

## ***INTRODUCTION AND OVERVIEW***

Welcome to the Addison Police Department. We, the staff, appreciate your response to the need for volunteer services in our Department. This handbook is designed to provide information and support to the Addison Citizen Assisting Police (ACAP) Program. The intent of the goals and policies listed herein is to maximize the effectiveness of the ACAP-Program and assist volunteers in understanding their roles and responsibilities within the framework of the volunteer program.

Confidentiality, dependability, loyalty, dedication, and professionalism are the by-words under which the Police Department operates. We ask that you accept these qualities as your own. Respect the confidentiality of all information gained through your work. This means not only outside the Department, but also within. Any information contained in the records or received by personal communication should not be divulged to personnel outside of the unit to which you are working.

### ***MISSION STATEMENT OF THE ADDISON POLICE DEPARTMENT***

The Addison Police Department is dedicated to a standard of excellence in promoting and maintaining a safe and peaceful community. We serve in a community partnership to preserve order, protect life and property, enforce laws and ordinances, and safeguard individual liberties. We conduct ourselves according to the highest ethical standards, and treat others with fairness, dignity, and respect. We pledge to manage our organization with professionalism, leadership, and integrity.

The ACAP Program is not intended to replace any functions performed by police personnel. Rather, its role is to augment and complement services provided by the Department to the community. Volunteers provide the Addison Police Department with the ability to use existing funds and paid personnel in a more productive manner.

### ***PARTICIPATION***

Participation in the program is by persons residing in or working in the Town. The Addison Police Department reserves the right to approve all assignments of ACAP volunteers.

Volunteer Qualifications include:

1. Must hold a valid Texas Drivers License and Insurance
2. Must live or work in Addison, Texas
3. Must be at least 21 years of age
4. Have no felony convictions
5. Have no DWI/DUI convictions in the past ten years.
6. Have no more than one Class C misdemeanor conviction within the past three years.  
Driving convictions will be evaluated on a case-by-case basis
7. Graduate of the Town Academy preferred
8. Excellent driving record
9. Town physician verifying that the applicant can repeatedly lift and carry 25lbs and work in extremes temperature for up to 4 hours.

## ***ROLE OF THE STOREFRONT OFFICER***

One of the responsibilities of the Store Front Officer is to provide organization, planning, and logistical support for ACAP activities sponsored by the Department. Specific responsibilities include training volunteers and defining volunteer positions within the organization. The Store Front Officer serves as the ACAP program coordinator.

### ***ORIENTATION***

The purpose of the orientation process is to make new volunteers feel welcomed and to give them information which will assist them in performing their work effectively. Orientation involves giving volunteers an adequate background on the agency, its operation, and its procedures. Orientation is necessary because the volunteer needs to become a part of the organizational environment, a process, which requires that the volunteer understand what the Department is about and how, it operates. Volunteers are expected to abide by the same supervision, rules of conduct, policies, procedures, and ethical standards which govern paid staff.

The program coordinator will schedule and conduct a formal Department orientation for all new volunteers. Mandatory training will also be included in the orientation. Sufficient, ongoing training will be made available and you will be given an opportunity to attend and discuss that training.

## ***TRAINING***

Patrol training includes:

1. Eight(8) hours of Training Classes which covers:
  - a. NCIC
  - b. Patrol Procedures
  - c. Radio Procedures
  - d. Laws and Code Enforcement
  - e. Standards of Conduct and Department Policy
  - f. City Geography Limits
  - g. Use of City Vehicle
2. Four (4) hours observation in Dispatch
3. Ride along with officer.
4. Patrol ride with ACAP Training Officer.
5. Ride with experienced ACAP member.

Volunteers receive a *VOLUNTEER HANDBOOK*. The handbook serves as a detailed reference, which provides valuable information about the organization and the Volunteer Program. Periodically the Volunteer Coordinator will notify you of training available through the Police Department. It is recommended that volunteers participate in these training opportunities. It will give you more familiarity with the operations of the Police Department and other community agencies.

