

## **Police Service Representative (2207)**

[Communications Division]

(Class Code 2207)

### **Task List 2023**

#### **Emergency Board Operator**

##### **Initial Procedure & Log-In**

1. Adjusts seat and keyboard positions for comfort and performs pre-availability procedures consisting of plugging headphone set into the console, signing on to the telephone, radio, and computer systems to prepare for call response.
2. Configures the console for operation by typing characters onto various display screens which includes position type, serial number, and password then clicks the “ready” button with the mouse to begin receiving calls.

##### **Receiving Calls**

3. Transfers non-English calls and/or English language speaking difficulty calls to either the floor designated Spanish speaking Emergency Board Operators or requests assistance from other foreign language speakers or has a language bank operator translate for them.
4. Answers citizens’ request for service by identifying self, agency, and asking necessary questions to determine the appropriate response agency (fire, paramedic, police) including but not limited to: nature of incident (i.e. crime), when incident occurred, incident location, suspect(s), vehicle information, location of caller, telephone number, callers name, description of persons or property involved, whether weapons are involved, last seen direction of suspect travel.
5. Asks direct, and/or open-ended questions, and follow-up questions to obtain additional information on an incident to assist in determining the type of call and priority to ensure caller and officer safety.
6. Clicks on TTY button using mouse to activate Teletypewriter For the Hearing Impaired (TTY) and initiate pre-programmed message; and based on caller response, determines if police, fire, paramedic, or other agency is required.
7. Processes incoming Text to 9-1-1 calls by screening for emergencies by using pre-programmed messages (if necessary) to determine if police, fire/paramedics, or other agencies are needed based on the response received.
8. Transfers incoming calls that are not within the LAPD area to an appropriate agency for assistance after a thorough interview.

9. Verifies the callers' address and if "premise hazards" (special locations, locations known to have unique police related problems such as repetitive calls, officer threat, etc.) is displayed, determines if the premise hazard is applicable to the call by making a judgment based on the location and direction given.
10. Verbally confers with Area Watch Commander when necessary if premise hazard is confirmed, to determine special needs of the call, then relays these needs by double-clicking the corresponding special location using the mouse to automatically populate into incident comments.

### Incident Creation & Verification

11. Types incident location onto the Computer Aided Dispatch (CAD) screen and presses the appropriate command button to verify if address location is within the LAPD service area, then from multiple addresses listed, selects the correct address and/or intersection by double-clicking on the proper location.
12. Selects and assigns one of several incident detail types for the incident based on information provided by the caller.
13. Selects and assigns one of several priority response codes (Priority 1, 2, or 3) based on caller information and one's own assessment.
14. Reviews computer-provided list of created incidents within a 500-yard radius of the address, to determine if the new incident is a duplicate by comparing information provided by the new caller and the proximity to the location.
15. Enters the caller's information (e.g., name, phone number, and if the caller would like to be contacted) as well as any pertinent information related to the call for officer safety. \*
16. Updates an incident with new information, by adding (duplicate incident becomes part of the prior incident) or upgrading the incident priority level based on the new information.
17. Creates a new incident if the call is not a duplicate (unrelated to the prior incident) by selecting and entering proper commands statements.
18. Provides information from the current call by typing short descriptive statements into the incident comment field of the computer screen.
19. Verbally notifies Department Operations Center (DOC), Robbery and Homicide Division (RHD), Abused Child Unit (ACU) and other appropriate divisions or outside City entities (e.g., California Highway Patrol (CHP), Department of Water and Power (DWP), Department of Transportation (DOT), etc.) for calls using the console telephone regarding bomb threats, robberies of financial institutions, missing persons, hazardous materials and other significant incidents. \*

### Call Dispatch

20. Types appropriate console commands to display available area police units on the computer screen if radio dispatch is necessary.
21. Makes dispatch decisions based on caller information and one's own judgment (assigns, dispatches, broadcasts to available units) depending on the code for the calls.
22. Determines and selects correct radio frequencies for dispatch on appropriate computer screens based on the system provided area and the reporting district information by using the mouse and clicking on the multiple tabs that display the radio channels.
23. Reviews computer displayed information on available area units, and either dispatches to computer selected unit or chooses another available unit for dispatch based on own assessment of availability, geographic location, pending calls, and numbers of officers assigned to unit.
24. Assigns a Priority 1 pending call when no displayed units are available by use of "retone" procedure, which involves: selecting the proper radio frequencies, transmit tab or depressing foot pedal, single alert tone tab, broadcasting to field units, and awaits acknowledgment while maintaining the caller on the line. \*
25. Selects appropriate radio frequencies by navigating tabs/screens using the mouse and depresses foot pedal or selects transmit tab and provides the following information: geographic area, selected unit designation (if available), incident detail type, incident location, pertinent information, priority response code, incident number, and reporting district.
26. Waits for unit's acknowledgment and presses the appropriate command key to dispatch the police unit (Priority 1 incidents).
27. Broadcast premise hazard information to assigned units relevant to officer safety such as officer threats or health concerns.

### **Radio Telephone Operator**

#### Initial Procedure & Log-In

28. Adjusts seat, computer screens, and keyboard positions for comfort, plugs headset into console, adjusts headset volume, uses console mouse to select radio position, and types in serial number and password, while logging onto two separate systems (e.g., Power 9-1-1 & Computer-Aided Dispatch) in order to set up operator console for Radio Telephone Operator (RTO) operation and to ensure that Radio Centracom/DUI are configured for RTO.

