



**California State University, Los Angeles**  
**Department of Public Safety**

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NUMBER: V-2 APPROVED: \_\_\_\_\_  
Joseph Curreri, Chief of Police

EFFECTIVE: August 7, 2013

SUPERSEDES: March 10, 2011 Reviewed/Revised: August 7, 2013

SUBJECT: **Audio, Video, and Telephone Operations**

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I. PURPOSE:

To provide a written guideline for telephone and 9-1-1 operations related to the Communications Center.

II. POLICY:

The Department of Public Safety shall provide for staffing in the Communications Center 24-hours a day, seven days a week, to answer emergency calls for service.

III. DEFINITIONS: Refer to Department Order V-1 for appropriate definitions.

IV. PROCEDURES:

A. 9-1-1 and emergency telephone systems.

1. The 9-1-1 and the campus telephone systems are utilized to provide the campus community with 24-hour, toll-free telephone access for emergency calls.
  - a. 9-1-1 is the single emergency telephone number established for emergency calls for service, with TDD capability.
  - b. Originating point of emergency calls displayed on the Automatic Location Identification (ALI) screen are:
    - 1) Campus pay telephones;
    - 2) Housing telephones;
    - 3) Emergency Operations Center telephones;
    - 4) Campus Emergency telephones;
    - 5) Campus elevator telephones; and,
    - 6) Campus telephones.
2. The following resources are to be used by the dispatcher to help identify the location of the caller, particularly when the caller is unable to speak for themselves:
  - a. An emergency cross-reference list containing campus telephone numbers and their respective locations;
  - b. A campus directory; and,
  - c. AT&T's 24-hour security hotline number.

## B. Emergency Calls.

Upon receipt of an emergency call the dispatcher shall:

1. Identify the nature of the call
2. Obtain the location of the incident and the caller
3. Obtain the telephone number of the caller
4. Obtain pertinent information such as suspect description, vehicle description, whether or not a weapon was involved and if the suspect had been drinking or doing any drugs
5. The location of the suspect
6. Extent of any injuries
7. Immediately dispatch appropriate police units to the location
8. Continue to obtain updated information from the caller
9. Immediately disseminate the updated information to the responding police units, keeping them apprised of the situation
10. Describe any pertinent background noises to the police units
11. Notify the fire department and paramedics as appropriate, advising them of the circumstances. For safety, fire and paramedic units may stage away from the location awaiting clearance from the police that it is safe to approach
12. Provided it does not compromise the safety of the caller, keep the caller on the telephone until they are contacted by police

## C. Misrouted Emergency Calls.

1. Upon receipt of a misrouted emergency call the dispatcher shall:
  - a. Identify the nature of the call
  - b. Obtain the location of the incident and caller
  - c. Obtain the telephone number of the caller
  - d. Transfer the call to the appropriate agency via the 9-1-1 transfer system
  - e. Remain on the line to insure that the call has been successfully transferred to the other agency
2. In the event that the dispatcher is unable to transfer the emergency call to the appropriate agency via the 9-1-1 system the dispatcher shall:
  - a. Obtain all necessary information from the caller as they would for all emergency calls to the department.
  - b. Advise the caller that they will be placing them on hold while they establish contact with the appropriate agency via the Police "P" lines. Additionally, the dispatcher is to advise the caller not to hang up and to remain on the line unless the caller's safety would be compromised.
  - c. The dispatcher shall then contact the appropriate agency via the Police "P" lines.
  - d. The dispatcher shall advise the appropriate agency of the details of the call.
  - e. The dispatcher shall relay any additional information to and from both the caller and the agency as necessary until the call is terminated by the handling agency.
  - f. If the call was received via the 9-1-1 system, an In-Coming 9-1-1 Call Misroute Report shall be filled out by the dispatcher and approved by the Watch Commander. Once approved, the report will be faxed to the Los Angeles County 9-1-1 Coordinator's office in order to update the Master Street Address Guide (MSAG).

- g. An additional call to AT&T repair shall also be completed to enable AT&T to reprogram that telephone number to the appropriate Public Safety Answering Point (PSAP).
- h. The dispatcher shall subsequently enter the complete details of the call and subsequent actions into the radio log via the Computer Aided Dispatch (CAD)/Automated Records Management System (ARMS).

