



***TRAINING MANUAL  
FOR  
COMMUNICATIONS OFFICERS***

***Ontario County 911 Center  
Ontario County Office of the Sheriff***

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*Revised July 2008*

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## **911 (CML) TELEPHONE**

### **The Training Officer will explain:**

CTO:    1       2       3       4

How to use the 911 (CML) telephone system, including:

1. What to say when answering the phone (“911 Center, <name>...”)
2. How to transfer/conference calls
  - 2.1. AT&T Language Line
  - 2.2. NYS Thruway
  - 2.3. Poison Control
  - 2.4. Other Police Agencies/911 Centers
3. How to adjust the volume of the conversation
4. Instant recall/playback
5. The operation of the TDD function
6. Placing calls on/off hold


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Trainee: \_\_\_\_\_ Date: \_\_\_\_\_

## **NON-EMERGENCY (4560) TELEPHONE**

### **The Training Officer will explain:**

CTO:    1       2       3       4

How to use the Non-Emergency (4560) telephone, including:

1. When picking up the phone, the incoming line will be preselected
2. What to say when answering the phone (“911 Center, <name>...”)
3. How to transfer calls within the County (Centrex) system
4. How to conference calls
5. How to use the overhead PA system
6. How to adjust the volume of the conversation
7. How to adjust the ring volume
8. Preprogrammed speed-dial numbers


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## **CAD SYSTEM – GEO FILE**

### **The Training Officer will explain:**

**CTO:    1       2       3       4**

How to use the CAD System's "GEO" File, including:

1. Inquiring on a street
2. Which fire district an address is in
3. Which Town, Village or City an address is in
4. Which utilities are on a street (section)
5. Street aliases (AKA's)
6. Cross streets, block ranges, special directions
7. The "Fire Change"/"Ambulance Change" dilemma
8. Specific location searches
  - 8.1. Businesses
  - 8.2. Landmarks
  - 8.3. Intersections


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## CAD SYSTEM – RADIO LOG

**The Training Officer will explain:**

**CTO:**     1       2       3       4

1. How to run a registration check on a vehicle (“VL”)
  - 1.1. New York State plate (“VL car#; plate#”)
  - 1.2. Out of State plate (“VL car#; plate# state expire”)
  - 1.3. What to do with a positive “hit”
2. How to run a driver’s license check (“DL”)
  - 2.1. New York State via ID (“DL car#; Client ID)
  - 2.2. New York State via Name (“DL car#; last, first MI DOB gender”)
  - 2.3. Out of State (same as above, add state code to end of line)
  - 2.4. What to do with a positive “hit”
3. How to log a car/unit
  - 3.1. In service (“41”, “ON”) and Out of service (“42”, “OF”)
  - 3.2. Unavailable or On Radio (“7”, “7E”, “7A”)
  - 3.3. **D**ispatched, **D**ispatched & **E**nroute, **D**ispatched & **A**rrived
  - 3.4. **R**esponding to an event
  - 3.5. Arrived at an event (“OS”, “97”)
  - 3.6. Subject under **A**Rrest
  - 3.7. Radio **L**OG
  - 3.8. **E**nroute to **H**ospital and **A**rrived at **H**ospital
    - 3.8.1. Proper Hospital Codes

[illegible]

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## CAD SYSTEM – MISCELLANEOUS

**The Training Officer will explain:**

**CTO:**     1       2       3       4

1. The process for starting complaints (events)
  - 1.1. Sheriff/State Police events ([F1] or “ESS”)
  - 1.2. Canandaigua Police events ([F2] or “ESP”)
  - 1.3. Fire events ([F3] or “ESF”)
  - 1.4. EMS events ([F4] or “ESE”)
  - 1.5. Traffic/Vehicle stops (“TS”)
  - 1.6. Radio/Officer originated events (“ESR”)
2. How to complete an event/complaint
  - 2.1. Sheriff & Police events (“EC event; end code”)
    - 2.1.1. Situation Found (“SF”)
  - 2.2. Fire and EMS events (“EC event”)
    - 2.2.1. “Rip and Run” system (and “EP”)
3. Time Notes (“TN”)
  - 3.1. Entering notes
  - 3.2. Displaying notes (“DN”)
4. Changing the Location of a complaint (“CL”)
5. Officer status checks (“OK”)
6. Rolodex/Info File (“INFO”)
  - 6.1. Selecting categories and scrolling through pages

