining complaint-dispatching information.

- Supervisors rated the "core" tasks as "very important" on average.

- The tasks rated by supervisors as most critical for their dispatchers to perform competently involve:

  Receiving and handling 9-1-1 calls; obtaining and evaluating complaint information; determining dispatch priority and appropriate personnel and resources; dispatching field units; directing and coordinating response of multiple field units; monitoring status of field units and incidents; maintaining radio communications with field units; and providing training to new dispatchers.

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[1]These job activity areas include:

1. Screening Complaints and Obtaining Information
2. Providing Information to the Public and Other Agencies
3. Monitoring Field Units and Emergency Systems
4. Dispatching Personnel and Resources
5. Providing Information to Field Units
6. Reporting and Recordkeeping
7. Facility Operations
8. Training

- The identified "core" tasks were found to apply consistently to dispatchers employed by various agency subgroups, including small, medium and large agencies; police, sheriff's and independent regional communication centers; and CAD and Non-CAD agencies. Only 12 "core" tasks did not meet the "core" criteria for all agency subgroups.

- Dispatchers estimated that they spend over 60% of the time on the job performing tasks within three activity areas: "Screening Complaints and Obtaining Information," "Monitoring and Responding to Field Units and Emergency Systems," and "Dispatching Field Personnel and Resources."

  They further estimated that they spend an additional 25% of the time providing information to field personnel, to the public and to other agencies.

Complaints/Incidents

- A total of 223 complaints/incidents were identified as "core."

- On average, 83% of incumbents reported handling the "core" complaints/incidents and 93% of supervisors rated these items as "part of the job" for dispatchers in their agencies.

- Supervisors rated the "core" complaints/incidents as between "important" and "very important" on average.

- The "core" complaints/incidents rated by supervisors as most critical for dispatchers in their agencies to handle competently include:

  Officer needs help - emergency
  Felony vehicle stop
  Hostage situation
  Missing officer
  Barricaded suspect
  Attempted murder
  Sniper
  Homicide
  Bombing
  Vehicle pursuit
  Person with gun

- The "core" complaints/incidents that dispatchers reportedly encounter most frequently involve vehicle stops, disturbances, and alarms.

- Dispatchers reported active involvement in handling the vast majority of the "core" complaints/incidents. That is, they most often reported obtaining full complaint information **and** dispatching or notifying field units.

  Very few complaints/incidents were reported to be most often handled by simply referring or transferring the caller.

- Dispatchers estimated that of all the complaints/incidents they handle, the largest percentage involve non-emergency calls for law enforcement service (39% of all calls handled, on average). Emergency calls for law enforcement service were reported to account for 24% of all complaints/incidents handled.

- The "core" complaints/incidents were found to apply to dispatchers within each of the agency size, type, and CAD subgroups in nearly all instances (only 7 items did not satisfy the "core" criteria for all subgroups).

Equipment/Systems

- 35 equipment items and radio and telecommunication systems were reported to be used by a majority of dispatchers.

- Examples of the more frequently used equipment and systems include:

  9-1-1 telephone equipment
  Radio console and controls
  Computer terminal and keyboard

  DMV (Department of Motor Vehicles) system
  CLETS (California Law Enforcement Telecommunication System)

Resource Materials

- 28 resources were reported to be used by a majority of dispatchers.

- Some of the more frequency used resources include: directories, street maps and lists, and teletype messages.

- The majority of dispatchers reportedly refer to various legal codes in performing their job duties, including the following:

  Penal code, Vehicle code, Health and Safety code, Welfare and Institutions code, Business and Professions code, city ordinances and municipal code.

Referral/Mutual Aid Agencies

- The majority of dispatchers reported having contact with 39 different agencies in the course of performing their job duties.

- The most frequently contacted agencies include:

  Police department
  Alarm company
  Fire department
  Towing service
  Highway patrol
  Emergency medical service
  Sheriff's department

- A relatively large percentage (26%) of referral/mutual aid agencies were found to apply only to certain subgroups of dispatchers.

Field Communications

- The majority of dispatchers reported interacting with 26 different field personnel/units in performing their duties.

- The most frequently contacted field personnel include:

  Patrol officer
  Fire department personnel
  Traffic enforcement officer
  Ambulance/emergency medical unit
  Community service officer

- The majority of dispatchers reported that they routinely interact with more than 15 field units during a shift, and have communicated with a maximum of more than 30 field personnel/units at one time (i.e., while handling one incident or set of simultaneous incidents).

Training

The "core" tasks and complaints/incidents were further analyzed to identify those that supervisors feel are appropriate to be addressed in entry-level training for new dispatchers and in refresher training for tenured dispatchers. All "core" tasks and complaints/incidents were identified as appropriate to be addressed in some form of training, as described below.[2]

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[2]Two tasks were not appropriate to be rated on the "When-Learned" and "In-Service Training" scales and were, thus, excluded from these analyses. They were: #146, Attend in-service training sessions, and #147, Attend squad meetings/ communications briefings.

Tasks

- Supervisors indicated that training would be appropriate for the "core" tasks, as follows:

Basic (classroom) Training:	87 tasks
On-the-Job Training:	119 tasks
Refresher Training:	95 tasks

- None of the "basic training" tasks were rated by a majority of supervisors as appropriate for **full** development in basic training. These results suggest that the role of basic training, as recommended by supervisors, should be to prepare new dispatchers for subsequent on-the-job training.

- Of the 95 "refresher training" tasks, nine (9) were identified by supervisors as requiring formal classroom instruction. The remaining tasks were rated by a majority as best handled by local agencies in bulletins or brief meetings.

  The tasks identified as requiring formal refresher training involve:

  Communicating with mentally unstable/suicidal citizens; obtaining complaint information and advising citizens of actions to take in various emergencies (e.g., medical, fire, safety hazards); and providing training.

Complaints/Incidents

- All "core" complaints/incidents were rated as appropriate to be addressed in training, as follows:

Basic (classroom) Training:	200 items
On-the-Job Training:	223 items
Refresher Training:	180 items

- None of the "basic training" complaints/incidents were rated by a majority of supervisors as appropriate for **full** development in basic training, further suggesting the belief of supervisors that the role of basic training should be preparatory for on-the-job training.

- Of the 180 "refresher training" complaints/incidents, 11 were identified as requiring **formal** classroom instruction. They include:

  Accident involving hazardous materials
  Barricaded suspect
  Bombing
  Earthquake
  Hostage situation
  Officer needs help - emergency
  Bank robbery
  Sniper
  Suicide or attempted suicide
  Terrorist threat
  Vehicle stop - felony (high risk)

"Group-Specific" Work Elements

Those tasks, complaints/incidents, equipment, etc., that failed to meet the overall "core" criteria were further analyzed to identify items that apply to dispatchers within one or more subgroups of agencies. Overall, relatively little of the work domain was found to be "group-specific." Only 13% of the tasks and 4% of the complaints/incidents listed were identified as "group-specific." The area of greatest disparity between agency subgroups was that of referral and mutual aid agencies contacted.

The results of these analyses are summarized below.

Tasks

- 30 "group-specific" tasks were identified.

- The largest number of "group-specific" tasks (n=24) was found to apply to dispatchers employed by small agencies, suggesting that they perform a somewhat broader range of job activities.

  For example, dispatchers employed by small agencies reported performing activities that entail working with the public "face-to-face," such as working the public counter and searching prisoners/arrestees.

  The work of dispatchers in large agencies was found to be distinct in the use of computer equipment to monitor and communicate with field units.

Complaints/Incidents

- 10 "group-specific" complaints/incidents were identified.
- Examples of these items include: "reckless boat operation," "building code violation" and "dead animal."

Equipment/Systems, Resource Materials, Referral/Mutual Aid Agencies and Field Communications

- Relatively few work elements were identified as "group-specific" for the following areas:

Equipment/Systems	7 items (11%)
Resource Materials	5 items (10%)
Field Personnel/Units	5 items (14%)

- The greatest extent of "group-specific" results were obtained with respect to Referral & Mutual Aid Agencies; 25 such agencies were identified (26% of the agencies listed in the Job Task Survey).

  In general, it was found that dispatchers employed by sheriff's departments, independent communication centers, medium sized agencies, and non-CAD agencies dealt with a broader range of referral and mutual aid agencies.

Non-Core Work Elements

Work elements that failed to meet both the overall "core" criteria and "group-specific" criteria were designated "non-core." A total of 81 tasks were designated "non-core," of which the majority were related to auxiliary functions such as evidence, custody, and recordkeeping. Only seven (3%) of the 240 complaints/incidents listed in the Job Task Survey were designated "non-core." The various identified "non-core" work elements are listed in the appendices of this report.

Conclusions

Overall, a substantial portion of the work domain listed in the Public Safety Dispatcher Job Task Survey was found to apply statewide. That is, there is an identifiable "core" dispatcher job which encompasses important aspects of the work performed by the majority of dispatchers employed by agencies of different types and sizes, both CAD and non-CAD. Moreover, relatively little of the work domain was identified as "group-specific." These results suggest that it is reasonable to apply statewide standards for the selection and training of entry-level dispatchers.

In addition, all of the "core" tasks and complaints/incidents were identified as appropriate to be addressed in training. With regard to entry-level training, the majority of "core" tasks and complaints/incidents were identified as appropriate for basic training, while all such items were rated as appropriate for on-the-job training. Thus, the role of basic training was viewed by supervisors as preparatory for subsequent on-the-job training of entry-level dispatchers. With regard to refresher training, the majority of "core" items were identified as requiring in-service training for tenured dispatchers. Supervisors further indicated that for most of these tasks, such training is best handled by local agencies through brief meetings and bulletins. A small number of items were identified as requiring formal refresher training.

The identified "core" elements of dispatcher work will serve as the basis for Component 2 of the job analysis -- identification of the knowledge, skills, abilities, and traits important for successful performance as a public safety dispatcher. The training-related tasks and complaints/incidents will be combined with job information obtained in Component 2 to develop recommended training subject matter areas.

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APPENDICES

APPENDIX 1

AGENCY SURVEY RESPONSE SHEET

RESPONSE SHEET

PLEASE PROVIDE THE BELOW INFORMATION WHETHER OR NOT YOUR AGENCY PLANS TO PARTICIPATE (Return by April 7, 1989).**

Agency: _____

Does your agency use a computer-assisted dispatch system?

Yes _____ No _____

The below information is needed to assure that the population of dispatchers statewide is sampled representatively in the research.

Number of NON-SWORN, FULL-TIME law enforcement dispatchers employed (spend at least 50% of the time performing law enforcement related dispatching duties):

Gender		Race/Ethnicity		Assignment	
Female	_____	Asian	_____	Complaint-taker only	_____
Male	_____	Black	_____	Radio dispatcher only	_____
TOTAL	_____	Hispanic	_____	Combined complaint/ dispatch function	_____
		White	_____	TOTAL	_____
		Other	_____		
		TOTAL	_____		

(Note: totals for each column should be the same).

Number of NON-SWORN, PART-TIME law enforcement dispatchers employed: _____

Number of SWORN law enforcement dispatchers employed:

FULL-TIME _____ PART-TIME _____

Number of 1st line supervisors of law enforcement dispatchers:

Gender		Race/Ethnicity			
Female	_____	Asian	_____	White	_____
Male	_____	Black	_____	Other	_____
TOTAL	_____	Hispanic	_____	TOTAL	_____

(Note: totals for gender and race/ethnicity should be the same).

Does your agency use psychological testing or evaluation procedures to select dispatchers?

Yes _____ No _____ If yes, please indicate:

Name of test(s) used or type of procedure: _____

Who conducts the testing or evaluation?
Name: _____ Phone: ( ) _____
Address: _____
_____

Is your agency interested in participating in the research program?

Yes _____ No _____ Signed, _____

Designated contact person:
Name: _____
Rank/position: _____
Telephone: ( ) _____

Mailing Address:
_____
_____
_____

**** Please use the enclosed postage-paid envelope to return this form to:**
John Weiner, POST, 1601 Alhambra Blvd, Sacramento, CA 95816

APPENDIX 2

AGENCIES COMPRISING THE STUDY POPULATION

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Comm. Center

AGENCY	Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
DELTA REGIONAL COMMUNICATIONS	10	10	0	4	0	5	Yes
EL DORADO CO. CENTRAL DISPATCH COMMUNICA	13	13	0	2	0	3	No
KINGS CO CENTRAL DISPATCH	13	13	0	1	0	4	No
MONTEREY CO COMMUNICATIONS CENTER	46	46	0	0	0	11	Yes
NAPA CENTRAL DISPATCH	18	18	0	4	0	4	Yes
POMONA COMMUNICATIONS	24	24	0	0	0	4	Yes
PRECOM	22	22	0	4	0	5	Yes
REDONDO BEACH COMMUNICATION CENTER	16	16	0	8	0	5	Yes
SAN BENITO CO COMMUNICATIONS	7	7	0	7	0	1	No
SAN MATEO CITY COMMUNICATIONS CENTER	13	13	0	4	2	3	Yes
SAN MATEO CO. COMMUNICATIONS DIV	29	29	0	8	9	3	No
SANTA CLARA CO COMMUNICATIONS	141	141	0	8	0	21	Yes
SANTA CRUZ CO COMMUNICATIONS	27	27	0	0	0	6	No
SOUTH BAY REGIONAL COMMUNICATIONS	32	32	0	12	1	4	Yes
STANISLAUS CO COMMUNICATIONS	36	36	0	2	3	5	Yes
WEST COVINA COMMUNICATIONS DEPT	19	19	0	6	0	4	Yes
YOLO CO COMMUNICATIONS	20	20	0	4	0	2	Yes
AGTYPE	486	486	0	74	15	90	

N = 17

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Police Dept

AGENCY	Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
ADELANTO	4	4	0	1	0	1	No
ALAMEDA	15	15	0	0	0	3	No
ALBANY	6	3	3	0	0	1	No
ALHAMBRA	14	14	0	0	0	1	No
ANAHEIM	28	28	0	0	0	4	Yes
ANDERSON	6	6	0	1	10	1	Yes
ANGELS CAMP	1	1	0	0	0	2	No
ARCADIA	10	10	0	0	0	1	No
ARCATA	4	4	0	0	0	1	No
ARROYO GRANDE	4	4	0	1	0	4	Yes
ARVIN	5	5	0	0	0	1	No
ATASCADERO	6	6	0	0	0	1	No
ATHERTON	4	4	0	3	0	1	Yes
ATWATER	4	4	0	3	0	1	No
AUBURN	5	5	0	1	0	1	No
AZUSA	5	5	0	3	0	5	Yes
BAKERSFIELD	25	25	0	0	0	4	Yes
BALDWIN PARK	7	7	0	7	0	1	No
BANNING	11	6	5	6	1	1	No
BARSTOW	4	4	0	0	0	1	No
BAY AREA RAPID	8	8	0	0	0	1	Yes
BEAR VALLEY COMM SERV DIST	4	4	0	2	0	1	No
BEAUMONT	3	3	0	0	0	1	No
BELL	5	5	0	1	0	1	No
BELL GARDENS	7	7	0	0	0	1	No
BENICIA	16	8	8	0	0	1	Yes
BERKELEY	23	23	0	0	0	2	No
BEVERLY HILLS	10	10	0	0	0	1	No
BISHOP	4	4	0	1	0	1	No
BLYTHE	6	6	0	0	0	1	Yes
BRAWLEY	5	4	1	4	2	1	No
BREA	12	12	0	5	10	1	Yes
BRISBANE	4	4	0	5	0	1	No
BUENA PARK	8	8	0	0	0	2	No
BURBANK	14	14	0	0	0	4	Yes
BURLINGAME	8	8	0	6	4	1	Yes
CA CITY	4	4	0	1	0	1	No
CALEXICO	5	5	0	0	0	4	No
CALIPATRIA	1	1	0	0	0	1	No
CALISTOGA	4	4	0	4	0	1	No
CAMPBELL	6	6	0	3	0	1	Yes
CAPITOLA	6	6	0	0	0	1	No
CARLSBAD	14	14	0	1	0	1	Yes

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Police Dept
(Continued)

AGENCY	Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
CARMEL	4	4	0	0	0	1	No
CARPINTERIA	8	4	4	0	0	1	Yes
CATHEDRAL CITY	8	8	0	0	0	6	No
CERES	5	5	0	0	2	1	No
CERRITOS COMM COLLEGE	9	6	3	8	3	1	No
CHICO	11	11	0	0	0	1	No
CHOWCHILLA	4	4	0	2	0	1	No
CHULA VISTA	23	23	0	0	0	5	Yes
CLAREMONT	6	6	0	0	0	4	No
CLEARLAKE	5	5	0	0	0	4	No
CLOVERDALE	4	4	0	2	0	1	No
CLOVIS	10	10	0	3	0	1	Yes
COACHELLA	5	5	0	0	0	5	No
COALINGA	4	4	0	3	0	1	No
COLLEGE OF SEQUOIAS	1	1	0	1	0	1	No
COLMA	4	2	2	0	0	1	No
COLTON	6	6	0	2	0	1	Yes
COLUSA	1	1	0	0	0	3	No
COMPTON	18	18	0	0	0	3	Yes
CONCORD	15	15	0	3	0	1	Yes
CONTRA COSTA COMM COLLEGE DIST	3	3	0	3	0	3	No
CORCORAN	6	6	0	0	0	1	No
CORONA	17	17	0	0	0	5	Yes
CORONADO	5	5	0	0	0	1	No
COSTA MESA	23	23	0	5	0	4	Yes
COTATI	4	4	0	6	0	1	No
COVINA	9	9	0	2	0	1	Yes
CSPU-POMONA	4	4	0	6	0	1	No
CSPU-SAN LUIS OBISPO	4	4	0	6	0	2	No
CSU-CARSON (DOMINGUEZ HILLS)	3	3	0	3	0	5	No
CSU-CHICO	3	3	0	2	0	3	No
CSU-FRESNO	5	5	0	0	0	4	No
CSU-FULLERTON	5	5	0	1	0	1	No
CSU-HAYWARD	3	3	0	0	12	3	No
CSU-LONG BEACH	4	4	0	1	0	4	No
CSU-LOS ANGELES	4	4	0	0	0	3	No
CSU-SACRAMENTO	4	4	0	3	0	1	No
CSU-SAN BERNARDINO	5	5	0	0	0	2	No
CULVER CITY	10	10	0	0	0	6	No
CYPRESS	9	9	0	0	0	1	Yes
DALY CITY	13	13	0	0	0	3	Yes
DAVIS	20	10	10	0	0	2	Yes
DELANO	5	5	0	0	0	5	No

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Police Dept
(Continued)

AGENCY	Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
DESERT HOT SPRINGS	5	5	0	0	0	1	No
DINUBA	4	4	0	2	0	1	Yes
DIXON	6	6	0	2	0	1	No
DORRIS	4	2	2	3	0	1	No
DOS PALOS	5	5	0	5	0	5	Yes
DOWNEY	8	8	0	3	0	1	No
EAST BAY REGIONAL PARK DIST	7	7	0	7	0	3	No
EL CAJON	23	18	5	0	0	5	No
EL CAMINO COMM COLLEGE DIST	4	4	0	4	0	1	No
EL CENTRO	10	10	0	0	0	1	Yes
EL MONTE	6	6	0	2	0	7	No
EMERYVILLE	12	12	0	0	0	1	Yes
ESCALON	10	5	5	0	0	2	No
ESCONDIDO	18	18	0	4	0	4	No
EUREKA	9	9	0	1	0	1	Yes
EXETER	1	1	0	0	0	1	No
FAIRFAX	5	5	0	0	0	1	No
FAIRFIELD	12	12	0	2	0	1	Yes
FARMERSVILLE	1	1	0	0	0	1	No
FIREBAUGH	4	4	0	0	0	1	No
FOLSOM	5	5	0	0	0	1	No
FONTANA	12	12	0	0	0	3	Yes
FORT BRAGG	6	6	0	2	0	3	Yes
FORTUNA	5	5	0	1	0	1	No
FOSTER CITY	12	6	6	13	7	1	Yes
FOUNTAIN VALLEY	3	3	0	3	0	1	No
FREMONT	22	22	0	0	0	4	Yes
FRESNO	52	52	0	12	0	6	Yes
FULLERTON	14	14	0	4	0	1	Yes
GALT	5	5	0	0	0	1	No
GARDEN GROVE	12	12	0	3	0	3	Yes
GILROY	9	9	0	0	0	1	No
GLENDALE	16	16	0	16	0	3	Yes
GLENDORA	4	4	0	4	0	1	Yes
GRASS VALLEY	12	6	6	0	0	1	Yes
GRIDLEY	6	6	0	0	0	1	Yes
GROVER CITY	5	5	0	2	0	1	No
GUADALUPE	4	4	0	4	0	1	No
GUSTINE	2	1	1	0	0	1	No
HANFORD	7	7	0	0	0	1	No
HAYWARD	16	15	1	15	0	3	Yes
HEALDSBURG	5	5	0	0	0	3	No
HEMET	7	7	0	1	0	4	Yes

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Police Dept
(Continued)

AGENCY	Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
HILLSBOROUGH	5	5	0	2	0	1	No
HOLTVILLE	4	4	0	2	0	1	No
HUMBOLDT ST UNIV	5	5	0	5	0	1	No
HUNTINGTON BEACH	22	22	0	4	0	6	Yes
HUNTINGTON PARK	5	5	0	0	0	1	No
HURON	8	4	4	1	1	1	No
INDIO	10	10	0	0	0	1	No
INGLEWOOD	20	20	0	5	0	3	Yes
IRVINE	14	14	0	3	0	3	No
IRWINDALE	4	4	0	3	10	6	No
KINGSBURG	9	5	4	1	0	1	Yes
LA HABRA	9	9	0	7	0	1	Yes
LA MESA	10	10	0	2	0	1	No
LA PALMA	4	4	0	3	0	4	No
LA VERNE	6	6	0	1	0	4	Yes
LAGUNA BEACH	7	7	0	2	0	1	Yes
LINCOLN	4	4	0	0	0	1	No
LINDSAY	2	2	0	0	0	1	No
LIVERMORE	14	14	0	0	0	1	No
LIVINGSTON	4	4	0	1	0	1	Yes
LODI	11	11	0	0	0	1	Yes
LOMPOC	5	5	0	3	0	5	No
LONG BEACH	44	44	0	0	0	5	Yes
LOS ALAMITOS	4	4	0	3	0	1	Yes
LOS ALTOS	5	5	0	0	0	1	No
LOS ANGELES	407	382	25	0	0	26	Yes
LOS ANGELES CO COMM COLLEGE DIST	3	3	0	3	0	1	No
LOS BANOS	6	6	0	0	0	1	No
LOS GATOS	8	8	0	1	0	1	No
MADERA	8	8	0	0	0	1	No
MANTECA	8	8	0	0	0	1	Yes
MARTINEZ	5	5	0	0	0	1	Yes
MARYSVILLE	5	5	0	1	0	1	No
MAYWOOD	4	4	0	0	0	4	Yes
MENDOTA	4	4	0	1	0	1	No
MENLO PARK	9	9	0	4	0	2	No
MERCED	12	12	0	0	0	3	No
MILL VALLEY	5	5	0	1	0	3	No
MILLBRAE	8	8	0	3	0	1	No
MONTCLAIR	6	6	0	0	0	5	Yes
MONTEBELLO	20	9	11	1	1	1	Yes
MONTEREY PARK	9	9	0	1	0	1	Yes
MORGAN HILL	8	8	0	8	0	1	Yes

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Police Dept
(Continued)

AGENCY	Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
MORRO BAY	4	4	0	3	0	1	No
MOUNT SHASTA	5	5	0	3	0	3	No
MOUNTAIN VIEW	12	12	0	3	0	5	No
NATIONAL CITY	8	8	0	0	0	1	No
NEEDLES	7	7	0	0	0	2	No
NEWARK	8	8	0	0	0	1	No
NEWPORT BEACH	12	12	0	3	0	1	No
NOVATO	6	6	0	4	0	1	No
OAKDALE	5	5	0	0	0	1	No
OAKLAND	51	51	0	0	0	10	Yes
OCEANSIDE	22	22	0	0	0	2	No
ORANGE	11	11	0	0	0	2	No
ORLAND	1	1	0	1	0	1	No
OROVILLE	5	5	0	2	0	1	No
PACIFICA	6	6	0	0	0	1	Yes
PALM SPRINGS	12	12	0	0	0	2	No
PALO ALTO	21	21	0	2	0	5	No
PALOS VERDES ESTATES	8	8	0	0	0	1	No
PARADISE	8	8	0	3	0	1	Yes
PASADENA	17	17	0	0	0	3	Yes
PASADENA AREA COMM COLLEGE DIST	4	4	0	12	0	1	No
PASO ROBLES	4	4	0	0	0	4	Yes
PERRIS	8	4	4	0	0	1	Yes
PETALUMA	9	9	0	3	0	1	No
PIEDMONT	5	5	0	0	0	1	Yes
PINOLE	8	8	0	1	0	1	No
PISMO BEACH	5	5	0	2	0	1	Yes
PLACENTIA	9	9	0	4	0	1	No
PLEASANT HILL	8	8	0	0	0	1	Yes
PLEASANTON	11	11	0	0	0	4	Yes
PORT HUENEME	8	4	4	0	0	4	No
PORTERVILLE	7	7	0	1	0	1	No
RED BLUFF	5	5	0	0	0	1	Yes
REDDING	22	22	0	0	0	3	Yes
REDLANDS	17	17	0	8	0	1	Yes
REDWOOD CITY	9	9	0	8	1	1	No
REEDLEY	5	5	0	3	0	1	No
RIALTO	8	8	0	8	0	1	Yes
RICHMOND	19	19	0	20	0	1	Yes
RIDGECREST	5	5	0	5	0	1	No
RIO DELL	1	1	0	0	0	1	No
RIPON	4	4	0	1	0	2	No
RIVERSIDE	26	26	0	6	0	5	Yes

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Police Dept
(Continued)

AGENCY	Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
ROCKLIN	5	5	0	0	0	1	Yes
ROHNERT PARK	6	6	0	5	0	3	No
ROSEVILLE	10	10	0	1	0	1	Yes
SACRAMENTO	60	60	0	0	0	12	Yes
SAINT HELENA	4	4	0	2	0	1	No
SAN ANSELMO	5	5	0	3	0	1	No
SAN BERNARDINO	23	23	0	3	0	4	Yes
SAN BRUNO	6	6	0	4	0	1	No
SAN CARLOS	7	7	0	0	0	1	No
SAN CLEMENTE	16	8	8	4	4	5	No
SAN DIEGO	138	138	0	0	0	11	Yes
SAN DIEGO COMM COLLEGE DIST	4	4	0	1	0	1	No
SAN DIEGO ST UNIV	4	4	0	5	0	1	No
SAN FERNANDO	5	5	0	0	0	5	No
SAN FRANCISCO ST UNIV	3	3	0	2	0	4	Yes
SAN GABRIEL	4	4	0	0	0	1	No
SAN JACINTO	6	6	0	0	0	4	No
SAN JOAQUIN DELTA COLLEGE CAMPUS POLICE	1	1	0	1	0	1	No
SAN JOSE ST UNIV	5	5	0	2	0	1	No
SAN LEANDRO	13	13	0	0	0	5	Yes
SAN LUIS OBISPO	10	10	0	1	0	1	Yes
SAN MARINO	4	4	0	0	2	1	No
SAN PABLO	5	5	0	0	0	1	No
SAN RAFAEL	7	7	0	0	0	1	No
SANGER	12	6	6	3	3	2	No
SANTA ANA	29	27	2	27	0	4	Yes
SANTA BARBARA	23	23	0	0	0	4	Yes
SANTA CLARA	15	15	0	4	0	4	No
SANTA CRUZ	8	8	0	0	0	1	No
SANTA MARIA	7	7	0	1	0	1	No
SANTA MONICA	16	14	2	2	0	5	No
SANTA MONICA COMM COLLEGE DIST	2	2	0	2	0	2	No
SANTA PAULA	4	4	0	5	0	1	No
SANTA ROSA	13	13	0	0	0	3	Yes
SAUSALITO	5	5	0	0	0	4	No
SCOTTS VALLEY	6	6	0	0	0	1	No
SEBASTOPOL	4	4	0	3	0	1	Yes
SELMA	5	5	0	2	0	1	No
SHAFTER	4	4	0	0	0	1	No
SIERRA MADRE	4	4	0	1	0	4	No
SIGNAL HILL	5	5	0	0	0	4	Yes
SIMI VALLEY	7	7	0	0	0	1	No
SO CA RAPID TRANSIT	3	3	0	5	0	3	No

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Police Dept
(Continued)

AGENCY	Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
SONOMA ST UNIV	4	4	0	2	0	2	No
SOUTH LAKE TAHOE	10	10	0	10	0	2	No
SOUTH PASADENA	7	7	0	0	0	1	No
SOUTH SAN FRANCISCO	12	12	0	2	0	2	No
STATE CTR COMM COLLEGE DIST	2	2	0	6	0	2	No
STOCKTON	28	28	0	1	0	6	Yes
SUISUN CITY	6	6	0	1	0	1	No
SUNNYVALE	15	15	0	2	0	4	Yes
TAFT	5	5	0	0	0	1	No
TIBURON	2	2	0	5	0	3	No
TORRANCE	10	10	0	0	0	3	Yes
TRACY	16	8	8	2	2	1	Yes
TULARE	5	5	0	1	0	1	No
TULELAKE	3	0	3	0	0	2	No
TURLOCK	10	10	0	0	0	1	Yes
TUSTIN	7	7	0	7	0	3	No
TWIN CITIES	5	5	0	0	0	1	No
UC-BERKELEY	10	10	0	0	0	2	Yes
UC-DAVIS	20	10	10	0	0	1	No
UC-IRVINE	5	5	0	3	0	1	No
UC-LOS ANGELES	7	7	0	2	0	4	No
UC-RIVERSIDE	4	4	0	5	2	1	No
UC-SAN DIEGO	3	3	0	5	0	1	No
UC-SAN FRANCISCO	8	8	0	0	0	1	No
UC-SANTA BARBARA	4	4	0	5	0	1	No
UC-SANTA CRUZ	6	6	0	1	0	1	No
UKIAH	5	5	0	0	0	4	Yes
UNION CITY	12	12	0	1	0	4	Yes
UPLAND	8	8	0	3	0	4	Yes
VACAVILLE	10	10	0	1	0	1	No
VALLEJO	18	18	0	6	5	1	Yes
VENTURA	14	14	0	0	0	4	Yes
VERNON	9	9	0	0	0	1	No
VISALIA	10	10	0	4	0	1	Yes
WALNUT CREEK	14	14	0	0	0	1	Yes
WATSONVILLE	9	9	0	0	0	1	Yes
WEED	5	5	0	1	0	2	No
WEST VALLEY COLLEGE DIST	1	1	0	0	0	1	No
WESTMINSTER	16	8	8	6	0	3	No
WHITTIER	7	7	0	0	0	2	Yes
WILLITS	4	4	0	1	0	1	No
WOODLAKE	1	1	0	0	0	1	No

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Police Dept
(Continued)

AGENCY		Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
YREKA		4	4	0	2	0	2	No
YUBA CITY		9	9	0	6	0	3	No
	AGTYPE	3158	2997	161	594	82	651	

N = 302

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Sheriff's Dept

AGENCY	Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
ALAMEDA CO	38	38	0	2	0	5	No
AMADOR CO	8	8	0	0	0	1	No
BUTTE CO	7	7	0	7	0	1	No
CALAVERAS CO	18	9	9	3	3	1	No
COLUSA CO	6	6	0	1	0	6	No
CONTRA COSTA CO	37	37	0	1	0	10	Yes
FRESNO CO	30	30	0	0	0	5	Yes
GLENN CO	8	8	0	0	0	4	No
HUMBOLDT CO	7	7	0	2	0	1	No
IMPERIAL CO	8	8	0	0	0	1	No
INYO CO	9	4	5	0	0	1	No
KERN CO	31	31	0	0	0	4	Yes
LAKE CO	9	9	0	9	0	1	No
LASSEN CO	5	5	0	0	0	1	Yes
LOS ANGELES CO	67	67	0	0	0	7	Yes
MADERA CO	13	6	7	0	0	1	No
MARIN CO	26	26	0	0	0	5	No
MARIPOSA CO	1	1	0	1	0	1	No
MENDOCINO CO	8	8	0	0	0	2	No
MERCED CO	7	7	0	1	0	1	No
MODOC CO	0	0	0	0	8	1	No
MONO CO	5	5	0	0	0	1	No
NEVADA CO	13	13	0	0	0	1	Yes
ORANGE CO	15	15	0	0	0	4	No
PLACER CO	40	20	20	0	3	9	Yes
PLUMAS CO	5	5	0	0	0	1	No
RIVERSIDE CO	65	65	0	0	0	14	Yes
SACRAMENTO CO	19	19	0	0	0	6	Yes
SAN BERNARDINO CO	42	42	0	8	0	4	Yes
SAN DIEGO CO	67	67	0	0	0	6	Yes
SAN LUIS OBISPO CO	13	13	0	3	0	1	No
SANTA BARBARA CO	22	22	0	6	4	5	Yes
SHASTA CO	8	8	0	1	0	3	No
SIERRA CO	3	3	0	4	0	1	No
SISKIYOU CO	6	6	0	1	0	1	No
SOLANO CO	13	13	0	2	0	1	No
SONOMA CO	26	26	0	2	0	4	No
SUTTER CO	14	14	0	0	0	1	No
TEHAMA CO	6	6	0	0	0	1	No
TRINITY CO	5	5	0	3	0	1	Yes
TULARE CO	23	19	4	0	0	5	Yes

APPENDIX 2

POST Dispatcher Study Population -- Agency Survey (Feb 1989)

Agency-Type=Sheriff's Dept
(Continued)

AGENCY		Total No. FT Dispatchers (civ/swrn)	No. Civilian Dispatchers (FT)	No. Sworn Dispatchers (FT)	No. Civilian Dispatchers (PT)	No. Sworn Dispatchers (PT)	Total No. Supv	CAD System?
TUOLUMNE CO		11	11	0	0	0	1	No
VENTURA CO		26	26	0	5	0	5	Yes
	AGTYPE	790	745	45	62	18	136	
		4434	4228	206	730	115	877	

N = 43

Total N = 362

APPENDIX 3

SUBJECT MATTER EXPERT INTERVIEW/WORKSHOP PARTICIPANTS

APPENDIX 3

Participants in Task Analysis Interviews and Workshops

Ad Hoc Advisory Committee Meeting

February 23, 1989
Clarion Hotel - Sacramento

PARTICIPANTS

Nicholas Berkuta	LASD
Denis Petersen	Pasadena P.D.
Trudy Amper	LAPD
Diane Maus	Long Beach P.D.
John Futscher	San Bernardino Sheriff's
Kathie Schwanke	Petaluma P.D.
Sharon Guidry	CSU - Sacramento P.D.
Larry Crompton	Contra Costa Sheriff's
Nancy Jackson	City of San Jose
Geri Wilson	City of Lodi
Jerry Verwolf	Monterey Communications
Joel Healy	Santa Clara Communications
John Berner	POST
John Weiner	POST
Anna Solorio	POST

Preliminary Task Inventory Review

February 9, 1989
POST - Plum Room
9 a.m. - 12 Noon

PARTICIPANTS

Tricia Smith	Supervising Dispatcher	Sacramento PD
Marcia Sinclair	Records Supervisor	Davis PD
John Weiner	Consultant	POST
Anna Solorio	Analyst	POST

February 15, 1989
POST - Plum Room
9 a.m. - 12 Noon

PARTICIPANT

Tricia Smith	Supervising Dispatcher	Sacramento PD
John Weiner	Consultant	POST

Preliminary Task Inventory Review

February 21, 1989
POST _ Plum Room
9 a.m. - 12 Noon

PARTICIPANTS

Sandra Haynes	Dispatch Manager	Yolo County Emergency Services
Stephen Bell	Dispatch Manager	Sonoma County Sheriff's
John Weiner	Consultant	POST
Anna Solorio	Analyst	POST

Job Task Survey Development Workshop

(Incumbent Dispatchers)

March 16, 1989
POST- Plum Room
8:30 a.m. - 4:10 p.m.

PARTICIPANTS

Laura Smith	Oroville PD
Diane Sprain	Berkeley PD
Zora Campbell	Oakland PD
Nanette Ross	Fresno PD
Bertha Stark	Colusa Co. SD
Richard Brothers	Marin Co. SD
Sheryl Young	Contra Costa Co. SD
Loretta McCullough	Alameda Co. SD
Janell Richmond	Monterey Co. Communication Center
Shelley Johnson	San Mateo Communication Center
Susan Hall	Stanislaus Communication Center
Rita Miller	U.C. Davis PD
Anna Solorio	POST
John Weiner	POST

Job Task Survey Development Workshop

(Incumbent Dispatchers)

March 21, 1989
Hyatt Edgewater - Long Beach
8:30 a.m. - 5:10 p.m.

PARTICIPANTS

Lynnet McMahon	Oceanside PD
Ruth Smith	San Diego PD
Monica Thiffault	Los Angeles PD
Norma Excamilla	Imperial Co. SD
Jan Daly	Ventura Co. SD
Norma Nash	San Bernardino Co. SD
Jim Gable	Los Angeles Co. SD
Libby Maple	Pomona Communication Center
Valorie Stalligs	Redondo Beach Communication Center
Carol Dean	PreCom
Richard Kowleski	Cerritos Community College PD
Anna Solorio	POST
John Weiner	POST

Job Task Survey Development Workshop

(Dispatch Supervisors)

March 24, 1989
POST- Plum Room
8:30 a.m. - 4:10 p.m.

PARTICIPANTS

Charles Acuff	Monterey Communication Center
Sue Bacon	San Mateo Communication Center
Jan Montana	Dixon Police Department
Brian Barney	Alameda Sheriff's Department
Yvonne Cook	Lake Sheriff's Department
Sherry Handy	Contra Costa Sheriff's Department
Nancy Jackson	San Jose Police Department
Sgt. John Mentz	San Jose Police Department
Lt. Larry Crompton	Contra Costa Sheriff's Department
Linda Lewis	Fresno Police Department
Cokie Sunderland	Marin Sheriff's Department
Phyliss Bruning	Oakland Police Department
Gerald Verwolf	Monterey Communication Center
Nicole Wilkinson	Stanislaus Communication
Anna Solorio	POST
John Weiner	POST

Job Task Survey Development Workshop

(Dispatch Supervisors)

March 29, 1989
Hyatt Edgewater - Long Beach
8:30 a.m. - 5:10 p.m.

PARTICIPANTS

Judy Quiton	Oceanside Police Department
Karen Anderson	San Diego Police Department
Trudy Amper	Los Angeles Police Department
Teresa Romero	Imperial County Sheriff's
Chet Williams	Ventura County Sheriff's
John Futsher	San Bernardino Sheriff's
Barbara Sablier	Los Angeles County Sheriff's
Joan Koves	Pomona Communication
Lisa Fisher	Redondo Beach Communication
Shelly Santy	LAPD
Edward Kerley	UC Riverside Police
Diane Maus	Long Beach Police Department
Sheila Tarvin	Carlsbad Police Department
Denis Petersen	Pasadena Police Department
Anna Solorio	POST
John Weiner	POST

Survey Pre-Review Workshop

Incumbent Form

April 18, 1989
Plum Room
9 a.m. - 12:00 p.m.

PARTICIPANTS

Kathy Smith	Auburn PD
Marianne Howell	Butte Co. SD
Anna Solorio	POST
John Weiner	POST

Survey Pre-Review Workshop

Supervisor Form

April 18, 1989
Plum Room
1:00 p.m. - 3:00 p.m.

PARTICIPANTS

Christine Goebel	Butte Co. Sheriff's Department
Anna Solorio	POST

APPENDIX 4

PUBLIC SAFETY DISPATCHER JOB TASK SURVEY: INCUMBENT FORM

California Commission on Peace Officer Standards and Training

PUBLIC SAFETY DISPATCHER JOB TASK SURVEY

INCUMBENT FORM

INTRODUCTION

Purpose

This survey was developed by the Commission on Peace Officer Standards and Training (POST) for the purpose of collecting information about the work performed by public safety dispatchers in California. "Public safety dispatcher" includes personnel who perform complaint-taking or dispatching duties. This survey is intended for those who perform a majority of their complaint/ dispatch services for **law enforcement.**

The information obtained in the survey will be used by POST in subsequent research to identify the job requirements of dispatchers statewide. Based on an analysis of this information, POST will develop comprehensive entry-level selection and training standards. Your answers to the survey will, therefore, contribute to the future development of your profession.

Participants

The survey is being administered by POST to dispatchers at a representative sample of communication centers throughout the state. All completed surveys will be returned to POST and will be analyzed to identify the common elements of the public safety dispatcher job as it is performed statewide. Your responses to the survey will be kept <u>confidential</u>.

Contents

The survey booklet contains several sections. In the first section, you are asked to provide certain background information that is necessary to document and confirm that the survey sample is representative. In the remaining sections you will be asked to use rating scales to provide information regarding your job duties, including job tasks performed, complaints/incidents handled, equipment, systems and resource materials used, referral and mutual aid agencies contacted, and field personnel with whom you communicate. Separate instructions are provided for completing each section.

General Instructions

In view of the important role that the survey results will play in the subsequent development of selection and training standards, it is critical that you <u>read and follow all instructions carefully</u> and provide complete and accurate information.

Your agency coordinator should have notified you of the deadline for completing the survey. Please complete and return the survey to the coordinator by this date.

Thank you for your participation in the survey!

PARTICIPANT CHECKLIST

BEFORE YOU BEGIN, check (✓) each of the statements below that applies to you.

___ 1. I presently work full-time as a complaint-taker or radio dispatcher with primary responsibility* for performing complaint/dispatching services for **law enforcement**.

* **Note:** Primary responsibility refers to the performance of law enforcement complaint/dispatching duties **at least 50% of the time**.

___ 2. I have completed entry-level complaint/dispatcher training and probation.

___ 3. I have been working as a complaint-taker or radio dispatcher for at least 12 months.

If you did not check all of the above statements, please see your agency coordinator before completing this survey.

* * *

PLEASE PRINT THE FOLLOWING INFORMATION

Date: _____

Name of your agency: _____

Type of agency (check one):

___ Police Department (1)
___ Sheriff's Department (2)
___ Regional Communication Center (3)

Your name (optional): _____

Work telephone number: ( ) _____

SECTION I

BACKGROUND INFORMATION

Please answer the following questions by writing the appropriate numbers in the spaces to the left, or by making a check (✓) where indicated.

___ 1. Present assignment (choose one):

1 = Complaint-taker only
2 = Radio dispatcher only
3 = Combined complaint/dispatch function (at the same work station)
4 = Rotate between separate complaint-taker and radio dispatcher assignments
5 = Other - specify: _____

___ yr ___ mo 2. How long have you worked in your present assignment? (years and months)

3. Check (✓) those dispatching assignments (radio consoles) below that you have worked in the <u>last 4 months</u>:

___ Law enforcement (1)
___ Medical/ambulance (2)
___ Fire (3)

___ 4. Are you presently responsible for providing on-the-job training to new dispatchers?

1 = Yes 2 = No

___ 5. Present shift:

1 = Day 3 = Night (graveyard)
2 = Evening 4 = Relief/Rotating

___ yr ___ mo 6. How long have you worked in your present shift? (years and months)

7. If you have worked <u>less than 4 months</u> in your present shift, please check (✓) other shifts below that you have worked in the last 4 months:

___ Day (1) ___ Night (graveyard) (3)
___ Evening (2) ___ Relief/Rotating (4)

___ 8. Employment status:

1 = Full time 2 = Part time

___ 9. Peace officer status:

1 = Civilian 2 = Sworn officer

___ yr ___ mo 10. How long have you worked at your present agency as a complaint-taker or dispatcher? (years and months)

___ yr ___ mo 11. What is your total experience as a complaint-taker or dispatcher? (years and months)

Demographic Data

___ yr 12. Age (years)

___ 13. Sex: 1 = Male 2 = Female

___ 14. Race/Ethnicity:

1 = Asian
2 = Black
3 = Filipino
4 = Hispanic
5 = Native American
6 = Pacific Islander
7 = White
8 = Other

___ 15. Education (indicate highest level completed):

1 = High school or GED
2 = One year of college
3 = Associate Degree (or 2 years college)
4 = Bachelor's Degree
5 = Master's Degree
6 = Other - specify: _____

SECTION II

JOB TASKS

Instructions

This section contains an extensive list of job tasks that are performed by public safety dispatchers in California. The tasks are listed within major job duties that were identified as comprising the dispatching function, including:

1. Screening Complaints and Obtaining Information
2. Providing Information to the Public and Other Agencies
3. Monitoring Field Units and Emergency Systems
4. Dispatching Personnel and Resources
5. Providing Information to Field Units
6. Reporting and Recordkeeping
7. Facility Operations
8. Training
9. Auxiliary Functions:
   a. Evidence
   b. Custody
   c. Auxiliary Recordkeeping

You are to review the tasks listed in this section and use the **Frequency Rating Scale** below to indicate how often you perform each task.

FREQUENCY SCALE

How often have you performed this task during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have performed this task at this communication center)
0 - Never at this communication center

Rating Procedure

As you review each listed task, choose the number from the Frequency Scale that best describes the extent to which you perform the task. Then, write the number that corresponds to your rating in the space provided next to each task statement under the heading "**FREQ - RATING**".

Example ratings are provided on the next page.

Example Ratings

For example, if over the last 4 months, you have received complaints and requests from other agencies more than once a day, on average, and you have testified in court only once, your ratings of these two tasks would be as shown below.

FREQ RATING	EXAMPLE RATINGS
8	1. Receive complaints and requests from other agencies.
2	2. Testify in court.

Important Details

When rating the tasks you should describe only your personal experience, **not** what you know about the work that others perform. Tasks that you have performed, but not in the last 4 months, should be assigned a rating of "1". Tasks that you have never personally performed should be assigned a rating of "0". (**Note:** this survey will be completed by a large sample of dispatchers so that tasks which you have never performed, but which are performed by dispatchers, will be identified by others in the survey.)

If you perform a task at a frequency that falls somewhere between two scale numbers, choose the one scale value that is closest to the actual frequency. **Do not enter fractions or ranges of numbers**.

Please rate every task. **Do not skip any items**.

BEGIN YOUR RATINGS ON THE NEXT PAGE.

FREQUENCY SCALE

How often have you performed this task during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have performed this task at this communication center)
0 - Never at this communication center

FREQ RATING

I. SCREENING COMPLAINTS & OBTAINING INFORMATION

____ 1. Receive in-person complaints and requests from the public (e.g., public counter).

____ 2. Receive telephone complaints and requests from the public.

____ 3. Receive complaints and requests from other agencies.

____ 4. Receive officer-initiated complaints (e.g., citizen flag-down, on view).

____ 5. Receive requests from law enforcement field units.

____ 6. Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.

____ 7. Calm emotionally upset citizen.

____ 8. Handle abusive citizen (e.g., irate, rude, obscene).

____ 9. Receive and handle "crank" calls.

____ 10. Receive and handle nuisance calls.

____ 11. Receive and handle 911 calls.

____ 12. Receive and handle TDD calls (e.g., deaf caller).

____ 13. Receive and handle request for assistance from non-English speaking citizen (if yes, specify languages: _____).

____ 14. Receive, prioritize, and handle multiple phone calls for assistance.

____ 15. Communicate with intoxicated citizen.

____ 16. Communicate with mentally unstable or suicidal citizen.

FREQ
RATING

____ 17. Communicate with speech-impaired citizen.

____ 18. Communicate with very young (juvenile) citizen.

____ 19. Communicate with elderly citizen.

____ 20. Evaluate initial complaint information to determine what action is necessary.

____ 21. Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.

____ 22. Obtain full complaint-dispatching information for medical emergencies.

____ 23. Obtain full complaint-dispatching information for fire emergencies.

____ 24. Obtain full complaint-dispatching information for safety hazards (e.g., chemical spill, power line down, flooded street).