D. Handling Abandoned or Misdialed Calls.

- 1. Abandoned Calls – Upon receipt of an abandoned call via the 9-1-1 or digital read out systems the dispatcher shall:
  - a. Check the telephone number that appears on the 9-1-1 ALI screen or the printout on the 9-1-1 printer for the telephone number; or
  - b. If the call was made via the digital system, the dispatcher is to record the number that is displayed on the digital read out of the campus phone; and,
  - c. Once the dispatcher has identified the callback number, a call is to be placed to that number immediately.
    - 1) The dispatcher shall identify themselves and advise the person that answered the telephone that they received a call from the location. The dispatcher shall ask if there is any emergency at the location and verify the information on the ALI screen such as the address and telephone number. During this callback the dispatcher is to listen for any indication of a problem at the location for example: arguing in the background, suspicious noises, or possible duress in the voice of the person on the line.
    - 2) If the dispatcher has any indication that there may be a problem at the location, a police unit is to be dispatched immediately on a 9-1-1 unknown trouble call (Dispatch to provide officer the details of the callback).
    - 3) Upon callback if the dispatcher is unable to establish contact because of an open line creating a busy signal, the dispatcher shall dispatch a police unit to a 9-1-1 unknown trouble–busy on callback call.
    - 4) The dispatcher shall make additional attempts to establish contact with the caller’s location during the police response.
    - 5) The dispatcher shall update the officers en route to the call as information becomes available.
  - d. For abandoned calls that result in an open line the dispatcher shall:
    - 1) Listen for background noises; and,
    - 2) Dispatch a unit to a 9-1-1 unknown trouble call – open line.
- 2. Misdialed Calls – For a misdialed call, if the dispatcher, based on their experience with emergency calls and the criteria listed in Section D, 1., c., 1), is satisfied that a misdial has occurred, then verification of the ALI screen information with the caller shall be conducted prior to the dispatcher terminating the call.
- 3. Subsequent to any misdialed or abandoned emergency call, a complete CAD/ARMS radio log entry using the “9-1-1” incident code shall be made to include the name, address and telephone number of the caller in the confidential field along with a brief disposition of the call in the narrative field.

E. Police Business Telephone Line.

1. The police department's business line has been designed to help separate emergency from non-emergency calls for service.
2. Personnel at the service counter area will answer the Public Safety non-emergency/business number during normal operating hours (Monday through Saturday). This does not preclude the dispatcher from answering non-emergency telephone calls when the Front Counter personnel are busy and unable to immediately respond.

F. Responding to Calls from Victims and Witnesses.

1. The communication center personnel are often the first to respond to a victim or a witness's call requesting information or services. When this call is received the dispatcher shall:
  - a. Judging the characteristics of the call:
    - 1) Based on the characteristics of the call, determine whether an emergency or non-emergency response is required;
    - 2) The dispatcher, based on experience, shall determine if a police response is warranted, if so the call shall be dispatched as prescribed in Department Order – Radio Communications, Section IV, C., 2., a.;
    - 3) Considerations in level of response required include:
      - Immediate threat present – not present;
      - Demeanor of the victim;
      - Request from the victim for immediate assistance;
      - Past contact, if any, with the victim; and,
      - Any information known by the dispatcher relative to the victim and the offense.
    - 4) Advise the Watch Commander of the pending call immediately.
  - b. If the victim or the witness request is for information only, keep the caller on the line and refer them to the Watch Commander. If the Watch Commander is out of the station, obtain the caller's name and telephone number and advise the caller that the Watch Commander will be contacting them as soon as they are able.
  - c. Inform the victim or witness of the agency's response - be it direct law enforcement service and/or the referral to other appropriate agencies - for support. This would include any of the following as appropriate:
    - 1) the name of the department employee who will be responding to the call – in person or by telephone;
    - 2) campus department who will be notified (i.e., Student Health Center); and,
    - 3) outside agency service to be contacted (i.e., law enforcement agency, counseling service, etc.).
  - d. Initiate a CAD/ARMS radio log entry with the victim and witness information entered in the confidential section of the log.
  - e. In all cases, the Watch Commander will be advised of the pending call and/or contact immediately.