[illegible]

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## **ARCHIVAL RECORDING SYSTEM**

### **The Training Officer will explain:**

CTO:    1       2       3       4

1. What is recorded and why
  - 1.1. All radio transmissions
  - 1.2. All phones (except the backup 911 phones)
  - 1.3. Uses/reasons for recordings
    - 1.3.1. Training purposes
    - 1.3.2. Immediate review and quality assurance (EMD)
    - 1.3.3. Court evidence and documentation
2. Inform SCO immediately if recordings must be retained for evidence
  - 2.1. Recording Review Form
    - 2.1.1. Who is required to fill one out and who is not


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## **COUNTY LAW ENFORCEMENT RADIO OPERATION**

### **The Training Officer will explain:**

1. Differences and uses of Frequencies 1, 2 and 3
  - 1.1. Channel 1 – Simulcast System, County-wide, 6 towers
  - 1.2. Channel 2 – Simplex System, car to car, 1 tower
  - 1.3. Channel 3 – much more local, car to car, 1 tower
2. The Select buttons and their purpose/functions
3. The uses of the various speakers
4. How to transmit
  - 4.1. The main transmit bar/button
  - 4.2. Small transmit buttons
  - 4.3. Foot pedals
  - 4.4. Selecting multiple channels
5. The Simulcast System and tower voting
  - 5.1. How to disable a tower on the console
  - 5.2. The tower site alarm panel (Sheriff's console)

CTO:	1	2	3	4

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## **COUNTY LAW ENFORCEMENT RADIO (continued)**

**CTO:    1       2       3       4**

- 6. The Sheriff back-up module
- 7. Performing pre-programmed and manual pages
- 8. The Sheriff's ID screen
  - 8.1. Duress alarms
- 9. Uses for low-band Point-to-Point (39.46 MHz)
- 10. Uses for high-band Intersystem (155.370 MHz)
- 11. Radio Repair
  - 11.1. Flower City Communications
  - 11.2. Finger Lakes Communications
- 12. FLCC Security radio


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## **MOBILE DATA TERMINAL (MDT)**

### **The Training Officer will explain:**

1. Proper logon procedure
2. Function keys
  - 2.1. State key [F2]
  - 2.2. Plate key [F3]
  - 2.3. Drivers license number key [F4]
  - 2.4. Name search key [F5]
  - 2.5. Messaging key [F6]
    - 2.5.1. Sending, replying to, and forwarding messages
  - 2.6. "Who's On" key [F9]
  - 2.7. Day/Night display switching key [F12]
3. The MDT "Hot Sheet"
  - 3.1. Entries on hot sheet – proper format
  - 3.2. Editing/adding/deleting entries
    - 3.2.1. Time frame for keeping hot sheet entries
4. Proper logoff procedure

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## **COMPUTERIZED MAPPING SYSTEM (AVL)**

### **The Training Officer will explain:**

1. Zooming in/zooming out of general areas
2. Returning to entire Ontario County map
3. Selecting zoom box
4. Panning map area
5. "Information" function (parcels, roads, properties, etc.)
6. AVL switch – turning cars on and off of map
7. Mapping system "layers"
  - 7.1. Municipal boundaries (cities, villages, towns)
  - 7.2. EMS & fire districts, Sheriff's patrol posts
  - 7.3. Utility services (gas, electric, telephone)
  - 7.4. Municipal locations (town halls, fire stations, shelters)
  - 7.5. Highway references (centerlines, major roads, Thruway)
  - 7.6. Fire department "box alarm" zones
8. Event locator (sheriff, police, fire, EMS)
9. Pictometry functions
10. Turning off mapping system