____ 25. Answer secret witness line and obtain crime information.

____ 26. Obtain full complaint-dispatching information from anonymous caller.

____ 27. Determine appropriate agency for complaints and requests.

____ 28. Classify complaint/incident by type and code (e.g., civil, criminal, etc.).

____ 29. Determine dispatching priority.

____ 30. Summarize incident for dispatching purposes.

____ 31. Record initial complaint information (e.g., complete incident card or make log entry).

____ 32. Enter complaint information into computer system.

____ 33. Obtain additional information from complainants, witnesses, etc. (e.g., location, clarification, etc.).

____ 34. Call to check on welfare of citizen (e.g., 911 hang up).

____ 35. Transmit complaint information to radio dispatcher (e.g., by computer or telephone).

____ 36. Initiate telephone number trace.

____ 37. Call other agencies to obtain information.

FREQUENCY SCALE

How often have you performed this task during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have performed this task at this communication center)
0 - Never at this communication center

FREQ RATING

II. PROVIDING INFORMATION TO THE PUBLIC & OTHER AGENCIES

____ 38. Provide general information to the public (e.g., phone numbers, agency services).

____ 39. Refer or transfer caller to appropriate department or agency.

____ 40. Explain departmental procedures and policies to the public.

____ 41. Explain legal processes and procedures to the public.

____ 42. Explain civil processes to the public.

____ 43. Advise citizens of the status of their complaint/incident.

____ 44. Advise citizens of actions to take during emergency crime situations.

____ 45. Advise citizens of actions to take during non-emergency crime situations.

____ 46. Advise citizens of actions to take in traffic accident.

____ 47. Advise citizens of actions to take during medical emergency (e.g., pre-arrival instructions).

____ 48. Advise citizens of actions to take in routine (non-emergency, miscellaneous) situations.

____ 49. Advise citizens of actions to take during fire emergency.

____ 50. Advise citizens of actions to take in hazardous situations (e.g., chemical spill, severe weather).

____ 51. Advise citizens of crime prevention techniques.

____ 52. Determine what information, if any, should be provided to requester (verify "right to know").

FREQ
RATING

____ 53. Provide requested information to other departments and agencies.

____ 54. Provide information to the news media.

____ 55. Notify other departments or agencies of an emergency or need for service.

____ 56. Notify parents, relatives, etc., of those involved in incidents.

____ 57. Testify in court.

III. MONITORING FIELD UNITS AND EMERGENCY SYSTEMS

____ 58. Monitor and respond to radio transmissions from law enforcement field units.

____ 59. Monitor and respond to computer transmissions from law enforcement field units.

____ 60. Monitor and respond to fire department radio transmissions.

____ 61. Monitor and respond to medical emergency (ambulance) radio transmissions.

____ 62. Monitor and respond to other public service radio transmissions.

____ 63. Monitor and respond to CB radio transmissions.

____ 64. Monitor and respond to marine radio transmissions.

____ 65. Monitor and respond to alarm systems.

____ 66. Monitor and respond to civil defense networks/warning systems.

____ 67. Monitor and respond to teletype messages (e.g., NCIC, CLETS).

____ 68. Monitor pending complaints and incidents.

____ 69. Record and update status of field units and incidents (e.g., on status sheet or incident card).

____ 70. Enter and update field unit and incident status information in computer system.

____ 71. Monitor, coordinate, and update status information for multiple field units and incidents.

FREQUENCY SCALE

How often have you performed this task during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have performed this task at this communication center)
0 - Never at this communication center

FREQ RATING

____ 72. Contact law enforcement field units by radio to check on status.

____ 73. Contact law enforcement field units by computer to check on status.

____ 74. Perform radio checks for the fire department.

IV. DISPATCHING PERSONNEL & RESOURCES

____ 75. Determine appropriate personnel and resources to dispatch to incidents.

____ 76. Dispatch by radio transmission.

____ 77. Dispatch by computer (digital) transmission.

____ 78. Dispatch patrol officer(s) to calls for service.

____ 79. Dispatch specialized law enforcement unit(s) to calls for service (e.g., SWAT, canine, investigators).

____ 80. Dispatch fire fighter(s) to calls for service.

____ 81. Dispatch emergency medical unit(s) or ambulance to calls for service.

____ 82. Dispatch other public service unit(s) to calls for service (e.g., utilities, traffic signals, trees).

____ 83. Contact other agencies to request assistance.

____ 84. Coordinate mutual aid agency response.

____ 85. Direct and coordinate response of multiple field units.

____ 86. Broadcast all points bulletins.

____ 87. Transmit emergency bulletins by teletype or computer.

FREQ
RATING

____ 88. Conduct civil defense tests.

____ 89. Call locksmith.

____ 90. Call towing service.

____ 91. Give street directions.

V. PROVIDING INFORMATION TO FIELD UNITS

____ 92. Use resource materials to obtain specific requested information for field units (e.g., codes, criss-cross directory, telephone numbers).

____ 93. Provide requested information to law enforcement field units.

____ 94. Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).

____ 95. Coordinate communications between field units.

____ 96. Advise field units of updated information regarding an incident.

____ 97. Query data base for vehicle license, registration, and stolen vehicle information.

____ 98. Query data base for criminal history information (e.g., state, local).

____ 99. Query data base for driver's license information.

____ 100. Query data base for information regarding wants and warrants.

____ 101. Query data base for stolen property information.

____ 102. Query data base for gun information.

____ 103. Query specialized data bases (e.g., information regarding locations, suspects, court orders, hazards, etc.).

VI. REPORTING AND RECORDKEEPING

____ 104. Check and confirm the accuracy of outgoing warrants.

____ 105. Complete vehicle accident reports.

____ 106. Complete crime reports.

____ 107. Complete incident reports.

FREQUENCY SCALE

How often have you performed this task during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have performed this task at this communication center)
0 - Never at this communication center

FREQ RATING

____ 108. Complete ALI routing sheet (911 distribution correction form).

____ 109. Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms).

____ 110. Complete statistical reports making arithmetic calculations.

____ 111. Complete telephone trace request form.

____ 112. Complete federal Uniform Crime Report (UCR).

____ 113. Complete state Bureau of Criminal Statistics (BCS) report.

____ 114. Document equipment malfunctions.

____ 115. Enter or update information in computer data base (e.g., stolen vehicle, property, etc.).

____ 116. Issue case and/or traffic accident numbers.

____ 117. Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).

____ 118. Maintain ambulance rotation log.

____ 119. Maintain business directory.

____ 120. Maintain directory of services provided by other agencies.

____ 121. Maintain complaint history file.

____ 122. Maintain files of personnel time sheets and time off requests.

____ 123. Maintain log of all criminal incidents during watch.

____ 124. Maintain specialized logs (e.g., 5150's, medical incidents, problem addresses, restraining orders, etc.).

FREQ
RATING

____ 125. Maintain maps and cross-street directories.

____ 126. Maintain records of teletypes sent and received.

____ 127. Maintain resource materials in the communications center.

____ 128. Maintain towing agency rotation log.

____ 129. Maintain traffic statistics (e.g., accident reports, stolen vehicles).

____ 130. Make entries in activity log (e.g., calls received or dispatched).

____ 131. Prepare bulletins.

____ 132. Prepare or update procedure manuals.

____ 133. Prepare shift roster of assigned field units.

____ 134. Prepare summary reports (e.g., types of incidents, equipment dispatched, disposition of incidents).

____ 135. Purge designated files.

____ 136. Request criminal rap sheets from other agencies.

____ 137. Review documents and materials to prepare to testify in court.

____ 138. Take notes on information received by computer or teletype.

____ 139. Take notes on information received verbally (e.g., by radio or telephone).

____ 140. Transcribe tape recordings.

____ 141. Reproduce (copy) tape recordings.

____ 142. Type information from written documents (e.g., arrest reports, accident reports, correspondence).

____ 143. Type information received verbally.

____ 144. Write intra-department memos.

VII. FACILITY OPERATIONS

____ 145. Answer and route routine business calls.

____ 146. Attend in-service training sessions.

____ 147. Attend squad meetings/communications briefings.

FREQUENCY SCALE

How often have you performed this task during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have performed this task at this communication center)
0 - Never at this communication center

FREQ RATING

____ 148. Brief oncoming dispatcher of previous shift activities.

____ 149. Change audio tapes.

____ 150. Conduct tours of the facility.

____ 151. Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications).

____ 152. Issue communications equipment.

____ 153. Maintain equipment (e.g., portable radios, tape recording device, printers).

____ 154. Maintain status board showing the location of personnel and officers.

____ 155. Maintain the cleanliness and order of the communications center.

____ 156. Monitor building security on closed circuit TV.

____ 157. Monitor station/facility security system (e.g., alarms).

____ 158. Order office supplies.

____ 159. Page employees.

____ 160. Perform general office assistance assignments.

____ 161. Replace paper, ribbons, etc., in office equipment.

____ 162. Restart computer system(s).

____ 163. Set up emergency operations center.

____ 164. Route messages to department units.

____ 165. Schedule appointments for department personnel.

FREQ
RATING

VIII. TRAINING

____ 166. Provide on-the-job training to new dispatchers.

____ 167. Provide classroom training to dispatchers and other personnel.

____ 168. Provide training at other facilities (e.g., regional training facilities).

____ 169. Provide training to student assistants or volunteers.

____ 170. Explain and demonstrate complaint/dispatching procedures to public safety personnel.

____ 171. Prepare training bulletins.

____ 172. Prepare maps, charts, and other materials (e.g., training exercises) for training aids.

____ 173. Make presentations to the public (e.g., emergency communications).

____ 174. Conduct performance evaluations of dispatchers.

____ 175. Provide peer counseling (e.g., post-trauma stress, emotional problem).

IX. AUXILIARY FUNCTIONS

IX.A. EVIDENCE

____ 176. Book evidence.

____ 177. Receive, inventory, mark, maintain, and control property and evidence (e.g., weapons, narcotics, blood, urine samples).

____ 178. Photograph property or evidence.

____ 179. Release or destroy property as authorized.

____ 180. Pick up or deliver evidence or documents.

____ 181. Prepare evidence for DOJ lab.

____ 182. Prepare fingerprint evidence for CAL ID fingerprint system.

IX.B. CUSTODY

____ 183. Accept bail and schedule court dates.

FREQUENCY SCALE

How often have you performed this task during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have performed this task at this communication center)
0 - Never at this communication center

FREQ RATING

____ 184. Administer drugs to inmates as prescribed.

____ 185. Administer first aid to prisoners.

____ 186. Assist in physically subduing combative prisoners.

____ 187. Assist prisoners in making telephone calls.

____ 188. Assist in the booking and release of arrestees.

____ 189. Classify inmates by crimes for appropriate housing and activities.

____ 190. Conduct jail inspections (e.g., prisoner health, safety).

____ 191. Control electronically operated jail doors.

____ 192. Deposit bail money.

____ 193. Inspect detention facility and grounds for unusual circumstances.

____ 194. Maintain bail file.

____ 195. Maintain prisoner logs.

____ 196. Maintain records of trustee accounts.

____ 197. Monitor holding cells on closed circuit.

____ 198. Monitor jail cells using electronic listening devices.

____ 199. Perform Breathalyzer tests.

____ 200. Perform custodial and security duties (e.g., head count, preparing prisoners for transportation).

____ 201. Physically search inmates and their living quarters for contraband.

____ 202. Prepare prisoners for court appearances.

FREQ
RATING

____ 203. Search prisoners/arrestees.

____ 204. Supervise trustees (e.g., distribution of meals and clothing, car washing, cleaning the facility).

____ 205. Take urine samples from detainees.

____ 206. Verify and resolve discrepancies in bail monies received.

IX.C. AUXILIARY RECORDKEEPING

____ 207. Assist in handling and processing civil papers.

____ 208. Collect fees.

____ 209. Complete and authorize bank checks.

____ 210. Complete arrest disposition cards.

____ 211. Complete reports on patrol vehicle failures.

____ 212. Coordinate service of criminal subpoenas.

____ 213. Forward checks, security bonds, and other documents to appropriate court.

____ 214. Forward unserved subpoenas to the concerned court.

____ 215. Issue licenses and permits (e.g., fire, bicycle, weapons).

____ 216. Issue parking permits and stickers.

____ 217. Issue receipts for monies received.

____ 218. Keep financial records.

____ 219. Maintain department files for warrants, arrests, citations, and parking tickets.

____ 220. Maintain photo lineup system and assemble photographic lineups.

____ 221. Maintain subpoena control log.

____ 222. Post transactions on account records.

____ 223. Process crime/traffic reports (complete and route paperwork).

____ 224. Process subpoenas (complete and route paperwork).

____ 225. Process traffic citations (complete and route paperwork).

____ 226. Process warrants (complete and route paperwork).

FREQUENCY SCALE

How often have you performed this task during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have performed this task at this communication center)
0 - Never at this communication center

FREQ RATING

____ 227. Route arrest conviction files and related records.

____ 228. Seal juvenile and adult criminal records.

____ 229. Take fingerprints for permits and licenses.

____ 230. Take photographs.

____ 231. Transcribe law enforcement reports.

____ 232. Verify repairs on vehicle mechanical violations.

CONTINUED ON NEXT PAGE.

SECTION II-B

JOB DUTIES: % TIME SPENT

Instructions

In this section of the survey you are to estimate the percentage of time during your shift that you have been actively involved in performing different job duties, on average over the last 4 months.

The job duties listed on the next page represent the tasks contained in the previous section of this survey. You should refer back to the previous section if you are unsure of which tasks are included in any of the listed job duties.

Please use the following steps in making your estimates.

STEPS FOR ESTIMATING % TIME SPENT

---

1. Consider the work you perform on a daily basis, as well as additional job duties you perform less frequently, all within the last 4 months.

2. **Rank** the job duties in the order of the **amount of time** that you spent performing each one.

   A rank of "1" indicates the most time spent, a "2" indicates the second most time spent, a "3" the third most time spent, etc. **Assign a rank of "0" to those job duties that you have not performed within the last four months.** Write your rankings in the space provided next to each job duty on the next page under the heading "RANK".

   Note: if you do everything on the list, plus other duties, you should end up with 12 ranks, ranging from 1 to 12. Do not give the same rank to any job duties (no ties are allowed), except for zeros.

3. **Estimate the approximate percentage of time** that you have been actively involved in performing each job duty, on average over the last 4 months.

   The duty with a rank of "1" should have the highest percentage of time spent; the duty ranked last should have the lowest time spent. Write your percentage-of-time estimates in the space provided next to each job duty on the next page under the heading "% TIME SPENT."

   Note: Because some activities may be performed simultaneously, the total percentage of time may add to more than 100%. However, your estimates should total 100% as nearly as possible.

JOB DUTIES

RANK	% TIME SPENT	
		TAKING COMPLAINTS
___	___%	1. Screening Complaints and Obtaining Information
___	___%	2. Providing Information to the Public & Other Agencies
		FIELD COMMUNICATIONS
___	___%	3. Responding to Field Units and Emergency Systems (exclude time spent monitoring "dead air")
___	___%	4. Dispatching Personnel and Resources
___	___%	5. Providing Information to Field Units
		OTHER JOB DUTIES
___	___%	6. Reporting and Recordkeeping
___	___%	7. Facility Operations
___	___%	8. Providing Training (include only active training, e.g., explaining procedures and developing materials)
		9. Auxiliary Functions:
___	___%	a. Evidence
___	___%	b. Custody
___	___%	c. Auxiliary Recordkeeping
___	___%	d. Other - not covered above (specify:_____
	%	TOTAL PERCENT
	===	

NOTE: DO NOT GIVE THE SAME RANK TO ANY JOB DUTIES, EXCEPT "0", NOT PERFORMED IN THE LAST 4 MONTHS.

SECTION III

COMPLAINTS/INCIDENTS

Instructions

This section of the survey contains a list of the many different complaints and incidents that public safety dispatchers may receive and handle. "Handling" a complaint/incident includes any of the activities related to receiving the call, referring the caller, providing or obtaining information, dispatching field units, contacting mutual aid agencies, etc. This includes complaints/incidents reported by the public, field personnel, and other agencies.

You are to review each complaint/incident listed and use the two rating scales below to indicate:

1. How often you handle the complaint/incident (**Frequency Scale**), and

2. Your typical level of involvement in handling the complaint/incident (**Involvement Scale**).

FREQUENCY SCALE

How often have you handled this complaint/ incident during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have handled this complaint/ incident at this comm. center)
0 - Never at this comm. center

INVOLVEMENT SCALE

How do you routinely handle this complaint/incident?

1 - Receive the call -- refer or transfer caller with limited contact; no dispatching information obtained.

2 - Receive the call -- obtain complete dispatching information; refer or transfer caller, as needed.

3 - Dispatch/Notify field units.

4 - Receive the call *and* dispatch field units.

You should rate each complaint/incident on both scales before proceeding to the next complaint/incident.

Frequency Rating Procedure

As you review each complaint/incident, you are to first indicate how often you have handled the complaint/incident, using the above Frequency Scale. Write your answer in the space provided next to each complaint/incident under the heading "**FREQ - RATING**".

Involvement Rating Procedure

Next, you are to use the Involvement Scale to indicate your typical level of involvement in handling the complaint/incident. Write your rating next to each complaint/incident in the space provided under the heading "**INVOLVE-MENT**".

If you have never handled a complaint/incident (rated "0" on the Frequency Scale), then do not rate that complaint/incident using the Involvement Scale -- leave that space blank and proceed to the next complaint/incident.

Example Ratings

1. If, over the last 4 months, you have handled a "domestic violence" call daily, on average, and you routinely receive the call and dispatch field units to the scene, your ratings would be as shown for the first item in the example ratings below.

2. If, over the last 4 months, you have handled a "non-injury traffic accident" call more than once per day, on average, and you routinely transfer such calls to another agency with minimal involvement on your part, your ratings would appear as shown for the second item below.

3. If you have never received or handled an "aircraft hijacking" call, your ratings would appear as shown for the third item below.

FREQ RATING	INVOLVE -MENT	EXAMPLE RATINGS
7	4	1. Domestic violence
8	1	2. Traffic accident, non-injury
0		3. Aircraft hijacking

Important Details

As in the previous section, you should describe only your personal experience, choosing the one scale value that best represents your answer. Complaints/Incidents that you have handled, but not in the last 4 months, should be assigned a Frequency Rating of "1". Those that you have never personally handled should be assigned a Frequency Rating of "0".

If your involvement in handling a type of complaint/incident has included both receiving calls and dispatching field units, whether for the same incident at the same time or for different incidents at different times, you should assign an Involvement Rating of "4".

Please rate every complaint/incident. Do not skip any items.

BEGIN YOUR RATINGS ON THE NEXT PAGE.

FREQUENCY SCALE

How often have you handled this complaint/ incident during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have handled this complaint/ incident at this comm. center)
0 - Never at this comm. center

INVOLVEMENT SCALE

How do you routinely handle this complaint/incident?

1 - Receive the call -- refer or transfer caller with limited contact; no dispatching information obtained.

2 - Receive the call -- obtain complete dispatching information; refer or transfer caller, as needed.

3 - Dispatch/Notify field units.

4 - Receive the call *and* dispatch field units.

FREQ RATING	INVOLVE -MENT	COMPLAINTS/INCIDENTS
____	____	1. Abandoned vehicle
____	____	2. Abuse to animals
____	____	3. Accident involving hazardous material (e.g., chemicals)
____	____	4. Activated alarm
____	____	5. Administrative detail (e.g., court, vehicle service, transport)
____	____	6. Air and water pollution
____	____	7. Aircraft in distress
____	____	8. Aircraft accident
____	____	9. Aircraft hijacking
____	____	10. Airport or airline security violations
____	____	11. Airport runway obstructions
____	____	12. Alarm - burglary
____	____	13. Alarm - fire
____	____	14. Alarm - medical
____	____	15. Alarm - panic
____	____	16. Alarm - robbery
____	____	17. Alarm - vehicle

FREQUENCY SCALE

How often have you handled this complaint/ incident during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have handled this complaint/ incident at this comm. center)
0 - Never at this comm. center

INVOLVEMENT SCALE

How do you routinely handle this complaint/incident?

1 - Receive the call -- refer or transfer caller with limited contact; no dispatching information obtained.

2 - Receive the call -- obtain complete dispatching information; refer or transfer caller, as needed.

3 - Dispatch/Notify field units.

4 - Receive the call *and* dispatch field units.

EQ TING	INVOLVE -MENT	
___	____	18. Alcohol violation - consumption, sales, possession
___	____	19. Ambulance needed
___	____	20. Animal bite
___	____	21. Animal control violation
___	____	22. Arson
___	____	23. Assault
___	____	24. Assault with a deadly weapon
___	____	25. Attempt to locate (e.g., persons or property)
___	____	26. Attempted murder
___	____	27. Auto-train accident
___	____	28. Bad check (e.g., insufficient funds)
___	____	29. Barricaded suspect
___	____	30. Battery
___	____	31. Bicycle theft
___	____	32. Boat accident/distress
___	____	33. Boat - reckless operation
___	____	34. Bomb threat
___	____	35. Bombing
___	____	36. Border crossing violation

FREQ RATING	INVOLVE -MENT	
____	____	37. Brandishing weapon
____	____	38. Bribery
	____	39. Building code violation
____	____	40. Burglary - commercial
____	____	41. Burglary - residential
____	____	42. Burglary - vehicle
____	____	43. Burning violation
____	____	44. Bus hijacking
____	____	45. Business dispute (e.g., unsatisfactory service, billing dispute)
____	____	46. Business or peddler license violation
____	____	47. Child abuse
____	____	48. Child custody - civil or criminal
____	____	49. Child molesting
____	____	50. Child neglect
____	____	51. Citizen flag-down (e.g., on-site)
____	____	52. Citizen holding suspect(s)
____	____	53. Citizen locked out of building or vehicle
____	____	54. Civil demonstration
____	____	55. Civil dispute
____	____	56. Civil rights violation
____	____	57. Complaint against public safety personnel
____	____	58. Complaint regarding public safety service
____	____	59. Concealed weapon
____	____	60. Concerned party request for check on welfare of citizen
____	____	61. Confidence games (e.g., bunko, pigeon drop, etc.)
____	____	62. Conspiracy to commit a crime
____	____	63. Contributing to the delinquency of a minor

FREQUENCY SCALE

How often have you handled this complaint/ incident during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have handled this complaint/ incident at this comm. center)
0 - Never at this comm. center

INVOLVEMENT SCALE

How do you routinely handle this complaint/incident?

1 - Receive the call -- refer or transfer caller with limited contact; no dispatching information obtained.

2 - Receive the call -- obtain complete dispatching information; refer or transfer caller, as needed.

3 - Dispatch/Notify field units.

4 - Receive the call *and* dispatch field units.

REQ ATING	INVOLVE -MENT	
___	___	64. Counterfeit money
___	___	65. Court orders (e.g., violations, service, enforcement)
___	___	66. Credit card theft or misuse
___	___	67. Crimes aboard aircraft
___	___	68. Crowd or mob
___	___	69. Curfew violation
___	___	70. Dangerous animal
___	___	71. Dead animal
___	___	72. Dead body (excluding homicide)
___	___	73. Death notification
___	___	74. Deceptive business practice
___	___	75. Defrauding an innkeeper
___	___	76. Desertion or AWOL from military
___	___	77. Disturbance - fight (verbal or physical)
___	___	78. Disturbance - juveniles
___	___	79. Disturbance - neighbor
___	___	80. Disturbance - noise (e.g., music, barking dog)
___	___	81. Disturbance - party

FREQ RATING	INVOLVE -MENT	
____	____	82. Domestic violence
____	____	83. Downed wires
____	____	84. Drowning
____	____	85. Drug overdose
____	____	86. Drunk driver
____	____	87. Drunk in public area
____	____	88. Dumping violation
____	____	89. Earthquake
____	____	90. Elderly abuse or neglect
____	____	91. Embezzlement
____	____	92. Escaped prisoner - in the field
____	____	93. Escaped prisoner - jail, prison, or holding facility
____	____	94. Explosion
____	____	95. Explosives - found or suspected
____	____	96. Explosives - unlawful possession or use
____	____	97. Extortion
____	____	98. False reporting of an emergency (misuse of 911)
____	____	99. Field line-up
____	____	100. Fire - brush, misc. outdoor
____	____	101. Fire - structure
____	____	102. Fire - vehicle
____	____	103. Fireworks violation
____	____	104. Fish and game violation
____	____	105. Flood
____	____	106. Follow-up investigation
____	____	107. Forgery
____	____	108. Found child/adult

FREQUENCY SCALE

How often have you handled this complaint/ incident during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have handled this complaint/ incident at this comm. center)
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INVOLVEMENT SCALE

How do you routinely handle this complaint/incident?

1 - Receive the call -- refer or transfer caller with limited contact; no dispatching information obtained.

2 - Receive the call -- obtain complete dispatching information; refer or transfer caller, as needed.

3 - Dispatch/Notify field units.

4 - Receive the call *and* dispatch field units.

FREQ RATING	INVOLVE. -MENT	
____	____	109. Found property
____	____	110. Fraud
____	____	111. Fugitive/wanted person reported to be at a location
____	____	112. Gambling
____	____	113. Gang activity
____	____	114. Harassment
____	____	115. Hazard to public
____	____	116. Hearing-impaired caller
____	____	117. Hit and run (e.g., property, persons)
____	____	118. Homeless person(s)
____	____	119. Homicide
____	____	120. Hostage situation
____	____	121. Illegal alien
____	____	122. Illegal firearm
____	____	123. Illegal weapon other than firearm
____	____	124. Impersonating an officer or other official
____	____	125. Incomplete telephone call for help
____	____	126. Incorrigible juvenile
____	____	127. Indecent exposure

FREQ RATING	INVOLVE -MENT	
____	____	128. Industrial accident
____	____	129. Injured animal
____	____	130. Invalid or elderly person needing assistance
____	____	131. Jail incident
____	____	132. Keep the peace
____	____	133. Kidnapping
____	____	134. Labor-management dispute
____	____	135. Landlord-tenant dispute
____	____	136. Lewd and lascivious conduct
____	____	137. Liquor law violations
____	____	138. Littering
____	____	139. Livestock - rustling
____	____	140. Livestock - stray
____	____	141. Loitering
____	____	142. Lost child
____	____	143. Lost property
____	____	144. Low flying aircraft
____	____	145. Medical emergency - law enforcement assistance needed
____	____	146. Medical emergency - no law enforcement assistance needed
____	____	147. Mentally ill person
____	____	148. Misconduct of a public official
____	____	149. Missing elderly
____	____	150. Missing officer
____	____	151. Missing person
____	____	152. Missing/runaway juvenile
____	____	153. Narcotics violation - use, sales, or possession

FREQUENCY SCALE

How often have you handled this complaint/ incident during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have handled this complaint/ incident at this comm. center)
0 - Never at this comm. center

INVOLVEMENT SCALE

How do you routinely handle this complaint/incident?

1 - Receive the call -- refer or transfer caller with limited contact; no dispatching information obtained.

2 - Receive the call -- obtain complete dispatching information; refer or transfer caller, as needed.

3 - Dispatch/Notify field units.

4 - Receive the call *and* dispatch field units.

FREQ RATING	INVOLVE -MENT	
____	____	154. Non-English speaking caller
____	____	155. Obscene, harassing, or threatening phone calls to the public
____	____	156. Obstructing highway or passageway
____	____	157. Officer needs help - emergency
____	____	158. Officer request for assistance - routine
____	____	159. Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation Department)
____	____	160. Other public safety personnel needing assistance
____	____	161. Panhandling
____	____	162. Parking violation
____	____	163. Parole or probation violation
____	____	164. Patrol or vacation check (e.g., extra patrol request)
____	____	165. Person with gun
____	____	166. Pornographic material
____	____	167. Possession of stolen property
____	____	168. Postal law violation
____	____	169. Prostitution
____	____	170. Prowler

FREQ RATING	INVOLVE -MENT	
____	____	171. Public nuisance
____	____	172. Purse snatch
____	____	173. Pursuit - foot
____	____	174. Pursuit - vehicle
____	____	175. Racing/speeding motor vehicle
____	____	176. Rape
____	____	177. Receiving stolen property
____	____	178. Reckless driving
____	____	179. Recovered aircraft
____	____	180. Recovered boat
____	____	181. Recovered vehicle
____	____	182. Recovered stolen property
____	____	183. Repossession dispute
____	____	184. Request for copy of crime or traffic report
____	____	185. Resisting arrest
____	____	186. Riot
____	____	187. Robbery (excluding bank)
____	____	188. Robbery - bank
____	____	189. Ruptured water line
____	____	190. Ruptured gas line
____	____	191. Safety hazard
____	____	192. Sexual assault
____	____	193. Shooting into dwelling, vehicle, or aircraft
____	____	194. Shoplifting
____	____	195. Shots heard
____	____	196. Smoke report
____	____	197. Smoking violation - tobacco
____	____	198. Sniper

FREQUENCY SCALE

How often have you handled this complaint/ incident during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have handled this complaint/ incident at this comm. center)
0 - Never at this comm. center

INVOLVEMENT SCALE

How do you routinely handle this complaint/incident?

1 - Receive the call -- refer or transfer caller with limited contact; no dispatching information obtained.

2 - Receive the call -- obtain complete dispatching information; refer or transfer caller, as needed.

3 - Dispatch/Notify field units.

4 - Receive the call *and* dispatch field units.

FREQ RATING	INVOLVE -MENT	
____	____	199. Stolen aircraft or aircraft parts
____	____	200. Stranded motorist
____	____	201. Suicide or attempted suicide
____	____	202. Surveillance
____	____	203. Suspicious aircraft activity
____	____	204. Suspicious baggage, persons, or activity at airport security checkpoint
____	____	205. Suspicious circumstances or object
____	____	206. Suspicious person
____	____	207. Suspicious vehicle
____	____	208. Tampering - auto
____	____	209. Tampering - equipment
____	____	210. Tampering - food or drugs
____	____	211. Terrorist threat
____	____	212. Theft - felony
____	____	213. Theft - misdemeanor
____	____	214. Threats against person
____	____	215. Throwing or launching objects at moving vehicles
____	____	216. Traffic accident - fatality

FREQ RATING	INVOLVE -MENT	
____	____	217. Traffic accident - injury
____	____	218. Traffic accident - non-injury
____	____	219. Traffic accident - unknown injury
____	____	220. Traffic congestion or control
____	____	221. Traffic hazard
____	____	222. Traffic signal malfunction
____	____	223. Train derailment
____	____	224. Train or crossing arm blocking traffic
____	____	225. Transient person
____	____	226. Trespassing
____	____	227. Truancy violation
____	____	228. Unknown trouble
____	____	229. Unlawful train riding
____	____	230. Unlawful use of television decoding device
____	____	231. Vandalism
____	____	232. Vehicle blocking driveway
____	____	233. Vehicle inspection violation
____	____	234. Vehicle license tag stolen/lost
____	____	235. Vehicle registration/title violation
____	____	236. Vehicle stop - felony (high risk)
____	____	237. Vehicle stop - routine
____	____	238. Vehicle theft
____	____	239. Voting irregularities at polling place
____	____	240. Warrant service

CONTINUED ON NEXT PAGE.

SECTION III-B

PERCENTAGE OF COMPLAINTS/INCIDENTS

Instructions

Listed below are six categories of complaints/incidents. This section calls for you to estimate the **percentage of complaints/ incidents** that you have handled that fall into each category.

In making your estimates, you should consider all of the complaints/incidents that you have handled over the last 4 months. Be sure to include public and officer-initiated complaints/incidents.

Write your estimates in the space provided next to each complaint/incident type under the heading "**Percent**". Please make sure that the total percent adds to 100.

COMPLAINT/INCIDENT TYPES

Percent

____% 1. Emergency calls for law enforcement service.

a. What percentage of emergency calls for law enforcement service also required medical assistance? ____%

b. What percentage of emergency calls for law enforcement service also required fire department assistance? ____%

____% 2. Non-emergency calls for law enforcement service.

____% 3. Emergency calls for medical assistance only.*

____% 4. Emergency calls reporting fires only.

____% 5. Other emergency calls (search & rescue, disaster, hazardous materials, etc.).

____% 6. Other non-emergency calls (medical, fire, transfer calls, general information, public works, etc.).

____% TOTAL PERCENT

---

*Includes ambulance/medical, fire department, or law enforcement unit response.

SECTION IV

EQUIPMENT AND SYSTEMS

Instructions

This section contains a list of equipment, along with communication and information systems that may be used by public safety dispatchers in performing their job duties. You are to review the equipment and systems listed in this section and use the **Frequency Rating Scale** below to indicate how often you use each item.

FREQUENCY SCALE

How often have you used this equipment or system during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have used this equipment or system at this communication center)
0 - Never at this communication center

Rating Procedure

As you review each item, choose the number from the Frequency Scale that best describes the extent to which you use the equipment or system. Then write your rating in the space provided next to each item under the heading "**FREQ - RATING**".

Follow the same guidelines for using the Frequency Scale to rate equipment and systems as in previous sections of this survey.

BEGIN YOUR RATINGS ON THE NEXT PAGE.

FREQUENCY SCALE

How often have you used this equipment or system during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have used this equipment or system at this communication center)
0 - Never at this communication center

FREQ RATING

*** EQUIPMENT

____ 1. 24-hour tape recorder

____ 2. 911 telephone equipment (ANI, ALI, printers)

____ 3. Alarm monitor

____ 4. Calculator

____ 5. Cassette tape recorder

____ 6. CB radio monitor

____ 7. Centrex telephone

____ 8. Computer assisted dispatch (CAD) system

____ 9. Computer printer

____ 10. Computer terminal and keyboard

____ 11. Emergency power supply (generator, uninterruptable power)

____ 12. Facility security system

____ 13. Facsimile transmission equipment (FAX)

____ 14. Fire extinguisher

____ 15. Fire tone alert dispatch system

____ 16. Handset

____ 17. Headset

____ 18. Intercom

____ 19. MODAT (mobile unit status indicator)

____ 20. Magnetic tape eraser

FREQ
RATING

____ 21. Magnetic tape head cleaner

____ 22. Micro-fiche reader

____ 23. Microphone

____ 24. Mobile command unit

____ 25. Mobile data terminal (MDT)

____ 26. Mobile radio transmitter

____ 27. Pager system

____ 28. Photocopier

____ 29. Public address system

____ 30. Public and private fire alarm equipment

____ 31. Radio card conveyor

____ 32. Radio console and controls

____ 33. Radio frequency scanner

____ 34. Robbery alarm tracking system

____ 35. Scrambler radio

____ 36. Security systems (e.g., video camera/monitor, key card system)

____ 37. Status board (manual tracking system)

____ 38. Tape playback machine

____ 39. Tape recorder head demagnitizer

____ 40. TDD (Deaf phone equipment)

____ 41. Telephone

____ 42. Telephone call management system

____ 43. Telephone switchboard

____ 44. Telephone transfer system

____ 45. Teletype

____ 46. Time stamp machine

____ 47. Traffic template

FREQUENCY SCALE

How often have you used this equipment or system during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have used this equipment or system at this communication center)
0 - Never at this communication center

FREQ RATING

____ 48. Typewriter

____ 49. Word processing computer software

*** RADIO SYSTEMS

____ 50. CALCORD (California Office of Emergency Radio and Coordination)

____ 51. CLEMARS (California Law Enforcement Mutual Aid Radio System)

____ 52. CLERS (California Law Enforcement Radio System)

____ 53. HEARS (Hospital Emergency Administrative Radio System)

____ 54. NLEMARS (National Law Enforcement Mutual Aid Radio System)

____ 55. City radio system(s) - specify name & function: _____
_____

____ 56. County radio system(s) - specify name & function: _____
_____

____ 57. State radio system(s) - specify name & function: _____
_____

*** COMPUTER INFORMATION SYSTEMS

____ 58. CII (Criminal Identification & Investigation) system

____ 59. CJIS (Criminal Justice Information System)

____ 60. CLETS (California Law Enforcement Telecommunication System)

FREQ
RATING

____ 61. DMV (Department of Motor Vehicles) system

____ 62. LEDS (Law Enforcement Data System)

____ 63. NCIC (National Crime Information Center) system

____ 64. NLETS (National Law Enforcement Telecommunication System)

____ 65. Local computer information systems - specify name and function: _____

_____

CONTINUED ON NEXT PAGE.

SECTION V

RESOURCE MATERIALS

Instructions

This section contains a list of resource materials that may be used by public safety dispatchers in performing their job duties. You are to review the list of resource materials and use the **Frequency Rating Scale** below to indicate how often you use each of the listed materials.

FREQUENCY SCALE

How often have you read or referred to portions of this material during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have at this comm. center)
0 - Never at this communication center

Rating Procedure

Review each resource material and choose the number from the Frequency Scale that best describes the extent to which you have used the material to perform your job duties over the last 4 months. Write your rating in the space provided next to each resource material under the heading "**FREQ - RATING**".

Follow the same guidelines for using the Frequency Scale to rate resource materials as in previous sections of this survey.

BEGIN YOUR RATINGS ON THE NEXT PAGE.

FREQUENCY SCALE

How often have you read or referred to portions of this material during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have at this comm. center)
0 - Never at this communication center

FREQ RATING

RESOURCE MATERIALS

____ 1. After hours "call out" directory (e.g., detectives, city crews, etc.)

____ 2. Airport field conditions report

____ 3. CAD system manuals

____ 4. Case law

____ 5. Court decisions

____ 6. Court orders

____ 7. Department bulletins

____ 8. Department or division policy and procedure manuals

____ 9. Department or division rules, regulations, and general orders

____ 10. Directories (e.g., names, addresses, phone numbers, criss-cross)

____ 11. Emergency medical dispatch (EMD) reference manual

____ 12. Emergency notification cards

____ 13. Extensive lists (e.g., serial numbers, codes, descriptions)

____ 14. Equipment operator's manuals

____ 15. FAA bulletins and regulations

____ 16. FCC manual

____ 17. Hazardous materials manuals (e.g., DOT, Material Safety Data Sheet, etc.)

FREQUENCY SCALE

How often have you read or referred to portions of this material during the last 4 months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have at this comm. center)
0 - Never at this communication center

FREQ RATING

____ 18. Incoming correspondence

____ 19. Interoffice memos

____ 20. Mutual aid resource guide

____ 21. Radio codes (incident type codes)

____ 22. Shift activity reports

____ 23. Street lists (e.g., cross-streets, map coordinates, master street address guide, etc.)

____ 24. Street maps

____ 25. Telecommunication system manuals (e.g., CJIS, NCIC, etc.)

____ 26. Teletype messages

____ 27. Topographic maps

____ 28. Training bulletins

____ 29. Union manual

____ 30. Wanted bulletins (e.g., AB's, IB's)

____ 31. Weather forecasts and bulletins

*** Laws, Codes, and Statutes:

____ 32. Administrative Code

____ 33. Aeronautics Code

____ 34. Alcohol Beverage Control Act

____ 35. Business and Profession Code

FREQ
RATING

____ 36. Children and Family Services Statutes

____ 37. City Ordinances

____ 38. Civil Code

____ 39. County Ordinances

____ 40. Evidence Code

____ 41. Fish and Game Code

____ 42. Government Code

____ 43. Harbor and Navigation Code

____ 44. Health and Safety Code

____ 45. Military and Veterans Code

____ 46. Municipal Code

____ 47. Penal Code

____ 48. U.S. Code

____ 49. U.S. Constitution

____ 50. Vehicle Code

____ 51. Welfare and Institutions Code

CONTINUED ON NEXT PAGE.

SECTION VI

REFERRALS AND MUTUAL AID

Instructions

This section of the survey lists the many different agencies, departments, businesses, services, etc., that public safety dispatchers may interact with while handling various complaints/incidents. Dispatchers may transfer or refer calls to these agencies, they may receive notifications or requests from these agencies for information or assistance, or they may contact these agencies to obtain or provide information or assistance.

You are to review the listed agencies and use the two rating scales below to indicate:

1. How often you have referred calls or had contact with personnel at each agency (**Frequency Rating**),

2. Your typical level of involvement when interacting with each agency (**Involvement Rating**).

FREQUENCY SCALE

How often have you referred calls to this agency or had contact with personnel at this agency during the last four months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have while at this communication center)
0 - Never at this communication center

INVOLVEMENT SCALE

How do you routinely interact with this agency?

1 - Refer or transfer caller - - no contact with agency.

2 - Transfer caller to agency -- stay on line and provide or obtain information.

3 - Contact agency to obtain information or assistance.

4 - Receive notifications/requests from agency for information or assistance.

5 - Receive requests from agency for information or assistance, *and* contact agency to obtain information or assistance.

You should rate each agency on both scales before proceeding to the next agency.

Frequency Rating Procedure

First, use the Frequency Scale to indicate how often you have referred calls or had contact with personnel from each agency during the last 4 months. Write your ratings in the space provided next to each agency under the heading "**FREQ - RATING**".

Involvement Rating Procedure

Next, use the Involvement Scale to indicate how you have routinely interacted with each agency during the last 4 months. Write your answer next to each agency in the space provided under the heading "**INVOLVE-MENT**".

<u>If you have never referred a call or had contact with an agency (rated "0" on the Frequency Scale) then do not rate that agency using the Involvement Scale</u> -- leave that space blank and proceed to the next agency.

Example Ratings

1. If, over the last 4 months you have interacted with the Highway Patrol more than once per day, on average, and your typical involvement has included both receiving requests from the CHP to provide backup assistance, as well as contacting the CHP to request backup assistance, your ratings would be as shown for the first example rating below.

2. If you have never referred calls or had any contact with the U.S. Border Patrol, your ratings would appear as shown for the second example rating.

FREQ RATING	INVOLVE -MENT	EXAMPLE RATINGS
8	5	1. Highway Patrol
0		2. U.S. Border Patrol

Follow the same guidelines for using the rating scales as in previous sections.

Please be sure to rate every agency.

BEGIN YOUR RATINGS ON THE NEXT PAGE.

FREQUENCY SCALE

How often have you referred calls to this agency or had contact with personnel at this agency during the last four months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have while at this communication center)
0 - Never at this communication center

INVOLVEMENT SCALE

How do you routinely interact with this agency?

1 - Refer or transfer caller - - no contact with agency.

2 - Transfer caller to agency -- stay on line and provide or obtain information.

3 - Contact agency to obtain information or assistance.

4 - Receive notifications/requests from agency for information or assistance.

5 - Receive requests from agency for information or assistance, *and* contact agency to obtain information or assistance.

FREQ RATING	INVOLVE -MENT	
		REFERRALS & MUTUAL AID
____	____	1. Airport control tower
____	____	2. Airport police/security
____	____	3. Alarm company
____	____	4. Alcohol and drug abuse center
____	____	5. Animal Control
____	____	6. Battered women's shelter
____	____	7. Building service engineers
____	____	8. Campus personnel offices
____	____	9. Campus police/security
____	____	10. CHEMTREC (hazardous materials)
____	____	11. Child Protective Services
____	____	12. City personnel offices
____	____	13. Civil Air Patrol
____	____	14. Civil Defense
____	____	15. Community health agencies
____	____	16. County Coroner
____	____	17. County Jail

FREQ RATING	INVOLVE -MENT	
____	____	18. County Marshal's office
____	____	19. County Parks Department
____	____	20. County Probation Department
____	____	21. County Road Department
____	____	22. County Social Services/Welfare Department
____	____	23. District Attorney
____	____	24. Electric utility company
____	____	25. Emergency housing
____	____	26. Emergency medical service
____	____	27. Family counseling agency
____	____	28. Fire Department
____	____	29. Fire protection districts and volunteer companies
____	____	30. Food assistance agency (e.g., food closet)
____	____	31. Gas company
____	____	32. Harbor Patrol
____	____	33. Hospital
____	____	34. Hospital police/security
____	____	35. Housing Authority police
____	____	36. Humane Society
____	____	37. Immigration service
____	____	38. Language Translation Service
____	____	39. Maintenance department (county, city)
____	____	40. Mental health treatment facility
____	____	41. Office of Emergency Services (OES) - local and state
____	____	42. Parking enforcement
____	____	43. Poison control
____	____	44. Police department

FREQUENCY SCALE

How often have you referred calls to this agency or had contact with personnel at this agency during the last four months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have while at this communication center)
0 - Never at this communication center

INVOLVEMENT SCALE

How do you routinely interact with this agency?

1 - Refer or transfer caller - - no contact with agency.

2 - Transfer caller to agency -- stay on line and provide or obtain information.

3 - Contact agency to obtain information or assistance.

4 - Receive notifications/requests from agency for information or assistance.

5 - Receive requests from agency for information or assistance, *and* contact agency to obtain information or assistance.

FREQ RATING	INVOLVE -MENT	
____	____	45. Psychiatric evaluation team
____	____	46. Public Defender
____	____	47. Public works department (e.g., water, sewer, traffic signals)
____	____	48. Railroad police
____	____	49. Search and rescue
____	____	50. Sheriff's department
____	____	51. Street maintenance
____	____	52. TDD Translation Service (California Relay Service)
____	____	53. Telephone company
____	____	54. Towing service
____	____	55. Transit police
____	____	56. Victim's assistance agencies (e.g., Red Cross, crime victim's assistance, etc.)
____	____	57. Water company
		*** State Agencies:
____	____	58. Bureau of Narcotics Enforcement (BNE)
____	____	59. CALTRANS
____	____	60. Department of Alcoholic Beverage Control

FREQ RATING	INVOLVE -MENT	
____	____	61. Department of Corrections (CDC)
____	____	62. Department of Justice (DOJ/Crime Lab)
____	____	63. Department of Fish and Game
____	____	64. Department of Forestry
____	____	65. Department of Motor Vehicles (DMV)
____	____	66. Department of Water Resources
____	____	67. Fire Marshal
____	____	68. Highway Patrol
____	____	69. Occupational Health and Safety Administration (OSHA)
____	____	70. Parks and Recreation Department
____	____	71. Parole Board
____	____	72. State Police
____	____	73. State University Police
____	____	74. Welfare Department
____	____	75. Youth Authority (CYA)
		*** <u>Federal Agencies</u>:
____	____	76. Air Force rescue
____	____	77. Army Corps of Engineers
____	____	78. Army Explosives Ordinance Disposal (EOD) unit
____	____	79. Border Patrol
____	____	80. Bureau of Alcohol, Tobacco and Firearms (ATF)
____	____	81. Coast Guard
____	____	82. Customs Service
____	____	83. Department of State
____	____	84. Department of the Treasury
____	____	85. Drug Enforcement Administration (DEA)
____	____	86. Environmental Protection Agency (EPA)

FREQUENCY SCALE

How often have you referred calls to this agency or had contact with personnel at this agency during the last four months, on average?

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have while at this communication center)
0 - Never at this communication center

INVOLVEMENT SCALE

How do you routinely interact with this agency?

1 - Refer or transfer caller - - no contact with agency.

2 - Transfer caller to agency -- stay on line and provide or obtain information.

3 - Contact agency to obtain information or assistance.

4 - Receive notifications/requests from agency for information or assistance.

5 - Receive requests from agency for information or assistance, *and* contact agency to obtain information or assistance.

FREQ RATING	INVOLVE -MENT	
____	____	87. Federal Aviation Administration (FAA)
____	____	88. Federal Bureau of Investigation (FBI)
____	____	89. Federal Communication Commissions (FCC)
____	____	90. Federal police
____	____	91. Forest Service
____	____	92. Military police/shore patrol
____	____	93. National Guard
____	____	94. National Park Service
____	____	95. Nuclear Regulatory Commission (NRC)
____	____	96. Secret Service
____	____	97. U.S. Marshal

CONTINUED ON NEXT PAGE.

SECTION VII

FIELD COMMUNICATIONS

Instructions

The final section of the survey contains a list of field personnel that dispatchers may communicate with when handling various complaints/incidents (e.g., directing and coordinating field unit response, providing or receiving information, etc.). These personnel may be employed by the same agency or by another agency (e.g., mutual aid).

You are to review the list of field personnel and use the **Frequency Scale** below to indicate how often you have had direct communications with each type of personnel during the last 4 months, including any radio, computer, or telephone communications.

FREQUENCY SCALE

How often have you communicated directly with these field personnel during the last four months, on average? This includes radio, computer and telephone communications that you have had with personnel from your agency and other agencies (e.g., mutual aid).

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have while working at this communication center)
0 - Never at this communication center

Rating Procedure

As you review each type of field personnel, choose the number from the Frequency Scale that best describes the extent to which you have had direct communications during the last 4 months. Then write the number in the space provided under the heading "**FREQ - RATING**".

Follow the same guidelines for using the Frequency Scale to rate field personnel as in previous sections of this survey.

BEGIN YOUR RATINGS ON THE NEXT PAGE.

FREQUENCY SCALE

How often have you communicated directly with these field personnel during the last four months, on average? This includes radio, computer and telephone communications that you have had with personnel from your agency and other agencies (e.g., mutual aid).

8 - More than once per day
7 - Daily
6 - More than once per week
5 - Weekly
4 - More than once per month
3 - Monthly
2 - Less than once per month
1 - Not in the last 4 months (but I have while working at this communication center
0 - Never at this communication center

FREQ RATING

FIELD COMMUNICATIONS

____ 1. Ambulance/emergency medical unit

____ 2. Animal control

____ 3. Bomb disposal

____ 4. Canine unit

____ 5. Civilian public safety assistance groups

____ 6. Community service officer/Police service technician (e.g., take reports, traffic control, cold call response)

____ 7. Coroner

____ 8. Crime scene investigator (e.g, ID technician, lab technician, blood technician, etc.)

____ 9. Detectives

____ 10. District Attorney

____ 11. Engineering inspectors

____ 12. FBI agents

____ 13. Fire department personnel

____ 14. Fish and Game officers

____ 15. Harbor master

FREQ
RATING

____ 16. Harbor patrol

____ 17. Hazardous materials disposal

____ 18. Helicopter - emergency medical

____ 19. Helicopter - patrol

____ 20. Horse patrol

____ 21. Local government personnel (other than public safety and public works) - specify: _____

_____

____ 22. Medical personnel

____ 23. Narcotics/vice

____ 24. Park rangers (state and county)

____ 25. Parking control

____ 26. Parole officers

____ 27. Patrol officers

____ 28. Probation officers

____ 29. Public works personnel (e.g., utilities, sewer, traffic signals, trees, etc.)

____ 30. Reserve officers

____ 31. School district police officers

____ 32. Search and rescue

____ 33. Specialized law enforcement units (multi-jurisdictional)

____ 34. SWAT

____ 35. Traffic enforcement officers

CONTINUED ON NEXT PAGE.

* * *

NUMBER OF FIELD UNITS

Approximately how many field units do you communicate with directly? (e.g., coordinate response, provide or receive information, etc.) This includes personnel from your agency and other agencies (e.g., mutual aid).

Select the letter below that best represents your estimate for each of the types of field units and circumstances that follow.

A = 1 to 5	G = 51 to 60
B = 6 to 10	H = 61 to 70
C = 11 to 20	J = 71 to 80
D = 21 to 30	K = 81 to 90
E = 31 to 40	L = 91 to 100
F = 41 to 50	M = over 100

*** **Law Enforcement Field Units**:

____ 1. Number that you routinely communicate with during your shift.

____ 2. The largest number that you have communicated with at one time (e.g., for a single incident or a series of simultaneous incidents).

*** **Other Public Safety Field Units** (medical, fire, other non-law enforcement):

____ 3. Number that you routinely communicate with during your shift.

____ 4. The largest number that you have communicated with at one time (e.g., for a single incident or a series of simultaneous incidents).

* * *

This completes the survey. Thank you for your participation! Please forward the survey to your agency coordinator.

APPENDIX 5

PUBLIC SAFETY DISPATCHER JOB TASK SURVEY: SUPERVISOR FORM

California Commission on Peace Officer Standards and Training

PUBLIC SAFETY DISPATCHER JOB TASK SURVEY

SUPERVISOR FORM

INTRODUCTION

Purpose

This survey was developed by the Commission on Peace Officer Standards and Training (POST) for the purpose of collecting information about the work performed by public safety dispatchers in California. "Public safety dispatcher" includes personnel who perform complaint-taking or dispatching duties. The survey is concerned with the work of those personnel that you supervise who perform complaint/dispatch services primarily for **law enforcement.**

The information obtained in the survey will be used by POST in subsequent research to identify the job requirements of dispatchers statewide. Based on an analysis of this information, POST will develop comprehensive entry-level selection and training standards. Your answers to the survey will, therefore, contribute to the future development of the law enforcement communications profession.