2. Field officers and patrol supervisors shall:
  - a. Place a callback to the victim or witness as soon as possible; and,
  - b. Demonstrate the utmost care and compassion when interacting with victims and witnesses to help provide the needed support through police action or referrals to other appropriate agencies.
3. An updated list of victim/witness referrals is to be maintained by the Investigations Unit and made available in the dispatch center.

G. Immediate Playback and Continuous Recording of Telephone Conversations.

1. The department utilizes the Digital Logger to maintain a continuous digital recording of all emergency and non-emergency telephone conversations within the communications center. The actual Digital Logger hardware is located in the University Administration building, and this department maintains a secured system management workstation, and all stored information is maintained for 180 days.
2. The Digital Logger allows for the immediate playback capability to be utilized by the police dispatcher when a caller is difficult to understand or unable to repeat their information.
3. The Records Office is able to access stored calls through the secured system management workstation; however, no actual calls are stored at this Department.

H. Reviewing Recorded Conversation.

1. Review of a recorded conversation by immediate playback shall be done by the dispatcher in the event of an emergency, where delay of such a review would cause undue danger to the victim, the officers or the public. The Watch Commander or Records Supervisor may assist if available.
2. Under normal circumstances written requests to review recorded media/archives will be completed and submitted to the Records Supervisor for approval and scheduling.
3. The written request must include the following information (Attachment A):
  - a. Name of the person making the request
  - b. The reason for the request such as criminal investigation, internal investigation, training and audits of the department's service delivery system
  - c. Time and date of the call
  - d. Department report number or CAD sequence number if available
  - e. Involved parties
  - f. Signature of approving supervisor
4. A file of these requests shall be maintained by the Records Supervisor.

I. Campus Video Camera Surveillance Systems (University Police Dispatch)

1. Monitoring requirements and limitations.

- a. Police Dispatch has more than 100 video camera locations campus-wide that are primarily digitally recorded for immediate and future review.
  - b. Dispatchers shall observe the direct-video signal when possible or for cause, but are not required to continually view the monitors. The viewing of the camera systems is considered a “secondary” responsibility after telephone and radio communications.
  - c. The recordings of all video monitoring systems shall not be released unless authorized by the Chief of Police.
2. Testing of video systems, including documentation.
    - a. The testing of video systems shall be conducted monthly by the night Dispatcher.
    - b. A standardized report shall be forwarded to the Chief of Police (Appendix D).
  3. Video records retention.
    - a. Recordings should be maintained for thirty days when at all possible. Some systems may have less digital capacity, but all systems must have the capability of holding a seven day record.
    - b. Those events downloaded for evidentiary purposes shall be placed in evidence and made part of the overall case in which they are connected. If data is collected in reference an administration matter, these records shall become part of the internal case file controlled by the Chief of Police.

J. Campus Security Alarms.

1. The police dispatcher monitors campus security alarms. Upon the activation of a burglary alarm the dispatcher shall:
  - a. Acknowledge the alarm computer by silencing the alarm;
  - b. Identify the type of alarm and the specific location;
  - c. Dispatch a peace officer to the location;
  - d. Initiate a CAD/ARMS entry of the call;
  - e. Enter the disposition of the alarm call into the CAD/ARMS entry as well as the alarm computer as appropriate; and,
  - f. Report any alarm or alarm computer malfunction to the Lead Dispatcher, Fire Technician, and Command Staff via an email with a detailed request for service.
2. Campus departments desirous of an alarm installation are to confer with the Department of Public Safety to insure alarm company’s equipment is compatible with the Department of Public Safety’s alarm system.