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## **FIRE RADIO OPERATION**

### **The Training Officer will explain:**

1. "O.C. Fire & Disaster Service Radio Procedure for County Dispatchers" – review this information in the Fire Book
2. The uses of Frequencies 1, 2, and 3
3. The use of the Intercounty Frequency (45.88 MHz)
4. "Echo Communications"
5. The three fire towers
  - 5.1. Which speakers are associated with which towers
  - 5.2. The voting system for receiving transmissions
  - 5.3. Selection of primary transmitting tower
6. The toning out of fire departments (and some EMS)
  - 6.1. Which buttons to push (refer to recommend screen)
    - 6.1.1. Using the primary transmitting tower
  - 6.2. Next Alarm procedure ("NA")
  - 6.3. The "Repeater Procedure"
  - 6.4. The "Box Alarm" procedure (refer to recommend screen)
7. The Monday Night Fire Radio Test
8. "Code 35" – definition and process to follow

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***FIRE RADIO OPERATION (continued)***

**CTO:**     1       2       3       4

9. The County Fire Coordinator (Car 1) and his role
  - 9.1. When he is to be paged or called out
    - 9.1.1. Mutual aid fire calls in and outside the County
    - 9.1.2. Fires or fire alarms at County buildings
    - 9.1.3. Any problem with fire or EMS radios
10. The County Assistant Fire Coordinators
  - 10.1. Their roles and when to contact them
11. The County Rope Team and how to contact them
12. Hazardous Materials incidents
  - 12.1. Dispatch appropriate fire department
  - 12.2. Notify County Coordinator (and appropriate Assistant)
  - 12.3. Activate County Haz-Mat Team as directed
    - 12.3.1. Also activate Seneca County Haz-Mat Team
  - 12.4. Notify DEC (as directed by competent authority)
  - 12.5. Consult N.A. Field Guide or NYSPIN (“HAZM”)
13. List of arson investigators (Assistants to Car 1)
14. Truck 35 – purpose and response procedure

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## **EMS RADIO OPERATION**

### **The Training Officer will explain:**

CTO:    1       2       3       4

1. The operation of the EMS radio – two towers
2. County EMS Coordinator (Car 97) & Assistant Coordinator (Car 99)
  - 2.1. When to page them (also location-specific)
3. Which agencies utilize EMS frequency (see recommend screen)
  - 3.1. Next Alarm procedure (“NA”)
4. Simulcasting on multiple frequencies & the multi-select buttons
5. “Echo Communications”
6. EMS back-up module
7. Advanced Life Support – “Closest Car Concept”
8. ALS from outside Ontario County
9. Process for contacting a helicopter/”med-e-vac” service
  - 9.1. Mercy Flight Central (Canandaigua)
    - 9.1.1. Landing zone communications frequency – Fire Ch. 2
  - 9.2. Stat Med-E-Vac (Sayre, PA)
  - 9.3. Onondaga Air One (Syracuse)
  - 9.4. New York State Police


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## **HIGHWAY RADIO OPERATION**

### **The Training Officer will explain:**

1. Who utilizes the highway radio
2. OC 911's uses for this radio
  - 2.1. Reporting hazardous conditions (obstructions)
  - 2.2. Snow removal situations (follow procedure)
  - 2.3. Traffic signs down
3. Necessary to keep radio turned up (at least on speaker)
  - 3.1. Highway crews will call in emergency situations on occasion
  - 3.2. Responsibility of the Fire/EMS dispatcher to monitor
4. Police dispatcher responsible to monitor Canandaigua DPW radio
5. Dead Deer/Highway Notification Log
  - 5.1. Record deceased animals, non-emergent road hazards
  - 5.2. Report list to appropriate highway depts. during day shift