Participants

This survey is being administered by POST to supervisors of dispatchers at a representative sample of communication centers throughout the state. All completed surveys will be returned to POST and will be analyzed to identify the common elements of the public safety dispatcher job as it is performed statewide. Your responses to the survey will be kept <u>confidential</u>.

Contents

The survey booklet contains several sections. In the first section, you are asked to provide certain background information that is necessary to document and confirm that the survey sample is representative. In the remaining sections you are asked to use various rating scales to provide information regarding the job duties of public safety dispatchers that you supervise. Separate instructions are provided for completing each section.

General Instructions

In view of the important role that the survey results will play in the subsequent development of dispatcher selection and training standards, it is critical that you <u>read and follow all instructions carefully</u>.

Your agency coordinator should have notified you of the **deadline** for completing the survey. Please complete and return the survey to the coordinator by this date.

Thank you for your participation in the survey!

SECTION I

BACKGROUND INFORMATION

PLEASE PRINT

Date: _____

Name of your agency: _____

Type of agency (check one):

___ Police Department (1)
___ Sheriff's Department (2)
___ Regional Communication Center (3)

Your name (optional): _____

Work telephone number: ( ) _____

Please answer the following questions by writing the appropriate numbers in the spaces to the left, or by making a check (✓) where indicated.

___ 1. Do you presently supervise or manage the work of law enforcement dispatchers at your agency? (choose one)

1 = Yes 2 = No

IF NO, PLEASE SEE YOUR AGENCY COORDINATOR BEFORE COMPLETING THIS SURVEY.

2. Check (✓) the types of complaint/dispatch personnel below that you supervise:

___ Complaint-Taker (1)
___ Radio Dispatcher (2)
___ Combined Complaint/Dispatch Function (3)

___ yr ___ mo 3. How long have you supervised the work of dispatchers at your present agency? (years and months)

___ yr ___ mo 4. What is your total experience supervising the work of dispatchers? (years and months)

___ yr ___ mo 5. What is your total experience working as a complaint-taker or dispatcher? (years and months)

___ 6. Present rank or position classification:

Civilian:
1 = Supervising Dispatcher
2 = Communications Supervisor
3 = Communications Center Manager
4 = Other - specify: _____

Sworn Officer:
5 = Officer/Deputy
6 = Corporal
7 = Sergeant
8 = Lieutenant
9 = Captain
0 = Other - specify: _____

___ yr ___ mo 7. How long have you been at your present rank or position with your present agency? (years and months)

___ 8. Present Shift:

1 = Day
2 = Evening
3 = Night (graveyard)
4 = Relief/Rotating

Demographic Data

___ yr 9. Age (years)

___ 10. Sex: 1 = Male 2 = Female

___ 11. Race/Ethnicity:

1 = Asian
2 = Black
3 = Filipino
4 = Hispanic
5 = Native American
6 = Pacific Islander
7 = White
8 = Other

___ 12. Education (indicate highest level completed):

1 = High school or GED
2 = One year of college
3 = Associate Degree (or 2 years college)
4 = Bachelor's Degree
5 = Master's Degree
6 = Other - specify: _____

SECTION II

JOB TASKS

Instructions

This section contains an extensive list of job tasks that are performed by public safety dispatchers in California. The tasks are listed within major duty areas that comprise the dispatching function (e.g., Screening Complaints and Obtaining Information, Providing Information to the Public and Other Agencies, Monitoring Field Units and Emergency Systems, etc.).

You are to carefully review each task and use three different rating scales to indicate:

1. How important it is that dispatchers in your agency perform the task competently (**Importance Rating**),

2. When it is most appropriate for new dispatchers to learn to perform the task (**When-Learned Rating**), and

3. The need for in-service training (refresher training) for the task for tenured dispatchers to maintain job proficiency (**In-Service Training Rating**).

You should rate each task on all three scales before proceeding to the next task.

Importance Rating Procedure

The first step is to evaluate the importance of competent performance of the task to the overall job performance of dispatchers in your agency. As you review each task, consider the importance of the task **relative to other tasks** performed by dispatchers in your agency, as well as the **consequences of unsuccessful performance** of the task. Then choose the number from the Importance Scale below that best describes your answer.

IMPORTANCE SCALE

How important is competent performance of this task to the overall job performance of dispatchers in your agency?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/unimportant for dispatchers in my agency.

Write your rating next to the task under the heading "**IMPOR-TANCE**".

For those tasks that are part of the job for dispatchers in your agency (rated "1" or higher on the Importance Scale), you are to provide additional information using the two rating scales below. If a task is not part of the job for dispatchers in your agency, then do not rate the task using the When-Learned or In-Service Training rating scales -- leave those spaces blank and proceed to the next task.

When-Learned Rating Procedure

Next, you are to identify the point in time when new dispatchers should be provided training, if any, to learn to perform each task (for those tasks that are performed by dispatchers in your agency). You should consider both training efficiency and safety to the public and field personnel, and respond on the basis of your personal experience (not on the basis of requirements by your agency or any other organization). Use the When-Learned Scale below to indicate your answer.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to perform this task, considering both training **efficiency** and **safety** to the public and field personnel?*

0 - ***No formal training required*** -- task can be performed with little or no instruction.

1 - ***Classroom (basic) training*** -- full preparation to perform this task is required before initial assignment to any dispatcher duties (on-the-job training is ***not*** required).

2 - ***Classroom (basic) training and on-the-job training*** -- some classroom preparation to perform this task is required before initial assignment to dispatcher duties and on-the-job training.

3 - ***On-the-job training*** -- best learned on-the-job through formal instruction provided during initial assignment to dispatcher job duties (no prior training required).

Write your ratings under the heading "**WHEN-LEARN**".

In-Service Training Rating Procedure

Finally, for each task identified as part of the job for dispatchers in your agency, you are to identify the **need for continuous in-service training** (refresher training) for the task for tenured dispatchers to maintain job proficiency. Again, you are to respond on the basis of your personal experience. Use the In-Service Training Scale on the next page to indicate your answer.

IN-SERVICE TRAINING SCALE

*Is continuous in-service training (refresher training) required for this task for **tenured** dispatchers in your agency to maintain job proficiency?*

0 - ***No***, in-service training is not required. On-the-job experience is adequate to maintain job proficiency.

1 - ***Yes***, best handled by individual agencies through training bulletins or brief in-service meetings (regional training would not be appropriate).

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (may be handled by regional training centers or individual agencies).

Write your ratings under the heading "**IN-SERVICE TRAINING**".

Example Ratings

1. If you feel that: (a) it is critically important that dispatchers in your agency be able to "**determine dispatching priority**"; (b) new dispatchers should receive both classroom training and on-the-job training to perform this task; and (c) in-service training is required for this task and is best handled by individual agencies (not appropriate for regional training), then your ratings would appear as in the first example below.

2. If dispatchers at your agency do not "**receive in-person complaints and requests from the public (e.g., public counter)**", then your ratings would appear is shown in the second example.

IMPOR -TANCE	WHEN-LEARN	IN-SERVICE TRAINING	EXAMPLES
5	2	1	1. Determine dispatching priority.
0	___	___	2. Receive in-person complaints and requests from the public (e.g., public counter).

Important Details

In making your ratings, choose the one scale value that best represents your answer. Do not enter fractions or ranges of numbers.

Please review and evaluate all tasks listed. Do not skip any tasks.

BEGIN YOUR RATINGS ON THE NEXT PAGE.

IMPORTANCE SCALE

How important is competent performance of this task to the overall job performance of dispatchers in your agency?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to perform this task, considering both training **efficiency** and **safety** to the public and field personnel?*

0 - No formal training required.

1 - Classroom (basic) training - - full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training - - best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training (refresher training) required for this task for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
			I. SCREENING COMPLAINTS & OBTAINING INFORMATION
____	____	____	1. Receive in-person complaints and requests from the public (e.g., public counter).
____	____	____	2. Receive telephone complaints and requests from the public.
____	____	____	3. Receive complaints and requests from other agencies.
____	____	____	4. Receive officer-initiated complaints (e.g., citizen flag-down, on view).
____	____	____	5. Receive requests from law enforcement field units.
____	____	____	6. Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.
____	____	____	7. Calm emotionally upset citizen.
____	____	____	8. Handle abusive citizen (e.g., irate, rude, obscene).
____	____	____	9. Receive and handle "crank" calls.
____	____	____	10. Receive and handle nuisance calls.
____	____	____	11. Receive and handle 911 calls.
____	____	____	12. Receive and handle TDD calls (e.g., deaf caller).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	13. Receive and handle request for assistance from non-English speaking citizen (if yes, specify languages:_____).
____	____	____	14. Receive, prioritize, and handle multiple phone calls for assistance.
____	____	____	15. Communicate with intoxicated citizen.
____	____	____	16. Communicate with mentally unstable or suicidal citizen.
____	____	____	17. Communicate with speech-impaired citizen.
____	____	____	18. Communicate with very young (juvenile) citizen.
____	____	____	19. Communicate with elderly citizen.
____	____	____	20. Evaluate initial complaint information to determine what action is necessary.
____	____	____	21. Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.
____	____	____	22. Obtain full complaint-dispatching information for medical emergencies.
____	____	____	23. Obtain full complaint-dispatching information for fire emergencies.
____	____	____	24. Obtain full complaint-dispatching information for safety hazards (e.g., chemical spill, power line down, flooded street).
____	____	____	25. Answer secret witness line and obtain crime information.
____	____	____	26. Obtain full complaint-dispatching information from anonymous caller.
____	____	____	27. Determine appropriate agency for complaints and requests.
____	____	____	28. Classify complaint/incident by type and code (e.g., civil, criminal, etc.).
____	____	____	29. Determine dispatching priority.
____	____	____	30. Summarize incident for dispatching purposes.
____	____	____	31. Record initial complaint information (e.g., complete incident card or make log entry).

IMPORTANCE SCALE

How important is competent performance of this task to the overall job performance of dispatchers in your agency?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to perform this task, considering both training **efficiency** and **safety** to the public and field personnel?*

0 - No formal training required.

1 - Classroom (basic) training -- full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training -- best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training (refresher training) required for this task for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	32. Enter complaint information into computer system.
____	____	____	33. Obtain additional information from complainants, witnesses, etc. (e.g., location, clarification, etc.).
____	____	____	34. Call to check on welfare of citizen (e.g., 911 hang up).
____	____	____	35. Transmit complaint information to radio dispatcher (e.g., by computer or telephone).
____	____	____	36. Initiate telephone number trace.
____	____	____	37. Call other agencies to obtain information.
			II. PROVIDING INFORMATION TO THE PUBLIC & OTHER AGENCIES
____	____	____	38. Provide general information to the public (e.g., phone numbers, agency services).
____	____	____	39. Refer or transfer caller to appropriate department or agency.
____	____	____	40. Explain departmental procedures and policies to the public.
____	____	____	41. Explain legal processes and procedures to the public.
____	____	____	42. Explain civil processes to the public.

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	43. Advise citizens of the status of their complaint/incident.
____	____	____	44. Advise citizens of actions to take during emergency crime situations.
____	____	____	45. Advise citizens of actions to take during non-emergency crime situations.
____	____	____	46. Advise citizens of actions to take in traffic accident.
____	____	____	47. Advise citizens of actions to take during medical emergency (e.g., pre-arrival instructions).
____	____	____	48. Advise citizens of actions to take in routine (non-emergency, miscellaneous) situations.
____	____	____	49. Advise citizens of actions to take during fire emergency.
____	____	____	50. Advise citizens of actions to take in hazardous situations (e.g., chemical spill, severe weather).
____	____	____	51. Advise citizens of crime prevention techniques.
____	____	____	52. Determine what information, if any, should be provided to requester (e.g., verify "right to know").
____	____	____	53. Provide requested information to other departments and agencies.
____	____	____	54. Provide information to the news media.
____	____	____	55. Notify other departments or agencies of an emergency or need for service.
____	____	____	56. Notify parents, relatives, etc., of those involved in incidents.
____	____	____	57. Testify in court.

III. MONITORING FIELD UNITS AND EMERGENCY SYSTEMS

____	____	____	58. Monitor and respond to radio transmissions from law enforcement field units.
____	____	____	59. Monitor and respond to computer transmissions from law enforcement field units.

IMPORTANCE SCALE

How important is competent performance of this task to the overall job performance of dispatchers in your agency?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to perform this task, considering both training **efficiency** and **safety** to the public and field personnel?*

0 - No formal training required.

1 - Classroom (basic) training - - full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training - - best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training (refresher training) required for this task for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPORTANCE	WHEN-LEARN	IN-SERVICE TRAINING	
___	___	___	60. Monitor and respond to fire department radio transmissions.
___	___	___	61. Monitor and respond to medical emergency (ambulance) radio transmissions.
___	___	___	62. Monitor and respond to other public service radio transmissions.
___	___	___	63. Monitor and respond to CB radio transmissions.
___	___	___	64. Monitor and respond to marine radio transmissions.
___	___	___	65. Monitor and respond to alarm systems.
___	___	___	66. Monitor and respond to civil defense networks/warning systems.
___	___	___	67. Monitor and respond to teletype messages (e.g., NCIC, CLETS).
___	___	___	68. Monitor pending complaints and incidents.
___	___	___	69. Record and update status of field units and incidents (e.g., on status sheet or incident card).
___	___	___	70. Enter and update field unit and incident status information in computer system.
___	___	___	71. Monitor, coordinate, and update status information for multiple field units and incidents.

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	72. Contact law enforcement field units by radio to check on status.
____	____	____	73. Contact law enforcement field units by computer to check on status.
____	____	____	74. Perform radio checks for the fire department.
			IV. DISPATCHING PERSONNEL & RESOURCES
____	____	____	75. Determine appropriate personnel and resources to dispatch to incidents.
____	____	____	76. Dispatch by radio transmission.
____	____	____	77. Dispatch by computer (digital) transmission.
____	____	____	78. Dispatch patrol officer(s) to calls for service.
____	____	____	79. Dispatch specialized law enforcement unit(s) to calls for service (e.g., SWAT, canine, investigators).
____	____	____	80. Dispatch fire fighter(s) to calls for service.
____	____	____	81. Dispatch emergency medical unit(s) or ambulance to calls for service.
____	____	____	82. Dispatch other public service unit(s) to calls for service (e.g., utilities, traffic signals, trees).
____	____	____	83. Contact other agencies to request assistance.
____	____	____	84. Coordinate mutual aid agency response.
____	____	____	85. Direct and coordinate response of multiple field units.
____	____	____	86. Broadcast all points bulletins.
____	____	____	87. Transmit emergency bulletins by teletype or computer.
____	____	____	88. Conduct civil defense tests.
____	____	____	89. Call locksmith.
____	____	____	90. Call towing service.
____	____	____	91. Give street directions.

IMPORTANCE SCALE

How important is competent performance of this task to the overall job performance of dispatchers in your agency?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to perform this task, considering both training **efficiency** and **safety** to the public and field personnel?*

0 - No formal training required.

1 - Classroom (basic) training - - full preparation before any job assignment.

2 - Classroom (basic) training *and* on-the-job training.

3 - On-the-job training - - best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training (refresher training) required for this task for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
			V. PROVIDING INFORMATION TO FIELD UNITS
____	____	____	92. Use resource materials to obtain specific requested information for field units (e.g., codes, criss-cross directory, telephone numbers).
____	____	____	93. Provide requested information to law enforcement field units.
____	____	____	94. Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).
____	____	____	95. Coordinate communications between field units.
____	____	____	96. Advise field units of updated information regarding an incident.
____	____	____	97. Query data base for vehicle license, registration, and stolen vehicle information.
____	____	____	98. Query data base for criminal history information (e.g., state, local).
____	____	____	99. Query data base for driver's license information.
____	____	____	100. Query data base for information regarding wants and warrants.
____	____	____	101. Query data base for stolen property information.
____	____	____	102. Query data base for gun information.

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	103. Query specialized data bases (e.g., information regarding locations, suspects, court orders, hazards, etc.).

VI. REPORTING AND RECORDKEEPING

____	____	____	104. Check and confirm the accuracy of outgoing warrants.
____	____	____	105. Complete vehicle accident reports.
____	____	____	106. Complete crime reports.
____	____	____	107. Complete incident reports.
____	____	____	108. Complete ALI routing sheet (911 distribution correction form).
____	____	____	109. Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms).
____	____	____	110. Complete statistical reports making arithmetic calculations.
____	____	____	111. Complete telephone trace request form.
____	____	____	112. Complete federal Uniform Crime Report (UCR).
____	____	____	113. Complete state Bureau of Criminal Statistics (BCS) report.
____	____	____	114. Document equipment malfunctions.
____	____	____	115. Enter or update information in computer data base (e.g., stolen vehicle, property, etc.).
____	____	____	116. Issue case and/or traffic accident numbers.
____	____	____	117. Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).
____	____	____	118. Maintain ambulance rotation log.
____	____	____	119. Maintain business directory.
____	____	____	120. Maintain directory of services provided by other agencies.
____	____	____	121. Maintain complaint history file.
____	____	____	122. Maintain files of personnel time sheets and time off requests.

IMPORTANCE SCALE

How important is competent performance of this task to the overall job performance of dispatchers in your agency?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to perform this task, considering both training **efficiency** and **safety** to the public and field personnel?*

0 - No formal training required.

1 - Classroom (basic) training -- full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training -- best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training (refresher training) required for this task for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR-TANCE	WHEN-LEARN	IN-SERVICE TRAINING	
____	____	____	123. Maintain log of all criminal incidents during watch.
____	____	____	124. Maintain specialized logs (e.g., 5150's, medical incidents, problem addresses, restraining orders, etc.).
____	____	____	125. Maintain maps and cross-street directories.
____	____	____	126. Maintain records of teletypes sent and received.
____	____	____	127. Maintain resource materials in the communications center.
____	____	____	128. Maintain towing agency rotation log.
____	____	____	129. Maintain traffic statistics (e.g., accident reports, stolen vehicles).
____	____	____	130. Make entries in activity log (e.g., calls received or dispatched).
____	____	____	131. Prepare bulletins.
____	____	____	132. Prepare or update procedure manuals.
____	____	____	133. Prepare shift roster of assigned field units.
____	____	____	134. Prepare summary reports (e.g., types of incidents, equipment dispatched, disposition of incidents).
____	____	____	135. Purge designated files.

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	136. Request criminal rap sheets from other agencies.
____	____	____	137. Review documents and materials to prepare to testify in court.
____	____	____	138. Take notes on information received by computer or teletype.
____	____	____	139. Take notes on information received verbally (e.g., by radio or telephone).
____	____	____	140. Transcribe tape recordings.
____	____	____	141. Reproduce (copy) tape recordings.
____	____	____	142. Type information from written documents (e.g., arrest reports, accident reports, correspondence).
____	____	____	143. Type information received verbally.
____	____	____	144. Write intra-department memos.
			VII. FACILITY OPERATIONS
____	____	____	145. Answer and route routine business calls.
____	N/A	N/A	146. Attend in-service training sessions.
____	N/A	N/A	147. Attend squad meetings/communications briefings.
____	____	____	148. Brief oncoming dispatcher of previous shift activities.
____	____	____	149. Change audio tapes.
____	____	____	150. Conduct tours of the facility.
____	____	____	151. Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications).
____	____	____	152. Issue communications equipment.
____	____	____	153. Maintain equipment (e.g., portable radios, tape recording device, printers).
____	____	____	154. Maintain status board showing the location of personnel and officers.
____	____	____	155. Maintain the cleanliness and order of the communications center.

IMPORTANCE SCALE

How important is competent performance of this task to the overall job performance of dispatchers in your agency?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to perform this task, considering both training **efficiency** and **safety** to the public and field personnel?*

0 - No formal training required.

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2 - Classroom (basic) training ***and*** on-the-job training.

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IN-SERVICE TRAINING SCALE

*Is continuous in-service training (refresher training) required for this task for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

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2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	156. Monitor building security on closed circuit TV.
____	____	____	157. Monitor station/facility security system (e.g., alarms).
____	____	____	158. Order office supplies.
____	____	____	159. Page employees.
____	____	____	160. Perform general office assistance assignments.
____	____	____	161. Replace paper, ribbons, etc., in office equipment.
____	____	____	162. Restart computer system(s).
____	____	____	163. Set up emergency operations center.
____	____	____	164. Route messages to department units.
____	____	____	165. Schedule appointments for department personnel.
			VIII. TRAINING
____	____	____	166. Provide on-the-job training to new dispatchers.
____	____	____	167. Provide classroom training to dispatchers and other personnel.
____	____	____	168. Provide training at other facilities (e.g., regional training facilities).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	169. Provide training to student assistants or volunteers.
____	____	____	170. Explain and demonstrate complaint/dispatching procedures to public safety personnel.
____	____	____	171. Prepare training bulletins.
____	____	____	172. Prepare maps, charts, and other materials (e.g., training exercises) for training aids.
____	____	____	173. Make presentations to the public (e.g., emergency communications).
____	____	____	174. Conduct performance evaluations of dispatchers.
____	____	____	175. Provide peer counseling (e.g., post-trauma stress, emotional problem).

IX. AUXILIARY FUNCTIONS

IX.A. EVIDENCE

____	____	____	176. Book evidence.
____	____	____	177. Receive, inventory, mark, maintain, and control property and evidence (e.g., weapons, narcotics, blood, urine samples).
____	____	____	178. Photograph property or evidence.
____	____	____	179. Release or destroy property as authorized.
____	____	____	180. Pick up or deliver evidence or documents.
____	____	____	181. Prepare evidence for DOJ lab.
____	____	____	182. Prepare fingerprint evidence for CAL ID fingerprint system.

IX.B. CUSTODY

____	____	____	183. Accept bail and schedule court dates.
____	____	____	184. Administer drugs to inmates as prescribed.
____	____	____	185. Administer first aid to prisoners.
____	____	____	186. Assist in physically subduing combative prisoners.
____	____	____	187. Assist prisoners in making telephone calls.

IMPORTANCE SCALE

How important is competent performance of this task to the overall job performance of dispatchers in your agency?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to perform this task, considering both training **efficiency** and **safety** to the public and field personnel?*

0 - No formal training required.

1 - Classroom (basic) training -- full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training -- best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training (refresher training) required for this task for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	188. Assist in the booking and release of arrestee.
____	____	____	189. Classify inmates by crimes for appropriate housing and activities.
____	____	____	190. Conduct jail inspections (e.g., prisoner health, safety).
____	____	____	191. Control electronically operated jail doors.
____	____	____	192. Deposit bail money.
____	____	____	193. Inspect detention facility and grounds for unusual circumstances.
____	____	____	194. Maintain bail file.
____	____	____	195. Maintain prisoner logs.
____	____	____	196. Maintain records of trustee accounts.
____	____	____	197. Monitor holding cells on closed circuit.
____	____	____	198. Monitor jail cells using electronic listening devices.
____	____	____	199. Perform Breathalyzer tests.
____	____	____	200. Perform custodial and security duties (e.g., head count, preparing prisoners for transportation).
____	____	____	201. Physically search inmates and their living quarters for contraband.

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	202. Prepare prisoners for court appearances.
____	____	____	203. Search prisoners/arrestees.
____	____	____	204. Supervise trustees (e.g., distribution of meals and clothing, car washing, cleaning the facility).
____	____	____	205. Take urine samples from detainees.
____	____	____	206. Verify and resolve discrepancies in bail monies received.

IX.C. AUXILIARY RECORDKEEPING

____	____	____	207. Assist in handling and processing civil papers.
____	____	____	208. Collect fees.
____	____	____	209. Complete and authorize bank checks.
____	____	____	210. Complete arrest disposition cards.
____	____	____	211. Complete reports on patrol vehicle failures.
____	____	____	212. Coordinate service of criminal subpoenas.
____	____	____	213. Forward checks, security bonds, and other documents to appropriate court.
____	____	____	214. Forward unserved subpoenas to the concerned court.
____	____	____	215. Issue licenses and permits (e.g., fire, bicycle, weapons).
____	____	____	216. Issue parking permits and stickers.
____	____	____	217. Issue receipts for monies received.
____	____	____	218. Keep financial records.
____	____	____	219. Maintain department files for warrants, arrests, citations, and parking tickets.
____	____	____	220. Maintain photo lineup system and assemble photographic lineups.
____	____	____	221. Maintain subpoena control log.
____	____	____	222. Post transactions on account records.

IMPORTANCE SCALE

How important is competent performance of this task to the overall job performance of dispatchers in your agency?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to perform this task, considering both training **efficiency** and **safety** to the public and field personnel?*

0 - No formal training required.

1 - Classroom (basic) training - - full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training - - best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training (refresher training) required for this task for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	223. Process crime/traffic reports (complete and route paperwork).
____	____	____	224. Process subpoenas (complete and route paperwork).
____	____	____	225. Process traffic citations (complete and route paperwork).
____	____	____	226. Process warrants (complete and route paperwork).
____	____	____	227. Route arrest conviction files and related records.
____	____	____	228. Seal juvenile and adult criminal records.
____	____	____	229. Take fingerprints for permits and licenses.
____	____	____	230. Take photographs.
____	____	____	231. Transcribe law enforcement reports.
____	____	____	232. Verify repairs on vehicle mechanical violations.

SECTION III

COMPLAINTS/INCIDENTS

Instructions

This section of the survey contains a list of the many different complaints/incidents that public safety dispatchers may receive and handle. "Handling" a complaint/incident includes any of the activities related to receiving the call, referring the caller, providing or obtaining information, dispatching field units, contacting mutual aid agencies, etc.

You are to review the complaints/incidents listed and use the **Importance**, **When-Learned**, and **In-Service Training** rating scales, as in the previous section, to indicate:

1. How important it is that dispatchers in your agency be able to handle (refer) each type of complaint/incident (**Importance Rating**),

2. When it is most appropriate for new dispatchers to learn to handle each type of complaint/incident (**When-Learned Rating**),

3. The need for in-service training (refresher training) in handling each complaint/incident for tenured dispatchers to maintain job proficiency (**In-Service Training Rating**).

You should rate each complaint/incident on all three scales before proceeding to the next complaint/incident.

Example ratings are presented on the next page.

IMPORTANCE SCALE

How important is it that dispatchers in your agency be able to handle (refer) this type of complaint/incident?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to handle this complaint/incident, considering both training **efficiency** and public/officer **safety**?*

0 - No formal training required.

1 - Classroom (basic) training -- full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training -- best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training required for this complaint/incident for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

Example Ratings

1. If you feel that: (a) it is critically important that dispatchers in your agency be able to handle a "**domestic violence**" call; (b) new dispatchers should be fully prepared to handle this type of call during classroom (basic) training before any job assignment (on-the-job training is not appropriate); and (c) formal in-service training is required for tenured dispatchers for this type of complaint/incident and may be handled by regional training centers or individual agencies, then your ratings would appear as in the first example rating.

2. If dispatchers at your agency do not receive "**Aircraft hijacking**" calls, or if they rarely do and you feel that it is unimportance for them to be able to handle such calls, then your ratings would appear as shown in the second example.

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	EXAMPLES
5	1	2	1. Domestic violence
0			2. Aircraft hijacking

Choose the <u>one scale value</u> that best represents your answer. Do not enter fractions or ranges of numbers.

<u>Do not skip any items.</u>

BEGIN YOUR RATINGS ON THE NEXT PAGE.

IMPORTANCE SCALE

How important is it that dispatchers in your agency be able to handle (refer) this type of complaint/incident?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to handle this complaint/incident, considering both training **efficiency** and public/officer **safety**?*

0 - No formal training required.

1 - Classroom (basic) training - - full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training - - best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training required for this complaint/incident for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	1. Abandoned vehicle
____	____	____	2. Abuse to animals
____	____	____	3. Accident involving hazardous material (e.g., chemicals)
____	____	____	4. Activated alarm
____	____	____	5. Administrative detail (e.g., court, vehicle service, transport)
____	____	____	6. Air and water pollution
____	____	____	7. Aircraft in distress
____	____	____	8. Aircraft accident
____	____	____	9. Aircraft hijacking
____	____	____	10. Airport or airline security violations
____	____	____	11. Airport runway obstructions
____	____	____	12. Alarm - burglary
____	____	____	13. Alarm - fire
____	____	____	14. Alarm - medical
____	____	____	15. Alarm - panic

IMPORTANCE SCALE

How important is it that dispatchers in your agency be able to handle (refer) this type of complaint/incident?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
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WHEN-LEARNED SCALE

*When should **new** dispatchers learn to handle this complaint/incident, considering both training **efficiency** and public/officer **safety**?*

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IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	16. Alarm - robbery
____	____	____	17. Alarm - vehicle
____	____	____	18. Alcohol violation - consumption, sales, or possession
____	____	____	19. Ambulance needed
____	____	____	20. Animal bite
____	____	____	21. Animal control violation
____	____	____	22. Arson
____	____	____	23. Assault
____	____	____	24. Assault with a deadly weapon
____	____	____	25. Attempt to locate (e.g., persons, property)
____	____	____	26. Attempted murder
____	____	____	27. Auto-train accident
____	____	____	28. Bad check (e.g., insufficient funds)
____	____	____	29. Barricaded suspect
____	____	____	30. Battery
____	____	____	31. Bicycle theft

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	32. Boat accident/distress
____	____	____	33. Boat - reckless operation
____	____	____	34. Bomb threat
____	____	____	35. Bombing
____	____	____	36. Border crossing violation
____	____	____	37. Brandishing weapon
____	____	____	38. Bribery
____	____	____	39. Building code violation
____	____	____	40. Burglary - commercial
____	____	____	41. Burglary - residential
____	____	____	42. Burglary - vehicle
____	____	____	43. Burning violation
____	____	____	44. Bus hijacking
____	____	____	45. Business dispute (e.g., unsatisfactory service, billing dispute)
____	____	____	46. Business or peddler license violation
____	____	____	47. Child abuse
____	____	____	48. Child custody - civil or criminal
____	____	____	49. Child molesting
____	____	____	50. Child neglect
____	____	____	51. Citizen flag-down (e.g., on-site)
____	____	____	52. Citizen holding suspect(s)
____	____	____	53. Citizen locked out of building or vehicle
____	____	____	54. Civil demonstration
____	____	____	55. Civil dispute
____	____	____	56. Civil rights violation
____	____	____	57. Complaint against public safety personnel
____	____	____	58. Complaint regarding public safety service

IMPORTANCE SCALE

How important is it that dispatchers in your agency be able to handle (refer) this type of complaint/incident?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to handle this complaint/incident, considering both training **efficiency** and public/officer **safety**?*

0 - No formal training required.

1 - Classroom (basic) training - - full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training - - best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training required for this complaint/incident for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	59. Concealed weapon
____	____	____	60. Concerned party request for check on welfare of citizen
____	____	____	61. Confidence games (e.g., bunko, pigeon drop)
____	____	____	62. Conspiracy to commit a crime
____	____	____	63. Contributing to the delinquency of a minor
____	____	____	64. Counterfeit money
____	____	____	65. Court orders (e.g., violations, service, enforcement)
____	____	____	66. Credit card theft or misuse
____	____	____	67. Crimes aboard aircraft
____	____	____	68. Crowd or mob
____	____	____	69. Curfew violation
____	____	____	70. Dangerous animal
____	____	____	71. Dead animal
____	____	____	72. Dead body (excluding homicide)
____	____	____	73. Death notification
____	____	____	74. Deceptive business practice

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	75. Defrauding an innkeeper
____	____	____	76. Desertion or AWOL from military
____	____	____	77. Disturbance - fight (verbal or physical)
____	____	____	78. Disturbance - juveniles
____	____	____	79. Disturbance - neighbor
____	____	____	80. Disturbance - noise (e.g., music, barking dog)
____	____	____	81. Disturbance - party
____	____	____	82. Domestic violence
____	____	____	83. Downed wires
____	____	____	84. Drowning
____	____	____	85. Drug overdose
____	____	____	86. Drunk driver
____	____	____	87. Drunk in public area
____	____	____	88. Dumping violation
____	____	____	89. Earthquake
____	____	____	90. Elderly abuse or neglect
____	____	____	91. Embezzlement
____	____	____	92. Escaped prisoner - in the field
____	____	____	93. Escaped prisoner - jail, prison, or holding facility
____	____	____	94. Explosion
____	____	____	95. Explosives - found or suspected
____	____	____	96. Explosives - unlawful possession or use
____	____	____	97. Extortion
____	____	____	98. False reporting of an emergency (misuse of 911)
____	____	____	99. Field line-up
____	____	____	100. Fire - brush, misc. outdoor

IMPORTANCE SCALE

How important is it that dispatchers in your agency be able to handle (refer) this type of complaint/incident?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to handle this complaint/incident, considering both training **efficiency** and public/officer **safety**?*

0 - No formal training required.

1 - Classroom (basic) training -- full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training -- best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training required for this complaint/incident for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	101. Fire - structure
____	____	____	102. Fire - vehicle
____	____	____	103. Fireworks violation
____	____	____	104. Fish and game violation
____	____	____	105. Flood
____	____	____	106. Follow-up investigation
____	____	____	107. Forgery
____	____	____	108. Found child/adult
____	____	____	109. Found property
____	____	____	110. Fraud
____	____	____	111. Fugitive/wanted person reported to be at a location
____	____	____	112. Gambling
____	____	____	113. Gang activity
____	____	____	114. Harassment
____	____	____	115. Hazard to public
____	____	____	116. Hearing-impaired caller

IMPOR-TANCE	WHEN-LEARN	IN-SERVICE TRAINING	
____	____	____	117. Hit and run (e.g., property, persons)
____	____	____	118. Homeless person(s)
____	____	____	119. Homicide
____	____	____	120. Hostage situation
____	____	____	121. Illegal alien
____	____	____	122. Illegal firearm
____	____	____	123. Illegal weapon other than firearm
____	____	____	124. Impersonating an officer or other official
____	____	____	125. Incomplete telephone call for help
____	____	____	126. Incorrigible juvenile
____	____	____	127. Indecent exposure
____	____	____	128. Industrial accident
____	____	____	129. Injured animal
____	____	____	130. Invalid or elderly person needing assistance
____	____	____	131. Jail incident
____	____	____	132. Keep the peace
____	____	____	133. Kidnapping
____	____	____	134. Labor-management dispute
____	____	____	135. Landlord-tenant dispute
____	____	____	136. Lewd and lascivious conduct
____	____	____	137. Liquor law violations
____	____	____	138. Littering
____	____	____	139. Livestock - rustling
____	____	____	140. Livestock - stray
____	____	____	141. Loitering
____	____	____	142. Lost child
____	____	____	143. Lost property

IMPORTANCE SCALE

How important is it that dispatchers in your agency be able to handle (refer) this type of complaint/incident?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to handle this complaint/incident, considering both training **efficiency** and public/officer **safety**?*

0 - No formal training required.

1 - Classroom (basic) training - - full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training - - best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training required for this complaint/incident for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	144. Low flying aircraft
____	____	____	145. Medical emergency - law enforcement assistance needed
____	____	____	146. Medical emergency - no law enforcement assistance needed
____	____	____	147. Mentally ill person
____	____	____	148. Misconduct of a public official
____	____	____	149. Missing elderly
____	____	____	150. Missing officer
____	____	____	151. Missing person
____	____	____	152. Missing/runaway juvenile
____	____	____	153. Narcotics violation - use, sales, or possession
____	____	____	154. Non-English speaking caller
____	____	____	155. Obscene, harassing, or threatening phone calls to the public
____	____	____	156. Obstructing highway or passageway
____	____	____	157. Officer needs help - emergency
____	____	____	158. Officer request for assistance - routine

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	159. Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation Department)
____	____	____	160. Other public safety personnel needing assistance
____	____	____	161. Panhandling
____	____	____	162. Parking violation
____	____	____	163. Parole or probation violation
____	____	____	164. Patrol or vacation check (e.g., extra patrol request)
____	____	____	165. Person with gun
____	____	____	166. Pornographic material
____	____	____	167. Possession of stolen property
____	____	____	168. Postal law violation
____	____	____	169. Prostitution
____	____	____	170. Prowler
____	____	____	171. Public nuisance
____	____	____	172. Purse snatch
____	____	____	173. Pursuit - foot
____	____	____	174. Pursuit - vehicle
____	____	____	175. Racing/speeding motor vehicle
____	____	____	176. Rape
____	____	____	177. Receiving stolen property
____	____	____	178. Reckless driving
____	____	____	179. Recovered aircraft
____	____	____	180. Recovered boat
____	____	____	181. Recovered vehicle
____	____	____	182. Recovered stolen property
____	____	____	183. Repossession dispute
____	____	____	184. Request for copy of crime or traffic report

IMPORTANCE SCALE

How important is it that dispatchers in your agency be able to handle (refer) this type of complaint/incident?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to handle this complaint/incident, considering both training **efficiency** and public/officer **safety**?*

0 - No formal training required.

1 - Classroom (basic) training -- full preparation before any job assignment.

2 - Classroom (basic) training *and* on-the-job training.

3 - On-the-job training -- best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training required for this complaint/incident for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

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IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	185. Resisting arrest
____	____	____	186. Riot
____	____	____	187. Robbery (excluding bank)
____	____	____	188. Robbery - bank
____	____	____	189. Ruptured water line
____	____	____	190. Ruptured gas line
____	____	____	191. Safety hazard
____	____	____	192. Sexual assault
____	____	____	193. Shooting into dwelling, vehicle, or aircraft
____	____	____	194. Shoplifting
____	____	____	195. Shots heard
____	____	____	196. Smoke report
____	____	____	197. Smoking violation - tobacco
____	____	____	198. Sniper
____	____	____	199. Stolen aircraft or aircraft parts
____	____	____	200. Stranded motorist
____	____	____	201. Suicide or attempted suicide

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	202. Surveillance
____	____	____	203. Suspicious aircraft activity
____	____	____	204. Suspicious baggage, persons, or activity at airport security checkpoint
____	____	____	205. Suspicious circumstances or object
____	____	____	206. Suspicious person
____	____	____	207. Suspicious vehicle
____	____	____	208. Tampering - auto
____	____	____	209. Tampering - equipment
____	____	____	210. Tampering - food or drugs
____	____	____	211. Terrorist threat
____	____	____	212. Theft - felony
____	____	____	213. Theft - misdemeanor
____	____	____	214. Threats against person
____	____	____	215. Throwing or launching objects at moving vehicles
____	____	____	216. Traffic accident - fatality
____	____	____	217. Traffic accident - injury
____	____	____	218. Traffic accident - non-injury
____	____	____	219. Traffic accident - unknown injury
____	____	____	220. Traffic congestion or control
____	____	____	221. Traffic hazard
____	____	____	222. Traffic signal malfunction
____	____	____	223. Train derailment
____	____	____	224. Train or crossing arm blocking traffic
____	____	____	225. Transient person
____	____	____	226. Trespassing
____	____	____	227. Truancy violation

IMPORTANCE SCALE

How important is it that dispatchers in your agency be able to handle (refer) this type of complaint/incident?

5 - Critically important
4 - Very important
3 - Important
2 - Of some importance
1 - Of little importance
0 - Not part of the job/ unimportant for dispatchers in my agency.

WHEN-LEARNED SCALE

*When should **new** dispatchers learn to handle this complaint/incident, considering both training **efficiency** and public/officer **safety**?*

0 - No formal training required.

1 - Classroom (basic) training - - full preparation before any job assignment.

2 - Classroom (basic) training ***and*** on-the-job training.

3 - On-the-job training - - best learned on the job (no prior training required).

IN-SERVICE TRAINING SCALE

*Is continuous in-service training required for this complaint/incident for **tenured** dispatchers to maintain job proficiency?*

0 - ***No***, in-service training is not required.

1 - ***Yes***, best handled by individual agencies in bulletins or meetings.

2 - ***Yes***, requires formal classroom instruction and assessment of dispatcher performance (by regional centers or local agency).

IMPOR -TANCE	WHEN- LEARN	IN-SERVICE TRAINING	
____	____	____	228. Unknown trouble
____	____	____	229. Unlawful train riding
____	____	____	230. Unlawful use of television decoding device
____	____	____	231. Vandalism
____	____	____	232. Vehicle blocking driveway
____	____	____	233. Vehicle inspection violation
____	____	____	234. Vehicle license tag stolen/lost
____	____	____	235. Vehicle registration/title violation
____	____	____	236. Vehicle stop - felony (high risk)
____	____	____	237. Vehicle stop - routine
____	____	____	238. Vehicle theft
____	____	____	239. Voting irregularities at polling place
____	____	____	240. Warrant service

CONTINUED ON NEXT PAGE

* * *

TIME TO ACHIEVE COMPETENCY

How long does it generally take for new dispatchers to attain competency to perform the work described in this survey? (e.g., to be able to work solo.)

Please make your estimates on the basis of your personal experience, <u>not</u> on the basis of requirements by your agency or any other organization. In making your estimates, you should include any time that you feel is necessary for training (classroom and on-the-job), as well as on-the-job experience.

1. COMPLAINT-TAKER: ____ months
2. DISPATCHER: ____ months
3. COMBINED COMPLAINT/DISPATCH FUNCTION: ____ months

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* * *

This completes the survey. Thank you for your participation! Please forward the survey to your agency coordinator.

APPENDIX 6

JOB TASK SURVEY ADMINISTRATOR'S INSTRUCTIONS

ADMINISTRATOR'S INSTRUCTIONS

PUBLIC SAFETY DISPATCHER JOB TASK SURVEYS

Two survey instruments have been developed to obtain information regarding the work performed by public safety dispatchers in California: (1) the **Incumbent Form**, to be completed by personnel who perform complaint-taking and/or radio dispatching duties, and (2) the **Supervisor Form**, to be completed by supervisors who know the dispatcher job extremely well.

Selecting Survey Participants

Dispatchers

Select personnel to complete the Incumbent Form who:

1. Work full time as a complaint-taker and/or radio dispatcher, providing complaint/dispatching services mostly (at least 50% of the time) for law enforcement;

2. Have completed entry-level complaint/dispatcher training and probation; ***and***

3. Have at least 12 months of experience working as a complaint-taker or radio dispatcher.

When selecting personnel to complete the Incumbent Survey, please attempt to represent each of the following groups, as indicated. If you are selecting only one dispatcher from several, please select ***randomly***, for example, by tossing a coin. This will help to ensure that the overall sample of dispatchers is representative with regard to tenure, shift, assignment, etc.

Tenure: select an approximately equal number of dispatchers with 1- to -3 years of experience in your agency, vs. dispatchers with over 3 years of experience in your agency;

Shift/Watch: select an approximately equal number of dispatchers from each of the various shifts/watches worked in your agency (day, swing, etc.);

Assignment: if your agency has separate complaint-taker and radio dispatcher assignments, select an approximately equal number assigned to each function;

Gender: select female and male dispatchers in approximate proportion to the total numbers for dispatchers in your agency;

Race/Ethnicity: select dispatchers of different racial/ethnic groups in approximate proportion to the total numbers for dispatchers in your agency.

Supervisors

Select first-line supervisors of the above complaint/dispatch personnel to complete the Supervisor Form. The selected supervisors should be quite familiar with all aspects of the complaint/dispatch function *(if your agency does not have a first-line supervisor position, then select other supervisory personnel who are very familiar with dispatcher work; e.g., managers, sergeants, etc.).*

(over)

INSTRUCTIONS (continued)

In selecting supervisory personnel to complete the survey, please represent each of the following groups, as indicated. *(If you are selecting only one supervisor to complete the survey, please select randomly.)*

Shift/Watch: select an approximately equal number of supervisors from each of the shifts/watches worked in your agency (day, swing, etc.);

Gender: select female and male supervisors in approximate proportion to the total numbers for supervisors in your agency;

Race/Ethnicity: select supervisors of different racial/ethnic groups in approximate proportion to the total numbers for supervisors in your agency.

Administering the Surveys

The surveys are designed to be self-administered. You may wish to designate a place and time for the surveys to be completed in a group setting, or you may distribute the surveys to be completed individually. Whatever method you choose to administer the surveys, it is extremely important that you communicate to participants the importance of carefully completing the surveys and ensure that they fully understand the instructions.

Before you administer the surveys, please take the time to review the two different forms, paying particular attention to the first pages and to all subsequent pages containing instructions and examples. You should become familiar enough with the surveys to answer any questions that participants may have.

Keeping Track of the Surveys

Use the enclosed **Survey Control Log** to document who receives the surveys and the dates of survey distribution and return. Separate log sheets are provided for: (1) dispatchers with 1-to-3 years of experience, (2) dispatchers with over 3 years of experience, and (3) supervisors of dispatchers.

Returning the Surveys

Once you have collected all of the surveys to be completed, mail them to POST, along with a copy of the Survey Control Log, to the address given below. **The deadline for returning the completed surveys is August 7, 1989.**

Mailing Address: Commission on Peace Officer Standards and Training
1601 Alhambra Boulevard
Sacramento, CA 95816-7083

Attention: John Weiner

If you have any questions, or if you encounter any difficulties, please contact either John Weiner or Anna Solorio at (916) 739-3886.