K. Private Security Alarms.

1. Private security alarms are installed and monitored by an outside alarm company.
2. Police Dispatchers are notified via telephone by the alarm company of an alarm activation. Upon receipt of the alarm call, the dispatcher shall:
  - a. Verify the location of the alarm activation
  - b. Verify the type of alarm activation
  - c. Obtain the caller’s name or operator number, the alarm company’s name, and the operator’s callback telephone number
  - d. Dispatch a police unit with the pertinent information

- e. Initiate a CAD/ARMS entry
- f. Re-contact the alarm company upon receipt of the disposition of the call from the responding unit

L. Emergency Messages

1. Emergency notifications shall be conducted with the utmost sensitivity.
2. Classification of circumstances that may require emergency notifications include:
  - a. Medical Emergency – a situation in which an individual is ill, injured and/or a situation related to pregnancy which requires immediate medical assistance;
  - b. Family Emergency – a situation in which a member of the person’s immediate family should be notified due to a serious incident involving a home fire, water leak, or auto accident;
  - c. Death Notifications – notification of a death of an immediate family member, significant other, close relative or friend; and,
  - d. General Emergency – any other situation in which emergency circumstances exist and is considered grave in nature by the dispatcher or a police officer.
3. For an emergency notification the police dispatcher shall:
  - a. Obtain all pertinent information from the caller to determine if an emergency notification is appropriate based on the above criteria;
  - b. Obtain the name of the person to be notified;
  - c. Obtain the location of the person, if known;
  - d. Obtain the status of the person to be notified such as Student, Faculty, Staff or Visitor;
  - e. Obtain the date of birth of the person to be notified if known;
  - f. Obtain the major or department of the person to be notified;
  - g. Advise the caller that a Public Safety employee will call them back to inform them of the outcome in locating the person to be notified;
  - h. Notify the Watch Commander of the emergency notification; and,
  - i. Access the following resources to locate the person to be notified:
    - 1) The CSULA Telephone Directory, if the person to be notified is a faculty or staff member;
    - 2) If the person to be notified is a student:
      - Contact the Registrar’s Office located in the Administration building, Room 401, extension 3-3940;
      - If the student resides in Housing, contact the Housing Services Office at extension 3-4807; or,
      - Authorize a library page, if necessary, by calling 3-3986.
4. In the event of a death notification, a police officer shall be dispatched.
5. For all other emergencies, an available Public Safety employee shall make the notification.
6. For all emergency notifications, Public Safety personnel shall:
  - a. Respond promptly to the location;
  - b. For a student or faculty member, when possible, notify them at the beginning of the class;
  - c. For classes that are in session, notify the instructor of the emergency notification;

- d. Under all circumstances exhibit professionalism and sensitivity when making an emergency notification;
- e. Make the emergency notification in private when possible, by calling the person outside of the classroom when appropriate; and,
- f. Cause the least amount of disruption to a class in session.

#### M. Contact Information/Crisis Communication Planning

1. Contacting personnel spread across the organization tends to be difficult under normal conditions; in a disaster it can prove to be even more difficult to contact the teams and their members. Therefore, it is critical to maintain accurate and up-to-date contact information within the business continuity effort through the development of a Public Safety Communication Plan.
2. Decision process to activate the Public Safety BCP shall be with the highest ranking member on duty at the time the event occurs. This decision should be made with command and management level (MPP) personnel when possible and within reason concerning the level of the emergency presented.
3. The Public Safety Communication Plan consists of the following elements:
  - a. The primary goal of emergency notification of agency personnel or University leadership is to take action in a responsible, efficient and timely manner to a significant event.
  - b. The command level officer on duty, or the Watch Commander in the absence of a command officer, is the designated communication coordinator.
  - c. Conditions for activating the emergency Communications Plan shall consist of the need of the organization to respond to an identified emergency, or to relate pertinent information to other segments of the campus community.
  - d. The primary plan assumption is that notifications shall escalate and be reduced as the event is processed.
  - e. The critical contacts for issuing updates shall include the Chief of Police and all subdivision managers (MPP).
  - f. Message Content shall include the following:
    - 1) General information -
      - a) Notification and clarification of disruptive event;
      - b) Impact of the event;
      - c) Current status and conditions; and
      - d) Time of next update.
    - 2) Specific requests or directions for –
      - a) Employees;
      - b) Public; and
      - c) Responding support agencies or groups.
    - 3) Contact details for additional information shall be referred to the established command center (i.e., EOC, Mobile Command Unit, or other established control point, including Public Affairs).
  - g. Means of communication:
    - 1) Direct contact via telephone;