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## **MISCELLANEOUS ITEMS**

### **The Training Officer will explain:**

**CTO:    1       2       3       4**

1. The Chain of Command for the Communications Division (reference page 1-1 of the 911 Center SOP)
2. The 911 Center's Police Dispatching Policy ("Closest Car Concept", page 1-6-10 of the 911 Center SOP)
3. Broadcasting urgent calls at shift changes
4. The schedule
  - 4.1. Overtime sign-up/vacant shifts
  - 4.2. Time off requests and shift switching must be approved by SCO
  - 4.3. Use of annual leave, comp time and funeral leave days
5. Dealing with the media
  - 5.1. **DO NOT** lie or mislead them
  - 5.2. Media is given information **ONLY** from press releases
  - 5.3. Faxing press releases and operation of fax machine
  - 5.4. Any information not on press release, refer to Road Sergeant
6. The Communications Division "E" SOP
7. The Communications section of the OCSO "E" MOI
8. The Tel-A-Tend (RUOK) System
9. The Monroe County CAD Computer


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## **INTERVIEWING THE CALLER**

### **The Training Officer will explain:**

CTO:    1       2       3       4

We are the first contact the caller has with an emergency response provider... be as courteous as possible!!

1. **WHERE** is the problem? (Can't send help if we don't know where)
2. **WHAT** is the problem? (Need to know what type of help to send)
3. **WHO** is the caller?
4. Obtaining a correct **CALL BACK NUMBER**
5. Obtaining **GOOD DIRECTIONS**, including but not limited to:
  - 5.1. House number
    - 5.1.1. Type of structure (house, mobile home, multi-family, etc.)
    - 5.1.2. If mobile home or apartment, lot or apartment number
  - 5.2. Cross streets
  - 5.3. Landmarks
  - 5.4. Description of the building
  - 5.5. Vehicles in driveway/parking lot
6. Keep callers in potentially dangerous situations ("in progress") on the line until help arrives (if it safe for the caller)


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## NOTIFIES

**The Training Officer will explain:**

**CTO:**     1       2       3       4

1. Generating a complaint record for **ALL** notifies
2. Our functions/processes in certain notifies:
  - 2.1. Social Services/DSS
    - 2.1.1. The on-call staff for routine notifies
    - 2.1.2. The “no food, fuel or shelter” call list
    - 2.1.3. The DSS supervisory call list
  - 2.2. County Humane Society
    - 2.2.1. Process of paging out on-call staff
    - 2.2.2. Situations to page out staff
    - 2.2.3. Situations to have caller leave message at their office
  - 2.3. State DOT/County/Town/Village Highway departments
    - 2.3.1. For damaged or missing signs (emergent situation?)
    - 2.3.2. Malfunctioning/Nonfunctioning signal lights
    - 2.3.3. Hazardous road conditions
  - 2.4. Sewer/Water Districts
    - 2.4.1. Lift station alarms
    - 2.4.2. Alarm computer log

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## **NOTIFIES (continued)**

**CTO:    1       2       3       4**

**3. Notifies on an existing complaint record**

**3.1. County Attorney's Office**

3.1.1. Serious incidents on county roads or county property

3.1.2. Incidents involving county personnel

**3.2. Sheriff's department administration ("The Chain")**

3.2.1. Any unusual events (see 911 Center SOP page 9-9-1)

3.2.2. As directed by the Road Patrol Supervisor

**4. County Public Health nurse**

4.1. Notify via cell phone call tree

4.2. Rabies pager

4.3. Calls from hospital go to Supervisor


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Trainee: \_\_\_\_\_ Date: \_\_\_\_\_

***FAMILY TROUBLE/DOMESTIC CALLS***

**The Training Officer will explain:**

**CTO:**     1       2       3       4

1. Two (2) cars are sent on **ANY** call where physical problem is probable
2. The community property law as it relates to married persons
3. Orders of protection
  - 3.1. If family member, obtained through Probation or Family Court
    - 3.1.1. Family: anyone married, blood-related, or child in common
  - 3.2. If non-family subject, obtained through criminal court or arrest
  - 3.3. The file of active orders of protection (OCSO, CPD, etc.)
  - 3.4. Inquiry through NYSPIN (“OINQ”)
4. Children can legally leave home at age 18
  - 4.1. If location unknown or there is concern for welfare, send cop
5. Custody of children belongs to both parents equally, unless court says otherwise
  - 5.1. Must be a signed order from a judge, not separation agreement
  - 5.2. Must be available for officer to examine
6. **DO NOT** try to solve family problems over the phone