Agency: _____

CONTROL LOG

Dispatchers with **1 to 3 years** of experience

Shift/Watch	Assignment
a = **Day**	a = **Compaint Taker Only**
b = **Evening**	b = **Radio Dispatcher Only**
c = **Night**	c = **Combined - Complaint/Radio**
d = **Relief/ Rotating**	d = **Rotate - Complaint/Radio**
	e = **Other**

NAME	SHIFT/WATCH (circle one)	ASSIGNMENT (circle one)	DATE IN	DATE OUT
1. _____	a - b - c - d	a - b - c - d - e	_____	_____
2. _____	a - b - c - d	a - b - c - d - e	_____	_____
3. _____	a - b - c - d	a - b - c - d - e	_____	_____
4. _____	a - b - c - d	a - b - c - d - e	_____	_____
5. _____	a - b - c - d	a - b - c - d - e	_____	_____
6. _____	a - b - c - d	a - b - c - d - e	_____	_____
7. _____	a - b - c - d	a - b - c - d - e	_____	_____
8. _____	a - b - c - d	a - b - c - d - e	_____	_____
9. _____	a - b - c - d	a - b - c - d - e	_____	_____
10. _____	a - b - c - d	a - b - c - d - e	_____	_____
11. _____	a - b - c - d	a - b - c - d - e	_____	_____
12. _____	a - b - c - d	a - b - c - d - e	_____	_____
13. _____	a - b - c - d	a - b - c - d - e	_____	_____
14. _____	a - b - c - d	a - b - c - d - e	_____	_____
15. _____	a - b - c - d	a - b - c - d - e	_____	_____
16. _____	a - b - c - d	a - b - c - d - e	_____	_____
17. _____	a - b - c - d	a - b - c - d - e	_____	_____
18. _____	a - b - c - d	a - b - c - d - e	_____	_____
19. _____	a - b - c - d	a - b - c - d - e	_____	_____
20. _____	a - b - c - d	a - b - c - d - e	_____	_____
21. _____	a - b - c - d	a - b - c - d - e	_____	_____
22. _____	a - b - c - d	a - b - c - d - e	_____	_____
23. _____	a - b - c - d	a - b - c - d - e	_____	_____
24. _____	a - b - c - d	a - b - c - d - e	_____	_____
25. _____	a - b - c - d	a - b - c - d - e	_____	_____
26. _____	a - b - c - d	a - b - c - d - e	_____	_____
27. _____	a - b - c - d	a - b - c - d - e	_____	_____
28. _____	a - b - c - d	a - b - c - d - e	_____	_____
29. _____	a - b - c - d	a - b - c - d - e	_____	_____
30. _____	a - b - c - d	a - b - c - d - e	_____	_____
31. _____	a - b - c - d	a - b - c - d - e	_____	_____
32. _____	a - b - c - d	a - b - c - d - e	_____	_____
33. _____	a - b - c - d	a - b - c - d - e	_____	_____
34. _____	a - b - c - d	a - b - c - d - e	_____	_____
35. _____	a - b - c - d	a - b - c - d - e	_____	_____
36. _____	a - b - c - d	a - b - c - d - e	_____	_____

Agency: _____

CONTROL LOG

Dispatchers with **over 3 years** of experience

Shift/Watch	Assignment
a = **Day**	a = **Compaint Taker Only**
b = **Evening**	b = **Radio Dispatcher Only**
c = **Night**	c = **Combined - Complaint/Radio**
d = **Relief/ Rotating**	d = **Rotate - Complaint/Radio**
	e = **Other**

	NAME	SHIFT/WATCH (circle one)	ASSIGNMENT (circle one)	DATE IN	DATE OUT
1.	_____	a - b - c - d	a - b - c - d - e	_____	_____
2.	_____	a - b - c - d	a - b - c - d - e	_____	_____
3.	_____	a - b - c - d	a - b - c - d - e	_____	_____
4.	_____	a - b - c - d	a - b - c - d - e	_____	_____
5.	_____	a - b - c - d	a - b - c - d - e	_____	_____
6.	_____	a - b - c - d	a - b - c - d - e	_____	_____
7.	_____	a - b - c - d	a - b - c - d - e	_____	_____
8.	_____	a - b - c - d	a - b - c - d - e	_____	_____
9.	_____	a - b - c - d	a - b - c - d - e	_____	_____
10.	_____	a - b - c - d	a - b - c - d - e	_____	_____
11.	_____	a - b - c - d	a - b - c - d - e	_____	_____
12.	_____	a - b - c - d	a - b - c - d - e	_____	_____
13.	_____	a - b - c - d	a - b - c - d - e	_____	_____
14.	_____	a - b - c - d	a - b - c - d - e	_____	_____
15.	_____	a - b - c - d	a - b - c - d - e	_____	_____
16.	_____	a - b - c - d	a - b - c - d - e	_____	_____
17.	_____	a - b - c - d	a - b - c - d - e	_____	_____
18.	_____	a - b - c - d	a - b - c - d - e	_____	_____
19.	_____	a - b - c - d	a - b - c - d - e	_____	_____
20.	_____	a - b - c - d	a - b - c - d - e	_____	_____
21.	_____	a - b - c - d	a - b - c - d - e	_____	_____
22.	_____	a - b - c - d	a - b - c - d - e	_____	_____
23.	_____	a - b - c - d	a - b - c - d - e	_____	_____
24.	_____	a - b - c - d	a - b - c - d - e	_____	_____
25.	_____	a - b - c - d	a - b - c - d - e	_____	_____
26.	_____	a - b - c - d	a - b - c - d - e	_____	_____
27.	_____	a - b - c - d	a - b - c - d - e	_____	_____
28.	_____	a - b - c - d	a - b - c - d - e	_____	_____
29.	_____	a - b - c - d	a - b - c - d - e	_____	_____
30.	_____	a - b - c - d	a - b - c - d - e	_____	_____
31.	_____	a - b - c - d	a - b - c - d - e	_____	_____
32.	_____	a - b - c - d	a - b - c - d - e	_____	_____
33.	_____	a - b - c - d	a - b - c - d - e	_____	_____
34.	_____	a - b - c - d	a - b - c - d - e	_____	_____
35.	_____	a - b - c - d	a - b - c - d - e	_____	_____
36.	_____	a - b - c - d	a - b - c - d - e	_____	_____

Agency: _____

CONTROL LOG

Supervisors

Shift/Watch
a = **Day**
b = **Evening**
c = **Night**
d = **Relief/Rotating**

NAME	SHIFT/WATCH (circle one)	DATE IN	DATE OUT
1. _____	a - b - c - d	_____	_____
2. _____	a - b - c - d	_____	_____
3. _____	a - b - c - d	_____	_____
4. _____	a - b - c - d	_____	_____
5. _____	a - b - c - d	_____	_____
6. _____	a - b - c - d	_____	_____
7. _____	a - b - c - d	_____	_____
8. _____	a - b - c - d	_____	_____
9. _____	a - b - c - d	_____	_____
10. _____	a - b - c - d	_____	_____
11. _____	a - b - c - d	_____	_____
12. _____	a - b - c - d	_____	_____
13. _____	a - b - c - d	_____	_____
14. _____	a - b - c - d	_____	_____
15. _____	a - b - c - d	_____	_____
16. _____	a - b - c - d	_____	_____
17. _____	a - b - c - d	_____	_____
18. _____	a - b - c - d	_____	_____
19. _____	a - b - c - d	_____	_____
20. _____	a - b - c - d	_____	_____
21. _____	a - b - c - d	_____	_____
22. _____	a - b - c - d	_____	_____
23. _____	a - b - c - d	_____	_____
24. _____	a - b - c - d	_____	_____
25. _____	a - b - c - d	_____	_____
26. _____	a - b - c - d	_____	_____
27. _____	a - b - c - d	_____	_____
28. _____	a - b - c - d	_____	_____
29. _____	a - b - c - d	_____	_____
30. _____	a - b - c - d	_____	_____
31. _____	a - b - c - d	_____	_____
32. _____	a - b - c - d	_____	_____
33. _____	a - b - c - d	_____	_____
34. _____	a - b - c - d	_____	_____
35. _____	a - b - c - d	_____	_____
36. _____	a - b - c - d	_____	_____

APPENDIX 7

DISPATCHER JOB TASK SURVEY

TARGET SAMPLE SIZES

APPENDIX 7

Dispatcher Job Task Survey Target Sample Sizes

----------Agency-Type=Comm. Center----------

AGENCY		No. Dispatchers to Survey	No. Supervisors to Survey
DELTA REGIONAL COMMUNICATIONS		2	5
EL DORADO CO. CENTRAL DISPATCH COMMUNICA		12	3
KINGS CO CENTRAL DISPATCH		12	4
MONTEREY CO COMMUNICATIONS CENTER		26	10
NAPA CENTRAL DISPATCH		4	4
POMONA COMMUNICATIONS		5	4
PRECOM		5	5
REDONDO BEACH COMMUNICATION CENTER		3	5
SAN BENITO CO COMMUNICATIONS		5	1
SAN MATEO CITY COMMUNICATIONS CENTER		3	3
SAN MATEO CO. COMMUNICATIONS DIV		27	3
SANTA CLARA CO COMMUNICATIONS		79	20
SANTA CRUZ CO COMMUNICATIONS		25	6
STANISLAUS CO COMMUNICATIONS		20	5
WEST COVINA COMMUNICATIONS DEPT		4	4
YOLO CO COMMUNICATIONS		4	2
	AGTYPE	236	84

N = 16

APPENDIX 7

Dispatcher Job Task Survey Target Sample Sizes

----------Agency-Type=Police Dept----------

AGENCY	No. Dispatchers to Survey	No. Supervisors to Survey
ALAMEDA	3	1
ALBANY	1	1
ANDERSON	3	1
ARCADIA	3	1
ARROYO GRANDE	3	1
ARVIN	1	1
ATASCADERO	1	1
ATHERTON	3	1
AZUSA	3	1
BAY AREA RAPID	3	1
BELL	1	1
BELL GARDENS	1	1
BELMONT	3	1
BERKELEY	3	1
BEVERLY HILLS	3	1
BLYTHE	3	1
BRISBANE	1	1
BUENA PARK	1	1
CAMPBELL	3	1
CARLSBAD	3	1
CARMEL	1	1
CARPINTERIA	3	1
CERES	1	1
CLAREMONT	1	1
CLEARLAKE	1	1
CLOVERDALE	1	1
COALINGA	1	1
COLTON	3	1
CORCORAN	1	1
CORONA	3	2
COSTA MESA	3	1
COVINA	3	1
CSU-FRESNO	1	1
CSU-SACRAMENTO	1	1
CULVER CITY	3	2
CYPRESS	3	1
DALY CITY	3	1
DESERT HOT SPRINGS	1	1
DINUBA	3	1
DOS PALOS	3	1
DOWNEY	1	1

APPENDIX 7

Dispatcher Job Task Survey Target Sample Sizes

----------Agency-Type=Police Dept----------

AGENCY	No. Dispatchers to Survey	No. Supervisors to Survey
EAST BAY REGIONAL PARK DIST	1	1
EL CAJON	3	2
EL MONTE	1	2
FAIRFIELD	3	1
FORT BRAGG	3	1
FOSTER CITY	3	1
FRESNO	9	5
FULLERTON	3	1
GARDEN GROVE	3	1
GRASS VALLEY	3	1
GUSTINE	1	1
HAYWARD	3	1
HOLTVILLE	1	1
HUNTINGTON PARK	1	1
HURON	1	1
INDIO	3	1
INGLEWOOD	3	1
IRVINE	3	1
LA HABRA	3	1
LA MESA	3	1
LA PALMA	1	1
LA VERNE	3	1
LAGUNA BEACH	3	1
LINDSAY	1	1
LIVERMORE	3	1
LIVINGSTON	3	1
LOMPOC	1	1
LONG BEACH	8	4
LOS ANGELES	66	20
LOS BANOS	1	1
MENDOTA	1	1
MENLO PARK	1	1
MONTCLAIR	3	1
MONTEBELLO	3	1
MONTEREY PARK	3	1
MOUNTAIN VIEW	3	2
NEEDLES	1	1
NEWPORT BEACH	3	1
NOVATO	1	1
OAKDALE	1	1
OAKLAND	9	8

APPENDIX 7

Dispatcher Job Task Survey Target Sample Sizes

----------Agency-Type=Police Dept----------

AGENCY	No. Dispatchers to Survey	No. Supervisors to Survey
OCEANSIDE	3	1
ORANGE	3	1
OROVILLE	1	1
PALO ALTO	3	2
PARADISE	3	1
PASADENA	3	1
PERRIS	3	1
PISMO BEACH	3	1
PLACENTIA	1	1
PLEASANT HILL	3	1
RED BLUFF	3	1
REDLANDS	3	1
REEDLEY	1	1
RIALTO	3	1
RICHMOND	3	1
RIVERSIDE	3	2
SACRAMENTO	10	9
SAN BERNARDINO	3	1
SAN DIEGO	24	8
SAN JOAQUIN DELTA COLLEGE CAMPUS POLICE	1	1
SANGER	1	1
SANTA BARBARA	3	1
SANTA CLARA	3	2
SANTA CRUZ	1	1
SANTA MARIA	1	1
SANTA MONICA	3	2
SANTA PAULA	1	1
SANTA ROSA	3	1
SCOTTS VALLEY	1	1
SIGNAL HILL	3	1
SIMI VALLEY	1	1
SOUTH LAKE TAHOE	3	1
SOUTH PASADENA	1	1
SOUTH SAN FRANCISCO	3	1
TAFT	1	1
TRACY	3	1
TURLOCK	3	1
UC-BERKELEY	3	1
UC-DAVIS	3	1
UC-SAN FRANCISCO	1	1
UKIAH	3	1

APPENDIX 7

Dispatcher Job Task Survey Target Sample Sizes

----------Agency-Type=Police Dept----------

AGENCY		No. Dispatchers to Survey	No. Supervisors to Survey
UNION CITY		3	1
VACAVILLE		3	1
WALNUT CREEK		3	1
WEST VALLEY COLLEGE DIST		1	1
	AGTYPE	395	184

N = 127

APPENDIX 7

Dispatcher Job Task Survey Target Sample Sizes

----------Agency Type=Sheriff's Dept----------

AGENCY	No. Dispatchers to Survey	No. Supervisors to Survey
ALAMEDA CO	20	5
AMADOR CO	3	1
BUTTE CO	3	1
CALAVERAS CO	4	1
COLUSA CO	3	4
CONTRA COSTA CO	11	9
FRESNO CO	9	5
GLENN CO	3	3
HUMBOLDT CO	3	1
IMPERIAL CO	3	1
INYO CO	2	1
KERN CO	10	4
LAKE CO	4	1
LASSEN CO	3	1
LOS ANGELES CO	21	6
MARIN CO	18	5
MENDOCINO CO	3	1
MERCED CO	3	1
MONO CO	2	1
NEVADA CO	5	1
ORANGE CO	11	4
PLUMAS CO	2	1
RIVERSIDE CO	20	13
SAN BERNARDINO CO	13	4
SAN DIEGO CO	21	5
SAN LUIS OBISPO CO	9	1
SANTA BARBARA CO	9	5
SHASTA CO	3	2
SISKIYOU CO	3	1
SONOMA CO	18	4
SUTTER CO	10	1
TEHAMA CO	3	1
TRINITY CO	3	1
TUOLUMNE CO	8	1
VENTURA CO	11	5
AGTYPE	277	102
	908	370

N = 35

Total N = 178

APPENDIX 8

NUMBER OF SURVEYS COMPLETED PER AGENCY

APPENDIX 8

DISPATCHER JOB TASK SURVEY

NO. SURVEYS COMPLETED PER AGENCY

----------AGENCY-TYPE=COMM. CENTER AGENCY SIZE=LARGE----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
MONTEREY CO COMMUNICATIONS CENTER	16	7
STANISLAUS CO COMMUNICATIONS	10	3
AGSIZE	26	10

N= 2

----------AGENCY-TYPE=COMM. CENTER AGENCY SIZE=MEDIUM----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
DELTA REGIONAL COMMUNICATIONS	2	3
EL DORADO CO CENTRAL DISPATCH COMMUNICA	7	2
KINGS CO CENTRAL DISPATCH	4	4
POMONA COMMUNICATIONS	4	4
PRECOM	3	5
REDONDO BEACH COMMUNICATION CENTER	5	4
SAN MATEO CITY COMMUNICATIONS CENTER	7	3
SAN MATEO CO COMMUNICATIONS DIV	23	3
SANTA CRUZ CO COMMUNICATIONS	14	5
WEST COVINA COMMUNICATIONS DEPT	4	2
YOLO CO COMMUNICATIONS	4	1
AGSIZE	77	36

N= 11

----------AGENCY-TYPE=COMM. CENTER AGENCY SIZE=SMALL----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
SAN BENITO CO COMMUNICATIONS	4	1
AGSIZE	107	47

N= 1

APPENDIX 8

DISPATCHER JOB TASK SURVEY

NO. SURVEYS COMPLETED PER AGENCY

----------AGENCY-TYPE=POLICE DEPT. AGENCY SIZE=LARGE----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
FRESNO	4	5
LONG BEACH	6	4
LOS ANGELES	35	5
OAKLAND	9	6
SACRAMENTO	9	8
SAN DIEGO	22	5
AGSIZE	85	33

N= 6

----------AGENCY-TYPE=POLICE DEPT. AGENCY SIZE=MEDIUM----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
ALAMEDA	3	1
BERKELEY	3	1
BEVERLY HILLS	3	1
CARLSBAD	3	1
CORONA	3	2
COSTA MESA	3	1
CULVER CITY	3	2
DALY CITY	3	1
EL CAJON	3	1
FAIRFIELD	3	1
FULLERTON	3	1
GARDEN GROVE	3	1
HAYWARD	1	1
HUNTINGTON BEACH	3	1
INDIO	3	1
INGLEWOOD	3	1
IRVINE	2	1
LIVERMORE	1	1
MOUNTAIN VIEW	3	2
NEWPORT BEACH	3	.
OCEANSIDE	3	1
ORANGE	3	1
PALO ALTO	3	2
PASADENA	3	1
REDLANDS	3	.
RICHMOND	4	1
RIVERSIDE	3	2

APPENDIX 8

DISPATCHER JOB TASK SURVEY

NO. SURVEYS COMPLETED PER AGENCY

----------AGENCY-TYPE=POLICE DEPT. AGENCY SIZE=MEDIUM----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
SANTA BARBARA	3	1
SANTA CLARA	2	1
SANTA MONICA	3	2
SANTA ROSA	3	1
SOUTH LAKE TAHOE	3	.
SOUTH SAN FRANCISCO	3	1
TURLOCK	3	.
UC-BERKELEY	2	.
UC-DAVIS	3	1
UNION CITY	3	.
VACAVILLE	3	1
WALNUT CREEK	3	1
AGSIZE	111	39

N= 39

----------AGENCY-TYPE=POLICE DEPT. AGENCY SIZE=SMALL----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
ANDERSON	3	.
ARROYO GRANDE	3	1
ARVIN	1	1
ATASCADERO	3	1
ATHERTON	1	.
AZUSA	3	.
BARSTOW	3	1
BAY AREA RAPID	3	1
BELL GARDENS	1	.
BLYTHE	2	1
BUENA PARK	1	1
CAMPBELL	3	.
CAPITOLA	2	1
CARMEL	1	.
CARPINTERIA	3	1
CERES	1	1
CLAREMONT	1	1
CLEARLAKE	1	1
CLOVERDALE	1	1
COALINGA	1	.
COLTON	3	1

APPENDIX 8

DISPATCHER JOB TASK SURVEY

NO. SURVEYS COMPLETED PER AGENCY

----------AGENCY-TYPE=POLICE DEPT. AGENCY SIZE=SMALL----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
CORCORAN	1	1
COVINA	3	1
CSU-FRESNO	1	1
CSU-SACRAMENTO	1	1
CYPRESS	3	1
DESERT HOT SPRINGS	2	1
DINUBA	2	1
DOWNEY	.	1
EAST BAY REGIONAL PARK DIST	1	1
FORT BRAGG	2	1
FOSTER CITY	3	1
GRASS VALLEY	3	1
GUSTINE	1	1
HOLTVILLE	1	1
HUNTINGTON PARK	1	1
HURON	1	1
LA HABRA	3	1
LA PALMA	1	1
LA VERNE	2	.
LINDSAY	1	1
LOMPOC	1	1
LOS BANOS	.	1
MENLO PARK	1	1
MONTCLAIR	3	1
MONTEBELLO	3	1
MONTEREY PARK	3	1
NEEDLES	1	1
NOVATO	1	1
OAKDALE	1	1
OROVILLE	1	1
PARADISE	3	1
PERRIS	3	1
PISMO BEACH	3	1
PLACENTIA	1	1
PLEASANT HILL	3	1
RED BLUFF	3	1
REEDLEY	1	1
RIALTO	4	1
SANTA CRUZ	1	1
SANTA MARIA	4	1
SANTA PAULA	1	1
SCOTTS VALLEY	1	1
SIGNAL HILL	2	1

APPENDIX 8

DISPATCHER JOB TASK SURVEY

NO. SURVEYS COMPLETED PER AGENCY

----------AGENCY-TYPE=POLICE DEPT. AGENCY SIZE=SMALL----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
SIMI VALLEY	1	1
SOUTH PASADENA	1	.
TAFT	1	.
TRACY	2	1
UC-SAN FRANCISCO	1	1
UKIAH	3	1
WEST VALLEY COLLEGE DIST	.	1
AGSIZE	128	61
AGTYPE	324	133

N= 71

APPENDIX 8

DISPATCHER JOB TASK SURVEY

NO. SURVEYS COMPLETED PER AGENCY

----------AGENCY-TYPE=SHERIFF'S DEPT. AGENCY SIZE=LARGE----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
ALAMEDA CO	19	6
CONTRA COSTA CO	6	3
FRESNO CO	7	1
KERN CO	10	3
LOS ANGELES CO	21	10
RIVERSIDE CO	7	8
SAN BERNARDINO CO	8	4
SAN DIEGO CO	16	3
AGSIZE	94	38

N= 8

----------AGENCY-TYPE=SHERIFF'S DEPT. AGENCY SIZE=MEDIUM----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
MARIN CO	14	2
NEVADA CO	5	1
ORANGE CO	6	4
SAN LUIS OBISPO CO	9	1
SANTA BARBARA CO	8	4
SONOMA CO	11	2
SUTTER CO	8	1
VENTURA CO	10	5
AGSIZE	71	20

N= 8

APPENDIX 8

DISPATCHER JOB TASK SURVEY

NO. SURVEYS COMPLETED PER AGENCY

----------AGENCY-TYPE=SHERIFF'S DEPT. AGENCY SIZE=SMALL----------

AGENCY	NO. INCUMBENT SURVEYS	NO. SUPERVISOR SURVEYS
BUTTE CO	3	1
CALAVERAS CO	4	1
COLUSA CO	3	4
GLENN CO	3	2
HUMBOLDT CO	3	.
IMPERIAL CO	3	1
INYO CO	1	1
LAKE CO	3	1
LASSEN CO	2	1
MENDOCINO CO	3	.
MERCED CO	3	1
MONO CO	1	1
PLUMAS CO	2	1
SHASTA CO	3	2
SISKIYOU CO	3	1
TEHAMA CO	1	1
TRINITY CO	2	1
AGSIZE	43	20
AGTYPE	208	78
	639	258

N= 17

APPENDIX 9

"CORE" TASKS

LISTED WITHIN JOB ACTIVITY AREA

APPENDIX 9

"CORE" TASKS WITHIN JOB ACTIVITY AREA
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)
SUBGROUPS THAT MET CRITERIA ARE LISTED

TASK CLUSTER 1. SCREENING COMPLAINTS & INCIDENTS

TASK NO		AVG IMP	% SUPV	AVG FREQ	% INC	SUBGROUPS
2	Receive telephone complaints and requests from the public.	4.6	98	7.7	99	PD SD COM S M L
3	Receive complaints and requests from other agencies.	4.2	100	7.4	100	PD SD COM S M L
4	Receive officer-initiated complaints (e.g., citizen flag-down, on view).	4.3	98	7.6	98	PD SD COM S M L
5	Receive requests from law enforcement field units.	4.4	100	7.8	100	PD SD COM S M L
6	Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.	4.6	98	7.6	98	PD SD COM S M L
7	Calm emotionally upset citizen.	4.2	98	7.1	98	PD SD COM S M L
8	Handle abusive citizen (e.g., irate, rude, obscene).	3.8	98	7.1	98	PD SD COM S M L
9	Receive and handle "crank" calls.	3.2	98	6.6	97	PD SD COM S M L
10	Receive and handle nuisance calls.	3.0	98	7.1	98	PD SD COM S M L
11	Receive and handle 911 calls.	4.9	97	7.7	97	PD SD COM S M L
12	Receive and handle TDD calls (e.g., deaf caller).	4.5	93	2.2	70	PD SD COM S M L
13	Receive and handle request for assistance from non-English speaking citizen.	4.0	93	5.9	90	PD SD COM S M L
14	Receive, prioritize, and handle multiple phone calls for assistance.	4.7	98	7.6	98	PD SD COM S M L
15	Communicate with intoxicated citizen.	3.3	98	6.2	98	PD SD COM S M L
16	Communicate with mentally unstable or suicidal citizen	4.5	98	5.0	97	PD SD COM S M L
17	Communicate with speech-impaired citizen.	3.9	98	3.6	95	PD SD COM S M L
18	Communicate with very young (juvenile) citizen.	4.0	98	5.8	98	PD SD COM S M L
19	Communicate with elderly citizen.	3.9	98	6.8	98	PD SD COM S M L
20	Evaluate initial complaint information to determine what action is necessary.	4.6	99	7.7	98	PD SD COM S M L
21	Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.	4.6	98	7.7	99	PD SD COM S M L
22	Obtain full complaint-dispatching information for medical emergencies.	4.6	84	6.8	84	PD SD COM S M L
23	Obtain full complaint-dispatching information for fire emergencies.	4.5	78	6.4	82	PD SD COM S M L
24	Obtain full complaint-dispatching information for safety hazards (e.g., chemical spill, power line down, flooded street).	4.6	97	4.8	96	PD SD COM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL SAMPLE & CAD/NON-CAD

APPENDIX 9

"CORE" TASKS WITHIN JOB ACTIVITY AREA
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)
SUBGROUPS THAT MET CRITERIA ARE LISTED

TASK CLUSTER 1. SCREENING COMPLAINTS & INCIDENTS (continued)

TASK NO		AVG IMP	% SUPV	AVG FREQ	% INC	SUBGROUPS
26	Obtain full complaint-dispatching information from anonymous caller.	4.0	98	7.0	97	PD SD COM S M L
27	Determine appropriate agency for complaints and requests.	3.9	98	7.6	99	PD SD COM S M L
28	Classify complaint/incident by type and code (e.g., civil, criminal, etc.).	3.9	97	7.6	97	PD SD COM S M L
29	Determine dispatching priority.	4.6	100	7.8	99	PD SD COM S M L
30	Summarize incident for dispatching purposes.	4.1	99	7.8	99	PD SD COM S M L
31	Record initial complaint information (e.g., complete incident card or make log entry).	4.0	88	7.2	92	PD SD COM S M L
32	Enter complaint information into computer system.	4.2	82	7.6	79	PD SD COM S M L
33	Obtain additional information from complainants, witnesses, etc. (e.g., location, clarification, etc.).	4.1	96	7.4	96	PD SD COM S M L
34	Call to check on welfare of citizen (e.g., 911 hang up).	4.0	96	7.2	96	PD SD COM S M L
35	Transmit complaint information to radio dispatcher (e.g., by computer or telephone).	4.4	79	7.5	77	PD SD COM S M L
36	Initiate telephone number trace.	3.7	84	3.5	84	PD SD COM S M L
37	Call other agencies to obtain information.	3.5	99	6.7	100	PD SD COM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL SAMPLE & CAD/NON-CAD

APPENDIX 9

"CORE" TASKS WITHIN JOB ACTIVITY AREA
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)
SUBGROUPS THAT MET CRITERIA ARE LISTED

TASK CLUSTER 2. PROVIDING INFO TO THE PUBLIC & OTHER AGENCIES

TASK NO		AVG IMP	% SUPV	AVG FREQ	% INC	SUBGROUPS
38	Provide general information to the public (e.g., phone numbers, agency services).	2.9	95	7.5	98	PD SD COM S M L
39	Refer or transfer caller to appropriate department or agency.	3.3	99	7.5	99	PD SD COM S M L
40	Explain departmental procedures and policies to the public.	2.9	88	6.9	96	PD SD COM S M L
41	Explain legal processes and procedures to the public.	2.7	71	6.3	89	PD SD COM S M L
42	Explain civil processes to the public.	2.5	67	6.0	86	PD SD COM S M L
43	Advise citizens of the status of their complaint/incident.	2.8	84	6.3	92	PD SD COM S M L
44	Advise citizens of actions to take during emergency crime situations.	4.0	92	5.7	94	PD SD COM S M L
45	Advise citizens of actions to take during non-emergency crime situations.	3.0	90	6.2	95	PD SD COM S M L
46	Advise citizens of actions to take in traffic accident.	3.0	84	5.5	88	PD SD COM S M L
47	Advise citizens of actions to take during medical emergency (e.g., pre-arrival instructions).	4.2	55	3.8	48	PD SD S M
48	Advise citizens of actions to take in routine (non-emergency, miscellaneous) situations.	2.8	92	6.2	94	PD SD COM S M L
49	Advise citizens of actions to take during fire emergency.	4.2	74	3.9	66	PD SD COM S M L
50	Advise citizens of actions to take in hazardous situations (e.g., chemical spill, severe weather).	4.0	86	2.4	69	PD SD COM S M L
51	Advise citizens of crime prevention techniques.	2.5	49	3.3	71	PD SD COM S M L
52	Determine what information, if any, should be provided to requester (verify "right to know").	3.7	84	5.7	91	PD SD COM S M L
53	Provide requested information to other departments and agencies.	3.5	99	6.8	100	PD SD COM S M L
54	Provide information to the news media.	2.7	55	4.4	62	PD SD COM S M L
55	Notify other departments or agencies of an emergency or need for service.	4.2	99	6.5	100	PD SD COM S M L
56	Notify parents, relatives, etc., of those involved in incidents.	3.1	75	4.6	88	PD SD COM S M L
57	Testify in court.	3.0	89	1.3	43	PD SD COM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL SAMPLE & CAD/NON-CAD

APPENDIX 9

"CORE" TASKS WITHIN JOB ACTIVITY AREA
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)
SUBGROUPS THAT MET CRITERIA ARE LISTED

TASK CLUSTER 3. MONITORING FIELD UNITS & EMERGENCY SYSTEMS

TASK NO		AVG IMP	% SUPV	AVG FREQ	% INC	SUBGROUPS
58	Monitor and respond to radio transmissions from law enforcement field units.	4.8	99	7.8	98	PD SD COM S M L
60	Monitor and respond to fire department radio transmissions.	4.6	65	6.7	68	PD SD COM S M
62	Monitor and respond to other public service radio transmissions.	3.5	74	6.2	75	PD SD COM S M L
65	Monitor and respond to alarm systems.	4.1	81	6.3	81	PD SD COM S M L
67	Monitor and respond to teletype messages (e.g., NCIC, CLETS).	3.8	91	7.0	88	PD SD COM S M L
68	Monitor pending complaints and incidents.	4.0	94	7.6	95	PD SD COM S M L
69	Record and update status of field units and incidents (e.g., on status sheet or incident card).	4.4	89	7.0	92	PD SD COM S M L
71	Monitor, coordinate, and update status information for multiple field units and incidents.	4.5	97	7.7	96	PD SD COM S M L
72	Contact law enforcement field units by radio to check on status.	4.5	100	7.8	98	PD SD COM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL SAMPLE & CAD/NON-CAD

APPENDIX 9

"CORE" TASKS WITHIN JOB ACTIVITY AREA
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)
SUBGROUPS THAT MET CRITERIA ARE LISTED

TASK CLUSTER 4. DISPATCHING PERSONNEL & RESOURCES

TASK NO		AVG IMP	% SUPV	AVG FREQ	% INC	SUBGROUPS
75	Determine appropriate personnel and resources to dispatch to incidents.	4.5	97	7.8	97	PD SD COM S M L
76	Dispatch by radio transmission.	4.6	100	7.9	99	PD SD COM S M L
78	Dispatch patrol officer(s) to calls for service.	4.6	100	7.8	99	PD SD COM S M L
79	Dispatch specialized law enforcement unit(s) to calls for service (e.g., SWAT, canine, investigators).	4.3	97	5.3	95	PD SD COM S M L
80	Dispatch fire fighter(s) to calls for service.	4.7	60	6.8	59	PD SD COM S M
81	Dispatch emergency medical unit(s) or ambulance to calls for service.	4.6	59	6.9	58	PD SD COM S M
82	Dispatch other public service unit(s) to calls for service (e.g., utilities, traffic signals, trees).	3.4	78	5.7	82	PD SD COM S M L
83	Contact other agencies to request assistance.	3.9	98	6.2	100	PD SD COM S M L
84	Coordinate mutual aid agency response.	4.1	80	3.8	75	PD SD COM S M L
85	Direct and coordinate response of multiple field units.	4.5	94	7.0	93	PD SD COM S M L
86	Broadcast all points bulletins.	3.8	93	6.1	90	PD SD COM S M L
87	Transmit emergency bulletins by teletype or computer.	3.7	73	4.8	71	PD SD COM S M L
90	Call towing service.	2.8	98	7.0	97	PD SD COM S M L
91	Give street directions.	2.8	96	6.3	98	PD SD COM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL SAMPLE & CAD/NON-CAD

APPENDIX 9

"CORE" TASKS WITHIN JOB ACTIVITY AREA
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)
SUBGROUPS THAT MET CRITERIA ARE LISTED

TASK CLUSTER 5. PROVIDING INFO TO FIELD UNITS

TASK NO		AVG IMP	% SUPV	AVG FREQ	% INC	SUBGROUPS
92	Use resource materials to obtain specific requested information for field units (e.g., codes, criss-cross directory, telephone numbers)	3.7	100	7.4	99	PD SD COM S M L
93	Provide requested information to law enforcement field units.	4.1	100	7.8	100	PD SD COM S M L
94	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	4.4	99	6.5	97	PD SD COM S M L
95	Coordinate communications between field units.	4.1	98	7.2	96	PD SD COM S M L
96	Advise field units of updated information regarding an incident.	4.3	100	7.5	99	PD SD COM S M L
97	Query data base for vehicle license, registration, and stolen vehicle information.	4.2	100	7.9	100	PD SD COM S M L
98	Query data base for criminal history information (e.g., state, local).	3.9	80	6.8	86	PD SD COM S M L
99	Query data base for driver's license information.	3.9	100	7.7	100	PD SD COM S M L
100	Query data base for information regarding wants and warrants.	4.1	97	7.6	99	PD SD COM S M L
101	Query data base for stolen property information.	3.9	98	6.3	97	PD SD COM S M L
102	Query data base for gun information.	3.9	97	5.4	97	PD SD COM S M L
103	Query specialized data bases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	3.7	84	5.6	75	PD SD COM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL SAMPLE & CAD/NON-CAD

APPENDIX 9

"CORE" TASKS WITHIN JOB ACTIVITY AREA
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)
SUBGROUPS THAT MET CRITERIA ARE LISTED

TASK CLUSTER 6. REPORTING & RECORDKEEPING

TASK NO		AVG IMP	% SUPV	AVG FREQ	% INC	SUBGROUPS
108	Complete ALI routing sheet (911 distribution correction form).	3.3	64	3.7	56	PD SD COM S M L
114	Document equipment malfunctions.	3.1	85	3.7	81	PD SD COM S M L
115	Enter or update information in computer data base (e.g., stolen vehicle, property, etc.).	4.0	60	6.1	65	PD SD S M
116	Issue case and/or traffic accident numbers.	3.6	84	7.7	82	PD SD COM S M L
125	Maintain maps and cross-street directories.	3.3	64	4.1	50	PD SD COM S M L
127	Maintain resource materials in the communications center.	3.3	83	4.6	66	PD SD COM S M L
128	Maintain towing agency rotation log.	3.0	74	6.4	65	PD SD COM S M L
132	Prepare or update procedure manuals.	3.2	55	2.3	44	PD COM S M
137	Review documents and materials to prepare to testify in court.	2.8	56	1.3	36	PD SD S M
138	Take notes on information received by computer or teletype.	3.1	48	5.0	57	PD SD S M
139	Take notes on information received verbally (e.g., by radio or telephone).	3.9	86	7.3	90	PD SD COM S M L
143	Type information received verbally.	3.7	55	6.2	58	PD SD COM S L
144	Write intra-department memos.	2.7	66	3.2	61	PD SD COM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL SAMPLE & CAD/NON-CAD

APPENDIX 9

"CORE" TASKS WITHIN JOB ACTIVITY AREA
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)
SUBGROUPS THAT MET CRITERIA ARE LISTED

TASK CLUSTER 7. FACILITY OPERATIONS

TASK NO		AVG IMP	% SUPV	AVG FREQ	% INC	SUBGROUPS
145	Answer and route routine business calls.	3.4	91	7.3	97	PD SD COM S M L
146	Attend in-service training sessions.	3.8	95	2.0	91	PD SD COM S M L
147	Attend squad meetings/communications briefings.	3.5	84	4.2	77	PD SD COM S M L
148	Brief oncoming dispatcher of previous shift activities.	4.1	98	7.2	98	PD SD COM S M L
149	Change audio tapes.	3.6	72	4.2	66	PD SD COM S M L
150	Conduct tours of the facility.	2.2	50	1.5	61	PD SD COM S M L
154	Maintain status board showing the location of personnel and officers.	4.1	61	7.2	67	PD SD COM S M L
155	Maintain the cleanliness and order of the communications center.	3.0	95	6.6	88	PD SD COM S M L
156	Monitor building security on closed circuit TV.	3.4	62	6.4	65	PD SD COM S M L
157	Monitor station/facility security system (e.g., alarms).	3.7	61	6.8	60	PD SD COM S M L
159	Page employees.	3.0	84	6.3	83	PD SD COM S M L
160	Perform general office assistance assignments.	2.5	52	5.0	65	PD SD COM S M
161	Replace paper, ribbons, etc., in office equipment.	2.7	74	4.2	76	PD SD COM S M
162	Restart computer system(s).	3.7	59	3.9	54	PD SD COM S M
164	Route messages to department units.	3.0	74	6.5	77	PD SD COM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL SAMPLE & CAD/NON-CAD

APPENDIX 9

"CORE" TASKS WITHIN JOB ACTIVITY AREA
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)
SUBGROUPS THAT MET CRITERIA ARE LISTED

TASK CLUSTER 8. TRAINING

TASK NO		AVG IMP	% SUPV	AVG FREQ	% INC	SUBGROUPS
166	Provide on-the-job training to new dispatchers.	4.5	98	3.4	76	PD SD COM S M L
167	Provide classroom training to dispatchers and other personnel.	4.0	78	1.7	26	PD SD COM S M L
170	Explain and demonstrate complaint/dispatching procedures to public safety personnel.	3.4	79	2.5	69	PD SD COM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL SAMPLE & CAD/NON-CAD

APPENDIX 10

"CORE" TASKS

IN ORDER OF MEAN IMPORTANCE RATING

APPENDIX 10

CORE TASKS SORTED IN ORDER OF IMPORTANCE

TASK NO.		AVG IMP	% SUPV
11	Receive and handle 911 calls.	4.9	97
58	Monitor and respond to radio transmissions from law enforcement field units.	4.8	99
14	Receive, prioritize, and handle multiple phone calls for assistance.	4.7	98
80	Dispatch fire fighter(s) to calls for service.	4.7	60
76	Dispatch by radio transmission.	4.6	100
6	Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.	4.6	98
2	Receive telephone complaints and requests from the public.	4.6	98
21	Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.	4.6	98
81	Dispatch emergency medical unit(s) or ambulance to calls for service.	4.6	59
29	Determine dispatching priority.	4.6	100
78	Dispatch patrol officer(s) to calls for service.	4.6	100
22	Obtain full complaint-dispatching information for medical emergencies.	4.6	84
60	Monitor and respond to fire department radio transmissions.	4.6	65
20	Evaluate initial complaint information to determine what action is necessary.	4.6	99
24	Obtain full complaint-dispatching information for safety hazards (e.g., chemical spill, power line down, flooded street).	4.6	97
72	Contact law enforcement field units by radio to check on status.	4.5	100
23	Obtain full complaint-dispatching information for fire emergencies.	4.5	78
12	Receive and handle TDD calls (e.g., deaf caller).	4.5	93

APPENDIX 10

CORE TASKS SORTED IN ORDER OF IMPORTANCE

TASK NO.		AVG IMP	% SUPV
75	Determine appropriate personnel and resources to dispatch to incidents.	4.5	97
85	Direct and coordinate response of multiple field units.	4.5	94
71	Monitor, coordinate, and update status information for multiple field units and incidents.	4.5	97
16	Communicate with mentally unstable or suicidal citizen	4.5	98
166	Provide on-the-job training to new dispatchers.	4.5	98
5	Receive requests from law enforcement field units.	4.4	100
69	Record and update status of field units and incidents (e.g., on status sheet or incident card).	4.4	89
35	Transmit complaint information to radio dispatcher (e.g., by computer or telephone).	4.4	79
94	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	4.4	99
79	Dispatch specialized law enforcement unit(s) to calls for service (e.g., SWAT, canine, investigators).	4.3	97
4	Receive officer-initiated complaints (e.g., citizen flag-down, on view).	4.3	98
96	Advise field units of updated information regarding an incident.	4.3	100
7	Calm emotionally upset citizen.	4.2	98
97	Query data base for vehicle license, registration, and stolen vehicle information.	4.2	100
32	Enter complaint information into computer system.	4.2	82
47	Advise citizens of actions to take during medical emergency (e.g., pre-arrival instructions).	4.2	55
49	Advise citizens of actions to take during fire emergency.	4.2	74
3	Receive complaints and requests from other agencies.	4.2	100

APPENDIX 10

CORE TASKS SORTED IN ORDER OF IMPORTANCE

TASK NO.		AVG IMP	% SUPV
55	Notify other departments or agencies of an emergency or need for service.	4.2	99
100	Query data base for information regarding wants and warrants.	4.1	97
154	Maintain status board showing the location of personnel and officers.	4.1	61
93	Provide requested information to law enforcement field units.	4.1	100
148	Brief oncoming dispatcher of previous shift activities.	4.1	98
95	Coordinate communications between field units.	4.1	98
30	Summarize incident for dispatching purposes.	4.1	99
33	Obtain additional information from complainants, witnesses, etc. (e.g., location, clarification, etc.).	4.1	96
84	Coordinate mutual aid agency response.	4.1	80
65	Monitor and respond to alarm systems.	4.1	81
50	Advise citizens of actions to take in hazardous situations (e.g., chemical spill, severe weather).	4.0	86
34	Call to check on welfare of citizen (e.g., 911 hang up).	4.0	96
167	Provide classroom training to dispatchers and other personnel.	4.0	78
31	Record initial complaint information (e.g., complete incident card or make log entry).	4.0	88
26	Obtain full complaint-dispatching information from anonymous caller.	4.0	98
18	Communicate with very young (juvenile) citizen.	4.0	98
68	Monitor pending complaints and incidents.	4.0	94
44	Advise citizens of actions to take during emergency crime situations.	4.0	92

APPENDIX 10

CORE TASKS SORTED IN ORDER OF IMPORTANCE

TASK NO.		AVG IMP	% SUPV
115	Enter or update information in computer data base (e.g., stolen vehicle, property, etc.).	4.0	60
13	Receive and handle request for assistance from non-English speaking citizen.	4.0	93
83	Contact other agencies to request assistance.	3.9	98
19	Communicate with elderly citizen.	3.9	98
17	Communicate with speech-impaired citizen.	3.9	98
102	Query data base for gun information.	3.9	97
99	Query data base for driver's license information.	3.9	100
27	Determine appropriate agency for complaints and requests.	3.9	98
28	Classify complaint/incident by type and code (e.g., civil, criminal, etc.).	3.9	97
101	Query data base for stolen property information.	3.9	98
139	Take notes on information received verbally (e.g., by radio or telephone).	3.9	86
98	Query data base for criminal history information (e.g., state, local).	3.9	80
67	Monitor and respond to teletype messages (e.g., NCIC, CLETS).	3.8	91
8	Handle abusive citizen (e.g., irate, rude, obscene).	3.8	98
86	Broadcast all points bulletins.	3.8	93
146	Attend in-service training sessions.	3.8	95
52	Determine what information, if any, should be provided to requester (verify "right to know").	3.7	84
92	Use resource materials to obtain specific requested information for field units (e.g., codes, criss-cross directory, telephone numbers).	3.7	100

APPENDIX 10

CORE TASKS SORTED IN ORDER OF IMPORTANCE

TASK NO.		AVG IMP	% SUPV
143	Type information received verbally.	3.7	55
162	Restart computer system(s).	3.7	59
36	Initiate telephone number trace.	3.7	84
103	Query specialized data bases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	3.7	84
87	Transmit emergency bulletins by teletype or computer.	3.7	73
157	Monitor station/facility security system (e.g., alarms).	3.7	61
116	Issue case and/or traffic accident numbers.	3.6	84
149	Change audio tapes.	3.6	72
37	Call other agencies to obtain information.	3.5	99
62	Monitor and respond to other public service radio transmissions.	3.5	74
53	Provide requested information to other departments and agencies.	3.5	99
147	Attend squad meetings/communications briefings.	3.5	84
156	Monitor building security on closed circuit TV.	3.4	62
82	Dispatch other public service unit(s) to calls for service (e.g., utilities, traffic signals, trees).	3.4	78
170	Explain and demonstrate complaint/dispatching procedures to public safety personnel.	3.4	79
145	Answer and route routine business calls.	3.4	91
108	Complete ALI routing sheet (911 distribution correction form).	3.3	64
39	Refer or transfer caller to appropriate department or agency.	3.3	99

APPENDIX 10

CORE TASKS SORTED IN ORDER OF IMPORTANCE

TASK NO.		AVG IMP	% SUPV
127	Maintain resource materials in the communications center.	3.3	83
15	Communicate with intoxicated citizen.	3.3	98
125	Maintain maps and cross-street directories.	3.3	64
132	Prepare or update procedure manuals.	3.2	55
9	Receive and handle "crank" calls.	3.2	98
114	Document equipment malfunctions.	3.1	85
138	Take notes on information received by computer or teletype.	3.1	48
56	Notify parents, relatives, etc., of those involved in incidents.	3.1	75
46	Advise citizens of actions to take in traffic accident.	3.0	84
10	Receive and handle nuisance calls.	3.0	98
128	Maintain towing agency rotation log.	3.0	74
155	Maintain the cleanliness and order of the communications center.	3.0	95
45	Advise citizens of actions to take during non-emergency crime situations.	3.0	90
57	Testify in court.	3.0	89
164	Route messages to department units.	3.0	74
159	Page employees.	3.0	84
38	Provide general information to the public (e.g., phone numbers, agency services).	2.9	95
40	Explain departmental procedures and policies to the public.	2.9	88

APPENDIX 10

CORE TASKS SORTED IN ORDER OF IMPORTANCE

TASK NO.		AVG IMP	% SUPV
137	Review documents and materials to prepare to testify in court.	2.8	56
90	Call towing service.	2.8	98
48	Advise citizens of actions to take in routine (non-emergency, miscellaneous) situations.	2.8	92
91	Give street directions.	2.8	96
43	Advise citizens of the status of their complaint/incident.	2.8	84
41	Explain legal processes and procedures to the public.	2.7	71
161	Replace paper, ribbons, etc., in office equipment.	2.7	74
54	Provide information to the news media.	2.7	55
144	Write intra-department memos.	2.7	66
160	Perform general office assistance assignments.	2.5	52
42	Explain civil processes to the public.	2.5	67
51	Advise citizens of crime prevention techniques.	2.5	49
150	Conduct tours of the facility.	2.2	50

APPENDIX 11

"CORE" TASKS

IN ORDER OF MEAN FREQUENCY RATING

APPENDIX 11

CORE TASKS SORTED IN ORDER OF FREQUENCY

TASK NO.		AVG FREQ	% INCMBT
97	Query data base for vehicle license, registration, and stolen vehicle information.	7.9	100
76	Dispatch by radio transmission.	7.9	99
78	Dispatch patrol officer(s) to calls for service.	7.8	99
30	Summarize incident for dispatching purposes.	7.8	99
58	Monitor and respond to radio transmissions from law enforcement field units.	7.8	98
75	Determine appropriate personnel and resources to dispatch to incidents.	7.8	97
93	Provide requested information to law enforcement field units.	7.8	100
29	Determine dispatching priority.	7.8	99
72	Contact law enforcement field units by radio to check on status.	7.8	98
5	Receive requests from law enforcement field units.	7.8	100
20	Evaluate initial complaint information to determine what action is necessary.	7.7	98
21	Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.	7.7	99
99	Query data base for driver's license information.	7.7	100
2	Receive telephone complaints and requests from the public.	7.7	99
11	Receive and handle 911 calls.	7.7	97
71	Monitor, coordinate, and update status information for multiple field units and incidents.	7.7	96
116	Issue case and/or traffic accident numbers.	7.7	82
28	Classify complaint/incident by type and code (e.g., civil, criminal, etc.).	7.6	97

APPENDIX 11

CORE TASKS SORTED IN ORDER OF FREQUENCY

TASK NO.		AVG FREQ	% INCMBT
100	Query data base for information regarding wants and warrants.	7.6	99
68	Monitor pending complaints and incidents.	7.6	95
32	Enter complaint information into computer system.	7.6	79
27	Determine appropriate agency for complaints and requests.	7.6	99
14	Receive, prioritize, and handle multiple phone calls for assistance.	7.6	98
6	Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.	7.6	98
4	Receive officer-initiated complaints (e.g., citizen flag-down, on view).	7.6	98
39	Refer or transfer caller to appropriate department or agency.	7.5	99
38	Provide general information to the public (e.g., phone numbers, agency services).	7.5	98
96	Advise field units of updated information regarding an incident.	7.5	99
35	Transmit complaint information to radio dispatcher (e.g., by computer or telephone).	7.5	77
33	Obtain additional information from complainants, witnesses, etc. (e.g., location, clarification, etc.).	7.4	96
92	Use resource materials to obtain specific requested information for field units (e.g., codes, criss-cross directory, telephone numbers).	7.4	99
3	Receive complaints and requests from other agencies.	7.4	100
145	Answer and route routine business calls.	7.3	97
139	Take notes on information received verbally (e.g., by radio or telephone).	7.3	90
154	Maintain status board showing the location of personnel and officers.	7.2	67

APPENDIX 11

CORE TASKS SORTED IN ORDER OF FREQUENCY

TASK NO.		AVG FREQ	% INCMBT
31	Record initial complaint information (e.g., complete incident card or make log entry).	7.2	92
148	Brief oncoming dispatcher of previous shift activities.	7.2	98
95	Coordinate communications between field units.	7.2	96
34	Call to check on welfare of citizen (e.g., 911 hang up).	7.2	96
7	Calm emotionally upset citizen.	7.1	98
8	Handle abusive citizen (e.g., irate, rude, obscene).	7.1	98
10	Receive and handle nuisance calls.	7.1	98
85	Direct and coordinate response of multiple field units.	7.0	93
26	Obtain full complaint-dispatching information from anonymous caller.	7.0	97
67	Monitor and respond to teletype messages (e.g., NCIC, CLETS).	7.0	88
90	Call towing service.	7.0	97
69	Record and update status of field units and incidents (e.g., on status sheet or incident card).	7.0	92
81	Dispatch emergency medical unit(s) or ambulance to calls for service.	6.9	58
40	Explain departmental procedures and policies to the public.	6.9	96
22	Obtain full complaint-dispatching information for medical emergencies.	6.8	84
98	Query data base for criminal history information (e.g., state, local).	6.8	86
53	Provide requested information to other departments and agencies.	6.8	100
157	Monitor station/facility security system (e.g., alarms).	6.8	60
80	Dispatch fire fighter(s) to calls for service.	6.8	59

APPENDIX 11

CORE TASKS SORTED IN ORDER OF FREQUENCY

TASK NO.		AVG FREQ	% INCMBT
19	Communicate with elderly citizen.	6.8	98
60	Monitor and respond to fire department radio transmissions.	6.7	68
37	Call other agencies to obtain information.	6.7	100
155	Maintain the cleanliness and order of the communications center.	6.6	88
9	Receive and handle "crank" calls.	6.6	97
94	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	6.5	97
55	Notify other departments or agencies of an emergency or need for service.	6.5	100
164	Route messages to department units.	6.5	77
156	Monitor building security on closed circuit TV.	6.4	65
23	Obtain full complaint-dispatching information for fire emergencies.	6.4	82
128	Maintain towing agency rotation log.	6.4	65
159	Page employees.	6.3	83
65	Monitor and respond to alarm systems.	6.3	81
43	Advise citizens of the status of their complaint/incident.	6.3	92
101	Query data base for stolen property information.	6.3	97
41	Explain legal processes and procedures to the public.	6.3	89
91	Give street directions.	6.3	98
15	Communicate with intoxicated citizen.	6.2	98

APPENDIX 11

CORE TASKS SORTED IN ORDER OF FREQUENCY

TASK NO.		AVG FREQ	% INCMBT
48	Advise citizens of actions to take in routine (non-emergency, miscellaneous) situations.	6.2	94
83	Contact other agencies to request assistance.	6.2	100
45	Advise citizens of actions to take during non-emergency crime situations.	6.2	95
143	Type information received verbally.	6.2	58
62	Monitor and respond to other public service radio transmissions.	6.2	75
86	Broadcast all points bulletins.	6.1	90
115	Enter or update information in computer data base (e.g., stolen vehicle, property, etc.).	6.1	65
42	Explain civil processes to the public.	6.0	86
13	Receive and handle request for assistance from non-English speaking citizen.	5.9	90
18	Communicate with very young (juvenile) citizen.	5.8	98
44	Advise citizens of actions to take during emergency crime situations.	5.7	94
82	Dispatch other public service unit(s) to calls for service (e.g., utilities, traffic signals, trees).	5.7	82
52	Determine what information, if any, should be provided to requester (verify "right to know").	5.7	91
103	Query specialized data bases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	5.6	75
46	Advise citizens of actions to take in traffic accident.	5.5	88
102	Query data base for gun information.	5.4	97
79	Dispatch specialized law enforcement unit(s) to calls for service (e.g., SWAT, canine, investigators).	5.3	95
160	Perform general office assistance assignments.	5.0	65

APPENDIX 11

CORE TASKS SORTED IN ORDER OF FREQUENCY

TASK NO.		AVG FREQ	% INCMBT
16	Communicate with mentally unstable or suicidal citizen	5.0	97
138	Take notes on information received by computer or teletype.	5.0	57
87	Transmit emergency bulletins by teletype or computer.	4.8	71
24	Obtain full complaint-dispatching information for safety hazards (e.g., chemical spill, power line down, flooded street).	4.8	96
127	Maintain resource materials in the communications center.	4.6	66
56	Notify parents, relatives, etc., of those involved in incidents.	4.6	88
54	Provide information to the news media.	4.4	62
161	Replace paper, ribbons, etc., in office equipment.	4.2	76
147	Attend squad meetings/communications briefings.	4.2	77
149	Change audio tapes.	4.2	66
125	Maintain maps and cross-street directories.	4.1	50
49	Advise citizens of actions to take during fire emergency.	3.9	66
162	Restart computer system(s).	3.9	54
84	Coordinate mutual aid agency response.	3.8	75
47	Advise citizens of actions to take during medical emergency (e.g., pre-arrival instructions).	3.8	48
114	Document equipment malfunctions.	3.7	81
108	Complete ALI routing sheet (911 distribution correction form).	3.7	56
17	Communicate with speech-impaired citizen.	3.6	95