- 2) MIR3 text/voice messaging system; and/or
  - 3) Electronic mail.
- h. Frequency of communication shall be reduced to required notifications only.
  - i. Message approval and authorization process shall be through the Communications Coordinator, with consideration provided by the Incident Commander.
  - j. A Communications Log will be established by the Police Dispatch Center and maintained either manually, or with the Automated Records Management System.
4. The overall goal of the plan is for members to already know if they are critical and must respond in an emergency situation without waiting for a contact. Non-essential personnel should not come to campus until contacted. This will reduce difficulties in the management of personnel not primarily related to the University's response to the emergency incident. Critical personnel are the Chief of Police and all subdivision managers (MPP).

## V. APPENDICES

- A. In-Coming 9-1-1 Call Misroute Report
- B. Request for Review of Recorded Conversations form
- C. Request for Review of Video Recordings
- D. Sample Report of Camera Monitoring Systems Monthly Inspections.



# IN-COMING 9-1-1 CALL Misroute Report

Date of Occurrence: \_\_\_\_\_

Answering PSAP/ESN CAL STATE L.A. — Esn 076

The following telephone number and/or location was incorrect:

1. Received telephone number: \_\_\_\_\_
2. Correct telephone number: \_\_\_\_\_
3. ALI (address) received: \_\_\_\_\_
4. Correct ALI: \_\_\_\_\_  
(This must include city or community name.)

Reroute PSAP: \_\_\_\_\_  
(If required)

Remarks: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Form completed by: \_\_\_\_\_

Watch Commander Approving: \_\_\_\_\_

Reporting Agency: Cal State L.A., University Police  
Chief of Police, Joseph Curreri  
(323) 343-3700

Upon completion this form may be faxed, mailed or emailed to:

Ella Sotelo  
9-1-1 LA County Coordinator  
2202 Robruce Ln.  
Hacienda Hgts, CA 91745  
Fax: (626) 333-7983  
Email: [ella911@earthlink.net](mailto:ella911@earthlink.net)



## Request for Review of Recorded Conversations

- I. Name of Requester: \_\_\_\_\_ Date: \_\_\_\_\_
- II. Reason for Request: \_\_\_\_\_
- III. Date Recorded: \_\_\_\_\_ Time Recorded: \_\_\_\_\_
- IV. Line # Call Received (if applicable): \_\_\_\_\_
- V. ARMS Report Number or CAD Sequence Number: \_\_\_\_\_
- VI. Individuals involved in event/call: \_\_\_\_\_
- VII. Signature of Approving Supervisor: \_\_\_\_\_
- 

### For Records Use Only

Review Approved By: \_\_\_\_\_

Date/Time Recording Reviewed: \_\_\_\_\_

Format of Recording provided (i.e., CD, flash-drive, etc): \_\_\_\_\_

Actions Reviewed By: \_\_\_\_\_



## Request for Review of Video Recordings

- I. Name of Requester: \_\_\_\_\_ Date: \_\_\_\_\_
- II. Reason for Request: \_\_\_\_\_
- III. Date Recorded: \_\_\_\_\_ Time Recorded: \_\_\_\_\_
- IV. Location Recorded: \_\_\_\_\_
- V. ARMS Report Number or CAD Sequence Number: \_\_\_\_\_
- VI. Signature of Approving Supervisor: \_\_\_\_\_

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### For Records Use Only

Release Approved By: \_\_\_\_\_


Date/Time Data Provided: \_\_\_\_\_

Format of Recording provided (i.e., CD, flash-drive, etc): \_\_\_\_\_

Actions Reviewed By: \_\_\_\_\_

SAMPLE FORM (subject to change continually)

Appendix D.