## ***ACCOUNTABILITY AND RESPONSIBILITY***

Volunteers are expected to work a minimum of 100 hours each year. Volunteers will be required to complete a detailed activity sheet to include the day, hours, and activity worked.

### ***BY BECOMING A VOLUNTEER, YOU AGREE TO:***

- Consider your volunteer assignment a serious commitment.
- Be supportive of the organization you are part of and represent it in an appropriate and responsible way.
- Observe the same rules and policies of the organization as paid staff and use constructive channels for change.
- Maintain confidentiality in all issues pertaining to clients.
- Offer feedback and suggestions to staff personnel.
- Take part in training.
- Be on time for your assignment and follow through on any commitments.

## ***LEGAL/LABOR/PERSONNEL ISSUES***

### ***DEFINITION/ROLE OF A VOLUNTEER***

Volunteers are individuals who perform services without pay. Volunteers are “at will” staff with no employee “rights” and are not represented by employee associations. Volunteers are **not** police officers and are not empowered by the Addison Police Department to any degree above that of any other citizen. **Never** identify yourself, or insinuate through actions that you are a police officer. Always identify yourself as an ACAP member or Volunteer.

In order to participate, volunteers must complete a Waiver of Liability, Release, and Indemnity Agreement. This form contains the minimum language necessary to extend worker’s compensation coverage to the volunteer, as well as to protect the Town and volunteer in liability situations.

Volunteers will augment, not replace, paid staff positions. As such, volunteers will be treated as members of the Addison Police Department team in order to enhance services provided to the community.

### ***CONFIDENTIALITY***

As a volunteer, you may be exposed daily to sensitive and confidential information, which if divulged, could jeopardize someone’s life or freedom. This may result in civil or criminal liability for the volunteer and the Police Department. The Addison Police Department must be assured that every volunteer is trustworthy. Therefore, each volunteer will be required to complete a Confidentiality Agreement. While it is impossible to list everything that could be sensitive, the following topics should always be considered confidential:

- On-going criminal investigations
- Personnel investigations
- Personnel records or any information in them
- Criminal History records
- Civilian or criminal lawsuits in which the Department is a party
- Personal information about any Department employee

## ***WORKERS' COMPENSATION COVERAGE FOR VOLUNTEERS***

Workers compensation coverage is provided for ACAP Volunteers through the Town of Addison's self-insured workers' compensation program. All injuries sustained by ACAP volunteers shall be reported immediately to a supervisor as soon as reasonably possible but not to exceed twenty-four (24) hours

## ***LIABILITY***

The Town of Addison is insured and all on-the-job injuries, vehicle accidents or any claims arising from volunteer service should be reported to the on duty supervisor immediately.

Loss or damage of personal property used while providing volunteer services to the Town is not reimbursable.

## ***RECRUITMENT***

Various avenues of recruitment utilized are:

- Town Academy
- Service clubs and community groups
- Word of mouth

However, you are one of the best recruitment resources available to us! Tell a friend, neighbor, or co-worker about your experience with the ACAP Program. The volunteers assist staff at various activities, fairs, community centers and other events throughout the city. We appreciate your assistance in helping us maintain a pool of dependable, helpful volunteers.

## ***VOLUNTEER TERMINATION/RESIGNATION***

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. We expect every person to act in a mature and responsible way at all times. As an ACAP Volunteer you may be removed at any time by the Chief of Police or his staff for conduct detrimental to the Police Department, Town, or that tends to conflict with the goals of the organization.

If you decide you no longer wish to volunteer, notify the Volunteer Coordinator as soon as possible and return **ALL** Town owned or Department issued property.

## ***ACCEPTANCE OF ADDISON CITIZEN PATROL (ACAP) HANDBOOK AND AMENDMENTS TO THE ACAP HANDBOOK***

All ACAP members must agree to be bound by all policies set forth in the ACAP handbook and any ACAP amendments.