APPENDIX 11

CORE TASKS SORTED IN ORDER OF FREQUENCY

TASK NO.		AVG FREQ	% INCMBT
36	Initiate telephone number trace.	3.5	84
166	Provide on-the-job training to new dispatchers.	3.4	76
51	Advise citizens of crime prevention techniques.	3.3	71
144	Write intra-department memos.	3.2	61
170	Explain and demonstrate complaint/dispatching procedures to public safety personnel.	2.5	69
50	Advise citizens of actions to take in hazardous situations (e.g., chemical spill, severe weather).	2.4	69
132	Prepare or update procedure manuals.	2.3	44
12	Receive and handle TDD calls (e.g., deaf caller).	2.2	70
146	Attend in-service training sessions.	2.0	91
167	Provide classroom training to dispatchers and other personnel.	1.7	26
150	Conduct tours of the facility.	1.5	61
137	Review documents and materials to prepare to testify in court.	1.3	36
57	Testify in court.	1.3	43

APPENDIX 12

"GROUP-SPECIFIC" TASKS

APPENDIX 12

** GROUP-SPECIFIC TASKS **
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)

TASK NO			MEAN IMP	% SUP	MEAN FREQ	% INC
1	Receive in-person complaints and requests from the public (e.g., public counter).	PD	4.0	55	6.1	59
		SMALL	4.0	79	6.5	82
		NON-CAD	3.9	53	5.8	55
59	Monitor and respond to computer transmissions from law enforcement field units.	LARGE	4.5	65	7.0	54
		CAD	4.6	53	7.1	46
61	Monitor and respond to medical emergency (ambulance) radio transmissions.	SD	4.4	55	6.8	64
		COM	4.7	74	7.3	81
		SMALL	4.3	55	6.2	67
		MEDIUM	4.5	71	7.2	73
		NON-CAD	4.5	64	6.9	75
66	Monitor and respond to civil defense networks/warning systems.	SD	3.6	72	5.9	63
		COM	4.5	62	6.1	66
		SMALL	3.8	52	4.8	28
		NON-CAD	4.0	60	6.3	54
70	Enter and update field unit and incident status information in computer system.	PD	4.4	72	7.7	79
		SD	4.2	68	7.6	61
		COM	4.5	70	7.9	57
		SMALL	4.2	56	7.7	62
		MEDIUM	4.4	63	7.7	59
		LARGE	4.5	93	7.6	90
		CAD	4.5	94	7.8	91
74	Perform radio checks for the fire department.	COM	2.9	89	5.0	87
		MEDIUM	2.8	74	5.6	77
		CAD	3.1	55	5.0	45
		NON-CAD	2.8	47	5.5	68
89	Call locksmith.	PD	2.0	64	2.0	54
		SD	2.0	55	1.8	42
		COM	2.0	49	2.6	56
		SMALL	2.0	77	1.9	67
		MEDIUM	2.0	60	2.1	48
		CAD	2.1	53	2.0	48
104	Check and confirm the accuracy of outgoing warrants.	SD	4.1	48	6.6	53
		SMALL	4.3	65	6.1	67
		MEDIUM	4.1	36	6.4	50
		NON-CAD	4.4	55	6.5	56
109	Complete data entry forms (e.g., stolen vehicle, lost or found property, firearms).	PD	4.0	48	5.6	52
		SD	3.5	45	5.9	52
		SMALL	4.0	56	5.7	68
		NON-CAD	3.9	52	5.9	60
111	Complete telephone trace request form.	COM	3.0	57	3.2	64
		MEDIUM	2.9	53	2.7	52
		LARGE	3.0	56	2.4	42
		NON-CAD	2.9	57	2.8	54

APPENDIX 12

** GROUP-SPECIFIC TASKS **
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)

TASK NO			MEAN IMP	% SUP	MEAN FREQ	% INC
119	Maintain business directory.	PD	2.8	55	4.0	42
		SD	2.8	53	3.5	42
		SMALL	2.9	73	4.0	68
		NON-CAD	2.8	61	3.9	55
120	Maintain directory of services provided by other agencies.	SMALL	2.7	65	3.4	51
		NON-CAD	2.6	53	3.5	41
123	Maintain log of all criminal incidents during watch.	PD	3.8	56	7.0	55
		SD	3.5	56	6.8	52
		SMALL	4.0	85	7.4	84
		MEDIUM	3.3	41	6.6	50
		NON-CAD	3.7	76	7.1	65
124	Maintain specialized logs (e.g., 5150's, medical incidents, problem addresses, restraining orders, etc.).	PD	3.2	53	4.9	48
		SMALL	3.4	65	5.6	64
		MEDIUM	2.7	42	4.5	53
		NON-CAD	3.0	57	5.4	58
126	Maintain records of teletypes sent and received.	SD	3.0	64	6.1	62
		COM	3.0	47	6.0	52
		SMALL	3.2	79	6.4	70
		MEDIUM	2.6	41	6.2	57
		NON-CAD	2.9	69	6.5	68
130	Make entries in activity log (e.g., calls received or dispatched).	PD	3.7	51	6.9	59
		SD	3.5	48	7.0	58
		SMALL	3.8	87	7.6	87
		MEDIUM	3.3	35	6.7	57
		NON-CAD	3.6	71	7.2	70
131	Prepare bulletins.	PD	3.1	47	5.2	54
		SD	3.3	53	5.3	68
		COM	3.1	50	5.4	56
		SMALL	3.3	59	5.3	76
		MEDIUM	3.0	47	5.4	65
		NON-CAD	3.2	58	5.5	74
134	Prepare summary reports (e.g., types of incidents, equipment dispatched, disposition of incidents).	SMALL	3.5	37	5.7	51
136	Request criminal rap sheets from other agencies.	PD	3.3	51	3.6	48
		SD	3.2	45	4.4	54
		SMALL	3.4	83	4.1	73
		NON-CAD	3.3	56	4.4	61
141	Reproduce (copy) tape recordings.	COM	3.1	64	1.6	32
		MEDIUM	2.9	62	1.8	42
		NON-CAD	2.9	50	2.2	33
142	Type information from written documents (e.g., arrest reports, accident reports, correspondence).	SMALL	3.1	46	4.7	59

APPENDIX 12

** GROUP-SPECIFIC TASKS **
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)

TASK NO			MEAN IMP	% SUP	MEAN FREQ	% INC
151	Distribute information within the department (e.g., wanted posters, subpoenas, warrant work sheets, alarm applications).	SMALL	3.1	60	5.3	71
		NON-CAD	2.8	47	5.1	51
152	Issue communications equipment.	COM	2.7	55	1.4	17
153	Maintain equipment (e.g., portable radios, tape recording device, printers).	SMALL	3.4	46	5.3	65
		NON-CAD	3.1	49	4.7	55
158	Order office supplies.	SMALL	2.6	55	3.1	50
175	Provide peer counseling (e.g., post-trauma stress, emotional problem).	LARGE	3.8	51	2.6	16

APPENDIX 12

** GROUP-SPECIFIC TASKS **
(MEAN IMPORTANCE, % SUPERVISORS, MEAN FREQUENCY, % INCUMBENTS)

AUXILIARY AREAS:

TASK NO			MEAN IMP	% SUP	MEAN FREQ	% INC
203	Search prisoners/arrestees.	SMALL	3.6	44	2.5	59
217	Issue receipts for monies received.	SMALL	3.3	54	4.4	53
219	Maintain department files for warrants, arrests, citations, and parking tickets.	SMALL	3.6	56	5.4	57
226	Process warrants (complete and route paperwork).	SMALL	3.8	48	5.2	50

APPENDIX 13

"NON-CORE TASKS"

APPENDIX 13

** NON-CORE TASKS **
(% INCUMBENTS, % SUPERVISORS, AVG IMPORTANCE)

TASK NO		% INCUMBENTS	% SUP	AVG IMPORTANCE
	TASK CLUSTER 1. SCREENING COMPLAINTS & INCIDENTS			
25	Answer secret witness line and obtain crime information.	29	35	3.4
	TASK CLUSTER 3. MONITORING FIELD UNITS & EMERGENCY SYSTEMS			
63	Monitor and respond to CB radio transmissions.	14	16	2.8
64	Monitor and respond to marine radio transmissions.	10	9	3.2
73	Contact law enforcement field units by computer to check on status.	19	22	4.1
	TASK CLUSTER 4. DISPATCHING PERSONNEL & RESOURCES			
77	Dispatch by computer (digital) transmission.	21	24	4.4
88	Conduct civil defense tests.	16	16	3.1
	TASK CLUSTER 6. REPORTING & RECORDKEEPING			
105	Complete vehicle accident reports.	7	6	2.7
106	Complete crime reports.	20	14	2.7
107	Complete incident reports.	32	19	2.8
110	Complete statistical reports making arithmetic calculations.	26	25	2.9
112	Complete federal Uniform Crime Report (UCR).	4	8	3.0
113	Complete state Bureau of Criminal Statistics (BCS) report.	4	9	3.1
117	Generate reports by computer (e.g., summary report of officer-generated activity, number of calls per beat, etc.).	32	27	3.1
118	Maintain ambulance rotation log.	17	12	3.1
121	Maintain complaint history file.	19	26	3.3
122	Maintain files of personnel time sheets and time off requests.	19	39	3.2
129	Maintain traffic statistics (e.g., accident reports, stolen vehicles).	10	9	3.0
133	Prepare shift roster of assigned field units.	26	25	3.0
135	Purge designated files.	31	31	2.8
140	Transcribe tape recordings.	17	13	2.5

APPENDIX 13

** NON-CORE TASKS **
(% INCUMBENTS, % SUPERVISORS, AVG IMPORTANCE)

TASK NO		% INCUMBENTS	% SUP	AVG IMPORTANCE
	TASK CLUSTER 7. FACILITY OPERATIONS			
163	Set up emergency operations center.	22	37	3.9
165	Schedule appointments for department personnel.	14	12	2.9
	TASK CLUSTER 8. TRAINING			
168	Provide training at other facilities (e.g., regional training facilities).	7	37	3.5
169	Provide training to student assistants or volunteers.	29	36	3.4
171	Prepare training bulletins.	15	32	3.5
172	Prepare maps, charts, and other materials (e.g., training exercises) for training aids.	38	50	3.3 TENURE*
173	Make presentations to the public (e.g., emergency communications).	19	32	2.8
174	Conduct performance evaluations of dispatchers.	46	66	3.9 TENURE*
	TASK CLUSTER 9. AUXILIARY FUNCTION: EVIDENCE			
176	Book evidence.	8	7	3.0
177	Receive, inventory, mark, maintain, and control property and evidence (e.g., weapons, narcotics, blood, urine samples).	5	6	3.3
178	Photograph property or evidence.	5	4	3.2
179	Release or destroy property as authorized.	10	6	3.1
180	Pick up or deliver evidence or documents.	5	5	3.1
181	Prepare evidence for DOJ lab.	2	4	3.4
182	Prepare fingerprint evidence for CAL ID fingerprint system.	3	3	3.1
	TASK CLUSTER 9B. AUXILIARY FUNCTION: CUSTODY			
183	Accept bail and schedule court dates.	15	12	3.4
184	Administer drugs to inmates as prescribed.	3	3	3.8
185	Administer first aid to prisoners.	3	4	3.5
186	Assist in physically subduing combative prisoners.	8	7	3.6

*TENURE GROUP DIFFERENCE

APPENDIX 13

** NON-CORE TASKS **
(% INCUMBENTS, % SUPERVISORS, AVG IMPORTANCE)

TASK NO		% INCUMBENTS	% SUP	AVG IMPORTANCE
	TASK CLUSTER 9B. AUXILIARY FUNCTION: CUSTODY (CONTINUED)			
187	Assist prisoners in making telephone calls.	8	5	2.6
188	Assist in the booking and release of arrestees.	10	8	2.8
189	Classify inmates by crimes for appropriate housing and activities.	3	2	3.7
190	Conduct jail inspections (e.g., prisoner health, safety).	5	5	3.3
191	Control electronically operated jail doors.	17	18	3.6
192	Deposit bail money.	7	7	3.5
193	Inspect detention facility and grounds for unusual circumstances.	4	4	3.3
194	Maintain bail file.	5	3	3.6
195	Maintain prisoner logs.	9	9	3.5
196	Maintain records of trustee accounts.	1	0	3.0
197	Monitor holding cells on closed circuit.	18	18	3.6
198	Monitor jail cells using electronic listening devices.	16	14	3.5
199	Perform Breathalyzer tests.	2	2	2.4
200	Perform custodial and security duties (e.g., head count, preparing prisoners for transportation).	4	4	3.2
201	Physically search inmates and their living quarters for contraband.	12	10	3.8
202	Prepare prisoners for court appearances.	3	2	3.2
204	Supervise trustees (e.g., distribution of meals and clothing, car washing, cleaning the facility).	4	3	2.6
205	Take urine samples from detainees.	16	15	3.1
206	Verify and resolve discrepancies in bail monies received.	3	6	3.3
	TASK CLUSTER 9C. AUXILIARY FUNCTION: RECORDKEEPING			
207	Assist in handling and processing civil papers.	9	6	2.7
208	Collect fees.	13	10	3.0

APPENDIX 13

** NON-CORE TASKS **
(% INCUMBENTS, % SUPERVISORS, AVG IMPORTANCE)

TASK NO		% INCUMBENTS	% SUP	AVG IMPORTANCE
	TASK CLUSTER 9C. AUXILIARY FUNCTION: RECORDKEEPING (CONTINUED)			
209	Complete and authorize bank checks.	1	1	4.0
210	Complete arrest disposition cards.	10	11	3.2
211	Complete reports on patrol vehicle failures.	5	5	2.8
212	Coordinate service of criminal subpoenas.	9	7	3.1
213	Forward checks, security bonds, and other documents to appropriate court.	7	8	3.6
214	Forward unserved subpoenas to the concerned court.	7	8	3.1
215	Issue licenses and permits (e.g., fire, bicycle, weapons).	12	11	2.8
216	Issue parking permits and stickers.	5	4	2.6
218	Keep financial records.	5	4	3.7
220	Maintain photo lineup system and assemble photographic lineups.	3	3	2.7
221	Maintain subpoena control log.	9	8	3.3
222	Post transactions on account records.	3	2	3.0
223	Process crime/traffic reports (complete and route paperwork).	16	18	3.7
224	Process subpoenas (complete and route paperwork).	9	9	3.3
225	Process traffic citations (complete and route paperwork).	16	17	3.3
227	Route arrest conviction files and related records.	11	15	3.3
228	Seal juvenile and adult criminal records.	5	6	3.8
229	Take fingerprints for permits and licenses.	9	8	2.8
230	Take photographs.	9	5	3.0
231	Transcribe law enforcement reports.	7	6	2.7
232	Verify repairs on vehicle mechanical violations.	4	2	3.0

APPENDIX 14

"TRAINING" TASKS

APPENDIX 14

** CORE TRAINING TASKS **
(APPROPRIATE MODES ARE LISTED)

TASK NO		
	TASK CLUSTER 1. SCREENING COMPLAINTS & INCIDENTS	
2	Receive telephone complaints and requests from the public.	BASIC OJT REFRESHER
3	Receive complaints and requests from other agencies.	BASIC OJT REFRESHER
4	Receive officer-initiated complaints (e.g., citizen flag-down, on view).	BASIC OJT REFRESHER
5	Receive requests from law enforcement field units.	BASIC OJT REFRESHER
6	Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.	BASIC OJT REFRESHER
7	Calm emotionally upset citizen.	BASIC OJT REFRESHER
8	Handle abusive citizen (e.g., irate, rude, obscene).	BASIC OJT REFRESHER
9	Receive and handle "crank" calls.	BASIC OJT
10	Receive and handle nuisance calls.	BASIC OJT REFRESHER
11	Receive and handle 911 calls.	BASIC OJT REFRESHER
12	Receive and handle TDD calls (e.g., deaf caller).	BASIC OJT REFRESHER
13	Receive and handle request for assistance from non-English speaking citizen.	BASIC OJT REFRESHER
14	Receive, prioritize, and handle multiple phone calls for assistance.	BASIC OJT REFRESHER
15	Communicate with intoxicated citizen.	BASIC OJT
16	Communicate with mentally unstable or suicidal citizen.	BASIC OJT REFRESHER
17	Communicate with speech-impaired citizen.	BASIC OJT REFRESHER
18	Communicate with very young (juvenile) citizen.	BASIC OJT REFRESHER
19	Communicate with elderly citizen.	BASIC OJT REFRESHER
20	Evaluate initial complaint information to determine what action is necessary.	BASIC OJT REFRESHER
21	Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.	BASIC OJT REFRESHER
22	Obtain full complaint-dispatching information for medical emergencies.	BASIC OJT REFRESHER
23	Obtain full complaint-dispatching information for fire emergencies.	BASIC OJT REFRESHER

APPENDIX 14

** CORE TRAINING TASKS **
(APPROPRIATE MODES ARE LISTED)

TASK NO		
	TASK CLUSTER 1. SCREENING COMPLAINTS & INCIDENTS (Continued)	
24	Obtain full complaint-dispatching information for safety hazards (e.g., chemical spill, power line down, flooded street).	BASIC OJT REFRESHER
26	Obtain full complaint-dispatching information from anonymous caller.	BASIC OJT REFRESHER
27	Determine appropriate agency for complaints and requests.	BASIC OJT REFRESHER
28	Classify complaint/incident by type and code (e.g., civil, criminal, etc.).	BASIC OJT REFRESHER
29	Determine dispatching priority.	BASIC OJT REFRESHER
30	Summarize incident for dispatching purposes.	BASIC OJT REFRESHER
31	Record initial complaint information (e.g., complete incident card or make log entry).	BASIC OJT REFRESHER
32	Enter complaint information into computer system.	BASIC OJT REFRESHER
33	Obtain additional information from complainants, witnesses, etc. (e.g., location, clarification, etc.).	BASIC OJT REFRESHER
34	Call to check on welfare of citizen (e.g., 911 hang up).	BASIC OJT REFRESHER
35	Transmit complaint information to radio dispatcher (e.g., by computer or telephone).	BASIC OJT REFRESHER
36	Initiate telephone number trace.	BASIC OJT REFRESHER
37	Call other agencies to obtain information.	OJT

APPENDIX 14

** CORE TRAINING TASKS **
(APPROPRIATE MODES ARE LISTED)

TASK NO		
	TASK CLUSTER 2. PROVIDING INFO TO THE PUBLIC & OTHER AGENCIES	
38	Provide general information to the public (e.g., phone numbers, agency services).	OJT REFRESHER
39	Refer or transfer caller to appropriate department or agency.	OJT REFRESHER
40	Explain departmental procedures and policies to the public.	BASIC OJT REFRESHER
41	Explain legal processes and procedures to the public.	BASIC OJT REFRESHER
42	Explain civil processes to the public.	BASIC OJT REFRESHER
43	Advise citizens of the status of their complaint/incident.	OJT
44	Advise citizens of actions to take during emergency crime situations.	BASIC OJT REFRESHER
45	Advise citizens of actions to take during non-emergency crime situations.	BASIC OJT REFRESHER
46	Advise citizens of actions to take in traffic accident.	BASIC OJT REFRESHER
47	Advise citizens of actions to take during medical emergency (e.g., pre-arrival instructions).	BASIC OJT REFRESHER
48	Advise citizens of actions to take in routine (non-emergency, miscellaneous) situations.	BASIC OJT REFRESHER
49	Advise citizens of actions to take during fire emergency.	BASIC OJT REFRESHER
50	Advise citizens of actions to take in hazardous situations (e.g., chemical spill, severe weather).	BASIC OJT REFRESHER
51	Advise citizens of crime prevention techniques.	BASIC OJT REFRESHER
52	Determine what information, if any, should be provided to requester (verify "right to know").	BASIC OJT REFRESHER
53	Provide requested information to other departments and agencies.	BASIC OJT REFRESHER
54	Provide information to the news media.	BASIC OJT REFRESHER
55	Notify other departments or agencies of an emergency or need for service.	BASIC OJT REFRESHER
56	Notify parents, relatives, etc., of those involved in incidents.	OJT REFRESHER
57	Testify in court.	BASIC OJT REFRESHER

APPENDIX 14

** CORE TRAINING TASKS **
(APPROPRIATE MODES ARE LISTED)

TASK NO		
	TASK CLUSTER 3. MONITORING FIELD UNITS/EMERGENCY SYSTEMS	
58	Monitor and respond to radio transmissions from law enforcement field units.	BASIC OJT REFRESHER
60	Monitor and respond to fire department radio transmissions.	BASIC OJT REFRESHER
62	Monitor and respond to other public service radio transmissions.	BASIC OJT REFRESHER
65	Monitor and respond to alarm systems.	BASIC OJT REFRESHER
67	Monitor and respond to teletype messages (e.g., NCIC, CLETS).	BASIC OJT REFRESHER
68	Monitor pending complaints and incidents.	BASIC OJT REFRESHER
69	Record and update status of field units and incidents (e.g., on status sheet or incident card).	BASIC OJT REFRESHER
71	Monitor, coordinate, and update status information for multiple field units and incidents.	BASIC OJT REFRESHER
72	Contact law enforcement field units by radio to check on status.	BASIC OJT REFRESHER

APPENDIX 14

** CORE TRAINING TASKS **
(APPROPRIATE MODES ARE LISTED)

TASK NO		
	TASK CLUSTER 4. DISPATCHING PERSONNEL & RESOURCES	
75	Determine appropriate personnel and resources to dispatch to incidents.	BASIC OJT REFRESHER
76	Dispatch by radio transmission.	BASIC OJT REFRESHER
78	Dispatch patrol officer(s) to calls for service.	BASIC OJT REFRESHER
79	Dispatch specialized law enforcement unit(s) to calls for service (e.g., SWAT, canine, investigators).	BASIC OJT REFRESHER
80	Dispatch fire fighter(s) to calls for service.	BASIC OJT REFRESHER
81	Dispatch emergency medical unit(s) or ambulance to calls for service.	BASIC OJT REFRESHER
82	Dispatch other public service unit(s) to calls for service (e.g., utilities, traffic signals, trees).	BASIC OJT REFRESHER
83	Contact other agencies to request assistance.	BASIC OJT REFRESHER
84	Coordinate mutual aid agency response.	BASIC OJT REFRESHER
85	Direct and coordinate response of multiple field units.	BASIC OJT REFRESHER
86	Broadcast all points bulletins.	BASIC OJT REFRESHER
87	Transmit emergency bulletins by teletype or computer.	BASIC OJT REFRESHER
90	Call towing service.	OJT
91	Give street directions.	OJT

APPENDIX 14

** CORE TRAINING TASKS **
(APPROPRIATE MODES ARE LISTED)

TASK NO		
	TASK CLUSTER 5. PROVIDING INFO TO FIELD UNITS	
92	Use resource materials to obtain specific requested information for field units (e.g., codes, criss-cross directory, telephone numbers)	BASIC OJT REFRESHER
93	Provide requested information to law enforcement field units.	BASIC OJT REFRESHER
94	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	BASIC OJT REFRESHER
95	Coordinate communications between field units.	BASIC OJT REFRESHER
96	Advise field units of updated information regarding an incident.	BASIC OJT REFRESHER
97	Query data base for vehicle license, registration, and stolen vehicle information.	BASIC OJT REFRESHER
98	Query data base for criminal history information (e.g., state, local).	BASIC OJT REFRESHER
99	Query data base for driver's license information.	BASIC OJT REFRESHER
100	Query data base for information regarding wants and warrants.	BASIC OJT REFRESHER
101	Query data base for stolen property information.	BASIC OJT REFRESHER
102	Query data base for gun information.	BASIC OJT REFRESHER
103	Query specialized data bases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	BASIC OJT REFRESHER

APPENDIX 14

** CORE TRAINING TASKS **
(APPROPRIATE MODES ARE LISTED)

TASK NO		
	TASK CLUSTER 6. REPORTING & RECORDKEEPING	
108	Complete ALI routing sheet (911 distribution correction form).	OJT
114	Document equipment malfunctions.	OJT
115	Enter or update information in computer data base (e.g., stolen vehicle, property, etc.).	BASIC OJT REFRESHER
116	Issue case and/or traffic accident numbers.	OJT
125	Maintain maps and cross-street directories.	OJT
127	Maintain resource materials in the communications center.	OJT REFRESHER
128	Maintain towing agency rotation log.	OJT
132	Prepare or update procedure manuals.	OJT REFRESHER
137	Review documents and materials to prepare to testify in court.	OJT REFRESHER
138	Take notes on information received by computer or teletype.	OJT REFRESHER
139	Take notes on information received verbally (e.g., by radio or telephone).	BASIC OJT REFRESHER
143	Type information received verbally.	OJT REFRESHER
144	Write intra-department memos.	OJT

APPENDIX 14

** CORE TRAINING TASKS **
(APPROPRIATE MODES ARE LISTED)

TASK NO		
	TASK CLUSTER 7. FACILITY OPERATIONS	
145	Answer and route routine business calls.	OJT REFRESHER
148	Brief oncoming dispatcher of previous shift activities.	OJT
149	Change audio tapes.	OJT
150	Conduct tours of the facility.	OJT
154	Maintain status board showing the location of personnel and officers.	OJT
155	Maintain the cleanliness and order of the communications center.	OJT
156	Monitor building security on closed circuit TV.	OJT
157	Monitor station/facility security system (e.g., alarms).	OJT
159	Page employees.	OJT
160	Perform general office assistance assignments.	OJT
161	Replace paper, ribbons, etc., in office equipment.	OJT
162	Restart computer system(s).	OJT REFRESHER
164	Route messages to department units.	OJT

APPENDIX 14

** CORE TRAINING TASKS **
(APPROPRIATE MODES ARE LISTED)

TASK NO		
	TASK CLUSTER 8. TRAINING	
166	Provide on-the-job training to new dispatchers.	BASIC OJT REFRESHER
167	Provide classroom training to dispatchers and other personnel.	BASIC OJT REFRESHER
170	Explain and demonstrate complaint/dispatching procedures to public safety personnel.	OJT

APPENDIX 15

"BASIC TRAINING" TASKS

APPENDIX 15

** BASIC TRAINING TASKS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

TASK CLUSTER=1. SCREENING COMPLAINTS & INCIDENTS

TASK NO		% SUPV	EXT	% EXT	SUBGROUPS
2	Receive telephone complaints and requests from the public.	88	SOME	92	PD SD COMM S M L
3	Receive complaints and requests from other agencies.	72	SOME	95	PD SD COMM S M L
4	Receive officer-initiated complaints (e.g., citizen flag-down, on view).	69	SOME	94	PD SD COMM S M L
5	Receive requests from law enforcement field units.	76	SOME	95	PD SD COMM S M L
6	Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.	90	SOME	90	PD SD COMM S M L
7	Calm emotionally upset citizen.	85	SOME	91	PD SD COMM S M L
8	Handle abusive citizen (e.g., irate, rude, obscene).	79	SOME	90	PD SD COMM S M L
9	Receive and handle "crank" calls.	62	SOME	91	PD SD COMM S M L
10	Receive and handle nuisance calls.	61	SOME	94	PD SD COMM S M L
11	Receive and handle 911 calls.	92	SOME	82	PD SD COMM S M L
12	Receive and handle TDD calls (e.g., deaf caller).	84	SOME	80	PD SD COMM S M L
13	Receive and handle request for assistance from non-English speaking citizen.	76	SOME	83	PD SD COMM S M L
14	Receive, prioritize, and handle multiple phone calls for assistance.	83	SOME	88	PD SD COMM S M L
15	Communicate with intoxicated citizen.	63	SOME	94	PD SD COMM S M L
16	Communicate with mentally unstable or suicidal citizen	89	SOME	86	PD SD COMM S M L
17	Communicate with speech-impaired citizen.	74	SOME	90	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 15

** BASIC TRAINING TASKS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

TASK CLUSTER=1. SCREENING COMPLAINTS & INCIDENTS

TASK NO		% SUPV	EXT	% EXT	SUBGROUPS
18	Communicate with very young (juvenile) citizen.	73	SOME	92	PD SD COMM S M L
19	Communicate with elderly citizen.	70	SOME	91	PD SD COMM S M L
20	Evaluate initial complaint information to determine what action is necessary.	89	SOME	88	PD SD COMM S M L
21	Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.	92	SOME	90	PD SD COMM S M L
22	Obtain full complaint-dispatching information for medical emergencies.	92	SOME	81	PD SD COMM S M L
23	Obtain full complaint-dispatching information for fire emergencies.	93	SOME	82	PD SD COMM S M L
24	Obtain full complaint-dispatching information for safety hazards (e.g., chemical spill, power line down, flooded street).	90	SOME	85	PD SD COMM S M L
26	Obtain full complaint-dispatching information from anonymous caller.	79	SOME	91	PD SD COMM S M L
27	Determine appropriate agency for complaints and requests.	72	SOME	90	PD SD COMM S M L
28	Classify complaint/incident by type and code (e.g., civil, criminal, etc.).	88	SOME	84	PD SD COMM S M L
29	Determine dispatching priority.	84	SOME	86	PD SD COMM S M L
30	Summarize incident for dispatching purposes.	77	SOME	91	PD SD COMM S M L
31	Record initial complaint information (e.g., complete incident card or make log entry).	74	SOME	90	PD SD COMM S M L
32	Enter complaint information into computer system.	79	SOME	90	PD SD COMM S M L
33	Obtain additional information from complainants, witnesses, etc. (e.g., location, clarification, etc.).	75	SOME	91	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 15

** BASIC TRAINING TASKS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

TASK CLUSTER=1. SCREENING COMPLAINTS & INCIDENTS

TASK NO		% SUPV	EXT	% EXT	SUBGROUPS
34	Call to check on welfare of citizen (e.g., 911 hang up).	70	SOME	87	PD SD COMM S M L
35	Transmit complaint information to radio dispatcher (e.g., by computer or telephone).	81	SOME	86	PD SD COMM S M L
36	Initiate telephone number trace.	64	SOME	81	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 15

** BASIC TRAINING TASKS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

TASK CLUSTER=2. PROVIDING INFO: PUBLIC & OTHER AGENCY

TASK NO		% SUPV	EXT	% EXT	SUBGROUPS
40	Explain departmental procedures and policies to the public.	61	SOME	90	PD SD COMM M L
41	Explain legal processes and procedures to the public.	76	SOME	82	PD SD COMM S M L
42	Explain civil processes to the public.	75	SOME	82	PD SD COMM S M L
44	Advise citizens of actions to take during emergency crime situations.	83	SOME	84	PD SD COMM S M L
45	Advise citizens of actions to take during non-emergency crime situations.	71	SOME	85	PD SD COMM S M L
46	Advise citizens of actions to take in traffic accident.	71	SOME	86	PD SD COMM S M L
47	Advise citizens of actions to take during medical emergency (e.g., pre-arrival instructions).	89	SOME	71	PD SD S M
48	Advise citizens of actions to take in routine (non-emergency, miscellaneous) situations.	67	SOME	86	PD SD COMM S M L
49	Advise citizens of actions to take during fire emergency.	86	SOME	78	PD SD COMM S M L
50	Advise citizens of actions to take in hazardous situations (e.g., chemical spill, severe weather).	85	SOME	81	PD SD COMM S M L
51	Advise citizens of crime prevention techniques.	59	SOME	80	PD SD COMM S M L
52	Determine what information, if any, should be provided to requester (verify "right to know").	81	SOME	75	PD SD COMM S M L
53	Provide requested information to other departments and agencies.	66	SOME	89	PD SD COMM S M L
54	Provide information to the news media.	57	SOME	69	PD SD COMM S M L
55	Notify other departments or agencies of an emergency or need for service.	69	SOME	88	PD SD COMM S M L
57	Testify in court.	65	SOME	69	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 15

** BASIC TRAINING TASKS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

TASK CLUSTER=3. MONITORING FIELD UNIT & EMERGENCY SYS

TASK NO		% SUPV	EXT	% EXT	SUBGROUPS
58	Monitor and respond to radio transmissions from law enforcement field units.	89	SOME	90	PD SD COMM S M L
60	Monitor and respond to fire department radio transmissions.	84	SOME	87	PD SD COMM S M
62	Monitor and respond to other public service radio transmissions.	68	SOME	92	PD SD COMM S M L
65	Monitor and respond to alarm systems.	69	SOME	92	PD SD COMM S M L
67	Monitor and respond to teletype messages (e.g., NCIC, CLETS).	84	SOME	87	PD SD COMM S M L
68	Monitor pending complaints and incidents.	69	SOME	93	PD SD COMM S M L
69	Record and update status of field units and incidents (e.g., on status sheet or incident card).	73	SOME	92	PD SD COMM S M L
71	Monitor, coordinate, and update status information for multiple field units and incidents.	77	SOME	92	PD SD COMM S M L
72	Contact law enforcement field units by radio to check on status.	72	SOME	87	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 15

** BASIC TRAINING TASKS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

TASK CLUSTER=4. DISPATCHING PERSONNEL & RESOURCES

TASK NO		% SUPV	EXT	% EXT	SUBGROUPS
75	Determine appropriate personnel and resources to dispatch to incidents.	81	SOME	86	PD SD COMM S M L
76	Dispatch by radio transmission.	82	SOME	89	PD SD COMM S M L
78	Dispatch patrol officer(s) to calls for service.	80	SOME	86	PD SD COMM S M L
79	Dispatch specialized law enforcement unit(s) to calls for service (e.g., SWAT, canine, investigators).	74	SOME	91	PD SD COMM S M L
80	Dispatch fire fighter(s) to calls for service.	83	SOME	85	PD SD COMM S M
81	Dispatch emergency medical unit(s) or ambulance to calls for service.	82	SOME	85	PD SD COMM S M
82	Dispatch other public service unit(s) to calls for service (e.g., utilities, traffic signals, trees).	63	SOME	90	PD SD COMM S M L
83	Contact other agencies to request assistance.	66	SOME	90	PD SD COMM S M L
84	Coordinate mutual aid agency response.	77	SOME	89	PD SD COMM S M L
85	Direct and coordinate response of multiple field units.	78	SOME	88	PD SD COMM S M L
86	Broadcast all points bulletins.	73	SOME	87	PD SD COMM S M L
87	Transmit emergency bulletins by teletype or computer.	74	SOME	86	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 15

** BASIC TRAINING TASKS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

TASK CLUSTER=5. PROVIDING INFO TO FIELD UNITS

TASK NO		% SUPV	EXT	% EXT	SUBGROUPS
92	Use resource materials to obtain specific requested information for field units (e.g., codes, criss-cross directory, telephone numbers)	66	SOME	86	PD SD COMM S M L
93	Provide requested information to law enforcement field units.	70	SOME	94	PD SD COMM S M L
94	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	74	SOME	91	PD SD COMM S M L
95	Coordinate communications between field units.	69	SOME	90	PD SD COMM S M L
96	Advise field units of updated information regarding an incident.	69	SOME	91	PD SD COMM S M L
97	Query data base for vehicle license, registration, and stolen vehicle information.	85	SOME	84	PD SD COMM S M L
98	Query data base for criminal history information (e.g., state, local).	84	SOME	83	PD SD COMM S M L
99	Query data base for driver's license information.	85	SOME	86	PD SD COMM S M L
100	Query data base for information regarding wants and warrants.	87	SOME	85	PD SD COMM S M L
101	Query data base for stolen property information.	85	SOME	85	PD SD COMM S M L
102	Query data base for gun information.	85	SOME	84	PD SD COMM S M L
103	Query specialized data bases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	83	SOME	89	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 15

** BASIC TRAINING TASKS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

TASK CLUSTER=6. REPORTING & RECORDKEEPING

TASK NO		% SUPV	EXT	% EXT	SUBGROUPS
115	Enter or update information in computer data base (e.g., stolen vehicle, property, etc.).	79	SOME	82	PD SD S M
139	Take notes on information received verbally (e.g., by radio or telephone).	58	SOME	89	PD SD COMM M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 15

** BASIC TRAINING TASKS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

TASK CLUSTER=8. TRAINING

TASK NO		% SUPV	EXT	% EXT	SUBGROUPS
166	Provide on-the-job training to new dispatchers.	80	SOME	86	PD SD COMM S M L
167	Provide classroom training to dispatchers and other personnel.	84	SOME	85	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

"ON-THE-JOB TRAINING" TASKS

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=1. SCREENING COMPLAINTS & INCIDENTS

TASK NO		% SUPV	SUBGROUPS
2	Receive telephone complaints and requests from the public.	93	PD SD COMM S M L
3	Receive complaints and requests from other agencies.	96	PD SD COMM S M L
4	Receive officer-initiated complaints (e.g., citizen flag-down, on view).	95	PD SD COMM S M L
5	Receive requests from law enforcement field units.	96	PD SD COMM S M L
6	Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.	90	PD SD COMM S M L
7	Calm emotionally upset citizen.	92	PD SD COMM S M L
8	Handle abusive citizen (e.g., irate, rude, obscene).	92	PD SD COMM S M L
9	Receive and handle "crank" calls.	91	PD SD COMM S M L
10	Receive and handle nuisance calls.	92	PD SD COMM S M L
11	Receive and handle 911 calls.	84	PD SD COMM S M L
12	Receive and handle TDD calls (e.g., deaf caller).	82	PD SD COMM S M L
13	Receive and handle request for assistance from non-English speaking citizen.	83	PD SD COMM S M L
14	Receive, prioritize, and handle multiple phone calls for assistance.	90	PD SD COMM S M L
15	Communicate with intoxicated citizen.	93	PD SD COMM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=1. SCREENING COMPLAINTS & INCIDENTS

TASK NO		% SUPV	SUBGROUPS
16	Communicate with mentally unstable or suicidal citizen.	87	PD SD COMM S M L
17	Communicate with speech-impaired citizen.	90	PD SD COMM S M L
18	Communicate with very young (juvenile) citizen.	92	PD SD COMM S M L
19	Communicate with elderly citizen.	91	PD SD COMM S M L
20	Evaluate initial complaint information to determine what action is necessary.	89	PD SD COMM S M L
21	Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.	90	PD SD COMM S M L
22	Obtain full complaint-dispatching information for medical emergencies.	82	PD SD COMM S M L
23	Obtain full complaint-dispatching information for fire emergencies.	83	PD SD COMM S M L
24	Obtain full complaint-dispatching information for safety hazards (e.g., chemical spill, power line down, flooded street).	86	PD SD COMM S M L
26	Obtain full complaint-dispatching information from anonymous caller.	91	PD SD COMM S M L
27	Determine appropriate agency for complaints and requests.	91	PD SD COMM S M L
28	Classify complaint/incident by type and code (e.g., civil, criminal, etc.).	86	PD SD COMM S M L
29	Determine dispatching priority.	88	PD SD COMM S M L
30	Summarize incident for dispatching purposes.	92	PD SD COMM S M L
31	Record initial complaint information (e.g., complete incident card or make log entry).	90	PD SD COMM S M L
32	Enter complaint information into computer system.	91	PD SD COMM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=1. SCREENING COMPLAINTS & INCIDENTS

TASK NO		% SUPV	SUBGROUPS
33	Obtain additional information from complainants, witnesses, etc. (e.g., location, clarification, etc.).	93	PD SD COMM S M L
34	Call to check on welfare of citizen (e.g., 911 hang up).	88	PD SD COMM S M L
35	Transmit complaint information to radio dispatcher (e.g., by computer or telephone).	89	PD SD COMM S M L
36	Initiate telephone number trace.	85	PD SD COMM S M L
37	Call other agencies to obtain information.	88	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=2. PROVIDING INFO: PUBLIC & OTHER AGENCY

TASK NO		% SUPV	SUBGROUPS
38	Provide general information to the public (e.g., phone numbers, agency services).	89	PD SD COMM S M L
39	Refer or transfer caller to appropriate department or agency.	92	PD SD COMM S M L
40	Explain departmental procedures and policies to the public.	92	PD SD COMM S M L
41	Explain legal processes and procedures to the public.	84	PD SD COMM S M L
42	Explain civil processes to the public.	82	PD SD COMM S M L
43	Advise citizens of the status of their complaint/incident.	86	PD SD COMM S M L
44	Advise citizens of actions to take during emergency crime situations.	84	PD SD COMM S M L
45	Advise citizens of actions to take during non-emergency crime situations.	86	PD SD COMM S M L
46	Advise citizens of actions to take in traffic accident.	89	PD SD COMM S M L
47	Advise citizens of actions to take during medical emergency (e.g., pre-arrival instructions).	74	PD SD S M
48	Advise citizens of actions to take in routine (non-emergency, miscellaneous) situations.	88	PD SD COMM S M L
49	Advise citizens of actions to take during fire emergency.	81	PD SD COMM S M L
50	Advise citizens of actions to take in hazardous situations (e.g., chemical spill, severe weather).	82	PD SD COMM S M L
51	Advise citizens of crime prevention techniques.	82	PD SD COMM S M L
52	Determine what information, if any, should be provided to requester (verify "right to know").	79	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=2. PROVIDING INFO: PUBLIC & OTHER AGENCY

TASK NO		% SUPV	SUBGROUPS
53	Provide requested information to other departments and agencies.	91	PD SD COMM S M L
54	Provide information to the news media.	70	PD SD COMM S M L
55	Notify other departments or agencies of an emergency or need for service.	91	PD SD COMM S M L
56	Notify parents, relatives, etc., of those involved in incidents.	85	PD SD COMM S M L
57	Testify in court.	64	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=3. MONITORING FIELD UNIT & EMERGENCY SYS

TASK NO		% SUPV	SUBGROUPS
58	Monitor and respond to radio transmissions from law enforcement field units.	91	PD SD COMM S M L
60	Monitor and respond to fire department radio transmissions.	89	PD SD COMM S M
62	Monitor and respond to other public service radio transmissions.	94	PD SD COMM S M L
65	Monitor and respond to alarm systems.	93	PD SD COMM S M L
67	Monitor and respond to teletype messages (e.g., NCIC, CLETS).	89	PD SD COMM S M L
68	Monitor pending complaints and incidents.	94	PD SD COMM S M L
69	Record and update status of field units and incidents (e.g., on status sheet or incident card).	93	PD SD COMM S M L
71	Monitor, coordinate, and update status information for multiple field units and incidents.	94	PD SD COMM S M L
72	Contact law enforcement field units by radio to check on status.	90	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=4. DISPATCHING PERSONNEL & RESOURCES

TASK NO		% SUPV	SUBGROUPS
75	Determine appropriate personnel and resources to dispatch to incidents.	88	PD SD COMM S M L
76	Dispatch by radio transmission.	91	PD SD COMM S M L
78	Dispatch patrol officer(s) to calls for service.	89	PD SD COMM S M L
79	Dispatch specialized law enforcement unit(s) to calls for service (e.g., SWAT, canine, investigators).	93	PD SD COMM S M L
80	Dispatch fire fighter(s) to calls for service.	88	PD SD COMM S M
81	Dispatch emergency medical unit(s) or ambulance to calls for service.	88	PD SD COMM S M
82	Dispatch other public service unit(s) to calls for service (e.g., utilities, traffic signals, trees).	93	PD SD COMM S M L
83	Contact other agencies to request assistance.	92	PD SD COMM S M L
84	Coordinate mutual aid agency response.	91	PD SD COMM S M L
85	Direct and coordinate response of multiple field units.	90	PD SD COMM S M L
86	Broadcast all points bulletins.	90	PD SD COMM S M L
87	Transmit emergency bulletins by teletype or computer.	89	PD SD COMM S M L
90	Call towing service.	80	PD SD COMM S M L
91	Give street directions.	80	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=5. PROVIDING INFO TO FIELD UNITS

TASK NO		% SUPV	SUBGROUPS
92	Use resource materials to obtain specific requested information for field units (e.g., codes, criss-cross directory, telephone numbers)	88	PD SD COMM S M L
93	Provide requested information to law enforcement field units.	96	PD SD COMM S M L
94	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	93	PD SD COMM S M L
95	Coordinate communications between field units.	92	PD SD COMM S M L
96	Advise field units of updated information regarding an incident.	93	PD SD COMM S M L
97	Query data base for vehicle license, registration, and stolen vehicle information.	86	PD SD COMM S M L
98	Query data base for criminal history information (e.g., state, local).	85	PD SD COMM S M L
99	Query data base for driver's license information.	87	PD SD COMM S M L
100	Query data base for information regarding wants and warrants.	86	PD SD COMM S M L
101	Query data base for stolen property information.	87	PD SD COMM S M L
102	Query data base for gun information.	86	PD SD COMM S M L
103	Query specialized data bases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	90	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=6. REPORTING & RECORDKEEPING

TASK NO		% SUPV	SUBGROUPS
108	Complete ALI routing sheet (911 distribution correction form).	87	PD SD COMM S M L
114	Document equipment malfunctions.	80	PD SD COMM S M L
115	Enter or update information in computer data base (e.g., stolen vehicle, property, etc.).	84	PD SD S M
116	Issue case and/or traffic accident numbers.	90	PD SD COMM S M L
125	Maintain maps and cross-street directories.	86	PD SD COMM S M L
127	Maintain resource materials in the communications center.	86	PD SD COMM S M L
128	Maintain towing agency rotation log.	87	PD SD COMM S M L
132	Prepare or update procedure manuals.	82	PD COMM S M
137	Review documents and materials to prepare to testify in court.	80	PD SD S M
138	Take notes on information received by computer or teletype.	90	PD SD S M
139	Take notes on information received verbally (e.g., by radio or telephone).	89	PD SD COMM S M L
143	Type information received verbally.	86	PD SD COMM S L
144	Write intra-department memos.	76	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=7. FACILITY OPERATIONS

TASK NO		% SUPV	SUBGROUPS
145	Answer and route routine business calls.	95	PD SD COMM S M L
148	Brief oncoming dispatcher of previous shift activities.	89	PD SD COMM S M L
149	Change audio tapes.	93	PD SD COMM S M L
150	Conduct tours of the facility.	76	PD SD COMM S M L
154	Maintain status board showing the location of personnel and officers.	91	PD SD COMM S M L
155	Maintain the cleanliness and order of the communications center.	65	PD SD S M L
156	Monitor building security on closed circuit TV.	86	PD SD COMM S M L
157	Monitor station/facility security system (e.g., alarms).	94	PD SD COMM S M L
159	Page employees.	83	PD SD COMM S M L
160	Perform general office assistance assignments.	81	PD SD COMM S M
161	Replace paper, ribbons, etc., in office equipment.	80	PD SD COMM S M
162	Restart computer system(s).	89	PD SD COMM S M
164	Route messages to department units.	83	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 16

** ON-THE-JOB TRAINING TASKS **
(% OJT, SUBGROUPS)

TASK CLUSTER=8. TRAINING

TASK NO		% SUPV	SUBGROUPS
166	Provide on-the-job training to new dispatchers.	85	PD SD COMM S M L
167	Provide classroom training to dispatchers and other personnel.	82	PD SD COMM S M L
170	Explain and demonstrate complaint/dispatching procedures to public safety personnel.	80	PD SD COMM S M L

NOTE: ALL TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 17

"REFRESHER TRAINING" TASKS

APPENDIX 17

** REFRESHER TRAINING TASKS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

TASK CLUSTER=1. SCREENING COMPLAINTS & INCIDENTS

TASK NO		% SUPV	MODE	% MODE	SUBGROUPS
2	Receive telephone complaints and requests from the public.	74	LOCAL	70	PD SD COMM S M L
3	Receive complaints and requests from other agencies.	65	LOCAL	83	PD SD COMM S M L
4	Receive officer-initiated complaints (e.g., citizen flag-down, on view).	59	LOCAL	81	PD SD COMM S M L
5	Receive requests from law enforcement field units.	67	LOCAL	80	PD SD COMM S M L
6	Obtain initial complaint-screening information from victims, witnesses, or personnel from other agencies.	79	LOCAL	63	PD SD COMM S M L
7	Calm emotionally upset citizen.	76	LOCAL	54	PD SD COMM S M L
8	Handle abusive citizen (e.g., irate, rude, obscene).	71	LOCAL	59	PD SD COMM S M L
10	Receive and handle nuisance calls.	57	LOCAL	76	PD SD COMM S M L
11	Receive and handle 911 calls.	85	LOCAL	52	PD SD COMM S M L
12	Receive and handle TDD calls (e.g., deaf caller).	87	LOCAL	66	PD SD COMM S M L
13	Receive and handle request for assistance from non-English speaking citizen.	69	LOCAL	67	PD SD COMM S M L
14	Receive, prioritize, and handle multiple phone calls for assistance.	73	LOCAL	59	PD SD COMM S M L
16	Communicate with mentally unstable or suicidal citizen	84	FORML	55	PD SD COMM S M L
17	Communicate with speech-impaired citizen.	69	LOCAL	61	PD SD COMM S M L
18	Communicate with very young (juvenile) citizen.	61	LOCAL	63	PD SD COMM S M L
19	Communicate with elderly citizen.	60	LOCAL	67	PD SD COMM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 17

** REFRESHER TRAINING TASKS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

TASK CLUSTER=1. SCREENING COMPLAINTS & INCIDENTS

TASK NO		% SUPV	MODE	% MODE	SUBGROUPS
20	Evaluate initial complaint information to determine what action is necessary.	79	LOCAL	62	PD SD COMM S M L
21	Obtain full complaint-dispatching information for crimes, traffic incidents, and other requests for law enforcement service.	79	LOCAL	61	PD SD COMM S M L
22	Obtain full complaint-dispatching information for medical emergencies.	86	FORML	53	PD SD COMM S M L
23	Obtain full complaint-dispatching information for fire emergencies.	82	FORML	52	PD SD COMM S M L
24	Obtain full complaint-dispatching information for safety hazards (e.g., chemical spill, power line down, flooded street).	88	FORML	50	PD SD COMM S M L
26	Obtain full complaint-dispatching information from anonymous caller.	62	LOCAL	72	PD SD COMM S M L
27	Determine appropriate agency for complaints and requests.	68	LOCAL	84	PD SD COMM S M L
28	Classify complaint/incident by type and code (e.g., civil, criminal, etc.).	74	LOCAL	68	PD SD COMM S M L
29	Determine dispatching priority.	76	LOCAL	72	PD SD COMM S M L
30	Summarize incident for dispatching purposes.	66	LOCAL	71	PD SD COMM S M L
31	Record initial complaint information (e.g., complete incident card or make log entry).	67	LOCAL	79	PD SD COMM S M L
32	Enter complaint information into computer system.	74	LOCAL	71	PD SD COMM S M L
33	Obtain additional information from complainants, witnesses, etc. (e.g., location, clarification, etc.).	66	LOCAL	73	PD SD COMM S M L
34	Call to check on welfare of citizen (e.g., 911 hang up).	60	LOCAL	74	PD SD COMM S M L
35	Transmit complaint information to radio dispatcher (e.g., by computer or telephone).	63	LOCAL	73	PD SD COMM S M L
36	Initiate telephone number trace.	60	LOCAL	76	PD SD S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 17