 <b>University Police Dispatch Camera Monitoring Systems Checklist &amp; Operational Inspection</b>							Inspection Conducted by:	Date:
#	IP Server	<input checked="" type="checkbox"/>	Recording <input checked="" type="checkbox"/>		Notes			
Annex Link								
1	001	Annex Emergency Exit	YES	NO	YES	NO		
2	002	Annex Main Exit	YES	NO	YES	NO		
3	003	Annex Rear Exit	YES	NO	YES	NO		
Group: Corporate Yard								
4	001	Corporate Yard Left	YES	NO	YES	NO		
5	002	Corporate Yard Right	YES	NO	YES	NO		
Group: DPS Exterior								
6	001	DPS Rear NW PTZ	YES	NO	YES	NO		
7	002	DPS Yard NE PTZ	YES	NO	YES	NO		
8	003	DPS Yard SE PTZ	YES	NO	YES	NO		
9	004	Lot 1 SW PTZ	YES	NO	YES	NO		
10	005	PRC 1	YES	NO	YES	NO		
11	006	PRC 2	YES	NO	YES	NO		
12	007	PRC 3	YES	NO	YES	NO		
13	008	PRC 4	YES	NO	YES	NO		
14	009	PS Front Intercom	YES	NO	YES	NO		
15	010	PS Front Parking Lot	YES	NO	YES	NO		
16	011	PS Mid Parking Lot	YES	NO	YES	NO		
17	012	PS Rear Parking Lot	YES	NO	YES	NO		
18	013	Rear Entrance	YES	NO	YES	NO		
Group: DPS Hallways								
19	001	Admin 1 North Hall	YES	NO	YES	NO		
20	002	Admin 1 South	YES	NO	YES	NO		
21	003	Admin 2 North Hall	YES	NO	YES	NO		
22	004	Admin 2 South Hall	YES	NO	YES	NO		
23	005	Dispatch Hallway	YES	NO	YES	NO		
24	006	Emergency Exit	YES	NO	YES	NO		
25	007	EP/CP Hallway	YES	NO	YES	NO		
26	008	Lockers Hallway	YES	NO	YES	NO		
27	009	Patrol Hallway	YES	NO	YES	NO		
28	010	Rear Exit	YES	NO	YES	NO		
A	007a	EP/CP Hallway - Audio only	YES	NO	YES	NO		
Group: ECST								
29	001	ECST	YES	NO	YES	NO		
30	002	ECST Main Entrance	YES	NO	YES	NO		
Group: Evidence Room								
31	001	Evidence Room	YES	NO	YES	NO		
Group: Front Lobby - Audio								
32	001	Front Teller	YES	NO	YES	NO		
33	002	Lobby East	YES	NO	YES	NO		
34	003	Lobby West	YES	NO	YES	NO		
35	004	Reception East	YES	NO	YES	NO		
36	005	Reception West	YES	NO	YES	NO		
A	000a	Lobby 1 - Audio only	YES	NO	YES	NO		
A	000a	Lobby 2 - Audio only	YES	NO	YES	NO		
A	000a	Lobby 3 - Audio only	YES	NO	YES	NO		
A	000a	Lobby 4 - Audio only	YES	NO	YES	NO		
A	002a	Lobby East - Audio only	YES	NO	YES	NO		
A	003a	Lobby West - Audio only	YES	NO	YES	NO		
A	004a	Reception East - Audio only	YES	NO	YES	NO		
A	005a	Reception West - Audio only	YES	NO	YES	NO		
Group: Golden Eagle Apartments								
37	001	GEA CourtYard	YES	NO	YES	NO		
38	002	GEA CourtYard	YES	NO	YES	NO		
39	003	GEA CourtYard	YES	NO	YES	NO		
40	004	GEA CourtYard	YES	NO	YES	NO		
41	005	GEA Court Yard Stairs	YES	NO	YES	NO		
42	006	GEA Entry/Exit Valley	YES	NO	YES	NO		
43	007	GEA Front Entrance	YES	NO	YES	NO		
44	008	GEA Front Entry Gate	YES	NO	YES	NO		
45	009	GEA HandyCap Ramp	YES	NO	YES	NO		
46	010	GEA Mariondale Rd	YES	NO	YES	NO		
47	011	GEA Mariondale Left	YES	NO	YES	NO		
48	012	GEA Mid Parking Gate	YES	NO	YES	NO		
49	013	GEA Rear Coverage,Valley	YES	NO	YES	NO		
50	014	GEA Rear Coverage,Valley	YES	NO	YES	NO		