### Unit Status and Monitoring

29. By using the mouse, reviews the status of calls waiting for assignment on pending incidents window and monitors stacked calls assigned to officers to determine if they have or have not been handled.
30. By using the mouse, reviews "watch priors" on the computer screen to determine if there are units still on duty from prior watch. \*
31. Receives and responds to field officer voice communications while updating the field units' status.
32. Monitors incoming messages and Alert Monitor notifications of possible high-risk database responses as well as rover activations, prompting the RTO to select the Emergency Channel before broadcasting.

### Call Assignment

33. Assigns calls from pending incidents queue to field units based on incident priority, unit availability, reporting district, and unit proximity to the call. \*
34. Assigns calls by voicing broadcast information and entering proper computer command statements to assign units.
35. Assigns a higher priority pending call when no displayed units are available by use of "retone" procedure, which involves: selecting the proper radio frequencies, transmit tab or depressing foot pedal, single alert tone tab, broadcasting to field units, and awaits acknowledgment. \*
36. Assigns calls to an alternate unit if the primary unit is unavailable and cancels the call by using proper computer commands, selecting alternate unit and reassigning the call to a new unit.
37. Reviews surrounding Divisions Unit statuses for availability when attempting to assign a priority call when no units are available in the area where the call originated. \*

### Officer Initiated Requests and Other

38. Receives and acknowledges officer-initiated requests for additional units by utilizing proper broadcast procedures that include determining and selecting radio broadcast frequencies, broadcasting requests, and entering pertinent information into the incident comments.
39. Utilizes Priority Transmit button during officer-initiated emergencies to control radio traffic which includes selection of broadcast frequencies and alert tone tab before broadcasting priority information.

40. Responds to a broadcast made by an officer of a vehicle pursuit in progress shall include selecting proper radio broadcast frequencies, selecting transmit button with a mouse, or depressing foot pedal to broadcast "" *All units on all frequencies standby...requesting back up, Air Unit, and supervisor...*" to inform units within the area of the situation and to keep frequencies clear for use.
41. Responds immediately when notified that an officer or other entity needs help by selecting area group frequencies of the geographical area by selecting transmit button with a mouse, or depressing the foot pedal and broadcasting " *All units (Officer, Fire Department, DOT, or relevant law enforcement agency) needs help, (location)...any air unit...*," to inform units within the area of the situation, while updating comments and assigning units using the proper command statements.
42. Receives and acknowledges officer initiated requests for tow service, additional information on a call, or assistance from other agencies by entering the commands for the appropriate request to be completed by the Auxiliary Telephone Operator (ATO).
43. Receives and responds to officer requests for database inquiries on an individual or vehicle status by entering proper data into the open query system which includes; vehicle license plates, vehicle identification number, or suspect/subject information and relays information to requesting unit when computer response is received.
44. Manually prepares for a computer system failure (Mode 2), by placing the field unit cards on the tracking board, and checking supplies necessary for manual field unit tracking.

### **Bureau Communications Coordinator**

#### **Unit Status & Monitoring**

45. Monitors pending calls in queue to ensure RTO is performing the job according to established policies and procedures to ensure that calls within the assigned bureau are being assigned according to dispatch weight.
46. Monitors Air/K9, LAPD Access, and Emergency frequencies to keep abreast of the activities within the bureau, to assist the RTOs, and keep supervisors informed of activities.
47. Reviews hourly teletype reports to broadcast critical missing reports.
48. Assembles a Mobile Field Force (MFF) by quickly gathering field personnel to respond to an unusual occurrence.
49. Verbally notifies Department Operations Center (DOC), Area Watch Commander, and other appropriate entities regarding officer involved events such as traffic collisions, bomb threats, or vehicle pursuits.
50. Advise supervision and/or Communications Watch Commander of any system irregularities or emergencies.

### Calls and Requests

51. Receives calls from police officers and outside agencies to search for requested incident information and/or assist with miscellaneous tasks (e.g., deploying officers, clearing out incidents, special locations, fixing radio assignments to patrol units, etc.).
52. Notify Area Watch Commander via phone of timed out calls in the pending queue for prompt assignment.
53. Receives and responds to database requests from the Air Units by entering proper data into Open Query systems or LoJack which includes vehicle license plates, vehicle identification number, and relaying information to requesting Air Unit when computer response is received.
54. Answers questions from other PSRs concerning policy and procedures.

### **Auxiliary Telephone Operator**

#### Written and Oral Communication

55. Reviews requests for service made by field officers from the task screen to take appropriate action.
56. Communicates using a telephone to complete officers' requests for service such as tow request, additional call-related information, and support from other agencies or City entities (e.g, DOT, DWP, LAFD).
57. Retrieves information such as updated location and broadcasts the information to police unit via Centracom/DUI while documenting information into corresponding LAPD incident.

#### Alarm Response

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

### Calls and Requests

59. Handles calls for service at the direction of the Floor supervisor.

### **Instructor**

60. Instructs and trains entry-level PSRs based on current Communications policies and procedures beginning with RTO and EBO, and later followed by ATO training.
61. Evaluates and documents entry-level PSRs' daily and bi-weekly performance reports.
62. Identifies training needs, performance deficiencies and takes appropriate action.