** REFRESHER TRAINING TASKS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

TASK CLUSTER=2. PROVIDING INFO: PUBLIC & OTHER AGENCY

TASK NO		% SUPV	MODE	% MODE	SUBGROUPS
38	Provide general information to the public (e.g., phone numbers, agency services).	58	LOCAL	89	PD SD S M L
39	Refer or transfer caller to appropriate department or agency.	57	LOCAL	88	PD SD COMM S M L
40	Explain departmental procedures and policies to the public.	76	LOCAL	89	PD SD COMM S M L
41	Explain legal processes and procedures to the public.	81	LOCAL	72	PD SD COMM S M L
42	Explain civil processes to the public.	81	LOCAL	72	PD SD COMM S M L
44	Advise citizens of actions to take during emergency crime situations.	76	LOCAL	64	PD SD COMM S M L
45	Advise citizens of actions to take during non-emergency crime situations.	64	LOCAL	81	PD SD COMM S M L
46	Advise citizens of actions to take in traffic accident.	60	LOCAL	77	PD SD COMM S M
47	Advise citizens of actions to take during medical emergency (e.g., pre-arrival instructions).	91	FORML	65	PD SD S M
48	Advise citizens of actions to take in routine (non-emergency, miscellaneous) situations.	62	LOCAL	81	PD SD COMM S M L
49	Advise citizens of actions to take during fire emergency.	82	FORML	50	PD SD COMM S M L
50	Advise citizens of actions to take in hazardous situations (e.g., chemical spill, severe weather).	87	FORML	54	PD SD COMM S M L
51	Advise citizens of crime prevention techniques.	65	LOCAL	88	PD SD COMM S M L
52	Determine what information, if any, should be provided to requester (verify "right to know").	81	LOCAL	65	PD SD COMM S M L
53	Provide requested information to other departments and agencies.	64	LOCAL	81	PD SD COMM S M L
54	Provide information to the news media.	64	LOCAL	83	PD SD S M

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 17

** REFRESHER TRAINING TASKS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

TASK CLUSTER=2. PROVIDING INFO: PUBLIC & OTHER AGENCY

TASK NO		% SUPV	MODE	% MODE	SUBGROUPS
55	Notify other departments or agencies of an emergency or need for service.	67	LOCAL	76	PD SD COMM S M L
56	Notify parents, relatives, etc., of those involved in incidents.	56	LOCAL	81	PD SD COMM S M
57	Testify in court.	64	LOCAL	56	PD SD COMM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 17

** REFRESHER TRAINING TASKS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

TASK CLUSTER=3. MONITORING FIELD UNIT & EMERGENCY SYS

TASK NO		% SUPV	MODE	% MODE	SUBGROUPS
58	Monitor and respond to radio transmissions from law enforcement field units.	77	LOCAL	57	PD SD COMM S M L
60	Monitor and respond to fire department radio transmissions.	69	LOCAL	62	PD SD COMM S M
62	Monitor and respond to other public service radio transmissions.	65	LOCAL	79	PD SD COMM S M L
65	Monitor and respond to alarm systems.	66	LOCAL	79	PD SD COMM S M L
67	Monitor and respond to teletype messages (e.g., NCIC, CLETS).	80	LOCAL	53	PD SD COMM S M L
68	Monitor pending complaints and incidents.	68	LOCAL	75	PD SD COMM S M L
69	Record and update status of field units and incidents (e.g., on status sheet or incident card).	66	LOCAL	72	PD SD COMM S M L
71	Monitor, coordinate, and update status information for multiple field units and incidents.	72	LOCAL	73	PD SD COMM S M L
72	Contact law enforcement field units by radio to check on status.	67	LOCAL	71	PD SD COMM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 17

** REFRESHER TRAINING TASKS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

TASK CLUSTER=4. DISPATCHING PERSONNEL & RESOURCES

TASK NO		% SUPV	MODE	% MODE	SUBGROUPS
75	Determine appropriate personnel and resources to dispatch to incidents.	78	LOCAL	71	PD SD COMM S M L
76	Dispatch by radio transmission.	69	LOCAL	68	PD SD COMM S M L
78	Dispatch patrol officer(s) to calls for service.	71	LOCAL	67	PD SD COMM S M L
79	Dispatch specialized law enforcement unit(s) to calls for service (e.g., SWAT, canine, investigators).	81	LOCAL	72	PD SD COMM S M L
80	Dispatch fire fighter(s) to calls for service.	76	LOCAL	63	PD SD COMM S M
81	Dispatch emergency medical unit(s) or ambulance to calls for service.	77	LOCAL	62	PD SD COMM S M
82	Dispatch other public service unit(s) to calls for service (e.g., utilities, traffic signals, trees).	63	LOCAL	83	PD SD COMM S M L
83	Contact other agencies to request assistance.	65	LOCAL	82	PD SD COMM S M L
84	Coordinate mutual aid agency response.	80	LOCAL	65	PD SD COMM S M L
85	Direct and coordinate response of multiple field units.	77	LOCAL	71	PD SD COMM S M L
86	Broadcast all points bulletins.	62	LOCAL	78	PD SD COMM S M
87	Transmit emergency bulletins by teletype or computer.	71	LOCAL	68	PD SD COMM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 17

** REFRESHER TRAINING TASKS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

TASK CLUSTER=5. PROVIDING INFO TO FIELD UNITS

TASK NO		% SUPV	MODE	% MODE	SUBGROUPS
92	Use resource materials to obtain specific requested information for field units (e.g., codes, criss-cross directory, telephone numbers)	60	LOCAL	86	PD SD COMM S M
93	Provide requested information to law enforcement field units.	65	LOCAL	78	PD SD COMM S M L
94	Broadcast officer safety and/or mutual aid information (e.g., incidents in adjoining jurisdictions).	67	LOCAL	73	PD SD COMM S M L
95	Coordinate communications between field units.	61	LOCAL	77	PD SD COMM S M L
96	Advise field units of updated information regarding an incident.	62	LOCAL	73	PD SD COMM S M L
97	Query data base for vehicle license, registration, and stolen vehicle information.	79	LOCAL	64	PD SD COMM S M L
98	Query data base for criminal history information (e.g., state, local).	78	LOCAL	60	PD SD COMM S M L
99	Query data base for driver's license information.	77	LOCAL	62	PD SD COMM S M L
100	Query data base for information regarding wants and warrants.	78	LOCAL	59	PD SD COMM S M L
101	Query data base for stolen property information.	78	LOCAL	61	PD SD COMM S M L
102	Query data base for gun information.	77	LOCAL	62	PD SD COMM S M L
103	Query specialized data bases (e.g., information regarding locations, suspects, court orders, hazards, etc.).	82	LOCAL	66	PD SD COMM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 17

** REFRESHER TRAINING TASKS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

TASK CLUSTER=6. REPORTING & RECORDKEEPING

TASK NO		% SUPV	MODE	% MODE	SUBGROUPS				
115	Enter or update information in computer data base (e.g., stolen vehicle, property, etc.).	79	LOCAL	67	PD	SD		S	M
127	Maintain resource materials in the communications center.	53	LOCAL	89	PD	SD		S	M
132	Prepare or update procedure manuals.	61	LOCAL	82	PD		COMM	S	M
137	Review documents and materials to prepare to testify in court.	60	LOCAL	75	PD	SD		S	M
138	Take notes on information received by computer or teletype.	54	LOCAL	89	PD	SD		S	M
139	Take notes on information received verbally (e.g., by radio or telephone).	55	LOCAL	79	PD		COMM	S	M
143	Type information received verbally.	53	LOCAL	82		SD	COMM	S	

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 17

** REFRESHER TRAINING TASKS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

TASK CLUSTER=7. FACILITY OPERATIONS

TASK NO		% SUPV	MODE	% MODE	SUBGROUPS
145	Answer and route routine business calls.	54	LOCAL	86	PD SD COMM S M
162	Restart computer system(s).	71	LOCAL	77	PD SD COMM S M

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 17

** REFRESHER TRAINING TASKS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

TASK CLUSTER=8. TRAINING

TASK NO		% SUPV	MODE	% MODE	SUBGROUPS
166	Provide on-the-job training to new dispatchers.	89	FORML	58	PD SD COMM S M L
167	Provide classroom training to dispatchers and other personnel.	90	FORML	63	PD SD COMM S M L

NOTE: ALL "CORE" TASKS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 18

"CORE" COMPLAINTS/INCIDENTS

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
1	Abandoned vehicle	2.6	96	6.5	100	LEVEL-4	43	PD	SD	COM	S	M	L
2	Abuse to animals	2.8	95	3.5	97	LEVEL-4	44	PD	SD	COM	S	M	L
3	Accident involving hazardous material (e.g., chemicals)	4.5	99	2.2	89	LEVEL-4	62	PD	SD	COM	S	M	L
4	Activated alarm	4.1	98	7.3	97	LEVEL-4	79	PD	SD	COM	S	M	L
5	Administrative detail (e.g, court, vehicle service, transport)	2.6	62	5.5	57	LEVEL-4	51	PD	SD	COM	S	M	L
6	Air and water pollution	2.9	55	2.0	45	LEVEL-4	39		SD	COM		M	L
7	Aircraft in distress	4.1	63	1.6	43	LEVEL-4	59	PD	SD	COM		M	L
8	Aircraft accident	4.4	87	1.2	48	LEVEL-4	65	PD	SD	COM	S	M	L
12	Alarm - burglary	4.2	99	7.4	100	LEVEL-4	82	PD	SD	COM	S	M	L
13	Alarm - fire	4.3	82	5.0	85	LEVEL-4	60	PD	SD	COM	S	M	L
14	Alarm - medical	4.3	80	4.8	72	LEVEL-4	61	PD	SD	COM	S	M	L
15	Alarm - panic	4.3	93	5.2	94	LEVEL-4	76	PD	SD	COM	S	M	L
16	Alarm - robbery	4.6	99	5.5	98	LEVEL-4	81	PD	SD	COM	S	M	L
17	Alarm - vehicle	3.5	97	4.9	93	LEVEL-4	76	PD	SD	COM	S	M	L
18	Alcohol violation - consumption, sales, possession	3.1	93	5.9	94	LEVEL-4	73	PD	SD	COM	S	M	L
19	Ambulance needed	4.5	97	7.1	98	LEVEL-4	48	PD	SD	COM	S	M	L
20	Animal bite	3.2	91	3.5	96	LEVEL-4	41	PD	SD	COM	S	M	L
21	Animal control violation	2.6	82	5.0	94	LEVEL-4	34	PD	SD	COM	S	M	L
22	Arson	3.9	96	2.6	92	LEVEL-4	62	PD	SD	COM	S	M	L
23	Assault	4.1	100	6.7	100	LEVEL-4	79	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
24	Assault with a deadly weapon	4.6	100	5.5	100	LEVEL-4	80	PD	SD	COM	S	M	L
25	Attempt to locate (e.g., persons or property)	3.2	99	5.6	98	LEVEL-4	71	PD	SD	COM	S	M	L
26	Attempted murder	4.7	99	2.8	89	LEVEL-4	79	PD	SD	COM	S	M	L
27	Auto-train accident	4.6	86	2.0	51	LEVEL-4	65	PD	SD	COM	S	M	L
28	Bad check (e.g., insufficient funds)	2.8	90	3.9	91	LEVEL-4	49	PD	SD	COM	S	M	L
29	Barricaded suspect	4.7	100	1.7	80	LEVEL-4	77	PD	SD	COM	S	M	L
30	Battery	4.0	100	6.6	99	LEVEL-4	79	PD	SD	COM	S	M	L
31	Bicycle theft	2.8	100	5.4	100	LEVEL-4	66	PD	SD	COM	S	M	L
32	Boat accident/distress	4.2	55	2.2	48	LEVEL-4	59		SD	COM		M	L
34	Bomb threat	4.3	100	2.2	91	LEVEL-4	78	PD	SD	COM	S	M	L
35	Bombing	4.7	97	1.4	27	LEVEL-4	68	PD	SD	COM	S	M	L
37	Brandishing weapon	4.3	100	4.7	99	LEVEL-4	78	PD	SD	COM	S	M	L
38	Bribery	2.9	91	1.9	33	LEVEL-4	61	PD	SD	COM	S	M	L
40	Burglary - commercial	3.8	100	6.4	99	LEVEL-4	79	PD	SD	COM	S	M	L
41	Burglary - residential	3.8	99	6.8	99	LEVEL-4	78	PD	SD	COM	S	M	L
42	Burglary - vehicle	3.6	100	6.7	100	LEVEL-4	74	PD	SD	COM	S	M	L
43	Burning violation	3.0	81	3.1	72	LEVEL-4	53	PD	SD	COM	S	M	L
44	Bus hijacking	4.1	77	1.6	6	LEVEL-4	65	PD	SD	COM	S	M	L
45	Business dispute (e.g., unsatisfactory service, billing dispute)	2.9	83	4.8	89	LEVEL-4	61	PD	SD	COM	S	M	L
46	Business or peddler license violation	2.4	88	3.7	85	LEVEL-4	64	PD	SD	COM	S	M	L
47	Child abuse	4.4	100	4.7	99	LEVEL-4	77	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
48	Child custody - civil or criminal	3.7	98	5.2	98	LEVEL-4	73	PD	SD	COM	S	M	L
49	Child molesting	4.4	100	3.9	95	LEVEL-4	77	PD	SD	COM	S	M	L
50	Child neglect	4.2	100	4.1	96	LEVEL-4	75	PD	SD	COM	S	M	L
51	Citizen flag-down (e.g., on-site)	3.4	92	6.7	83	LEVEL-4	61	PD	SD	COM	S	M	L
52	Citizen holding suspect(s)	4.2	99	4.2	92	LEVEL-4	78	PD	SD	COM	S	M	L
53	Citizen locked out of building or vehicle	2.4	89	4.7	97	LEVEL-1	37	PD	SD	COM	S	M	L
54	Civil demonstration	3.4	95	1.9	57	LEVEL-4	63	PD	SD	COM	S	M	L
55	Civil dispute	3.2	97	6.0	94	LEVEL-4	62	PD	SD	COM	S	M	L
56	Civil rights violation	2.9	78	2.6	29	LEVEL-4	44	PD	SD	COM	S	M	L
57	Complaint against public safety personnel	3.3	82	2.8	88	LEVEL-1	55	PD	SD	COM	S	M	L
58	Complaint regarding public safety service	3.3	82	3.0	87	LEVEL-1	56	PD	SD	COM	S	M	L
59	Concealed weapon	4.1	99	3.7	91	LEVEL-4	74	PD	SD	COM	S	M	L
60	Concerned party request for check on welfare of citizen	3.4	100	5.4	99	LEVEL-4	76	PD	SD	COM	S	M	L
61	Confidence games (e.g., bunko, pigeon drop, etc.)	2.8	88	2.3	62	LEVEL-4	55	PD	SD	COM	S	M	L
62	Conspiracy to commit a crime	3.0	91	2.3	53	LEVEL-4	57	PD	SD	COM	S	M	L
63	Contributing to the delinquency of a minor	3.1	99	2.8	86	LEVEL-4	72	PD	SD	COM	S	M	L
64	Counterfeit money	2.9	91	1.7	70	LEVEL-4	66	PD	SD	COM	S	M	L
65	Court orders (e.g., violations, service, enforcement)	3.2	93	5.3	89	LEVEL-4	71	PD	SD	COM	S	M	L
66	Credit card theft or misuse	3.0	97	3.5	92	LEVEL-4	69	PD	SD	COM	S	M	L
68	Crowd or mob	3.7	94	3.6	79	LEVEL-4	76	PD	SD	COM	S	M	L
69	Curfew violation	2.4	86	3.4	69	LEVEL-4	71	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
70	Dangerous animal	3.3	93	3.3	93	LEVEL-4	52	PD	SD	COM	S	M	L
72	Dead body (excluding homicide)	3.8	100	3.5	97	LEVEL-4	77	PD	SD	COM	S	M	L
73	Death notification	3.2	68	2.6	73	LEVEL-4	63	PD	SD	COM	S	M	L
74	Deceptive business practice	2.4	70	2.2	46	LEVEL-4	42	PD	SD	COM	S	M	L
75	Defrauding an innkeeper	2.8	98	3.3	93	LEVEL-4	74	PD	SD	COM	S	M	L
76	Desertion or AWOL from military	2.6	74	1.4	59	LEVEL-4	56	PD	SD	COM	S	M	L
77	Disturbance - fight (verbal or physical)	4.1	100	7.4	100	LEVEL-4	80	PD	SD	COM	S	M	L
78	Disturbance - juveniles	3.6	100	7.2	100	LEVEL-4	78	PD	SD	COM	S	M	L
79	Disturbance - neighbor	3.6	99	7.0	99	LEVEL-4	78	PD	SD	COM	S	M	L
80	Disturbance - noise (e.g., music, barking dog)	3.0	100	7.4	100	LEVEL-4	76	PD	SD	COM	S	M	L
81	Disturbance - party	3.2	100	6.9	99	LEVEL-4	77	PD	SD	COM	S	M	L
82	Domestic violence	4.3	100	7.0	100	LEVEL-4	81	PD	SD	COM	S	M	L
83	Downed wires	3.8	98	2.8	96	LEVEL-4	57	PD	SD	COM	S	M	L
84	Drowning	4.5	97	1.8	74	LEVEL-4	72	PD	SD	COM	S	M	L
85	Drug overdose	4.3	99	4.1	98	LEVEL-4	76	PD	SD	COM	S	M	L
86	Drunk driver	3.9	99	6.0	100	LEVEL-4	61	PD	SD	COM	S	M	L
87	Drunk in public area	3.3	100	6.5	100	LEVEL-4	77	PD	SD	COM	S	M	L
88	Dumping violation	2.4	95	3.3	92	LEVEL-4	67	PD	SD	COM	S	M	L
89	Earthquake	4.4	95	1.3	57	LEVEL-4	41	PD	SD	COM	S	M	L
90	Elderly abuse or neglect	3.8	100	1.8	82	LEVEL-4	71	PD	SD	COM	S	M	L
91	Embezzlement	3.0	98	3.0	88	LEVEL-4	69	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
92	Escaped prisoner - in the field	4.3	98	1.6	67	LEVEL-4	67	PD	SD	COM	S	M	L
93	Escaped prisoner - jail, prison, or holding facility	4.2	89	1.7	66	LEVEL-4	65	PD	SD	COM	S	M	L
94	Explosion	4.6	98	1.6	65	LEVEL-4	75	PD	SD	COM	S	M	L
95	Explosives - found or suspected	4.2	99	1.7	78	LEVEL-4	71	PD	SD	COM	S	M	L
96	Explosives - unlawful possession or use	4.0	97	1.6	57	LEVEL-4	71	PD	SD	COM	S	M	L
97	Extortion	3.2	97	1.6	50	LEVEL-4	64	PD	SD	COM	S	M	L
98	False reporting of an emergency (misuse of 911)	3.3	99	5.0	93	LEVEL-4	62	PD	SD	COM	S	M	L
100	Fire - brush, misc. outdoor	4.2	84	5.0	95	LEVEL-4	53	PD	SD	COM	S	M	L
101	Fire - structure	4.5	87	4.3	95	LEVEL-4	55	PD	SD	COM	S	M	L
102	Fire - vehicle	4.2	86	4.4	96	LEVEL-4	54	PD	SD	COM	S	M	L
103	Fireworks violation	2.8	96	3.6	96	LEVEL-4	68	PD	SD	COM	S	M	L
104	Fish and game violation	2.4	62	2.4	56	LEVEL-4	39		SD	COM	S	M	L
106	Follow-up investigation	2.5	68	6.0	78	LEVEL-4	61	PD	SD	COM	S	M	L
107	Forgery	2.9	96	3.7	92	LEVEL-4	67	PD	SD	COM	S	M	L
108	Found child/adult	3.5	100	3.9	96	LEVEL-4	76	PD	SD	COM	S	M	L
109	Found property	2.5	100	5.7	99	LEVEL-4	72	PD	SD	COM	S	M	L
110	Fraud	2.9	96	3.6	87	LEVEL-4	62	PD	SD	COM	S	M	L
111	Fugitive/wanted person reported to be at a location	4.0	98	3.4	94	LEVEL-4	73	PD	SD	COM	S	M	L
112	Gambling	2.5	89	2.4	54	LEVEL-4	63	PD	SD	COM	S	M	L
113	Gang activity	3.7	95	4.7	81	LEVEL-4	74	PD	SD	COM	S	M	L
114	Harassment	3.0	100	6.1	99	LEVEL-4	74	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
115	Hazard to public	3.7	99	4.7	94	LEVEL-4	69	PD	SD	COM	S	M	L
116	Hearing-impaired caller	4.0	95	1.9	70	LEVEL-4	62	PD	SD	COM	S	M	L
117	Hit and run (e.g., property, persons)	4.0	97	5.3	100	LEVEL-4	64	PD	SD	COM	S	M	L
118	Homeless person(s)	2.7	91	4.3	89	LEVEL-4	44	PD	SD	COM	S	M	L
119	Homicide	4.7	100	2.1	84	LEVEL-4	79	PD	SD	COM	S	M	L
120	Hostage situation	4.8	99	1.4	63	LEVEL-4	77	PD	SD	COM	S	M	L
121	Illegal alien	2.4	83	2.5	57	LEVEL-4	45	PD	SD	COM	S	M	L
122	Illegal firearm	3.4	98	3.2	79	LEVEL-4	73	PD	SD	COM	S	M	L
123	Illegal weapon other than firearm	3.3	98	3.0	81	LEVEL-4	75	PD	SD	COM	S	M	L
124	Impersonating an officer or other official	3.4	97	1.4	60	LEVEL-4	72	PD	SD	COM	S	M	L
125	Incomplete telephone call for help	4.4	99	5.5	98	LEVEL-4	76	PD	SD	COM	S	M	L
126	Incorrigible juvenile	2.9	98	5.0	97	LEVEL-4	71	PD	SD	COM	S	M	L
127	Indecent exposure	3.2	100	3.7	98	LEVEL-4	77	PD	SD	COM	S	M	L
128	Industrial accident	3.8	96	2.2	76	LEVEL-4	67	PD	SD	COM	S	M	L
129	Injured animal	2.8	91	4.7	98	LEVEL-4	42	PD	SD	COM	S	M	L
130	Invalid or elderly person needing assistance	3.7	99	4.3	98	LEVEL-4	65	PD	SD	COM	S	M	L
131	Jail incident	3.6	65	2.3	59	LEVEL-4	56	PD	SD	COM	S	M	L
132	Keep the peace	3.3	99	6.3	95	LEVEL-4	77	PD	SD	COM	S	M	L
133	Kidnapping	4.5	99	2.0	86	LEVEL-4	77	PD	SD	COM	S	M	L
134	Labor-management dispute	3.0	88	2.3	62	LEVEL-4	66	PD	SD	COM	S	M	L
135	Landlord-tenant dispute	3.2	97	4.9	97	LEVEL-4	71	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
136	Lewd and lascivious conduct	3.4	100	3.7	94	LEVEL-4	76	PD	SD	COM	S	M	L
137	Liquor law violations	2.7	92	3.3	81	LEVEL-4	67	PD	SD	COM	S	M	L
138	Littering	2.2	95	2.8	75	LEVEL-4	66	PD	SD	COM	S	M	L
139	Livestock - rustling	2.8	59	1.4	30	LEVEL-4	69		SD	COM	S	M	L
140	Livestock - stray	2.5	74	2.8	73	LEVEL-4	54	PD	SD	COM	S	M	L
141	Loitering	2.7	97	5.7	96	LEVEL-4	76	PD	SD	COM	S	M	L
142	Lost child	4.3	100	3.9	98	LEVEL-4	79	PD	SD	COM	S	M	L
143	Lost property	2.4	98	5.2	98	LEVEL-4	57	PD	SD	COM	S	M	L
144	Low flying aircraft	2.7	78	1.8	64	LEVEL-1	34	PD	SD	COM	S	M	L
145	Medical emergency - law enforcement assistance needed	4.5	100	5.7	100	LEVEL-4	80	PD	SD	COM	S	M	L
.46	Medical emergency - no law enforcement assistance needed	4.1	87	7.1	95	LEVEL-4	51	PD	SD	COM	S	M	L
147	Mentally ill person	3.8	100	5.3	99	LEVEL-4	73	PD	SD	COM	S	M	L
148	Misconduct of a public official	2.9	73	1.8	23	LEVEL-4	35	PD	SD	COM	S	M	L
149	Missing elderly	4.0	100	3.5	97	LEVEL-4	76	PD	SD	COM	S	M	L
150	Missing officer	4.8	100	1.6	46	LEVEL-4	66	PD	SD	COM	S	M	L
151	Missing person	3.9	100	5.3	99	LEVEL-4	72	PD	SD	COM	S	M	L
152	Missing/runaway juvenile	3.8	100	5.8	99	LEVEL-4	73	PD	SD	COM	S	M	L
153	Narcotics violation - use, sales, or possession	3.6	100	6.2	99	LEVEL-4	68	PD	SD	COM	S	M	L
154	Non-English speaking caller	3.6	98	5.8	97	LEVEL-4	44	PD	SD	COM	S	M	L
155	Obscene, harassing, or threatening phone calls to the public	3.0	100	5.8	98	LEVEL-4	65	PD	SD	COM	S	M	L
156	Obstructing highway or passageway	3.2	93	5.2	91	LEVEL-4	51	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
157	Officer needs help - emergency	5.0	100	2.5	89	LEVEL-4	76	PD	SD	COM	S	M	L
158	Officer request for assistance - routine	4.0	100	6.5	100	LEVEL-4	76	PD	SD	COM	S	M	L
159	Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation)	3.6	100	4.8	98	LEVEL-4	74	PD	SD	COM	S	M	L
160	Other public safety personnel needing assistance	4.0	100	4.4	95	LEVEL-4	76	PD	SD	COM	S	M	L
161	Panhandling	2.5	98	4.5	91	LEVEL-4	73	PD	SD	COM	S	M	L
162	Parking violation	2.2	94	6.3	95	LEVEL-4	63	PD	SD	COM	S	M	L
163	Parole or probation violation	3.1	95	3.9	91	LEVEL-4	66	PD	SD	COM	S	M	L
164	Patrol or vacation check (e.g., extra patrol request)	2.4	88	5.5	96	LEVEL-4	49	PD	SD	COM	S	M	L
165	Person with gun	4.7	100	4.6	98	LEVEL-4	80	PD	SD	COM	S	M	L
166	Pornographic material	2.7	89	1.6	49	LEVEL-4	61	PD	SD	COM	S	M	L
167	Possession of stolen property	3.3	98	3.4	93	LEVEL-4	73	PD	SD	COM	S	M	L
168	Postal law violation	2.4	71	1.9	55	LEVEL-4	52	PD	SD	COM	S	M	L
169	Prostitution	2.8	95	3.7	76	LEVEL-4	69	PD	SD	COM	S	M	L
170	Prowler	4.1	100	5.8	99	LEVEL-4	79	PD	SD	COM	S	M	L
171	Public nuisance	2.8	98	5.7	92	LEVEL-4	72	PD	SD	COM	S	M	L
172	Purse snatch	3.9	100	3.4	89	LEVEL-4	75	PD	SD	COM	S	M	L
173	Pursuit - foot	4.6	100	3.6	97	LEVEL-4	69	PD	SD	COM	S	M	L
174	Pursuit - vehicle	4.7	100	3.4	97	LEVEL-4	69	PD	SD	COM	S	M	L
175	Racing/speeding motor vehicle	3.3	98	5.5	99	LEVEL-4	58	PD	SD	COM	S	M	L
176	Rape	4.5	100	2.6	95	LEVEL-4	78	PD	SD	COM	S	M	L
177	Receiving stolen property	3.3	98	2.7	81	LEVEL-4	72	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
178	Reckless driving	3.4	99	5.4	99	LEVEL-4	59	PD	SD	COM	S	M	L
179	Recovered aircraft	2.7	58	1.3	10	LEVEL-4	59		SD	COM		M	L
180	Recovered boat	2.8	75	1.5	39	LEVEL-4	70	PD	SD	COM	S	M	L
181	Recovered vehicle	3.1	100	4.9	99	LEVEL-4	68	PD	SD	COM	S	M	L
182	Recovered stolen property	3.0	98	3.6	92	LEVEL-4	70	PD	SD	COM	S	M	L
183	Repossession dispute	3.2	94	2.6	84	LEVEL-4	70	PD	SD	COM	S	M	L
184	Request for copy of crime or traffic report	2.3	56	5.3	77	LEVEL-1	74	PD		COM	S	M	L
185	Resisting arrest	4.0	96	3.5	83	LEVEL-4	66	PD	SD	COM	S	M	L
186	Riot	4.4	98	1.4	48	LEVEL-4	74	PD	SD	COM	S	M	L
187	Robbery (excluding bank)	4.5	100	3.8	95	LEVEL-4	80	PD	SD	COM	S	M	L
188	Robbery - bank	4.6	98	2.5	73	LEVEL-4	78	PD	SD	COM	S	M	L
189	Ruptured water line	2.9	92	2.6	89	LEVEL-4	41	PD	SD	COM	S	M	L
190	Ruptured gas line	4.0	95	2.2	77	LEVEL-4	51	PD	SD	COM	S	M	L
191	Safety hazard	3.7	98	3.7	90	LEVEL-4	61	PD	SD	COM	S	M	L
192	Sexual assault	4.1	100	3.2	95	LEVEL-4	76	PD	SD	COM	S	M	L
193	Shooting into dwelling, vehicle, or aircraft	4.3	100	3.2	92	LEVEL-4	77	PD	SD	COM	S	M	L
194	Shoplifting	3.1	100	5.8	98	LEVEL-4	76	PD	SD	COM	S	M	L
195	Shots heard	3.6	100	5.6	99	LEVEL-4	74	PD	SD	COM	S	M	L
196	Smoke report	3.7	91	4.5	92	LEVEL-4	51	PD	SD	COM	S	M	L
198	Sniper	4.7	97	1.2	33	LEVEL-4	73	PD	SD	COM	S	M	L
199	Stolen aircraft or aircraft parts	3.1	68	1.2	18	LEVEL-4	67	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
200	Stranded motorist	2.8	100	5.6	99	LEVEL-4	50	PD	SD	COM	S	M	L
201	Suicide or attempted suicide	4.4	100	4.1	99	LEVEL-4	80	PD	SD	COM	S	M	L
202	Surveillance	3.0	83	3.7	81	LEVEL-4	45	PD	SD	COM	S	M	L
205	Suspicious circumstances or object	3.5	99	6.5	97	LEVEL-4	77	PD	SD	COM	S	M	L
206	Suspicious person	3.5	100	7.1	100	LEVEL-4	76	PD	SD	COM	S	M	L
207	Suspicious vehicle	3.5	100	7.0	99	LEVEL-4	74	PD	SD	COM	S	M	L
208	Tampering - auto	3.3	99	5.2	94	LEVEL-4	72	PD	SD	COM	S	M	L
209	Tampering - equipment	3.2	97	3.8	72	LEVEL-4	73	PD	SD	COM	S	M	L
210	Tampering - food or drugs	3.5	88	1.5	37	LEVEL-4	61	PD	SD	COM	S	M	L
211	Terrorist threat	4.1	82	1.2	13	LEVEL-4	62	PD	SD	COM	S	M	L
212	Theft - felony	3.7	100	5.6	99	LEVEL-4	76	PD	SD	COM	S	M	L
213	Theft - misdemeanor	3.3	100	6.7	100	LEVEL-4	72	PD	SD	COM	S	M	L
214	Threats against person	3.4	100	6.2	99	LEVEL-4	70	PD	SD	COM	S	M	L
215	Throwing or launching objects at moving vehicles	3.5	98	3.9	96	LEVEL-4	67	PD	SD	COM	S	M	L
216	Traffic accident - fatality	4.5	98	2.9	94	LEVEL-4	74	PD	SD	COM	S	M	L
217	Traffic accident - injury	4.5	97	6.2	100	LEVEL-4	74	PD	SD	COM	S	M	L
218	Traffic accident - non-injury	3.4	95	6.9	100	LEVEL-4	62	PD	SD	COM	S	M	L
219	Traffic accident - unknown injury	4.2	98	6.6	100	LEVEL-4	69	PD	SD	COM	S	M	L
220	Traffic congestion or control	3.0	93	4.8	94	LEVEL-4	58	PD	SD	COM	S	M	L
221	Traffic hazard	3.3	96	5.4	99	LEVEL-4	58	PD	SD	COM	S	M	L
222	Traffic signal malfunction	3.0	92	4.4	96	LEVEL-4	44	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 18

** CORE INCIDENTS **
(MEAN IMPORTANCE, % SUPV, MEAN FREQ, % INCUMBT, LEVEL OF INVOLVEMENT, % LEVEL)

TASK NO		Avg IMP	% SUPV	Avg FREQ	% INC	LEVEL	% LVL	SUBGROUPS					
223	Train derailment	4.4	84	1.3	24	LEVEL-4	53	PD	SD	COM	S	M	L
224	Train or crossing arm blocking traffic	3.0	85	2.5	76	LEVEL-4	41	PD	SD	COM	S	M	L
225	Transient person	2.5	98	5.7	98	LEVEL-4	71	PD	SD	COM	S	M	L
226	Trespassing	3.0	100	5.6	99	LEVEL-4	75	PD	SD	COM	S	M	L
227	Truancy violation	2.4	87	2.8	64	LEVEL-4	65	PD	SD	COM	S	M	L
228	Unknown trouble	4.1	100	5.9	98	LEVEL-4	79	PD	SD	COM	S	M	L
231	Vandalism	3.0	100	6.7	100	LEVEL-4	71	PD	SD	COM	S	M	L
232	Vehicle blocking driveway	2.4	97	5.5	99	LEVEL-4	61	PD	SD	COM	S	M	L
234	Vehicle license tag stolen/lost	2.3	86	3.2	82	LEVEL-4	54	PD	SD	COM	S	M	L
235	Vehicle registration/title violation	2.3	77	4.2	61	LEVEL-4	57	PD	SD	COM	S	M	L
236	Vehicle stop - felony (high risk)	4.8	100	3.3	95	LEVEL-4	69	PD	SD	COM	S	M	L
237	Vehicle stop - routine	3.9	99	7.8	98	LEVEL-4	68	PD	SD	COM	S	M	L
238	Vehicle theft	3.6	99	5.9	100	LEVEL-4	64	PD	SD	COM	S	M	L
240	Warrant service	3.5	90	5.9	90	LEVEL-4	66	PD	SD	COM	S	M	L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET THE CRITERIA FOR THE TOTAL SAMPLE AND CAD/NON-CAD SUBGROUPS.

APPENDIX 19

"CORE" COMPLAINTS/INCIDENTS

IN ORDER OF MEAN IMPORTANCE RATING

APPENDIX 19

** CORE INCIDENTS **
(SORTED IN ORDER OF IMPORTANCE)

INCIDENT NO	AVG IMPT TOTAL	% SUPV TOTAL	INCIDENT TEXT
157	5.0	100	Officer needs help - emergency
236	4.8	100	Vehicle stop - felony (high risk)
120	4.8	99	Hostage situation
150	4.8	100	Missing officer
29	4.7	100	Barricaded suspect
26	4.7	99	Attempted murder
198	4.7	97	Sniper
119	4.7	100	Homicide
35	4.7	97	Bombing
174	4.7	100	Pursuit - vehicle
165	4.7	100	Person with gun
173	4.6	100	Pursuit - foot
16	4.6	99	Alarm - robbery
94	4.6	98	Explosion
188	4.6	98	Robbery - bank
24	4.6	100	Assault with a deadly weapon
27	4.6	86	Auto-train accident
101	4.5	87	Fire - structure
19	4.5	97	Ambulance needed
176	4.5	100	Rape
216	4.5	98	Traffic accident - fatality
145	4.5	100	Medical emergency - law enforcement assistance needed
133	4.5	99	Kidnapping
3	4.5	99	Accident involving hazardous material (e.g., chemicals)
84	4.5	97	Drowning
187	4.5	100	Robbery (excluding bank)
217	4.5	97	Traffic accident - injury
125	4.4	99	Incomplete telephone call for help
186	4.4	98	Riot
223	4.4	84	Train derailment
201	4.4	100	Suicide or attempted suicide
89	4.4	95	Earthquake
49	4.4	100	Child molesting
8	4.4	87	Aircraft accident
47	4.4	100	Child abuse
34	4.3	100	Bomb threat
85	4.3	99	Drug overdose
14	4.3	80	Alarm - medical
193	4.3	100	Shooting into dwelling, vehicle, or aircraft
82	4.3	100	Domestic violence
13	4.3	82	Alarm - fire
37	4.3	100	Brandishing weapon
15	4.3	93	Alarm - panic
92	4.3	98	Escaped prisoner - in the field
142	4.3	100	Lost child
52	4.2	99	Citizen holding suspect(s)
93	4.2	89	Escaped prisoner - jail, prison, or holding facility
102	4.2	86	Fire - vehicle
219	4.2	98	Traffic accident - unknown injury
100	4.2	84	Fire - brush, misc. outdoor
50	4.2	100	Child neglect
95	4.2	99	Explosives - found or suspected
12	4.2	99	Alarm - burglary
32	4.2	55	Boat accident/distress
23	4.1	100	Assault
192	4.1	100	Sexual assault
228	4.1	100	Unknown trouble
59	4.1	99	Concealed weapon
77	4.1	100	Disturbance - fight (verbal or physical)
4	4.1	98	Activated alarm
211	4.1	82	Terrorist threat
146	4.1	87	Medical emergency - no law enforcement assistance needed

APPENDIX 19

** CORE INCIDENTS **
(SORTED IN ORDER OF IMPORTANCE)

INCIDENT NO	AVG IMPT TOTAL	% SUPV TOTAL	INCIDENT TEXT
7	4.1	63	Aircraft in distress
44	4.1	77	Bus hijacking
170	4.1	100	Prowler
158	4.0	100	Officer request for assistance - routine
185	4.0	96	Resisting arrest
149	4.0	100	Missing elderly
190	4.0	95	Ruptured gas line
116	4.0	95	Hearing-impaired caller
160	4.0	100	Other public safety personnel needing assistance
111	4.0	98	Fugitive/wanted person reported to be at a location
96	4.0	97	Explosives - unlawful possession or use
30	4.0	100	Battery
117	4.0	97	Hit and run (e.g., property, persons)
86	3.9	99	Drunk driver
237	3.9	99	Vehicle stop - routine
172	3.9	100	Purse snatch
22	3.9	96	Arson
151	3.9	100	Missing person
83	3.8	98	Downed wires
90	3.8	100	Elderly abuse or neglect
72	3.8	100	Dead body (excluding homicide)
41	3.8	99	Burglary - residential
128	3.8	96	Industrial accident
40	3.8	100	Burglary - commercial
147	3.8	100	Mentally ill person
152	3.8	100	Missing/runaway juvenile
191	3.7	98	Safety hazard
113	3.7	95	Gang activity
196	3.7	91	Smoke report
115	3.7	99	Hazard to public
68	3.7	94	Crowd or mob
212	3.7	100	Theft - felony
130	3.7	99	Invalid or elderly person needing assistance
48	3.7	98	Child custody - civil or criminal
159	3.6	100	Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation Department)
154	3.6	98	Non-English speaking caller
131	3.6	65	Jail incident
42	3.6	100	Burglary - vehicle
195	3.6	100	Shots heard
79	3.6	99	Disturbance - neighbor
78	3.6	100	Disturbance - juveniles
238	3.6	99	Vehicle theft
153	3.6	100	Narcotics violation - use, sales, or possession
215	3.5	98	Throwing or launching objects at moving vehicles
17	3.5	97	Alarm - vehicle
108	3.5	100	Found child/adult
240	3.5	90	Warrant service
210	3.5	88	Tampering - food or drugs
205	3.5	99	Suspicious circumstances or object
206	3.5	100	Suspicious person
207	3.5	100	Suspicious vehicle
214	3.4	100	Threats against person
124	3.4	97	Impersonating an officer or other official
60	3.4	100	Concerned party request for check on welfare of citizen
218	3.4	95	Traffic accident - non-injury
54	3.4	95	Civil demonstration
51	3.4	92	Citizen flag-down (e.g., on-site)
136	3.4	100	Lewd and lascivious conduct
122	3.4	98	Illegal firearm
178	3.4	99	Reckless driving
123	3.3	98	Illegal weapon other than firearm

APPENDIX 19

** CORE INCIDENTS **
(SORTED IN ORDER OF IMPORTANCE)

INCIDENT NO	AVG IMPT TOTAL	% SUPV TOTAL	INCIDENT TEXT
70	3.3	93	Dangerous animal
87	3.3	100	Drunk in public area
98	3.3	99	False reporting of an emergency (misuse of 911)
57	3.3	82	Complaint against public safety personnel
221	3.3	96	Traffic hazard
208	3.3	99	Tampering - auto
167	3.3	98	Possession of stolen property
175	3.3	98	Racing/speeding motor vehicle
132	3.3	99	Keep the peace
177	3.3	98	Receiving stolen property
213	3.3	100	Theft - misdemeanor
58	3.3	82	Complaint regarding public safety service
25	3.2	99	Attempt to locate (e.g., persons or property)
97	3.2	97	Extortion
156	3.2	93	Obstructing highway or passageway
65	3.2	93	Court orders (e.g., violations, service, enforcement)
81	3.2	100	Disturbance - party
135	3.2	97	Landlord-tenant dispute
20	3.2	91	Animal bite
73	3.2	68	Death notification
127	3.2	100	Indecent exposure
209	3.2	97	Tampering - equipment
55	3.2	97	Civil dispute
183	3.2	94	Repossession dispute
199	3.1	68	Stolen aircraft or aircraft parts
194	3.1	100	Shoplifting
181	3.1	100	Recovered vehicle
63	3.1	99	Contributing to the delinquency of a minor
163	3.1	95	Parole or probation violation
18	3.1	93	Alcohol violation - consumption, sales, possession
222	3.0	92	Traffic signal malfunction
43	3.0	81	Burning violation
134	3.0	88	Labor-management dispute
91	3.0	98	Embezzlement
231	3.0	100	Vandalism
220	3.0	93	Traffic congestion or control
202	3.0	83	Surveillance
80	3.0	100	Disturbance - noise (e.g., music, barking dog)
66	3.0	97	Credit card theft or misuse
62	3.0	91	Conspiracy to commit a crime
114	3.0	100	Harassment
224	3.0	85	Train or crossing arm blocking traffic
155	3.0	100	Obscene, harassing, or threatening phone calls to the public
182	3.0	98	Recovered stolen property
226	3.0	100	Trespassing
56	2.9	78	Civil rights violation
38	2.9	91	Bribery
148	2.9	73	Misconduct of a public official
45	2.9	83	Business dispute (e.g., unsatisfactory service, billing dispute)
126	2.9	98	Incorrigible juvenile
6	2.9	55	Air and water pollution
189	2.9	92	Ruptured water line
110	2.9	96	Fraud
107	2.9	96	Forgery
64	2.9	91	Counterfeit money
2	2.8	95	Abuse to animals
180	2.8	75	Recovered boat
139	2.8	59	Livestock - rustling
200	2.8	100	Stranded motorist
171	2.8	98	Public nuisance
75	2.8	98	Defrauding an innkeeper
169	2.8	95	Prostitution

APPENDIX 19

** CORE INCIDENTS **
(SORTED IN ORDER OF IMPORTANCE)

INCIDENT NO	AVG IMPT TOTAL	% SUPV TOTAL	INCIDENT TEXT
61	2.8	88	Confidence games (e.g., bunko, pigeon drop, etc.)
31	2.8	100	Bicycle theft
28	2.8	90	Bad check (e.g., insufficient funds)
103	2.8	96	Fireworks violation
129	2.8	91	Injured animal
179	2.7	58	Recovered aircraft
144	2.7	78	Low flying aircraft
137	2.7	92	Liquor law violations
118	2.7	91	Homeless person(s)
141	2.7	97	Loitering
166	2.7	89	Pornographic material
21	2.6	82	Animal control violation
1	2.6	96	Abandoned vehicle
76	2.6	74	Desertion or AWOL from military
5	2.6	62	Administrative detail (e.g., court, vehicle service, transport)
106	2.5	68	Follow-up investigation
225	2.5	98	Transient person
109	2.5	100	Found property
140	2.5	74	Livestock - stray
112	2.5	89	Gambling
161	2.5	98	Panhandling
69	2.4	86	Curfew violation
46	2.4	88	Business or peddler license violation
143	2.4	98	Lost property
121	2.4	83	Illegal alien
104	2.4	62	Fish and game violation
168	2.4	71	Postal law violation
88	2.4	95	Dumping violation
164	2.4	88	Patrol or vacation check (e.g., extra patrol request)
53	2.4	89	Citizen locked out of building or vehicle
227	2.4	87	Truancy violation
232	2.4	97	Vehicle blocking driveway
74	2.4	70	Deceptive business practice
235	2.3	77	Vehicle registration/title violation
234	2.3	86	Vehicle license tag stolen/lost
184	2.3	56	Request for copy of crime or traffic report
138	2.2	95	Littering
162	2.2	94	Parking violation

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APPENDIX 20

"CORE" COMPLAINTS/INCIDENTS

IN ORDER OF MEAN FREQUENCY RATING

APPENDIX 20

** CORE INCIDENTS **
(SORTED IN ORDER OF FREQUENCY)

INCIDENT NO	AVG FREQ TOTAL	% INCBT TOTAL	INCIDENT TEXT
237	7.8	98	Vehicle stop - routine
80	7.4	100	Disturbance - noise (e.g., music, barking dog)
12	7.4	100	Alarm - burglary
77	7.4	100	Disturbance - fight (verbal or physical)
4	7.3	97	Activated alarm
78	7.2	100	Disturbance - juveniles
19	7.1	98	Ambulance needed
206	7.1	100	Suspicious person
146	7.1	95	Medical emergency - no law enforcement assistance needed
207	7.0	99	Suspicious vehicle
82	7.0	100	Domestic violence
79	7.0	99	Disturbance - neighbor
81	6.9	99	Disturbance - party
218	6.9	100	Traffic accident - non-injury
41	6.8	99	Burglary - residential
23	6.7	100	Assault
213	6.7	100	Theft - misdemeanor
231	6.7	100	Vandalism
42	6.7	100	Burglary - vehicle
51	6.7	83	Citizen flag-down (e.g., on-site)
219	6.6	100	Traffic accident - unknown injury
30	6.6	99	Battery
87	6.5	100	Drunk in public area
205	6.5	97	Suspicious circumstances or object
158	6.5	100	Officer request for assistance - routine
1	6.5	100	Abandoned vehicle
40	6.4	99	Burglary - commercial
132	6.3	95	Keep the peace
162	6.3	95	Parking violation
214	6.2	99	Threats against person
217	6.2	100	Traffic accident - injury
153	6.2	99	Narcotics violation - use, sales, or possession
114	6.1	99	Harassment
55	6.0	94	Civil dispute
106	6.0	78	Follow-up investigation
86	6.0	100	Drunk driver
238	5.9	100	Vehicle theft
18	5.9	94	Alcohol violation - consumption, sales, possession
240	5.9	90	Warrant service
228	5.9	98	Unknown trouble
152	5.8	99	Missing/runaway juvenile
155	5.8	98	Obscene, harassing, or threatening phone calls to the public
194	5.8	98	Shoplifting
170	5.8	99	Prowler
154	5.8	97	Non-English speaking caller
141	5.7	96	Loitering
145	5.7	100	Medical emergency - law enforcement assistance needed
171	5.7	92	Public nuisance
225	5.7	98	Transient person
109	5.7	99	Found property
200	5.6	99	Stranded motorist
195	5.6	99	Shots heard
212	5.6	99	Theft - felony
226	5.6	99	Trespassing
25	5.6	98	Attempt to locate (e.g., persons or property)
125	5.5	98	Incomplete telephone call for help
164	5.5	96	Patrol or vacation check (e.g., extra patrol request)
175	5.5	99	Racing/speeding motor vehicle
5	5.5	57	Administrative detail (e.g., court, vehicle service, transport)
16	5.5	98	Alarm - robbery
232	5.5	99	Vehicle blocking driveway
24	5.5	100	Assault with a deadly weapon
31	5.4	100	Bicycle theft
178	5.4	99	Reckless driving
221	5.4	99	Traffic hazard
60	5.4	99	Concerned party request for check on welfare of citizen