[illegible]

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	CTO 2: _____	Date: _____
	CTO 3: _____	Date: _____
	CTO 4: _____	Date: _____

**I, the trainee, am satisfied that I understand the above topics.**

Trainee: \_\_\_\_\_ Date: \_\_\_\_\_

## **FAMILY TROUBLE, FIGHT & DISTURBANCE CALLS**

### **The Training Officer will explain:**

CTO:    1       2       3       4

The normal interview process still needs to take place, and **AT LEAST** the following additional information needs to be ascertained:

1. Is the caller in a safe location?
2. Is anyone injured?
3. How many people involved?
4. Are there any weapons?
5. Is anyone intoxicated?
6. Direction of travel of any persons leaving the area
  - 6.1. In what way? (vehicle, on foot, etc.)
7. Is this occurring inside or outside?
8. Is there an order of protection against any of the participants?


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**I, the trainee, am satisfied that I understand the above topics.**

Trainee: \_\_\_\_\_ Date: \_\_\_\_\_

## **MOTOR VEHICLE ACCIDENTS**

### **The Training Officer will explain:**

CTO:    1       2       3       4

The normal interview process still needs to be followed (caller may be witness); in addition, the following information should be ascertained:

1. Are there injuries and how many people are injured?
2. Is there anyone trapped? (refer to EMD instruction, Protocol 29)
3. Are the vehicle(s) blocking the roadway?
4. If personal injury is confirmed, send EMS **AND** fire response
5. If rollover accident, EMS and fire to be sent, even if **NO** injuries
6. If unknown on injuries, but the caller's description leads calltaker to believe that the MVA is serious, treat as personal injury
  - 6.1. Phrases such as (but not limited to) "it sounded bad", "it was a loud crash", or "it is a roll-over"
7. If caller is reporting a delayed property damage MVA with no damage to municipal or private property, check with Road Sergeant to see if a patrol officer will be sent
8. Car/deer accidents – send officer if report is needed, a deer tag is requested or if deer needs attention
  - 8.1. **ALWAYS** ask status and location of deer (dead, in roadway?)
  - 8.2. Deer tag issued to vehicle operator **ONLY**
  - 8.3. If less than \$1,000 damage, can report to insurance company only
    - 8.3.1. If property damage also involved, report is required


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<div></div>	CTO 3: _____	Date: _____
<div></div>	CTO 4: _____	Date: _____

**I, the trainee, am satisfied that I understand the above topics.**

Trainee: \_\_\_\_\_ Date: \_\_\_\_\_

## **INFORMATION ABOUT SPECIFIC COMPLAINTS**

**The Training Officer will explain the procedure for:**

CTO:    1       2       3       4

1. Fuel station drive-offs
2. Blood/specimen/eye/tissue runs
3. Bad check complaints
  - 3.1. Protest check at issuing bank (can be done at complainant's bank)
  - 3.2. Send registered letter to suspect
  - 3.3. Wait ten (10) days to allow suspect to make good on check
  - 3.4. Send officer to file report
4. Boat complaints – check to see if MRV crew is out on lake
  - 4.1. Boater in distress – send closest FD, PD to observe from shore
5. Neighbor burning/smoke bothering calls
  - 5.1. Send fire department even if we know it is a controlled burn
  - 5.2. Controlled burn log
    - 5.2.1. Must have permission of fire chief OR code enforcement
    - 5.2.2. 911 Center/OCSO does **NOT** give approval for contr. burns
6. Check the welfare complaints
  - 6.1. If caller is concerned for someone's safety, send officer


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	CTO 3: _____	Date: _____
	CTO 4: _____	Date: _____

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Trainee: \_\_\_\_\_ Date: \_\_\_\_\_