### ***DRESS CODE***

Volunteers represent the Police Department in the same fashion as paid employees and sworn personnel. A volunteer's personal appearance makes a strong impression. The volunteer uniform is mandated by the Addison Police Department. You must also maintain a well-groomed appearance, and ensure your uniform is clean and in good repair. Your hair must be neat and clean, presenting a well-groomed, professional appearance.

You may have a beard or goatee, but it must be neat and trimmed. If the volunteer is involved in maintenance work, exceptions may be allowed.

### ***UNIFORM POLICY***

The ACAP uniform will consist of the following:

- Polo type shirt with appropriate logo (provided)
- Windbreaker with logo (provided)
- Cap (provided)
- Khaki slacks
- ID card (provided)

### ***IDENTIFICATION***

All volunteers will be issued a Department picture identification card with "Volunteer" printed on it. **This identification card should be worn on the outermost garment, in an easily visible manner, whenever in any Police Department facility and at all times while on duty.** Keep your identification card in a secure location when you are off duty and immediately report if it is lost or stolen. This identification card is property of the Department and must be turned in when the volunteer leaves the program.

### ***REASONS FOR DISCIPLINARY ACTION***

- Commission of a criminal offense or status offense
- Violation of policies and procedures set forth in this handbook
- Leaving an assigned duty station without authorization or just cause

All ACAP volunteers are responsible to the Addison Police Department Patrol shift supervisor while on duty.

## ***GRIEVANCE PROCEDURE***

Volunteers who experience difficulties associated with their duties should follow the chain-of-command complaint procedure utilized by paid personnel. All grievances or complaints regarding employees or volunteers will be:

- Properly documented
- A copy forwarded to the Program coordinator
- Documentation sent to the Assistant Chief of Police

## ***CODE OF CONDUCT***

Employees (as well as volunteers) of the Police Department are among the most conspicuous representatives of city government and to the majority of the people, they are symbols of stability and authority upon whom they rely. The conduct of employees and volunteers of the Department is closely scrutinized and criticized far more severely than comparable conduct of persons in other occupations. Since an employee's or volunteer's conduct both on and off duty may reflect directly upon the Department, they will conduct themselves in a manner which does not bring discredit

Below is a list of some of the more obvious unacceptable activities. Violation of any of these regulations may result in dismissal.

- The commission of any offense under the laws of the State of Texas
- The consumption of alcoholic beverages or the use of any illegal substance or medication (prescription or otherwise) where such use may impair the person's ability to perform assigned duties
- The consumption of alcoholic beverages prior to the time, they report for duty and/or consume medications to the extent that such consumption is noticeable or the volunteer is impaired at the time they report for duty
- Insubordination to constituted authorities in the course of conducting lawful Department business
- Making any unauthorized statement, whether verbal or in writing, to the media
- The unauthorized use of any uniform or identification card belonging to the Addison Police Department or Town of Addison for the purpose of personal gain
- Knowingly making false or malicious statements with intent to harm or destroy the reputation, authority, or official standing of the Department or individual members thereof
- Engaging in political activities while on duty, when in uniform, or in any manner prohibited by law
- Engaging in any act of unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that could constitute sexual harassment
- Derogatory comments, ethnic slurs, sexual humor or other actions regarding age, sex, race, creed, religion or any personal attribute is strictly prohibited

- Using foul language or engaging in behavior that brings discredit to the Town or Department
- Improper release of confidential information
- The possession of any weapon within any Department or Town facility or when acting in a volunteer capacity even if licensed to do so
- Unacceptable or Poor performance

Members will operate in full compliance with the laws of the State of Texas, Ordinances of the Town of Addison, and any other written policies and procedures supplied by the Department. If a member is arrested or cited for **any** misdemeanor or felony, or becomes the subject of a restraining order or protective order, the Volunteer Coordinator must be notified within 24 hours.

ACAP members are **not** first responders and at no time will a member respond to a call that has not been secured. Members will monitor radio calls and immediately leave the area of a potentially violent call for service. Members will not approach crime scenes or police calls unless directed by a sworn officer.