APPENDIX 20

** CORE INCIDENTS **
(SORTED IN ORDER OF FREQUENCY)

INCIDENT NO	AVG FREQ TOTAL	% INCBT TOTAL	INCIDENT TEXT
117	5.3	100	Hit and run (e.g., property, persons)
147	5.3	99	Mentally ill person
184	5.3	77	Request for copy of crime or traffic report
65	5.3	89	Court orders (e.g., violations, service, enforcement)
151	5.3	99	Missing person
48	5.2	98	Child custody - civil or criminal
143	5.2	98	Lost property
15	5.2	94	Alarm - panic
156	5.2	91	Obstructing highway or passageway
208	5.2	94	Tampering - auto
13	5.0	85	Alarm - fire
126	5.0	97	Incorrigible juvenile
100	5.0	95	Fire - brush, misc. outdoor
21	5.0	94	Animal control violation
98	5.0	93	False reporting of an emergency (misuse of 911)
181	4.9	99	Recovered vehicle
17	4.9	93	Alarm - vehicle
135	4.9	97	Landlord-tenant dispute
159	4.8	98	Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation D
220	4.8	94	Traffic congestion or control
14	4.8	72	Alarm - medical
45	4.8	89	Business dispute (e.g., unsatisfactory service, billing dispute)
47	4.7	99	Child abuse
129	4.7	98	Injured animal
115	4.7	94	Hazard to public
37	4.7	99	Brandishing weapon
53	4.7	97	Citizen locked out of building or vehicle
113	4.7	81	Gang activity
165	4.6	98	Person with gun
161	4.5	91	Panhandling
196	4.5	92	Smoke report
222	4.4	96	Traffic signal malfunction
160	4.4	95	Other public safety personnel needing assistance
102	4.4	96	Fire - vehicle
118	4.3	89	Homeless person(s)
130	4.3	98	Invalid or elderly person needing assistance
101	4.3	95	Fire - structure
52	4.2	92	Citizen holding suspect(s)
235	4.2	61	Vehicle registration/title violation
85	4.1	98	Drug overdose
201	4.1	99	Suicide or attempted suicide
50	4.1	96	Child neglect
108	3.9	96	Found child/adult
163	3.9	91	Parole or probation violation
142	3.9	98	Lost child
49	3.9	95	Child molesting
28	3.9	91	Bad check (e.g., insufficient funds)
215	3.9	96	Throwing or launching objects at moving vehicles
187	3.8	95	Robbery (excluding bank)
209	3.8	72	Tampering - equipment
191	3.7	90	Safety hazard
136	3.7	94	Lewd and lascivious conduct
59	3.7	91	Concealed weapon
107	3.7	92	Forgery
169	3.7	76	Prostitution
46	3.7	85	Business or peddler license violation
127	3.7	98	Indecent exposure
202	3.7	81	Surveillance
173	3.6	97	Pursuit - foot
103	3.6	96	Fireworks violation
110	3.6	87	Fraud
182	3.6	92	Recovered stolen property
68	3.6	79	Crowd or mob
2	3.5	97	Abuse to animals
72	3.5	97	Dead body (excluding homicide)

APPENDIX 20

** CORE INCIDENTS **
(SORTED IN ORDER OF FREQUENCY)

INCIDENT NO	AVG FREQ TOTAL	% INCBT TOTAL	INCIDENT TEXT
20	3.5	96	Animal bite
66	3.5	92	Credit card theft or misuse
149	3.5	97	Missing elderly
185	3.5	83	Resisting arrest
174	3.4	97	Pursuit - vehicle
172	3.4	89	Purse snatch
111	3.4	94	Fugitive/wanted person reported to be at a location
167	3.4	93	Possession of stolen property
69	3.4	69	Curfew violation
75	3.3	93	Defrauding an innkeeper
70	3.3	93	Dangerous animal
88	3.3	92	Dumping violation
236	3.3	95	Vehicle stop - felony (high risk)
137	3.3	81	Liquor law violations
122	3.2	79	Illegal firearm
192	3.2	95	Sexual assault
234	3.2	82	Vehicle license tag stolen/lost
193	3.2	92	Shooting into dwelling, vehicle, or aircraft
43	3.1	72	Burning violation
123	3.0	81	Illegal weapon other than firearm
58	3.0	87	Complaint regarding public safety service
91	3.0	88	Embezzlement
216	2.9	94	Traffic accident - fatality
57	2.8	88	Complaint against public safety personnel
227	2.8	64	Truancy violation
140	2.8	73	Livestock - stray
63	2.8	86	Contributing to the delinquency of a minor
26	2.8	89	Attempted murder
138	2.8	75	Littering
83	2.8	96	Downed wires
177	2.7	81	Receiving stolen property
183	2.6	84	Repossession dispute
189	2.6	89	Ruptured water line
73	2.6	73	Death notification
56	2.6	29	Civil rights violation
176	2.6	95	Rape
22	2.6	92	Arson
157	2.5	89	Officer needs help - emergency
121	2.5	57	Illegal alien
224	2.5	76	Train or crossing arm blocking traffic
188	2.5	73	Robbery - bank
112	2.4	54	Gambling
104	2.4	56	Fish and game violation
131	2.3	59	Jail incident
61	2.3	62	Confidence games (e.g., bunko, pigeon drop, etc.)
62	2.3	53	Conspiracy to commit a crime
134	2.3	62	Labor-management dispute
128	2.2	76	Industrial accident
34	2.2	91	Bomb threat
3	2.2	89	Accident involving hazardous material (e.g., chemicals)
32	2.2	48	Boat accident/distress
74	2.2	46	Deceptive business practice
190	2.2	77	Ruptured gas line
119	2.1	84	Homicide
27	2.0	51	Auto-train accident
6	2.0	45	Air and water pollution
133	2.0	86	Kidnapping
38	1.9	33	Bribery
116	1.9	70	Hearing-impaired caller
168	1.9	55	Postal law violation
54	1.9	57	Civil demonstration
84	1.8	74	Drowning
148	1.8	23	Misconduct of a public official
144	1.8	64	Low flying aircraft
90	1.8	82	Elderly abuse or neglect
64	1.7	70	Counterfeit money
95	1.7	78	Explosives - found or suspected

APPENDIX 20

** CORE INCIDENTS **
(SORTED IN ORDER OF FREQUENCY)

INCIDENT NO	AVG FREQ TOTAL	% INCBT TOTAL	INCIDENT TEXT
29	1.7	80	Barricaded suspect
93	1.7	66	Escaped prisoner - jail, prison, or holding facility
96	1.6	57	Explosives - unlawful possession or use
150	1.6	46	Missing officer
166	1.6	49	Pornographic material
44	1.6	6	Bus hijacking
92	1.6	67	Escaped prisoner - in the field
97	1.6	50	Extortion
94	1.6	65	Explosion
7	1.6	43	Aircraft in distress
210	1.5	37	Tampering - food or drugs
180	1.5	39	Recovered boat
186	1.4	48	Riot
35	1.4	27	Bombing
124	1.4	60	Impersonating an officer or other official
120	1.4	63	Hostage situation
139	1.4	30	Livestock - rustling
76	1.4	59	Desertion or AWOL from military
223	1.3	24	Train derailment
89	1.3	57	Earthquake
179	1.3	10	Recovered aircraft
199	1.2	18	Stolen aircraft or aircraft parts
198	1.2	33	Sniper
8	1.2	48	Aircraft accident
211	1.2	13	Terrorist threat

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APPENDIX 21

"GROUP-SPECIFIC" COMPLAINTS/INCIDENTS

APPENDIX 21

** GROUP-SPECIFIC COMPLAINTS/INCIDENTS **

INCIDENT NO.		SUBGROUP	AVG IMP	% SUPV	AVG FREQ	% INC
33	Boat - reckless operation	SD	3.4	71	2.3	50
		COM	3.6	53	1.6	36
		L	3.4	57	1.7	24
39	Building code violation	COM	2.6	52	1.6	35
71	Dead animal	PD	2.0	89	5.1	99
		COM	2.4	98	6.2	100
		S	2.0	93	4.9	98
		M	2.0	86	5.7	100
		L	2.1	89	5.0	98
		CAD	2.2	87	5.1	98
99	Field line-up	M	2.9	53	3.5	37
197	Smoking violation - tobacco	COM	2.4	74	2.3	16
		CAD	2.0	60	2.3	14
203	Suspicious aircraft activity	SD	2.8	75	1.6	45
		L	2.8	59	1.6	28
		CAD	2.7	52	1.5	24
229	Unlawful train riding	SD	2.4	55	1.4	21
230	Unlawful use of television decoding device	SD	2.0	65	1.2	21
		S	2.0	57	1.4	21
		L	2.0	52	1.4	14
		NON-CAD	2.0	51	1.4	17
233	Vehicle inspection violation	COM	2.4	55	3.8	32
		S	2.1	50	2.9	28
		M	2.0	55	3.5	30
		CAD	2.0	54	3.7	29
239	Voting irregularities at polling place	SD	2.2	58	1.1	7
		S	2.0	50	1.0	7

APPENDIX 22

"NON-CORE" COMPLAINTS/INCIDENTS

APPENDIX 22

** NON-CORE COMPLAINTS/INCIDENTS **
(% INCUMBTS, % SUPV, AVG IMPORTANCE, MODAL LEVEL OF INVOLVEMENT, % LVL, TENURE DIFF)

INCIDENT NO		% INCUMBTS	% SUPV	AVG IMP	MODAL LVL OF INV	% LVL	TENURE DIFF
9	Aircraft hijacking	2	31	4.0	LEVEL-4	75	
10	Airport or airline security violations	8	17	3.0	LEVEL-4	63	
11	Airport runway obstructions	11	21	3.2	LEVEL-4	65	
36	Border crossing violation	11	15	2.3	LEVEL-1	36	
67	Crimes aboard aircraft	5	21	2.8	LEVEL-4	64	
105	Flood	43	86	3.9	LEVEL-4	64	TENURE
204	Suspicious baggage, persons, or activity at airport security checkpoint	8	20	2.9	LEVEL-4	65	

APPENDIX 23

"TRAINING" COMPLAINTS/INCIDENTS

APPENDIX 23

** CORE TRAINING INCIDENTS **
(APPROPRIATE MODES ARE LISTED)

INCIDENT NO		
1	Abandoned vehicle	BASIC OJT
2	Abuse to animals	BASIC OJT
3	Accident involving hazardous material (e.g., chemicals)	BASIC OJT REFRESHER
4	Activated alarm	BASIC OJT REFRESHER
5	Administrative detail (e.g., court, vehicle service, transport)	OJT
6	Air and water pollution	BASIC OJT REFRESHER
7	Aircraft in distress	BASIC OJT REFRESHER
8	Aircraft accident	BASIC OJT REFRESHER
12	Alarm - burglary	BASIC OJT REFRESHER
13	Alarm - fire	BASIC OJT REFRESHER
14	Alarm - medical	BASIC OJT REFRESHER
15	Alarm - panic	BASIC OJT REFRESHER
16	Alarm - robbery	BASIC OJT REFRESHER
17	Alarm - vehicle	BASIC OJT REFRESHER
18	Alcohol violation - consumption, sales, possession	BASIC OJT REFRESHER
19	Ambulance needed	BASIC OJT REFRESHER
20	Animal bite	BASIC OJT
21	Animal control violation	OJT
22	Arson	BASIC OJT REFRESHER
23	Assault	BASIC OJT REFRESHER
24	Assault with a deadly weapon	BASIC OJT REFRESHER
25	Attempt to locate (e.g., persons or property)	BASIC OJT REFRESHER
26	Attempted murder	BASIC OJT REFRESHER
27	Auto-train accident	BASIC OJT REFRESHER
28	Bad check (e.g., insufficient funds)	BASIC OJT REFRESHER
29	Barricaded suspect	BASIC OJT REFRESHER
30	Battery	BASIC OJT REFRESHER
31	Bicycle theft	BASIC OJT REFRESHER
32	Boat accident/distress	BASIC OJT REFRESHER
34	Bomb threat	BASIC OJT REFRESHER
35	Bombing	BASIC OJT REFRESHER
37	Brandishing weapon	BASIC OJT REFRESHER
38	Bribery	BASIC OJT REFRESHER
40	Burglary - commercial	BASIC OJT REFRESHER

APPENDIX 23

** CORE TRAINING INCIDENTS **
(APPROPRIATE MODES ARE LISTED)

INCIDENT NO		
41	Burglary - residential	BASIC OJT REFRESHER
42	Burglary - vehicle	BASIC OJT REFRESHER
43	Burning violation	BASIC OJT REFRESHER
44	Bus hijacking	BASIC OJT REFRESHER
45	Business dispute (e.g., unsatisfactory service, billing dispute)	BASIC OJT
46	Business or peddler license violation	OJT
47	Child abuse	BASIC OJT REFRESHER
48	Child custody - civil or criminal	BASIC OJT REFRESHER
49	Child molesting	BASIC OJT REFRESHER
50	Child neglect	BASIC OJT REFRESHER
51	Citizen flag-down (e.g., on-site)	BASIC OJT REFRESHER
52	Citizen holding suspect(s)	BASIC OJT REFRESHER
53	Citizen locked out of building or vehicle	OJT
54	Civil demonstration	BASIC OJT REFRESHER
55	Civil dispute	BASIC OJT REFRESHER
56	Civil rights violation	BASIC OJT REFRESHER
57	Complaint against public safety personnel	BASIC OJT REFRESHER
58	Complaint regarding public safety service	BASIC OJT REFRESHER
59	Concealed weapon	BASIC OJT REFRESHER
60	Concerned party request for check on welfare of citizen	BASIC OJT REFRESHER
61	Confidence games (e.g., bunko, pigeon drop, etc.)	BASIC OJT REFRESHER
62	Conspiracy to commit a crime	BASIC OJT REFRESHER
63	Contributing to the delinquency of a minor	BASIC OJT REFRESHER
64	Counterfeit money	BASIC OJT REFRESHER
65	Court orders (e.g., violations, service, enforcement)	BASIC OJT REFRESHER
66	Credit card theft or misuse	BASIC OJT REFRESHER
68	Crowd or mob	BASIC OJT REFRESHER
69	Curfew violation	OJT
70	Dangerous animal	BASIC OJT REFRESHER
72	Dead body (excluding homicide)	BASIC OJT REFRESHER
73	Death notification	BASIC OJT REFRESHER
74	Deceptive business practice	OJT
75	Defrauding an innkeeper	BASIC OJT
76	Desertion or AWOL from military	BASIC OJT

APPENDIX 23

** CORE TRAINING INCIDENTS **
(APPROPRIATE MODES ARE LISTED)

INCIDENT NO		
77	Disturbance - fight (verbal or physical)	BASIC OJT REFRESHER
78	Disturbance - juveniles	BASIC OJT REFRESHER
79	Disturbance - neighbor	BASIC OJT REFRESHER
80	Disturbance - noise (e.g., music, barking dog)	BASIC OJT REFRESHER
81	Disturbance - party	BASIC OJT REFRESHER
82	Domestic violence	BASIC OJT REFRESHER
83	Downed wires	BASIC OJT REFRESHER
84	Drowning	BASIC OJT REFRESHER
85	Drug overdose	BASIC OJT REFRESHER
86	Drunk driver	BASIC OJT REFRESHER
87	Drunk in public area	BASIC OJT REFRESHER
88	Dumping violation	BASIC OJT
89	Earthquake	BASIC OJT REFRESHER
90	Elderly abuse or neglect	BASIC OJT REFRESHER
91	Embezzlement	BASIC OJT REFRESHER
92	Escaped prisoner - in the field	BASIC OJT REFRESHER
93	Escaped prisoner - jail, prison, or holding facility	BASIC OJT REFRESHER
94	Explosion	BASIC OJT REFRESHER
95	Explosives - found or suspected	BASIC OJT REFRESHER
96	Explosives - unlawful possession or use	BASIC OJT REFRESHER
97	Extortion	BASIC OJT REFRESHER
98	False reporting of an emergency (misuse of 911)	BASIC OJT REFRESHER
100	Fire - brush, misc. outdoor	BASIC OJT REFRESHER
101	Fire - structure	BASIC OJT REFRESHER
102	Fire - vehicle	BASIC OJT REFRESHER
103	Fireworks violation	BASIC OJT REFRESHER
104	Fish and game violation	BASIC OJT REFRESHER
106	Follow-up investigation	OJT
107	Forgery	BASIC OJT REFRESHER
108	Found child/adult	BASIC OJT REFRESHER
109	Found property	BASIC OJT
110	Fraud	BASIC OJT REFRESHER
111	Fugitive/wanted person reported to be at a location	BASIC OJT REFRESHER
112	Gambling	BASIC OJT REFRESHER

APPENDIX 23

** CORE TRAINING INCIDENTS **
(APPROPRIATE MODES ARE LISTED)

INCIDENT NO		
113	Gang activity	BASIC OJT REFRESHER
114	Harassment	BASIC OJT REFRESHER
115	Hazard to public	BASIC OJT REFRESHER
116	Hearing-impaired caller	BASIC OJT REFRESHER
117	Hit and run (e.g., property, persons)	BASIC OJT REFRESHER
118	Homeless person(s)	OJT REFRESHER
119	Homicide	BASIC OJT REFRESHER
120	Hostage situation	BASIC OJT REFRESHER
121	Illegal alien	BASIC OJT
122	Illegal firearm	BASIC OJT REFRESHER
123	Illegal weapon other than firearm	BASIC OJT REFRESHER
124	Impersonating an officer or other official	BASIC OJT REFRESHER
125	Incomplete telephone call for help	BASIC OJT REFRESHER
126	Incorrigible juvenile	BASIC OJT REFRESHER
127	Indecent exposure	BASIC OJT REFRESHER
128	Industrial accident	BASIC OJT REFRESHER
129	Injured animal	OJT
130	Invalid or elderly person needing assistance	BASIC OJT REFRESHER
131	Jail incident	BASIC OJT REFRESHER
132	Keep the peace	BASIC OJT REFRESHER
133	Kidnapping	BASIC OJT REFRESHER
134	Labor-management dispute	BASIC OJT REFRESHER
135	Landlord-tenant dispute	BASIC OJT REFRESHER
136	Lewd and lascivious conduct	BASIC OJT REFRESHER
137	Liquor law violations	BASIC OJT REFRESHER
138	Littering	OJT
139	Livestock - rustling	BASIC OJT REFRESHER
140	Livestock - stray	OJT
141	Loitering	OJT
142	Lost child	BASIC OJT REFRESHER
143	Lost property	OJT
144	Low flying aircraft	BASIC OJT
145	Medical emergency - law enforcement assistance needed	BASIC OJT REFRESHER
146	Medical emergency - no law enforcement assistance needed	BASIC OJT REFRESHER

APPENDIX 23

** CORE TRAINING INCIDENTS **
(APPROPRIATE MODES ARE LISTED)

INCIDENT NO		
147	Mentally ill person	BASIC OJT REFRESHER
148	Misconduct of a public official	BASIC OJT REFRESHER
149	Missing elderly	BASIC OJT REFRESHER
150	Missing officer	BASIC OJT REFRESHER
151	Missing person	BASIC OJT REFRESHER
152	Missing/runaway juvenile	BASIC OJT REFRESHER
153	Narcotics violation - use, sales, or possession	BASIC OJT REFRESHER
154	Non-English speaking caller	BASIC OJT REFRESHER
155	Obscene, harassing, or threatening phone calls to the public	BASIC OJT REFRESHER
156	Obstructing highway or passageway	BASIC OJT
157	Officer needs help - emergency	BASIC OJT REFRESHER
158	Officer request for assistance - routine	BASIC OJT REFRESHER
159	Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation Department)	BASIC OJT REFRESHER
160	Other public safety personnel needing assistance	BASIC OJT REFRESHER
161	Panhandling	OJT
162	Parking violation	OJT
163	Parole or probation violation	BASIC OJT REFRESHER
164	Patrol or vacation check (e.g., extra patrol request)	OJT
165	Person with gun	BASIC OJT REFRESHER
166	Pornographic material	BASIC OJT
167	Possession of stolen property	BASIC OJT REFRESHER
168	Postal law violation	BASIC OJT
169	Prostitution	BASIC OJT REFRESHER
170	Prowler	BASIC OJT REFRESHER
171	Public nuisance	BASIC OJT
172	Purse snatch	BASIC OJT REFRESHER
173	Pursuit - foot	BASIC OJT REFRESHER
174	Pursuit - vehicle	BASIC OJT REFRESHER
175	Racing/speeding motor vehicle	BASIC OJT REFRESHER
176	Rape	BASIC OJT REFRESHER
177	Receiving stolen property	BASIC OJT REFRESHER
178	Reckless driving	BASIC OJT
179	Recovered aircraft	BASIC OJT REFRESHER

APPENDIX 23

** CORE TRAINING INCIDENTS **
(APPROPRIATE MODES ARE LISTED)

INCIDENT NO		
180	Recovered boat	BASIC OJT REFRESHER
181	Recovered vehicle	BASIC OJT REFRESHER
182	Recovered stolen property	BASIC OJT REFRESHER
183	Repossession dispute	BASIC OJT REFRESHER
184	Request for copy of crime or traffic report	OJT
185	Resisting arrest	BASIC OJT REFRESHER
186	Riot	BASIC OJT REFRESHER
187	Robbery (excluding bank)	BASIC OJT REFRESHER
188	Robbery - bank	BASIC OJT REFRESHER
189	Ruptured water line	OJT REFRESHER
190	Ruptured gas line	BASIC OJT REFRESHER
191	Safety hazard	BASIC OJT REFRESHER
192	Sexual assault	BASIC OJT REFRESHER
193	Shooting into dwelling, vehicle, or aircraft	BASIC OJT REFRESHER
194	Shoplifting	BASIC OJT REFRESHER
195	Shots heard	BASIC OJT REFRESHER
196	Smoke report	BASIC OJT REFRESHER
198	Sniper	BASIC OJT REFRESHER
199	Stolen aircraft or aircraft parts	BASIC OJT REFRESHER
200	Stranded motorist	BASIC OJT
201	Suicide or attempted suicide	BASIC OJT REFRESHER
202	Surveillance	BASIC OJT REFRESHER
205	Suspicious circumstances or object	BASIC OJT REFRESHER
206	Suspicious person	BASIC OJT REFRESHER
207	Suspicious vehicle	BASIC OJT REFRESHER
208	Tampering - auto	BASIC OJT REFRESHER
209	Tampering - equipment	BASIC OJT REFRESHER
210	Tampering - food or drugs	BASIC OJT REFRESHER
211	Terrorist threat	BASIC OJT REFRESHER
212	Theft - felony	BASIC OJT REFRESHER
213	Theft - misdemeanor	BASIC OJT REFRESHER
214	Threats against person	BASIC OJT REFRESHER
215	Throwing or launching objects at moving vehicles	BASIC OJT REFRESHER
216	Traffic accident - fatality	BASIC OJT REFRESHER
217	Traffic accident - injury	BASIC OJT REFRESHER

APPENDIX 23

** CORE TRAINING INCIDENTS **
(APPROPRIATE MODES ARE LISTED)

INCIDENT NO		
218	Traffic accident - non-injury	BASIC OJT REFRESHER
219	Traffic accident - unknown injury	BASIC OJT REFRESHER
220	Traffic congestion or control	BASIC OJT
221	Traffic hazard	BASIC OJT
222	Traffic signal malfunction	BASIC OJT
223	Train derailment	BASIC OJT REFRESHER
224	Train or crossing arm blocking traffic	OJT
225	Transient person	OJT
226	Trespassing	BASIC OJT
227	Truancy violation	OJT
228	Unknown trouble	BASIC OJT REFRESHER
231	Vandalism	BASIC OJT
232	Vehicle blocking driveway	OJT
234	Vehicle license tag stolen/lost	OJT
235	Vehicle registration/title violation	BASIC OJT
236	Vehicle stop - felony (high risk)	BASIC OJT REFRESHER
237	Vehicle stop - routine	BASIC OJT REFRESHER
238	Vehicle theft	BASIC OJT REFRESHER
240	Warrant service	BASIC OJT REFRESHER

APPENDIX 24

"BASIC TRAINING" COMPLAINTS/INCIDENTS

APPENDIX 24

** BASIC TRAINING COMPLAINTS/INCIDENTS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

INCIDENT NO		% SUPV	EXTENT	% EXT	SUBGROUPS
1	Abandoned vehicle	60	SOME	82	PD SD COMM M L
2	Abuse to animals	61	SOME	82	PD SD COMM M L
3	Accident involving hazardous material (e.g., chemicals)	91	SOME	73	PD SD COMM S M L
4	Activated alarm	77	SOME	86	PD SD COMM S M L
6	Air and water pollution	64	SOME	79	SD COMM M L
7	Aircraft in distress	82	SOME	77	PD SD COMM M L
8	Aircraft accident	86	SOME	74	PD SD COMM S M L
12	Alarm - burglary	82	SOME	88	PD SD COMM S M L
13	Alarm - fire	77	SOME	86	PD SD COMM S M L
14	Alarm - medical	79	SOME	85	PD SD COMM S M L
15	Alarm - panic	78	SOME	86	PD SD COMM S M L
16	Alarm - robbery	86	SOME	84	PD SD COMM S M L
17	Alarm - vehicle	73	SOME	88	PD SD COMM S M L
18	Alcohol violation - consumption, sales, possession	68	SOME	88	PD SD COMM S M L
19	Ambulance needed	82	SOME	80	PD SD COMM S M L
20	Animal bite	62	SOME	83	PD COMM M L
22	Arson	79	SOME	83	PD SD COMM S M L
23	Assault	86	SOME	85	PD SD COMM S M L
24	Assault with a deadly weapon	88	SOME	83	PD SD COMM S M L
25	Attempt to locate (e.g., persons or property)	67	SOME	87	PD SD COMM S M L
26	Attempted murder	90	SOME	79	PD SD COMM S M L
27	Auto-train accident	83	SOME	82	PD SD COMM S M L
28	Bad check (e.g., insufficient funds)	65	SOME	84	PD SD COMM M L
29	Barricaded suspect	88	SOME	77	PD SD COMM S M L
30	Battery	84	SOME	85	PD SD COMM S M L
31	Bicycle theft	64	SOME	85	PD SD COMM M L
32	Boat accident/distress	76	SOME	82	SD COMM M L
34	Bomb threat	89	SOME	78	PD SD COMM S M L
35	Bombing	90	SOME	75	PD SD COMM S M L
37	Brandishing weapon	85	SOME	84	PD SD COMM S M L
38	Bribery	68	SOME	84	PD SD COMM S M L
40	Burglary - commercial	85	SOME	82	PD SD COMM S M L
41	Burglary - residential	85	SOME	82	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 24

** BASIC TRAINING COMPLAINTS/INCIDENTS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

INCIDENT NO		% SUPV	EXTENT	% EXT	SUBGROUPS
42	Burglary - vehicle	84	SOME	83	PD SD COMM S M L
43	Burning violation	66	SOME	86	PD SD COMM M L
44	Bus hijacking	82	SOME	81	PD SD COMM S M L
45	Business dispute (e.g., unsatisfactory service, billing dispute)	68	SOME	87	PD SD COMM S M L
47	Child abuse	89	SOME	81	PD SD COMM S M L
48	Child custody - civil or criminal	85	SOME	86	PD SD COMM S M L
49	Child molesting	90	SOME	81	PD SD COMM S M L
50	Child neglect	89	SOME	83	PD SD COMM S M L
51	Citizen flag-down (e.g., on-site)	65	SOME	88	PD SD COMM S M L
52	Citizen holding suspect(s)	82	SOME	86	PD SD COMM S M L
54	Civil demonstration	74	SOME	84	PD SD COMM S M L
55	Civil dispute	74	SOME	86	PD SD COMM S M L
56	Civil rights violation	70	SOME	81	PD SD COMM S M L
57	Complaint against public safety personnel	68	SOME	83	PD SD COMM S M L
58	Complaint regarding public safety service	69	SOME	82	PD SD COMM S M L
59	Concealed weapon	83	SOME	86	PD SD COMM S M L
60	Concerned party request for check on welfare of citizen	73	SOME	85	PD SD COMM S M L
61	Confidence games (e.g., bunko, pigeon drop, etc.)	67	SOME	84	PD SD COMM S M L
62	Conspiracy to commit a crime	70	SOME	82	PD SD COMM S M L
63	Contributing to the delinquency of a minor	72	SOME	82	PD SD COMM S M L
64	Counterfeit money	73	SOME	81	PD SD COMM S M L
65	Court orders (e.g., violations, service, enforcement)	80	SOME	82	PD SD COMM S M L
66	Credit card theft or misuse	75	SOME	83	PD SD COMM S M L
68	Crowd or mob	77	SOME	86	PD SD COMM S M L
70	Dangerous animal	65	SOME	86	PD SD COMM S M L
72	Dead body (excluding homicide)	79	SOME	83	PD SD COMM S M L
73	Death notification	68	SOME	86	PD SD COMM S M L
75	Defrauding an innkeeper	71	SOME	83	PD SD COMM S M L
76	Desertion or AWOL from military	61	SOME	81	PD SD COMM M L
77	Disturbance - fight (verbal or physical)	84	SOME	87	PD SD COMM S M L
78	Disturbance - juveniles	78	SOME	89	PD SD COMM S M L
79	Disturbance - neighbor	78	SOME	89	PD SD COMM S M L
80	Disturbance - noise (e.g., music, barking dog)	71	SOME	87	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 24

** BASIC TRAINING COMPLAINTS/INCIDENTS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

INCIDENT NO		% SUPV	EXTENT	% EXT	SUBGROUPS
81	Disturbance - party	73	SOME	87	PD SD COMM S M L
82	Domestic violence	89	SOME	80	PD SD COMM S M L
83	Downed wires	70	SOME	83	PD SD COMM S M L
84	Drowning	82	SOME	82	PD SD COMM S M L
85	Drug overdose	83	SOME	82	PD SD COMM S M L
86	Drunk driver	74	SOME	87	PD SD COMM S M L
87	Drunk in public area	71	SOME	86	PD SD COMM S M L
88	Dumping violation	60	SOME	83	PD SD COMM M L
89	Earthquake	87	SOME	75	PD SD COMM S M L
90	Elderly abuse or neglect	81	SOME	84	PD SD COMM S M L
91	Embezzlement	75	SOME	83	PD SD COMM S M L
92	Escaped prisoner - in the field	76	SOME	84	PD SD COMM S M L
93	Escaped prisoner - jail, prison, or holding facility	75	SOME	83	PD SD COMM S M L
94	Explosion	86	SOME	80	PD SD COMM S M L
95	Explosives - found or suspected	84	SOME	79	PD SD COMM S M L
96	Explosives - unlawful possession or use	81	SOME	81	PD SD COMM S M L
97	Extortion	78	SOME	84	PD SD COMM S M L
98	False reporting of an emergency (misuse of 911)	76	SOME	85	PD SD COMM S M L
100	Fire - brush, misc. outdoor	80	SOME	85	PD SD COMM S M L
101	Fire - structure	83	SOME	78	PD SD COMM S M L
102	Fire - vehicle	82	SOME	82	PD SD COMM S M L
103	Fireworks violation	58	SOME	82	PD SD COMM M L
104	Fish and game violation	60	SOME	85	SD COMM M L
107	Forgery	72	SOME	84	PD SD COMM S M L
108	Found child/adult	71	SOME	85	PD SD COMM S M L
109	Found property	61	SOME	83	PD SD COMM M L
110	Fraud	72	SOME	83	PD SD COMM S M L
111	Fugitive/wanted person reported to be at a location	83	SOME	85	PD SD COMM S M L
112	Gambling	66	SOME	83	PD SD COMM S M L
113	Gang activity	79	SOME	84	PD SD COMM S M L
114	Harassment	69	SOME	86	PD SD COMM S M L
115	Hazard to public	75	SOME	87	PD SD COMM S M L
116	Hearing-impaired caller	86	SOME	83	PD SD COMM S M L
117	Hit and run (e.g., property, persons)	85	SOME	85	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 24

** BASIC TRAINING COMPLAINTS/INCIDENTS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

INCIDENT NO		% SUPV	EXTENT	% EXT	SUBGROUPS
119	Homicide	91	SOME	78	PD SD COMM S M L
120	Hostage situation	92	SOME	75	PD SD COMM S M L
121	Illegal alien	60	SOME	85	PD SD COMM M L
122	Illegal firearm	75	SOME	82	PD SD COMM S M L
123	Illegal weapon other than firearm	75	SOME	84	PD SD COMM S M L
124	Impersonating an officer or other official	73	SOME	83	PD SD COMM S M L
125	Incomplete telephone call for help	88	SOME	82	PD SD COMM S M L
126	Incorrigible juvenile	70	SOME	86	PD SD COMM S M L
127	Indecent exposure	73	SOME	86	PD SD COMM S M L
128	Industrial accident	76	SOME	85	PD SD COMM S M L
130	Invalid or elderly person needing assistance	71	SOME	88	PD SD COMM S M L
131	Jail incident	74	SOME	87	PD SD COMM S M L
132	Keep the peace	74	SOME	87	PD SD COMM S M L
133	Kidnapping	89	SOME	83	PD SD COMM S M L
134	Labor-management dispute	71	SOME	86	PD SD COMM S M L
135	Landlord-tenant dispute	77	SOME	86	PD SD COMM S M L
136	Lewd and lascivious conduct	79	SOME	85	PD SD COMM S M L
137	Liquor law violations	63	SOME	85	PD SD COMM S M L
139	Livestock - rustling	66	SOME	85	SD COMM S M L
142	Lost child	80	SOME	86	PD SD COMM S M L
144	Low flying aircraft	61	SOME	81	PD SD COMM S M L
145	Medical emergency - law enforcement assistance needed	84	SOME	83	PD SD COMM S M L
146	Medical emergency - no law enforcement assistance needed	79	SOME	79	PD SD COMM S M L
147	Mentally ill person	83	SOME	85	PD SD COMM S M L
148	Misconduct of a public official	68	SOME	83	PD SD COMM S M L
149	Missing elderly	81	SOME	83	PD SD COMM S M L
150	Missing officer	86	SOME	76	PD SD COMM S M L
151	Missing person	84	SOME	81	PD SD COMM S M L
152	Missing/runaway juvenile	84	SOME	82	PD SD COMM S M L
153	Narcotics violation - use, sales, or possession	81	SOME	86	PD SD COMM S M L
154	Non-English speaking caller	80	SOME	83	PD SD COMM S M L
155	Obscene, harassing, or threatening phone calls to the public	73	SOME	83	PD SD COMM S M L
156	Obstructing highway or passageway	65	SOME	80	PD SD COMM M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 24

** BASIC TRAINING COMPLAINTS/INCIDENTS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

INCIDENT NO		% SUPV	EXTENT	% EXT	SUBGROUPS
157	Officer needs help - emergency	90	SOME	73	PD SD COMM S M L
158	Officer request for assistance - routine	82	SOME	83	PD SD COMM S M L
159	Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation Department)	74	SOME	86	PD SD COMM S M L
160	Other public safety personnel needing assistance	77	SOME	87	PD SD COMM S M L
163	Parole or probation violation	72	SOME	84	PD SD COMM S M L
165	Person with gun	87	SOME	78	PD SD COMM S M L
166	Pornographic material	65	SOME	86	PD SD COMM S M L
167	Possession of stolen property	74	SOME	86	PD SD COMM S M L
168	Postal law violation	63	SOME	84	PD SD COMM S M L
169	Prostitution	70	SOME	85	PD SD COMM S M L
170	Prowler	84	SOME	85	PD SD COMM S M L
171	Public nuisance	66	SOME	86	PD SD COMM M L
172	Purse snatch	82	SOME	89	PD SD COMM S M L
173	Pursuit - foot	86	SOME	83	PD SD COMM S M L
174	Pursuit - vehicle	87	SOME	81	PD SD COMM S M L
175	Racing/speeding motor vehicle	71	SOME	86	PD SD COMM S M L
176	Rape	89	SOME	80	PD SD COMM S M L
177	Receiving stolen property	74	SOME	85	PD SD COMM S M L
178	Reckless driving	70	SOME	84	PD SD COMM S M L
179	Recovered aircraft	71	SOME	81	SD COMM M L
180	Recovered boat	71	SOME	83	PD SD COMM S M L
181	Recovered vehicle	77	SOME	84	PD SD COMM S M L
182	Recovered stolen property	75	SOME	85	PD SD COMM S M L
183	Repossession dispute	71	SOME	85	PD SD COMM S M L
185	Resisting arrest	72	SOME	81	PD SD COMM S M L
186	Riot	83	SOME	79	PD SD COMM S M L
187	Robbery (excluding bank)	90	SOME	82	PD SD COMM S M L
188	Robbery - bank	91	SOME	81	PD SD COMM S M L
190	Ruptured gas line	72	SOME	82	PD SD COMM S M L
191	Safety hazard	71	SOME	85	PD SD COMM S M L
192	Sexual assault	88	SOME	81	PD SD COMM S M L
193	Shooting into dwelling, vehicle, or aircraft	86	SOME	83	PD SD COMM S M L
194	Shoplifting	73	SOME	87	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 24

** BASIC TRAINING COMPLAINTS/INCIDENTS **
(% BASIC, EXTENT OF TRAINING, % EXTENT, SUBGROUPS)

INCIDENT NO		% SUPV	EXTENT	% EXT	SUBGROUPS
195	Shots heard	73	SOME	87	PD SD COMM S M L
196	Smoke report	73	SOME	85	PD SD COMM S M L
198	Sniper	87	SOME	79	PD SD COMM S M L
199	Stolen aircraft or aircraft parts	72	SOME	82	PD SD COMM S M L
200	Stranded motorist	60	SOME	82	PD SD COMM M L
201	Suicide or attempted suicide	88	SOME	80	PD SD COMM S M L
202	Surveillance	66	SOME	82	PD SD COMM S M L
205	Suspicious circumstances or object	75	SOME	88	PD SD COMM S M L
206	Suspicious person	78	SOME	89	PD SD COMM S M L
207	Suspicious vehicle	78	SOME	89	PD SD COMM S M L
208	Tampering - auto	72	SOME	86	PD SD COMM S M L
209	Tampering - equipment	70	SOME	87	PD SD COMM S M L
210	Tampering - food or drugs	74	SOME	83	PD SD COMM S M L
211	Terrorist threat	86	SOME	79	PD SD COMM S M L
212	Theft - felony	81	SOME	84	PD SD COMM S M L
213	Theft - misdemeanor	79	SOME	85	PD SD COMM S M L
214	Threats against person	78	SOME	87	PD SD COMM S M L
215	Throwing or launching objects at moving vehicles	75	SOME	86	PD SD COMM S M L
216	Traffic accident - fatality	86	SOME	82	PD SD COMM S M L
217	Traffic accident - injury	86	SOME	83	PD SD COMM S M L
218	Traffic accident - non-injury	80	SOME	84	PD SD COMM S M L
219	Traffic accident - unknown injury	84	SOME	85	PD SD COMM S M L
220	Traffic congestion or control	64	SOME	84	PD SD COMM M L
221	Traffic hazard	65	SOME	83	PD SD COMM M L
222	Traffic signal malfunction	59	SOME	81	PD SD COMM M L
223	Train derailment	81	SOME	82	PD SD COMM S M L
226	Trespassing	68	SOME	86	PD SD COMM M L
228	Unknown trouble	80	SOME	85	PD SD COMM S M L
231	Vandalism	73	SOME	86	PD SD COMM S M L
235	Vehicle registration/title violation	62	SOME	80	PD SD COMM S M L
236	Vehicle stop - felony (high risk)	90	SOME	81	PD SD COMM S M L
237	Vehicle stop - routine	85	SOME	85	PD SD COMM S M L
238	Vehicle theft	84	SOME	85	PD SD COMM S M L
240	Warrant service	76	SOME	86	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 25

"ON-THE-JOB TRAINING" COMPLAINTS/INCIDENTS

APPENDIX 25

** ON-THE-JOB TRAINING COMPLAINTS/INCIDENTS **

INCIDENT NO		% SUPV	SUBGROUPS
1	Abandoned vehicle	87	PD SD COMM S M L
2	Abuse to animals	86	PD SD COMM S M L
3	Accident involving hazardous material (e.g., chemicals)	75	PD SD COMM S M L
4	Activated alarm	88	PD SD COMM S M L
5	Administrative detail (e.g., court, vehicle service, transport)	81	PD SD COMM S M L
6	Air and water pollution	81	SD COMM M L
7	Aircraft in distress	80	PD SD COMM M L
8	Aircraft accident	76	PD SD COMM S M L
12	Alarm - burglary	89	PD SD COMM S M L
13	Alarm - fire	88	PD SD COMM S M L
14	Alarm - medical	87	PD SD COMM S M L
15	Alarm - panic	88	PD SD COMM S M L
16	Alarm - robbery	85	PD SD COMM S M L
17	Alarm - vehicle	89	PD SD COMM S M L
18	Alcohol violation - consumption, sales, possession	89	PD SD COMM S M L
19	Ambulance needed	83	PD SD COMM S M L
20	Animal bite	85	PD SD COMM S M L
21	Animal control violation	86	PD SD COMM S M L
22	Arson	87	PD SD COMM S M L
23	Assault	87	PD SD COMM S M L
24	Assault with a deadly weapon	84	PD SD COMM S M L
25	Attempt to locate (e.g., persons or property)	88	PD SD COMM S M L
26	Attempted murder	81	PD SD COMM S M L
27	Auto-train accident	84	PD SD COMM S M L
28	Bad check (e.g., insufficient funds)	85	PD SD COMM S M L
29	Barricaded suspect	79	PD SD COMM S M L
30	Battery	87	PD SD COMM S M L
31	Bicycle theft	87	PD SD COMM S M L
32	Boat accident/distress	84	SD COMM M L
34	Bomb threat	80	PD SD COMM S M L
35	Bombing	78	PD SD COMM S M L
37	Brandishing weapon	85	PD SD COMM S M L
38	Bribery	86	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 25

** ON-THE-JOB TRAINING COMPLAINTS/INCIDENTS **

INCIDENT NO		% SUPV	SUBGROUPS
40	Burglary - commercial	85	PD SD COMM S M L
41	Burglary - residential	85	PD SD COMM S M L
42	Burglary - vehicle	86	PD SD COMM S M L
43	Burning violation	85	PD SD COMM S M L
44	Bus hijacking	83	PD SD COMM S M L
45	Business dispute (e.g., unsatisfactory service, billing dispute)	87	PD SD COMM S M L
46	Business or peddler license violation	84	PD SD COMM S M L
47	Child abuse	83	PD SD COMM S M L
48	Child custody - civil or criminal	87	PD SD COMM S M L
49	Child molesting	83	PD SD COMM S M L
50	Child neglect	84	PD SD COMM S M L
51	Citizen flag-down (e.g., on-site)	88	PD SD COMM S M L
52	Citizen holding suspect(s)	88	PD SD COMM S M L
53	Citizen locked out of building or vehicle	80	PD SD COMM S M L
54	Civil demonstration	86	PD SD COMM S M L
55	Civil dispute	87	PD SD COMM S M L
56	Civil rights violation	83	PD SD COMM S M L
57	Complaint against public safety personnel	84	PD SD COMM S M L
58	Complaint regarding public safety service	84	PD SD COMM S M L
59	Concealed weapon	88	PD SD COMM S M L
60	Concerned party request for check on welfare of citizen	88	PD SD COMM S M L
61	Confidence games (e.g., bunko, pigeon drop, etc.)	85	PD SD COMM S M L
62	Conspiracy to commit a crime	83	PD SD COMM S M L
63	Contributing to the delinquency of a minor	84	PD SD COMM S M L
64	Counterfeit money	82	PD SD COMM S M L
65	Court orders (e.g., violations, service, enforcement)	84	PD SD COMM S M L
66	Credit card theft or misuse	86	PD SD COMM S M L
68	Crowd or mob	88	PD SD COMM S M L
69	Curfew violation	81	PD SD COMM S M L
70	Dangerous animal	85	PD SD COMM S M L
72	Dead body (excluding homicide)	86	PD SD COMM S M L
73	Death notification	86	PD SD COMM S M L
74	Deceptive business practice	81	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 25

** ON-THE-JOB TRAINING COMPLAINTS/INCIDENTS **

INCIDENT NO		% SUPV	SUBGROUPS
75	Defrauding an innkeeper	85	PD SD COMM S M L
76	Desertion or AWOL from military	82	PD SD COMM S M L
77	Disturbance - fight (verbal or physical)	88	PD SD COMM S M L
78	Disturbance - juveniles	91	PD SD COMM S M L
79	Disturbance - neighbor	91	PD SD COMM S M L
80	Disturbance - noise (e.g., music, barking dog)	90	PD SD COMM S M L
81	Disturbance - party	90	PD SD COMM S M L
82	Domestic violence	82	PD SD COMM S M L
83	Downed wires	87	PD SD COMM S M L
84	Drowning	85	PD SD COMM S M L
85	Drug overdose	84	PD SD COMM S M L
86	Drunk driver	89	PD SD COMM S M L
87	Drunk in public area	89	PD SD COMM S M L
88	Dumping violation	84	PD SD COMM S M L
89	Earthquake	76	PD SD COMM S M L
90	Elderly abuse or neglect	87	PD SD COMM S M L
91	Embezzlement	86	PD SD COMM S M L
92	Escaped prisoner - in the field	88	PD SD COMM S M L
93	Escaped prisoner - jail, prison, or holding facility	87	PD SD COMM S M L
94	Explosion	82	PD SD COMM S M L
95	Explosives - found or suspected	81	PD SD COMM S M L
96	Explosives - unlawful possession or use	84	PD SD COMM S M L
97	Extortion	86	PD SD COMM S M L
98	False reporting of an emergency (misuse of 911)	88	PD SD COMM S M L
100	Fire - brush, misc. outdoor	86	PD SD COMM S M L
101	Fire - structure	82	PD SD COMM S M L
102	Fire - vehicle	85	PD SD COMM S M L
103	Fireworks violation	84	PD SD COMM S M L
104	Fish and game violation	85	SD COMM S M L
106	Follow-up investigation	82	PD SD COMM S M L
107	Forgery	86	PD SD COMM S M L
108	Found child/adult	88	PD SD COMM S M L
109	Found property	85	PD SD COMM S M L
110	Fraud	86	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 25

** ON-THE-JOB TRAINING COMPLAINTS/INCIDENTS **

INCIDENT NO		% SUPV	SUBGROUPS
111	Fugitive/wanted person reported to be at a location	87	PD SD COMM S M L
112	Gambling	83	PD SD COMM S M L
113	Gang activity	87	PD SD COMM S M L
114	Harassment	88	PD SD COMM S M L
115	Hazard to public	90	PD SD COMM S M L
116	Hearing-impaired caller	85	PD SD COMM S M L
117	Hit and run (e.g., property, persons)	87	PD SD COMM S M L
118	Homeless person(s)	83	PD SD COMM S M L
119	Homicide	80	PD SD COMM S M L
120	Hostage situation	77	PD SD COMM S M L
121	Illegal alien	84	PD SD COMM S M L
122	Illegal firearm	85	PD SD COMM S M L
123	Illegal weapon other than firearm	87	PD SD COMM S M L
124	Impersonating an officer or other official	86	PD SD COMM S M L
125	Incomplete telephone call for help	84	PD SD COMM S M L
126	Incorrigible juvenile	88	PD SD COMM S M L
127	Indecent exposure	89	PD SD COMM S M L
128	Industrial accident	87	PD SD COMM S M L
129	Injured animal	86	PD SD COMM S M L
130	Invalid or elderly person needing assistance	90	PD SD COMM S M L
131	Jail incident	90	PD SD COMM S M L
132	Keep the peace	89	PD SD COMM S M L
133	Kidnapping	85	PD SD COMM S M L
134	Labor-management dispute	88	PD SD COMM S M L
135	Landlord-tenant dispute	89	PD SD COMM S M L
136	Lewd and lascivious conduct	88	PD SD COMM S M L
137	Liquor law violations	85	PD SD COMM S M L
138	Littering	82	PD SD COMM S M L
139	Livestock - rustling	83	SD COMM S M L
140	Livestock - stray	81	PD SD COMM S M L
141	Loitering	85	PD SD COMM S M L
142	Lost child	88	PD SD COMM S M L
143	Lost property	84	PD SD COMM S M L
144	Low flying aircraft	83	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 25

** ON-THE-JOB TRAINING COMPLAINTS/INCIDENTS **

INCIDENT NO		% SUPV	SUBGROUPS
145	Medical emergency - law enforcement assistance needed	86	PD SD COMM S M L
146	Medical emergency - no law enforcement assistance needed	82	PD SD COMM S M L
147	Mentally ill person	87	PD SD COMM S M L
148	Misconduct of a public official	82	PD SD COMM S M L
149	Missing elderly	85	PD SD COMM S M L
150	Missing officer	79	PD SD COMM S M L
151	Missing person	84	PD SD COMM S M L
152	Missing/runaway juvenile	84	PD SD COMM S M L
153	Narcotics violation - use, sales, or possession	88	PD SD COMM S M L
154	Non-English speaking caller	84	PD SD COMM S M L
155	Obscene, harassing, or threatening phone calls to the public	86	PD SD COMM S M L
156	Obstructing highway or passageway	83	PD SD COMM S M L
157	Officer needs help - emergency	75	PD SD COMM S M L
158	Officer request for assistance - routine	86	PD SD COMM S M L
159	Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation Department	88	PD SD COMM S M L
160	Other public safety personnel needing assistance	89	PD SD COMM S M L
161	Panhandling	87	PD SD COMM S M L
162	Parking violation	82	PD SD COMM S M L
163	Parole or probation violation	87	PD SD COMM S M L
164	Patrol or vacation check (e.g., extra patrol request)	83	PD SD COMM S M L
165	Person with gun	81	PD SD COMM S M L
166	Pornographic material	84	PD SD COMM S M L
167	Possession of stolen property	88	PD SD COMM S M L
168	Postal law violation	82	PD SD COMM S M L
169	Prostitution	86	PD SD COMM S M L
170	Prowler	87	PD SD COMM S M L
171	Public nuisance	88	PD SD COMM S M L
172	Purse snatch	89	PD SD COMM S M L
173	Pursuit - foot	85	PD SD COMM S M L
174	Pursuit - vehicle	83	PD SD COMM S M L
175	Racing/speeding motor vehicle	87	PD SD COMM S M L
176	Rape	82	PD SD COMM S M L
177	Receiving stolen property	86	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 25