## **SPECIFIC COMPLAINTS (continued)**

CTO:	1	2	3	4
7. Unattended death calls – treat as “Man Down”				
7.1. Send EMS, ALS and law enforcement				
7.2. If OCSO deputy is sent, send Road Sergeant also				
8. DWI arrests (“1192”)				
8.1. Run “DALL” of operator (run CID in CAD)				
8.2. Tow truck record (“TOW”)				
9. Hunting complaints				
9.1. Check to see if Environmental Conservation Officer is available				
9.2. If not available or situation could become heated, send officer also				
10. Lockout complaints				
10.1. We can tell a caller “no” for a lockout without checking with Road Sergeant (if we are busy with other complaints)				
10.2. Ask if they have AAA or other roadside service				
10.2.1. If yes, have them call this service				
10.3. Canandaigua PD will also respond to do house lockouts				
11. Missing person complaints (general)				
11.1. There is no age or minimum time missing requirements				

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	CTO 4: _____	Date: _____

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Trainee: \_\_\_\_\_ Date: \_\_\_\_\_

## **SPECIFIC COMPLAINTS (continued)**

CTO:	1	2	3	4
12. Missing CHILD complaints				
12.1. <b>Immediately</b> gather demographics, descriptors, etc. from caller				
12.2. Possible destinations, direction of travel, missing from				
12.3. Child's school, mother's maiden name, father's name				
12.4. Prepare, send NYSPIN File 6 while officer responding (OCSO)				
12.5. NYSPIN File 11A and AMBER Alert				
13. Passed school bus complaints				
13.1. Get name of bus driver and when driver will be back at garage				
13.2. Determine location of incident to determine response				
14. Overdose (drug and/or alcohol)				
14.1. Send officer and EMS (consider staging EMS if unstable scene)				
15. Transports				
15.1. Must be approved by Road Sergeant				
16. Hang-up 911 calls				
16.1. <b>MANDATORY</b> 2-car response				
16.1.1. When officer arrives, <b>HOLD THE AIR</b>				
16.2. Search history of address for hazards, complaints, etc.				

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	CTO 4: _____	Date: _____

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Trainee: \_\_\_\_\_ Date: \_\_\_\_\_

## **SPECIFIC COMPLAINTS (continued)**

CTO:	1	2	3	4
16.3. Specific 911 hang-up situations				
16.3.1. Coin phones				
16.3.2. Cell phones				
16.3.3. No answer or busy on callback				
16.3.4. Someone answers but response(s) questionable				
17. Residential/business alarms				
17.1. 0700 to 1900 hours – 1 car response				
17.2. 1900 to 0700 hours – 2 car response				
17.3. Alarms during bad weather and power outages				
17.4. False alarm (DNR) procedures				
18. Bank alarms (includes ATM alarms also)				
18.1. <b>MANDATORY</b> 2 car response at any time				
18.2. “Code” procedure				
18.3. Bank personnel procedure				

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## **WIRELESS CELL PHONE TRACKING/PLOTTING**

### **The Training Officer will explain:**

CTO:    1       2       3       4

Upon receiving a wireless call on the 911/CML telephone:

1. Observe the “X” and “Y” coordinates of the call on the CML screen
2. Click on “Retransmit ALI” button on screen
  - 2.1. Verify the “COS” field in new window shows “WPH2”
  - 2.2. Compare the “X” and “Y” fields to see if they have changed
    - 2.2.1. If they have not changed, click “CANCEL” and try again
    - 2.2.2. If they have changed, click “KEEP”
3. New “X” and “Y” coordinates should be observed on CML screen
4. Second “ANI/ALI” line should appear on CAD system
  - 4.1. Line 1 of the 2 lines presented will contain the new coordinates
5. Start a Sheriff’s CAD event ([F1])
6. Transfer “ANI/ALI” information to event using [F6], choose line 1
7. Enter “99” for the coverage area
8. Enter “189” or “MAP PLOT” for situation type
9. Enter CAD record through, observe Sheriff’s event icon on map
10. Update CAD record to reflect complaint presented (if applicable)


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