Members will not pursue, make contact with, or become involved in the physical arrest of a suspect unless directed to do so by a sworn officer. They will not approach suspects, suspect vehicles, or put themselves or others in any potentially dangerous situation at any time.

Members are to act only as observers and reporters of criminal activity. No member will enter any residence or business for investigating suspicious activity. Members will not attempt to detain or question any individual or obtain any identifying information unless directed to do so by a sworn officer.

Violation of any of these rules or any group rule may be cause for dismissal from the ACAP program.

### ***USE OF TOWN VEHICLES***

Those volunteers who have undergone a background check, have a valid driver's license, and a good driving record, are eligible to drive a Town vehicle if required for the assignment. Volunteers driving Town vehicles will be subject to the same rules and regulations as paid staff.

When operating a Department vehicle, each ACAP member is a representative of the Addison Police Department. Drivers shall be courteous and obey all Texas vehicle laws as well as utilize all vehicle safety equipment for which it was designed.

At no time shall a member commit any traffic violation or attempt a maneuver that creates an unreasonable hazard to observe or report a suspicious activity or offense. In the event that a member receives a citation, the on duty supervisor will be notified immediately. The Town of Addison will not be responsible for the payment or defense of such a citation.

ACAP vehicles are non-emergency vehicles. The overhead light bar is for alerting traffic to exercise caution. They are not to be used while the vehicle is in motion unless directed to do so by a sworn officer.

Members shall conduct a visual inspection before operating any Department vehicle. All damage shall be written and kept on the damage log sheet, which is to be kept in the ACAP vehicle at all times. Any new damage is required to be reported to the on duty supervisor immediately.

Members shall conduct a check of all vehicle equipment, lights, horn, and mechanical items before going into service. ACAP vehicles shall not be driven with any mechanical or operating deficiencies, which render it unsafe.

When operating a Town vehicle during night shift hours, "blackouts" are never allowed. ACAP vehicles will not be operated on any public roadway, alley, or parking lot without the proper use of headlights.

Town vehicles should not be used for personal business.

Smoking, chewing, dipping, or any other use of tobacco product during public contact while representing the Town of Addison or Addison Police Department is strictly forbidden.

ACAP members are NEVER to transport any unauthorized persons.

Always use patient, defensive driving techniques being courteous yielding to others.

The driver of a Town vehicle should be cautious when using cellular or electronic device while the vehicle is moving.

Prior to returning an ACAP vehicle back to its parking space, insure that the vehicle has a full tank of fuel. It is critical that all ACAP vehicles have a full tank of fuel in the event the vehicle is needed for an emergency call out.

## ***ACCIDENTS/INJURIES***

If involved in an accident, take the following actions:

- Stop immediately (if safe to do so).
- Do not move the vehicle until instructed by a police officer. However, if on a controlled access highway, remove vehicle from the roadway (if safe to do so).
- Notify police dispatch and patrol supervisor immediately via radio or phone regardless of how minor the damage.
- Aid any injured persons.
- Make no admission of fault or negligence and do not discuss the accident with anyone except the investigating officer.
- Exchange name, address, driver's license, and Town of Addison insurance information with all parties involved.
- **Do not** sign any statement or release other information except to a police officer investigating the accident.

## ***RADIO COMMUNICATIONS***

Citizen Patrol members operate on Channel A7. This is a shared channel. Because of this, members must pay attention to current radio traffic and wait to begin transmissions.

During the course of patrol duties, ACAP members will monitor radio communication between dispatch and officers or Fire Department personnel on Channel One (APD Dispatch). Members should make note of addresses of interest in preparation for possible call support.

When communicating over the radio:

- Pay attention to the microphone. **Do NOT key** when someone else is speaking. Be patient.
- Speak clearly and concisely limiting your transmission time.
- Remain calm using plain language.
- Never use slang, profanity, or chitchat.
- Write down any information given by dispatch.