** ON-THE-JOB TRAINING COMPLAINTS/INCIDENTS **

INCIDENT NO		% SUPV	SUBGROUPS
178	Reckless driving	87	PD SD COMM S M L
179	Recovered aircraft	81	SD COMM M L
180	Recovered boat	84	PD SD COMM S M L
181	Recovered vehicle	87	PD SD COMM S M L
182	Recovered stolen property	87	PD SD COMM S M L
183	Repossession dispute	86	PD SD COMM S M L
184	Request for copy of crime or traffic report	80	PD COMM S M L
185	Resisting arrest	84	PD SD COMM S M L
186	Riot	82	PD SD COMM S M L
187	Robbery (excluding bank)	84	PD SD COMM S M L
188	Robbery - bank	83	PD SD COMM S M L
189	Ruptured water line	86	PD SD COMM S M L
190	Ruptured gas line	84	PD SD COMM S M L
191	Safety hazard	87	PD SD COMM S M L
192	Sexual assault	83	PD SD COMM S M L
193	Shooting into dwelling, vehicle, or aircraft	85	PD SD COMM S M L
194	Shoplifting	89	PD SD COMM S M L
195	Shots heard	89	PD SD COMM S M L
196	Smoke report	87	PD SD COMM S M L
198	Sniper	81	PD SD COMM S M L
199	Stolen aircraft or aircraft parts	83	PD SD COMM S M L
200	Stranded motorist	84	PD SD COMM S M L
201	Suicide or attempted suicide	81	PD SD COMM S M L
202	Surveillance	85	PD SD COMM S M L
205	Suspicious circumstances or object	90	PD SD COMM S M L
206	Suspicious person	90	PD SD COMM S M L
207	Suspicious vehicle	91	PD SD COMM S M L
208	Tampering - auto	89	PD SD COMM S M L
209	Tampering - equipment	88	PD SD COMM S M L
210	Tampering - food or drugs	86	PD SD COMM S M L
211	Terrorist threat	81	PD SD COMM S M L
212	Theft - felony	87	PD SD COMM S M L
213	Theft - misdemeanor	88	PD SD COMM S M L
214	Threats against person	89	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 25

** ON-THE-JOB TRAINING COMPLAINTS/INCIDENTS **

INCIDENT NO		% SUPV	SUBGROUPS
215	Throwing or launching objects at moving vehicles	88	PD SD COMM S M L
216	Traffic accident - fatality	84	PD SD COMM S M L
217	Traffic accident - injury	85	PD SD COMM S M L
218	Traffic accident - non-injury	86	PD SD COMM S M L
219	Traffic accident - unknown injury	86	PD SD COMM S M L
220	Traffic congestion or control	86	PD SD COMM S M L
221	Traffic hazard	86	PD SD COMM S M L
222	Traffic signal malfunction	86	PD SD COMM S M L
223	Train derailment	83	PD SD COMM S M L
224	Train or crossing arm blocking traffic	87	PD SD COMM S M L
225	Transient person	86	PD SD COMM S M L
226	Trespassing	88	PD SD COMM S M L
227	Truancy violation	87	PD SD COMM S M L
228	Unknown trouble	88	PD SD COMM S M L
231	Vandalism	89	PD SD COMM S M L
232	Vehicle blocking driveway	84	PD SD COMM S M L
234	Vehicle license tag stolen/lost	83	PD SD COMM S M L
235	Vehicle registration/title violation	83	PD SD COMM S M L
236	Vehicle stop - felony (high risk)	83	PD SD COMM S M L
237	Vehicle stop - routine	87	PD SD COMM S M L
238	Vehicle theft	88	PD SD COMM S M L
240	Warrant service	87	PD SD COMM S M L

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 26

"REFRESHER TRAINING" COMPLAINTS/INCIDENTS

APPENDIX 26

** REFRESHER TRAINING COMPLAINTS/INCIDENTS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

INCIDENT NO		% SUPV	TRN MODE	% MODE	SUBGROUPS
3	Accident involving hazardous material (e.g., chemicals)	91	FORML	59	PD SD COMM S M L
4	Activated alarm	67	LOCAL	76	PD SD COMM S M L
6	Air and water pollution	65	LOCAL	83	SD COMM M L
7	Aircraft in distress	82	LOCAL	56	PD SD COMM M L
8	Aircraft accident	84	LOCAL	52	PD SD COMM S M L
12	Alarm - burglary	68	LOCAL	73	PD SD COMM S M L
13	Alarm - fire	66	LOCAL	77	PD SD COMM S M L
14	Alarm - medical	68	LOCAL	74	PD SD COMM S M L
15	Alarm - panic	68	LOCAL	73	PD SD COMM S M L
16	Alarm - robbery	73	LOCAL	68	PD SD COMM S M L
17	Alarm - vehicle	59	LOCAL	78	PD SD COMM S M L
18	Alcohol violation - consumption, sales, possession	58	LOCAL	78	PD SD COMM S M
19	Ambulance needed	70	LOCAL	68	PD SD COMM S M L
22	Arson	71	LOCAL	69	PD SD COMM S M L
23	Assault	71	LOCAL	68	PD SD COMM S M L
24	Assault with a deadly weapon	74	LOCAL	65	PD SD COMM S M L
25	Attempt to locate (e.g., persons or property)	57	LOCAL	74	PD SD COMM S M L
26	Attempted murder	79	LOCAL	59	PD SD COMM S M L
27	Auto-train accident	74	LOCAL	59	PD SD COMM S M L
28	Bad check (e.g., insufficient funds)	56	LOCAL	83	PD SD COMM S M
29	Barricaded suspect	84	FORML	54	PD SD COMM S M L
30	Battery	68	LOCAL	69	PD SD COMM S M L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 26

** REFRESHER TRAINING COMPLAINTS/INCIDENTS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

INCIDENT NO		% SUPV	TRN MODE	% MODE	SUBGROUPS
31	Bicycle theft	53	LOCAL	78	PD SD COMM S M
32	Boat accident/distress	64	LOCAL	67	SD COMM M L
34	Bomb threat	82	LOCAL	60	PD SD COMM S M L
35	Bombing	83	FORML	50	PD SD COMM S M L
37	Brandishing weapon	69	LOCAL	65	PD SD COMM S M L
38	Bribery	57	LOCAL	73	PD SD COMM S M
40	Burglary - commercial	64	LOCAL	69	PD SD COMM S M L
41	Burglary - residential	63	LOCAL	68	PD SD COMM S M L
42	Burglary - vehicle	63	LOCAL	69	PD SD COMM S M L
43	Burning violation	58	LOCAL	76	PD SD COMM S M
44	Bus hijacking	76	LOCAL	56	PD SD COMM S M L
47	Child abuse	82	LOCAL	55	PD SD COMM S M L
48	Child custody - civil or criminal	77	LOCAL	62	PD SD COMM S M L
49	Child molesting	81	LOCAL	55	PD SD COMM S M L
50	Child neglect	80	LOCAL	57	PD SD COMM S M L
51	Citizen flag-down (e.g., on-site)	53	LOCAL	72	PD SD COMM S M
52	Citizen holding suspect(s)	71	LOCAL	65	PD SD COMM S M L
54	Civil demonstration	72	LOCAL	67	PD SD COMM S M L
55	Civil dispute	66	LOCAL	72	PD SD COMM S M L
56	Civil rights violation	68	LOCAL	67	PD SD COMM S M L
57	Complaint against public safety personnel	68	LOCAL	73	PD SD COMM S M L
58	Complaint regarding public safety service	68	LOCAL	76	PD SD COMM S M L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 26

** REFRESHER TRAINING COMPLAINTS/INCIDENTS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

		% SUPV	TRN MODE	% MODE	SUBGROUPS
59	Concealed weapon	67	LOCAL	63	PD SD COMM S M L
60	Concerned party request for check on welfare of citizen	57	LOCAL	77	PD SD COMM S M L
61	Confidence games (e.g., bunko, pigeon drop, etc.)	65	LOCAL	70	PD SD COMM S M L
62	Conspiracy to commit a crime	60	LOCAL	65	PD SD COMM S M L
63	Contributing to the delinquency of a minor	59	LOCAL	70	PD SD COMM S M L
64	Counterfeit money	60	LOCAL	69	PD SD COMM S M L
65	Court orders (e.g., violations, service, enforcement)	77	LOCAL	63	PD SD COMM S M L
66	Credit card theft or misuse	62	LOCAL	70	PD SD COMM S M L
68	Crowd or mob	70	LOCAL	63	PD SD COMM S M L
70	Dangerous animal	56	LOCAL	75	PD SD COMM S M
72	Dead body (excluding homicide)	65	LOCAL	72	PD SD COMM S M L
73	Death notification	60	LOCAL	72	PD SD COMM S M L
77	Disturbance - fight (verbal or physical)	66	LOCAL	64	PD SD COMM S M L
78	Disturbance - juveniles	60	LOCAL	68	PD SD COMM S M
79	Disturbance - neighbor	61	LOCAL	68	PD SD COMM S M
80	Disturbance - noise (e.g., music, barking dog)	57	LOCAL	75	PD SD COMM S M
81	Disturbance - party	57	LOCAL	74	PD SD COMM S M
82	Domestic violence	83	LOCAL	52	PD SD COMM S M L
83	Downed wires	60	LOCAL	72	PD SD COMM S M
84	Drowning	67	LOCAL	62	PD SD COMM S M L
85	Drug overdose	67	LOCAL	61	PD SD COMM S M L
86	Drunk driver	58	LOCAL	68	PD SD COMM S M

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 26

** REFRESHER TRAINING COMPLAINTS/INCIDENTS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

INCIDENT NO		% SUPV	TRN MODE	% MODE	SUBGROUPS
87	Drunk in public area	55	LOCAL	73	PD SD COMM S M
89	Earthquake	88	FORML	57	PD SD COMM S M L
90	Elderly abuse or neglect	73	LOCAL	58	PD SD COMM S M L
91	Embezzlement	61	LOCAL	73	PD SD COMM S M
92	Escaped prisoner - in the field	67	LOCAL	65	PD SD COMM S M L
93	Escaped prisoner - jail, prison, or holding facility	69	LOCAL	66	PD SD COMM S M L
94	Explosion	76	LOCAL	54	PD SD COMM S M L
95	Explosives - found or suspected	76	LOCAL	57	PD SD COMM S M L
96	Explosives - unlawful possession or use	72	LOCAL	60	PD SD COMM S M L
97	Extortion	64	LOCAL	71	PD SD COMM S M L
98	False reporting of an emergency (misuse of 911)	65	LOCAL	73	PD SD COMM S M L
100	Fire - brush, misc. outdoor	70	LOCAL	62	PD SD COMM S M L
101	Fire - structure	72	LOCAL	58	PD SD COMM S M L
102	Fire - vehicle	67	LOCAL	65	PD SD COMM S M L
103	Fireworks violation	52	LOCAL	76	PD SD COMM S M
104	Fish and game violation	54	LOCAL	77	SD COMM S M L
107	Forgery	56	LOCAL	76	PD SD COMM S M L
108	Found child/adult	59	LOCAL	77	PD SD COMM S M L
110	Fraud	57	LOCAL	73	PD SD COMM S M
111	Fugitive/wanted person reported to be at a location	66	LOCAL	68	PD SD COMM S M L
112	Gambling	56	LOCAL	79	PD SD COMM S M
113	Gang activity	77	LOCAL	66	PD SD COMM S M L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 26

** REFRESHER TRAINING COMPLAINTS/INCIDENTS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

INCIDENT NO		% SUPV	TRN MODE	% MODE	SUBGROUPS
114	Harassment	57	LOCAL	75	PD SD COMM S M
115	Hazard to public	69	LOCAL	72	PD SD COMM S M L
116	Hearing-impaired caller	80	LOCAL	60	PD SD COMM S M L
117	Hit and run (e.g., property, persons)	65	LOCAL	70	PD SD COMM S M L
118	Homeless person(s)	55	LOCAL	78	PD SD COMM S M L
119	Homicide	81	LOCAL	51	PD SD COMM S M L
120	Hostage situation	87	FORML	60	PD SD COMM S M L
122	Illegal firearm	63	LOCAL	70	PD SD COMM S M L
123	Illegal weapon other than firearm	65	LOCAL	68	PD SD COMM S M L
124	Impersonating an officer or other official	61	LOCAL	70	PD SD COMM S M L
125	Incomplete telephone call for help	75	LOCAL	64	PD SD COMM S M L
126	Incorrigible juvenile	56	LOCAL	74	PD SD COMM S M
127	Indecent exposure	58	LOCAL	74	PD SD COMM S M L
128	Industrial accident	67	LOCAL	63	PD SD COMM S M L
130	Invalid or elderly person needing assistance	60	LOCAL	73	PD SD COMM S M L
131	Jail incident	68	LOCAL	73	PD SD COMM S M L
132	Keep the peace	60	LOCAL	73	PD SD COMM S M L
133	Kidnapping	74	LOCAL	54	PD SD COMM S M L
134	Labor-management dispute	64	LOCAL	69	PD SD COMM S M L
135	Landlord-tenant dispute	66	LOCAL	68	PD SD COMM S M L
136	Lewd and lascivious conduct	63	LOCAL	70	PD SD COMM S M L
137	Liquor law violations	56	LOCAL	74	PD SD COMM S M

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 26

** REFRESHER TRAINING COMPLAINTS/INCIDENTS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

INCIDENT NO		% SUPV	TRN MODE	% MODE	SUBGROUPS
139	Livestock - rustling	59	LOCAL	73	SD COMM S M L
142	Lost child	68	LOCAL	69	PD SD COMM S M L
145	Medical emergency - law enforcement assistance needed	79	LOCAL	63	PD SD COMM S M L
146	Medical emergency - no law enforcement assistance needed	69	LOCAL	66	PD SD COMM S M L
147	Mentally ill person	71	LOCAL	62	PD SD COMM S M L
148	Misconduct of a public official	64	LOCAL	73	PD SD COMM S M L
149	Missing elderly	68	LOCAL	65	PD SD COMM S M L
150	Missing officer	80	LOCAL	57	PD SD COMM S M L
151	Missing person	70	LOCAL	61	PD SD COMM S M L
152	Missing/runaway juvenile	71	LOCAL	64	PD SD COMM S M L
153	Narcotics violation - use, sales, or possession	69	LOCAL	62	PD SD COMM S M L
154	Non-English speaking caller	67	LOCAL	65	PD SD COMM S M L
155	Obscene, harassing, or threatening phone calls to the public	57	LOCAL	75	PD SD COMM S M
157	Officer needs help - emergency	86	FORML	51	PD SD COMM S M L
158	Officer request for assistance - routine	71	LOCAL	68	PD SD COMM S M L
159	Other public agencies needing assistance (e.g., allied agencies, Health Department, Probation Department)	66	LOCAL	71	PD SD COMM S M L
160	Other public safety personnel needing assistance	70	LOCAL	69	PD SD COMM S M L
163	Parole or probation violation	60	LOCAL	73	PD SD COMM S M
165	Person with gun	76	LOCAL	57	PD SD COMM S M L
167	Possession of stolen property	59	LOCAL	74	PD SD COMM S M
169	Prostitution	56	LOCAL	72	PD SD COMM S M
170	Prowler	68	LOCAL	67	PD SD COMM S M L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 26

** REFRESHER TRAINING COMPLAINTS/INCIDENTS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

INCIDENT NO		% SUPV	TRN MODE	% MODE	SUBGROUPS
172	Purse snatch	65	LOCAL	69	PD SD COMM S M L
173	Pursuit - foot	77	LOCAL	59	PD SD COMM S M L
174	Pursuit - vehicle	78	LOCAL	58	PD SD COMM S M L
175	Racing/speeding motor vehicle	54	LOCAL	74	PD SD COMM S M
176	Rape	80	LOCAL	53	PD SD COMM S M L
177	Receiving stolen property	58	LOCAL	72	PD SD COMM S M
179	Recovered aircraft	57	LOCAL	70	SD COMM M L
180	Recovered boat	59	LOCAL	71	PD SD COMM S M
181	Recovered vehicle	58	LOCAL	70	PD SD COMM S M L
182	Recovered stolen property	58	LOCAL	70	PD SD COMM S M
183	Repossession dispute	58	LOCAL	72	PD SD COMM S M
185	Resisting arrest	60	LOCAL	67	PD SD COMM S M
186	Riot	78	LOCAL	51	PD SD COMM S M L
187	Robbery (excluding bank)	75	LOCAL	52	PD SD COMM S M L
188	Robbery - bank	79	FORML	52	PD SD COMM S M L
189	Ruptured water line	52	LOCAL	79	PD SD COMM S M
190	Ruptured gas line	62	LOCAL	67	PD SD COMM S M L
191	Safety hazard	61	LOCAL	69	PD SD COMM S M L
192	Sexual assault	75	LOCAL	57	PD SD COMM S M L
193	Shooting into dwelling, vehicle, or aircraft	70	LOCAL	60	PD SD COMM S M L
194	Shoplifting	56	LOCAL	74	PD SD COMM S M
195	Shots heard	56	LOCAL	70	PD SD COMM S M

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 26

** REFRESHER TRAINING COMPLAINTS/INCIDENTS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

INCIDENT NO		% SUPV	TRN MODE	% MODE	SUBGROUPS
196	Smoke report	59	LOCAL	68	PD SD COMM S M
198	Sniper	80	FORML	54	PD SD COMM S M L
199	Stolen aircraft or aircraft parts	60	LOCAL	66	PD SD COMM S M L
201	Suicide or attempted suicide	77	FORML	50	PD SD COMM S M L
202	Surveillance	58	LOCAL	75	PD SD COMM S M L
205	Suspicious circumstances or object	58	LOCAL	68	PD SD COMM S M
206	Suspicious person	59	LOCAL	69	PD SD COMM S M L
207	Suspicious vehicle	58	LOCAL	67	PD SD COMM S M
208	Tampering - auto	55	LOCAL	73	PD SD COMM S M
209	Tampering - equipment	55	LOCAL	75	PD SD COMM S M
210	Tampering - food or drugs	65	LOCAL	68	PD SD COMM S M L
211	Terrorist threat	83	FORML	55	PD SD COMM S M L
212	Theft - felony	62	LOCAL	70	PD SD COMM S M L
213	Theft - misdemeanor	58	LOCAL	72	PD SD COMM S M L
214	Threats against person	60	LOCAL	72	PD SD COMM S M
215	Throwing or launching objects at moving vehicles	58	LOCAL	71	PD SD COMM S M L
216	Traffic accident - fatality	72	LOCAL	62	PD SD COMM S M L
217	Traffic accident - injury	68	LOCAL	63	PD SD COMM S M L
218	Traffic accident - non-injury	59	LOCAL	70	PD SD COMM S M L
219	Traffic accident - unknown injury	64	LOCAL	64	PD SD COMM S M L
223	Train derailment	76	LOCAL	53	PD SD COMM S M L
228	Unknown trouble	68	LOCAL	68	PD SD COMM S M L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 26

** REFRESHER TRAINING COMPLAINTS/INCIDENTS **
(% REFRESHER TRAINING, TRAINING MODE, % MODE, SUBGROUPS)

INCIDENT NO		% SUPV	TRN MODE	% MODE	SUBGROUPS
236	Vehicle stop - felony (high risk)	81	FORML	50	PD SD COMM S M L
237	Vehicle stop - routine	69	LOCAL	65	PD SD COMM S M L
238	Vehicle theft	63	LOCAL	64	PD SD COMM S M L
240	Warrant service	66	LOCAL	70	PD SD COMM S M L

NOTE: ALL "CORE" COMPLAINTS/INCIDENTS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 27

"CORE" EQUIPMENT/SYSTEMS

APPENDIX 27

** CORE EQUIPMENT/SYSTEMS **

EQUIP NO.	EQUIPMENT TEXT	% INCBT TOTAL	AVG FREQ TOTAL	SUBGROUPS					
1	24-hour tape recorder	83	6.2	PD	SD	COM	S	M	L
2	911 telephone equipment (ANI, ALI, printers)	91	7.7	PD	SD	COM	S	M	L
3	Alarm monitor	81	6.2	PD	SD	COM	S	M	L
5	Cassette tape recorder	62	2.9	PD	SD	COM	S	M	L
7	Centrex telephone	72	7.6	PD	SD	COM	S	M	L
9	Computer printer	96	7.5	PD	SD	COM	S	M	L
10	Computer terminal and keyboard	98	7.9	PD	SD	COM	S	M	L
11	Emergency power supply (generator, uninterruptable power)	68	2.2	PD	SD	COM	S	M	L
12	Facility security system	63	6.6	PD	SD	COM	S	M	L
16	Handset	74	5.9	PD	SD	COM	S	M	L
17	Headset	87	6.9	PD	SD	COM	S	M	L
18	Intercom	80	6.6	PD	SD	COM	S	M	L
23	Microphone	68	7.1	PD	SD	COM	S	M	L
27	Pager system	87	6.2	PD	SD	COM	S	M	L
28	Photocopier	92	6.0	PD	SD	COM	S	M	L
32	Radio console and controls	97	7.8	PD	SD	COM	S	M	L
33	Radio frequency scanner	53	6.3	PD	SD		S	M	
36	Security systems (e.g., video camera/monitor, key card system)	73	7.3	PD	SD	COM	S	M	L
38	Tape playback machine	79	5.4	PD	SD	COM	S	M	L
40	TDD (Deaf phone equipment)	65	2.2	PD	SD	COM		M	L
41	Telephone	99	7.9	PD	SD	COM	S	M	L
44	Telephone transfer system	95	7.6	PD	SD	COM	S	M	L
5	Teletype	77	6.8	PD	SD	COM	S	M	L
46	Time stamp machine	64	5.8	PD	SD	COM	S	M	L
48	Typewriter	83	4.5	PD	SD	COM	S	M	L
51	CLEMARS (California Law Enforcement Mutual Aid Radio System)	68	4.2	PD	SD	COM	S	M	L
55	City radio system(s)	55	7.1	PD		COM	S	M	
58	CII (Criminal Identification & Investigation) system	74	6.2	PD	SD	COM	S	M	L
59	CJIS (Criminal Justice Information System)	86	7.1	PD	SD	COM	S	M	L
60	CLETS (California Law Enforcement Telecommunication System)	98	7.7	PD	SD	COM	S	M	L
61	DMV (Department of Motor Vehicles) system	98	7.8	PD	SD	COM	S	M	L
62	LEDS (Law Enforcement Data System)	59	5.9	PD	SD	COM	S	M	
63	NCIC (National Crime Information Center) system	100	7.6	PD	SD	COM	S	M	L
64	NLETS (National Law Enforcement Telecommunication System)	81	6.3	PD	SD	COM	S	M	L
65	Local computer information systems	78	7.6	PD	SD	COM	S	M	L

N= 35

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 28

"CORE" EQUIPMENTS/SYSTEMS

IN ORDER OF MEAN FREQUENCY RATING

APPENDIX 28

** CORE EQUIPMENT/SYSTEMS **
(SORTED BY FREQUENCY OF USE)

EQUIP NO.	EQUIPMENT TEXT	% INCBT TOTAL	AVG FREQ TOTAL
10	Computer terminal and keyboard	98	7.9
41	Telephone	99	7.9
61	DMV (Department of Motor Vehicles) system	98	7.8
32	Radio console and controls	97	7.8
60	CLETS (California Law Enforcement Telecommunication System)	98	7.7
2	911 telephone equipment (ANI, ALI, printers)	91	7.7
7	Centrex telephone	72	7.6
44	Telephone transfer system	95	7.6
63	NCIC (National Crime Information Center) system	100	7.6
65	Local computer information systems	78	7.6
9	Computer printer	96	7.5
36	Security systems (e.g., video camera/monitor, key card system)	73	7.3
59	CJIS (Criminal Justice Information System)	86	7.1
23	Microphone	68	7.1
55	City radio system(s)	55	7.1
17	Headset	87	6.9
45	Teletype	77	6.8
12	Facility security system	63	6.6
18	Intercom	80	6.6
64	NLETS (National Law Enforcement Telecommunication System)	81	6.3
33	Radio frequency scanner	53	6.3
3	Alarm monitor	81	6.2
27	Pager system	87	6.2
58	CII (Criminal Identification & Investigation) system	74	6.2
1	24-hour tape recorder	83	6.2
28	Photocopier	92	6.0
16	Handset	74	5.9
62	LEDS (Law Enforcement Data System)	59	5.9
46	Time stamp machine	64	5.8
38	Tape playback machine	79	5.4
48	Typewriter	83	4.5
51	CLEMARS (California Law Enforcement Mutual Aid Radio System)	68	4.2
5	Cassette tape recorder	62	2.9
40	TDD (Deaf phone equipment)	65	2.2
11	Emergency power supply (generator, uninterruptable power)	68	2.2

N= 35

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 29

"GROUP-SPECIFIC" EQUIPMENT/SYSTEMS

APPENDIX 29

** GROUP-SPECIFIC EQUIPMENT/SYSTEMS **
(MEAN FREQUENCY, % INCUMBENTS)

EQUIP NO		SUBGROUPS	AVG FREQ	PERCENT INCUMBENTS
4	Calculator	SMALL	3.0	50
8	Computer assisted dispatch (CAD) system	PD	7.8	65
		COM	7.8	51
		LARGE	7.8	89
		CAD	7.9	88
15	Fire tone alert dispatch system	SD	6.0	51
		COM	6.6	84
		SMALL	6.0	50
		MED	7.0	75
		NON-CAD	6.7	65
20	Magnetic tape eraser	PD	4.5	50
		COM	3.6	60
		SMALL	4.9	56
		MED	4.0	55
		NON-CAD	4.2	50
37	Status board (manual tracking system)	PD	5.7	62
		COM	6.1	70
		SMALL	6.3	50
		MED	6.6	73
		NON-CAD	7.4	73
52	CLERS (California Law Enforcement Radio System)	SD	3.2	65
		COM	3.0	54
56	County radio system(s)	SD	7.3	68
		COM	7.1	74
		SMALL	6.4	50
		MED	6.8	62
		NON-CAD	7.0	67

APPENDIX 30

"NON-CORE" EQUIPMENT/SYSTEMS

APPENDIX 30

** NON-CORE EQUIPMENT/SYSTEMS **

EQUIP NO	EQUIPMENT TEXT	% INCBT TOTAL	AVG FREQ TOTAL	TENURE GROUP DIFFERENCE
6	CB radio monitor	12	3.1	
13	Facsimile transmission equipment (FAX)	19	4.8	
14	Fire extinguisher	11	1.2	
19	MODAT (mobile unit status indicator)	12	4.8	
21	Magnetic tape head cleaner	31	3.6	
22	Micro-fiche reader	18	3.3	
24	Mobile command unit	29	1.6	
25	Mobile data terminal (MDT)	15	4.8	
26	Mobile radio transmitter	40	3.9	
29	Public address system	38	6.0	
30	Public and private fire alarm equipment	39	5.1	
31	Radio card conveyor	11	3.6	
34	Robbery alarm tracking system	16	4.5	
35	Scrambler radio	18	3.7	
39	Tape recorder head demagnitizer	25	3.9	
42	Telephone call management system	21	6.6	
43	Telephone switchboard	32	6.7	
47	Traffic template	3	2.6	
49	Word processing computer software	25	5.1	
50	CALCORD (California Office of Emergency Radio and Coordination)	5	3.4	
53	HEARS (Hospital Emergency Administrative Radio System)	8	2.4	
54	NLEMARS (National Law Enforcement Mutual Aid Radio System)	7	2.9	
57	State radio system(s)	26	5.1	

N= 23

APPENDIX 31

"CORE" RESOURCE MATERIALS

APPENDIX 31

** CORE RESOURCE MATERIALS **

RESOURCE NO.		% USE	FREQ	SUBGROUPS					
1	After hours "call out" directory (e.g., detectives, city crews, etc.)	93	5.3	PD	SD	COM	S	M	L
7	Department bulletins	97	5.8	PD	SD	COM	S	M	L
8	Department or division policy and procedure manuals	98	4.0	PD	SD	COM	S	M	L
9	Department or division rules, regulations, and general orders	98	3.8	PD	SD	COM	S	M	L
10	Directories (e.g., names, addresses, phone numbers, criss-cross)	98	7.1	PD	SD	COM	S	M	L
12	Emergency notification cards	64	5.2	PD	SD	COM	S	M	
13	Extensive lists (e.g., serial numbers, codes, descriptions)	62	4.5	PD	SD	COM	S	M	
14	Equipment operator's manuals	75	2.8	PD	SD	COM	S	M	L
17	Hazardous materials manuals (e.g., DOT, Material Safety Data Sheet, etc.)	72	1.7	PD	SD	COM	S	M	L
18	Incoming correspondence	74	5.1	PD	SD	COM	S	M	L
19	Interoffice memos	94	5.4	PD	SD	COM	S	M	L
20	Mutual aid resource guide	63	2.6	PD	SD	COM	S	M	
21	Radio codes (incident type codes)	95	5.1	PD	SD	COM	S	M	L
22	Shift activity reports	70	6.1	PD	SD	COM	S	M	L
23	Street lists (e.g., cross-streets, map coordinates, master street address guide)	96	6.7	PD	SD	COM	S	M	L
24	Street maps	98	6.9	PD	SD	COM	S	M	L
25	Telecommunication system manuals (e.g., CJIS, NCIC, etc.)	88	5.1	PD	SD	COM	S	M	L
26	Teletype messages	89	6.5	PD	SD	COM	S	M	L
28	Training bulletins	89	3.7	PD	SD	COM	S	M	L
30	Wanted bulletins (e.g., AB's, IB's)	86	5.3	PD	SD	COM	S	M	L
31	Weather forecasts and bulletins	71	4.0	PD	SD	COM	S	M	L
35	Business and Profession Code	66	2.5	PD	SD	COM	S	M	
37	City Ordinances	67	3.3	PD	SD	COM	S	M	L
44	Health and Safety Code	78	3.6	PD	SD	COM	S	M	L
46	Municipal Code	57	3.8	PD		COM	S	M	
47	Penal Code	94	5.2	PD	SD	COM	S	M	L
50	Vehicle Code	93	5.2	PD	SD	COM	S	M	L
51	Welfare and Institutions Code	75	3.8	PD	SD	COM	S	M	L

N= 28

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 32

"CORE" RESOURCE MATERIALS

IN ORDER OF MEAN FREQUENCY RATING

APPENDIX 32

** CORE RESOURCE MATERIALS **
(SORTED IN ORDER OF MEAN FREQUENCY RATING)

RESOURCE NO		% USE	FREQ
10	Directories (e.g., names, addresses, phone numbers, criss-cross)	98	7.1
24	Street maps	98	6.9
23	Street lists (e.g., cross-streets, map coordinates, master street address guide, etc.)	96	6.7
26	Teletype messages	89	6.5
22	Shift activity reports	70	6.1
7	Department bulletins	97	5.8
19	Interoffice memos	94	5.4
30	Wanted bulletins (e.g., AB's, IB's)	86	5.3
1	After hours "call out" directory (e.g., detectives, city crews, etc.)	93	5.3
12	Emergency notification cards	64	5.2
50	Vehicle Code	93	5.2
47	Penal Code	94	5.2
25	Telecommunication system manuals (e.g., CJIS, NCIC, etc.)	88	5.1
21	Radio codes (incident type codes)	95	5.1
18	Incoming correspondence	74	5.1
13	Extensive lists (e.g., serial numbers, codes, descriptions)	62	4.5
8	Department or division policy and procedure manuals	98	4.0
31	Weather forecasts and bulletins	71	4.0
51	Welfare and Institutions Code	75	3.8
9	Department or division rules, regulations, and general orders	98	3.8
46	Municipal Code	57	3.8
28	Training bulletins	89	3.7
44	Health and Safety Code	78	3.6
37	City Ordinances	67	3.3
14	Equipment operator's manuals	75	2.8
20	Mutual aid resource guide	63	2.6
35	Business and Profession Code	66	2.5
17	Hazardous materials manuals (e.g., DOT, Material Safety Data Sheet, etc.)	72	1.7

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APPENDIX 33

"GROUP-SPECIFIC" RESOURCE MATERIALS

APPENDIX 33

** GROUP-SPECIFIC RESOURCE MATERIALS **

TASK NO		SUBGROUPS	FREQ	% USE
3	CAD system manuals	PD	3.2	60
		LARGE	2.8	73
		CAD	3.2	77
6	Court orders	PD	4.2	58
		SD	4.9	65
		SMALL	4.6	80
		MED	4.6	59
		NON-CAD	4.8	62
29	Union manual	COM	2.5	52
		LARGE	1.9	50
		NON-CAD	2.1	54
34	Alcohol Beverage Control Act	SMALL	2.0	55
39	County Ordinances	SD	3.1	82
		COM	3.0	53
		MED	3.0	55
		LARGE	2.9	50
		NON-CAD	2.9	60

APPENDIX 34

"NON-CORE" RESOURCE MATERIALS

APPENDIX 34

** NON-CORE RESOURCE MATERIALS **

RESOURCE NO		% INCBT TOTAL	AVG FREQ TOTAL	TENURE GROUP DIFFERENCE
2	Airport field conditions report	12	1.5	
4	Case law	23	2.1	
5	Court decisions	22	2.0	
11	Emergency medical dispatch (EMD) reference manual	28	3.5	
15	FAA bulletins and regulations	16	1.7	
16	FCC manual	28	1.3	
27	Topographic maps	30	3.3	
32	Administrative Code	37	2.4	
33	Aeronautics Code	4	1.5	
36	Children and Family Services Statutes	37	2.7	
38	Civil Code	44	2.6	
40	Evidence Code	15	2.0	
41	Fish and Game Code	32	1.9	
42	Government Code	25	1.8	
43	Harbor and Navigation Code	12	2.2	
45	Military and Veterans Code	5	1.4	
48	U.S. Code	18	1.8	
49	U.S. Constitution	13	1.6	

N= 18

APPENDIX 35

"CORE" REFERRAL & MUTUAL AID AGENCIES

APPENDIX 35

** CORE REFERRAL & MUTUAL AID AGENCIES * *

EM NO		% INC	AVG FREQ	LEVEL	% LVL	SUBGROUPS					
3	Alarm company	98	7.2	LEVEL-5	60	PD	SD	COM	S	M	L
4	Alcohol and drug abuse center	56	2.7	LEVEL-1	31	PD	SD	COM	S	M	L
5	Animal Control	96	6.0	LEVEL-5	52	PD	SD	COM	S	M	L
6	Battered women's shelter	79	2.6	LEVEL-1	33	PD	SD	COM	S	M	L
9	Campus police/security	60	3.4	LEVEL-5	54	PD	SD	COM		M	L
11	Child Protective Services	92	4.2	LEVEL-5	57	PD	SD	COM	S	M	L
12	City personnel offices	56	3.3	LEVEL-1	33	PD		COM	S	M	
16	County Coroner	87	3.8	LEVEL-5	50	PD	SD	COM	S	M	L
17	County Jail	89	5.4	LEVEL-5	49	PD	SD	COM	S	M	L
20	County Probation Department	80	3.5	LEVEL-5	46	PD	SD	COM	S	M	L
22	County Social Services/Welfare Department	65	3.3	LEVEL-5	40	PD	SD	COM	S	M	L
23	District Attorney	70	3.6	LEVEL-5	37	PD	SD	COM	S	M	L
24	Electric utility company	83	3.2	LEVEL-3	48	PD	SD	COM	S	M	L
25	Emergency housing	55	2.5	LEVEL-3	39	PD	SD	COM	S	M	L
26	Emergency medical service	85	6.6	LEVEL-5	56	PD	SD	COM	S	M	L
28	Fire Department	98	7.1	LEVEL-5	65	PD	SD	COM	S	M	L
31	Gas company	75	2.9	LEVEL-3	46	PD	SD	COM	S	M	L
33	Hospital	93	5.2	LEVEL-5	57	PD	SD	COM	S	M	L
34	Hospital police/security	57	3.8	LEVEL-5	51	PD		COM		M	L
36	Humane Society	68	4.4	LEVEL-5	45	PD	SD	COM	S	M	L
38	Language Translation Service	82	4.7	LEVEL-2	47	PD	SD	COM	S	M	L
39	Maintenance department (county, city)	82	4.6	LEVEL-3	45	PD	SD	COM	S	M	L
40	Mental health treatment facility	80	4.0	LEVEL-5	46	PD	SD	COM	S	M	L
42	Parking enforcement	67	5.9	LEVEL-5	56	PD		COM	S	M	L
43	Poison control	71	2.1	LEVEL-2	33	PD	SD	COM	S	M	L
44	Police department	98	7.3	LEVEL-5	78	PD	SD	COM	S	M	L
47	Public works department (e.g., water, sewer, traffic signals)	92	5.1	LEVEL-5	48	PD	SD	COM	S	M	L
50	Sheriff's department	97	6.6	LEVEL-5	79	PD	SD	COM	S	M	L
51	Street maintenance	85	4.5	LEVEL-3	42	PD	SD	COM	S	M	L
52	TDD Translation Service (California Relay Service)	54	2.4	LEVEL-2	35	PD	SD	COM		M	L
53	Telephone company	89	3.9	LEVEL-3	58	PD	SD	COM	S	M	L
54	Towing service	97	6.9	LEVEL-3	53	PD	SD	COM	S	M	L
56	Victim's assistance agencies (e.g., Red Cross, crime victim's assistance)	58	2.1	LEVEL-3	40	PD	SD	COM	S	M	L
57	Water company	77	3.4	LEVEL-3	50	PD	SD	COM	S	M	L
59	CALTRANS	80	3.2	LEVEL-3	53	PD	SD	COM	S	M	L
65	Department of Motor Vehicles (DMV)	67	3.2	LEVEL-3	52	PD	SD	COM	S	M	L
68	Highway Patrol	99	6.7	LEVEL-5	74	PD	SD	COM	S	M	L
70	Parks and Recreation Department	69	3.6	LEVEL-5	48	PD	SD	COM	S	M	L
88	Federal Bureau of Investigation (FBI)	60	1.6	LEVEL-3	38	PD	SD	COM	S	M	L

N= 39

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 36

"CORE" REFERRAL & MUTUAL AID AGENCIES

IN ORDER OF MEAN FREQUENCY RATING

APPENDIX 36

** CORE REFERRAL & MUTUAL AID AGENCIES **
(SORTED IN ORDER OF FREQUENCY OF CONTACT/INVOLVEMENT)

ITEM NO		% INC	AVG FREQ
44	Police department	98	7.3
3	Alarm company	98	7.2
28	Fire Department	98	7.1
54	Towing service	97	6.9
68	Highway Patrol	99	6.7
26	Emergency medical service	85	6.6
50	Sheriff's department	97	6.6
5	Animal Control	96	6.0
42	Parking enforcement	67	5.9
17	County Jail	89	5.4
33	Hospital	93	5.2
47	Public works department (e.g., water, sewer, traffic signals)	92	5.1
38	Language Translation Service	82	4.7
39	Maintenance department (county, city)	82	4.6
51	Street maintenance	85	4.5
36	Humane Society	68	4.4
11	Child Protective Services	92	4.2
40	Mental health treatment facility	80	4.0
53	Telephone company	89	3.9
16	County Coroner	87	3.8
34	Hospital police/security	57	3.8
70	Parks and Recreation Department	69	3.6
23	District Attorney	70	3.6
20	County Probation Department	80	3.5
9	Campus police/security	60	3.4
57	Water company	77	3.4
22	County Social Services/Welfare Department	65	3.3
12	City personnel offices	56	3.3
24	Electric utility company	83	3.2
65	Department of Motor Vehicles (DMV)	67	3.2
59	CALTRANS	80	3.2
31	Gas company	75	2.9
4	Alcohol and drug abuse center	56	2.7
6	Battered women's shelter	79	2.6
25	Emergency housing	55	2.5
52	TDD Translation Service (California Relay Service)	54	2.4
56	Victim's assistance agencies (e.g., Red Cross, crime victim's assistance)	58	2.1
43	Poison control	71	2.1
88	Federal Bureau of Investigation (FBI)	60	1.6

N= 39

APPENDIX 37

"GROUP-SPECIFIC" REFERRAL & MUTUAL AID AGENCIES

APPENDIX 37

** GROUP-SPECIFIC REFFERAL & MUTUAL AID AGENCIES **

ITEM NO		SUBGROUPS	AVG FREQ	% INCUMBENTS
10	CHEMTREC (hazardous materials)			
		SD	1.6	54
		COM	1.6	66
		MED	1.5	54
		NON-CAD	1.5	59
15	Community health agencies			
		SD	2.8	54
		COM	2.8	74
		SMALL	2.5	59
		MED	2.7	59
		NON-CAD	2.8	68
18	County Marshal's office			
		PD	2.9	54
		LARGE	3.8	58
		CAD	3.3	52
19	County Parks Department			
		SD	3.7	64
		COM	3.9	73
		MED	3.6	58
		LARGE	3.2	59
		NON-CAD	3.8	57
21	County Road Department			
		SD	4.3	87
		COM	4.5	84
		SMALL	3.1	59
		MED	4.1	65
		LARGE	4.0	55
		NON-CAD	4.2	78
29	Fire protection districts and volunteer companies			
		SD	6.0	66
		COM	5.7	86
		MED	5.7	61
		NON-CAD	5.8	65
32	Harbor Patrol			
		COM	4.4	53
37	Immigration service			
		SD	2.0	50
41	Office of Emergency Services (OES) - local and state			
		SD	3.2	67
		COM	3.6	75
		MED	2.8	62
		NON-CAD	3.1	71
45	Psychiatric evaluation team			
		PD	3.2	54
		SMALL	3.0	51
		MED	3.6	50
		CAD	3.3	50
48	Railroad police			
		PD	2.3	52
		SD	2.0	55
		LARGE	2.4	62
		CAD	2.5	51
		NON-CAD	1.9	53

APPENDIX 37

** GROUP-SPECIFIC REFFERAL & MUTUAL AID AGENCIES **

ITEM NO		SUBGROUPS	AVG FREQ	% INCUMBENTS
49	Search and rescue			
		SD	2.4	91
		COM	2.3	73
		MED	2.1	59
		LARGE	2.4	58
		NON-CAD	2.3	69
55	Transit police			
		LARGE	4.7	53
61	Department of Corrections (CDC)			
		SD	2.4	50
		COM	3.0	51
		SMALL	2.5	62
		MED	2.4	54
		NON-CAD	2.6	59
62	Department of Justice (DOJ/Crime Lab)			
		PD	2.5	54
		SD	2.8	56
		SMALL	2.6	73
		MED	2.5	56
		NON-CAD	2.7	65
63	Department of Fish and Game			
		SD	3.6	79
		COM	3.5	77
		SMALL	3.1	55
		MED	3.0	62
		LARGE	2.5	51
		NON-CAD	3.4	71
64	Department of Forestry			
		SD	4.7	67
		COM	5.3	71
		MED	4.6	52
		NON-CAD	4.7	62
67	Fire Marshal			
		COM	2.2	52
		MED	2.8	53
		NON-CAD	2.6	50
71	Parole Board			
		SMALL	2.4	53
72	State Police			
		LARGE	2.4	54
73	State University Police			
		LARGE	3.0	52
75	Youth Authority (CYA)			
		COM	1.9	56
		SMALL	1.9	54
		MED	1.9	55
		NON-CAD	1.8	56
81	Coast Guard			
		COM	2.7	66
		MED	2.4	56
87	Federal Aviation Administration (FAA)			
		SD	1.7	61
		NON-CAD	1.5	52
91	Forest Service			
		SD	3.3	54

APPENDIX 38

"NON-CORE" REFERRAL & MUTUAL AID AGENCIES

APPENDIX 38

** NON-CORE REFERRAL & MUTUAL AID AGENCIES **

AGENCY NO		% INCBT TOTAL	AVG FREQ TOTAL	LEVEL OF INVOLMT	% LEVEL	TENURE GROUP DIFFERENCE
1	Airport control tower	36	2.0	LEVEL-3	44	
2	Airport police/security	38	2.7	LEVEL-5	38	
7	Building service engineers	36	3.0	LEVEL-3	39	
8	Campus personnel offices	28	2.9	LEVEL-5	31	
13	Civil Air Patrol	12	1.5	LEVEL-4	30	
14	Civil Defense	14	3.3	LEVEL-5	35	
27	Family counseling agency	44	2.6	LEVEL-1	54	
30	Food assistance agency (e.g., food closet)	28	2.3	LEVEL-1	52	
35	Housing Authority police	14	3.0	LEVEL-5	41	
46	Public Defender	30	2.3	LEVEL-4	34	
58	Bureau of Narcotics Enforcement (BNE)	20	2.3	LEVEL-5	40	
60	Department of Alcoholic Beverage Control	33	1.4	LEVEL-3	29	
66	Department of Water Resources	13	1.9	LEVEL-3	32	
69	Occupational Health and Safety Administration (OSHA)	25	1.3	LEVEL-3	52	
74	Welfare Department	34	2.6	LEVEL-5	34	
76	Air Force rescue	6	1.5	LEVEL-3	46	
77	Army Corps of Engineers	7	2.4	LEVEL-5	36	
78	Army Explosives Ordinance Disposal (EOD) unit	25	1.2	LEVEL-3	64	
79	Border Patrol	41	2.3	LEVEL-3	41	
80	Bureau of Alcohol, Tobacco and Firearms (ATF)	28	1.2	LEVEL-3	37	
82	Customs Service	13	2.2	LEVEL-5	44	
83	Department of State	6	1.2	LEVEL-5	36	
84	Department of the Treasury	10	1.1	LEVEL-3	36	
85	Drug Enforcement Administration (DEA)	36	1.7	LEVEL-5	38	
86	Environmental Protection Agency (EPA)	20	1.5	LEVEL-3	43	
89	Federal Communication Commissions (FCC)	24	1.3	LEVEL-1	43	
90	Federal police	11	1.7	LEVEL-5	44	
92	Military police/shore patrol	45	2.4	LEVEL-5	48	
93	National Guard	16	1.9	LEVEL-5	35	
94	National Park Service	16	2.4	LEVEL-5	57	
95	Nuclear Regulatory Commission (NRC)	3	1.1	LEVEL-1	42	
96	Secret Service	25	1.2	LEVEL-3	32	
97	U.S. Marshal	28	1.7	LEVEL-5	31	

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APPENDIX 39

"CORE" FIELD PERSONNEL

APPENDIX 39

** CORE FIELD PERSONNEL **

ITEM NO		% INCBT	AVG FREQ	SUBGROUPS					
1	Ambulance/emergency medical unit	87	6.9	PD	SD	COM	S	M	L
2	Animal control	92	6.1	PD	SD	COM	S	M	L
3	Bomb disposal	64	1.8	PD	SD	COM	S	M	L
4	Canine unit	86	5.7	PD	SD	COM	S	M	L
6	Community service officer/Police service technician (e.g., take reports)	68	6.8	PD	SD	COM	S	M	L
7	Coroner	89	4.0	PD	SD	COM	S	M	L
8	Crime scene investigator (e.g, ID technician, lab technician, blood technician)	80	4.7	PD	SD	COM	S	M	L
9	Detectives	98	6.3	PD	SD	COM	S	M	L
10	District Attorney	69	3.3	PD	SD	COM	S	M	L
12	FBI agents	58	1.5	PD	SD	COM	S	M	
13	Fire department personnel	94	6.9	PD	SD	COM	S	M	L
14	Fish and Game officers	61	3.3		SD	COM	S	M	L
17	Hazardous materials disposal	63	1.8	PD	SD	COM	S	M	L
18	Helicopter - emergency medical	60	2.9		SD	COM	S	M	L
22	Medical personnel	79	6.1	PD	SD	COM	S	M	L
23	Narcotics/vice	91	5.4	PD	SD	COM	S	M	L
24	Park rangers (state and county)	61	4.1		SD	COM	S	M	L
25	Parking control	69	6.1	PD	SD	COM	S	M	L
26	Parole officers	75	3.2	PD	SD	COM	S	M	L
27	Patrol officers	98	7.8	PD	SD	COM	S	M	L
28	Probation officers	78	3.5	PD	SD	COM	S	M	L
29	Public works personnel (e.g., utilities, sewer, traffic signals, trees, etc.)	91	5.4	PD	SD	COM	S	M	L
30	Reserve officers	92	5.5	PD	SD	COM	S	M	L
33	Specialized law enforcement units (multi-jurisdictional)	58	3.2	PD	SD	COM	S	M	L
34	SWAT	66	1.7	PD	SD	COM		M	L
35	Traffic enforcement officers	87	6.9	PD	SD	COM	S	M	L

N= 26

NOTE: ALL "CORE" ITEMS MET CRITERIA FOR TOTAL & CAD/NON-CAD

APPENDIX 40

"CORE" FIELD PERSONNEL

IN ORDER OF MEAN FREQUENCY RATING

APPENDIX 40

** CORE FIELD PERSONNEL **
(SORTED BY FREQUENCY OF USE)

ITEM NO		% INCBT	AVG FREQ
27	Patrol officers	98	7.8
13	Fire department personnel	94	6.9
35	Traffic enforcement officers	87	6.9
1	Ambulance/emergency medical unit	87	6.9
6	Community service officer/Police service technician (e.g., take reports)	68	6.8
9	Detectives	98	6.3
22	Medical personnel	79	6.1
2	Animal control	92	6.1
25	Parking control	69	6.1
4	Canine unit	86	5.7
30	Reserve officers	92	5.5
23	Narcotics/vice	91	5.4
29	Public works personnel (e.g., utilities, sewer, traffic signals, trees, etc.)	91	5.4
8	Crime scene investigator (e.g, ID technician, lab technician, blood technician)	80	4.7
24	Park rangers (state and county)	61	4.1
7	Coroner	89	4.0
28	Probation officers	78	3.5
10	District Attorney	69	3.3
14	Fish and Game officers	61	3.3
26	Parole officers	75	3.2
33	Specialized law enforcement units (multi-jurisdictional)	58	3.2
18	Helicopter - emergency medical	60	2.9
17	Hazardous materials disposal	63	1.8
3	Bomb disposal	64	1.8
34	SWAT	66	1.7
12	FBI agents	58	1.5

N= 26

APPENDIX 41

"GROUP-SPECIFIC" FIELD PERSONNEL

APPENDIX 41

** GROUP-SPECIFIC FIELD PERSONNEL **

ITEM NO		SUBGROUPS	AVG FREQ	% INCUMBENTS
15	Harbor master	COM	4.0	61
19	Helicopter - patrol	PD	4.4	60
		SD	4.5	71
		MED	3.7	55
		LARGE	5.6	77
		CAD	4.9	67
21	Local government personnel (other than public safety and public works)	SD	4.8	50
		COM	5.4	53
		NON-CAD	4.8	57
31	School district police officers	PD	4.7	54
		LARGE	4.8	55
32	Search and rescue	SD	2.8	93
		COM	2.7	71
		MED	2.5	59
		LARGE	2.7	60
		NON-CAD	2.6	67

APPENDIX 42

"NON-CORE" FIELD PERSONNEL

APPENDIX 42

** NON-CORE FIELD PERSONNEL **

ITEM NO.		% INCBT TOTAL	AVG FREQ TOTAL	TENURE GROUP DIFFERENCE
5	Civilian public safety assistance groups	41	3.0	
11	Engineering inspectors	21	1.9	
16	Harbor patrol	32	4.0	
20	Horse patrol	26	2.4	

N= 4