Your conversation could become a matter of public record to be played by the media for the entire world to hear. **ALWAYS** be professional.

In an emergency dispatch may close Channel 1 shifting all non-emergency traffic. At that time cease using radio communication and conduct all traffic via cell phone until the emergency has ended. Do continue to monitor both channels in case dispatch or a supervisor initiates contact.

## ***PATROL PROCEDURES***

- Members shall be responsible for recording all their activity in a APD Volunteer Activity Report
- Members are responsible for knowing their assignments and obtaining the necessary equipment
- When possible, ACAP member will contact the on-duty supervisor for this information prior to beginning their shift
- Members have no greater power or authority than any other citizen under federal or state law and will follow all traffic laws and other state laws during their patrol assignment
- Members are only to act as observers and reporters of criminal activity
- Members must not intervene on a criminal event, become physically involved in suppression of a crime or place themselves or patrol partner in a dangerous situation at any time
- Prior to beginning a patrol shift each group will contact dispatch to provide:
  - Member ID Numbers
  - Vehicle Number
  - Cell phone number(s)
  - End of shift time

- At no time will a member enter any business for the purpose of investigating suspicious activity
- Members will not approach suspicious persons or vehicles
- Members are not to leave their vehicles to investigate any suspicious person or occupied vehicle
- Members will not attempt to detain, question or arrest any individual
- No member will attempt to obtain drivers license or identifying information or documentation from any citizen
- Members may observe only activity occurring in any public place or private area lawfully viewable from a public place, or with the permission of the owner/person in control of the property
- Members will notify dispatch **only once** to report suspicious activity. Multiple radio transmissions are to be avoided. Dispatch will contact ACAP members for any further required information
- Members will only remain at a location to observe activity once reported to dispatch from a safe distance, removed from the activity
- Members may make contact with non-suspicious citizen while on patrol to educate and inform the citizens about the purpose and nature of the ACAP
- Members are **not** first responders. At no time will a member respond to a call that has not been secured
- After arriving on a scene if any member feels there is a threat to his/her safety or the scene is above the level of the experience of the members, the on-scene officer as well as dispatch will be advised and the ACAP will leave the scene
- **SAFETY IS PARAMOUNT**
- Members shall **NOT** respond to traffic accidents until the scene is secured or otherwise directed to do so by dispatch, a patrol officer or supervisor
- Members shall not transport suspects or arrestees
- Members may transport citizens, victims and witnesses at the request of a sworn officer or supervisor
- Members primary function is to observe and report suspicious and/or criminal activity
- An officer on scene of a police incident has total control of the scene and must not be interfered with
- If members are approached by citizens reporting a crime, members shall report the information to dispatch. Members are not to take any enforcement action
- If any member is approached by anyone he/she feels is a threat, he/she will immediately leave the area and notify dispatch

## ***Patrol Techniques***

- Drive safely at all times and obey all traffic laws
- Remain alert and prepared for emergencies
- Learn business complex parking lots, alleyways and dead ends
- Be a courteous driver and allow other traffic to pass
- Establish a random patrol pattern
- Become familiar with street names
- Know geographical boundaries and beats
- Know that other ACAP patrols are on duty
- **ALWAYS** know where you are
- In an emergency situation, if you do not know where you are, we cannot come to your rescue

## ***Observations and Perceptions***

The desired objectives are:

- The prevention of criminal acts
- The recognition of possible crimes in progress
- The discovery of hazardous conditions

And as a result of ACP observation

- The apprehension of criminals by on-duty sworn officers

In order to recognize suspicious circumstances, we want you to achieve a basic understanding of how to apply your natural senses of:

- Smell                      Touch                      Taste
- Sight                      Hearing

## ***Suspicious Behavior***

- Clerks/Cashiers with a “frozen look”  
    Could indicate a suspect inside committing a robbery
- Person(s) moving/looking from vehicle to vehicle  
    Could indicate suspect is ready to burglarize or steal
- Loitering at businesses  
    Could indicate suspect is waiting for opportunities to commit crimes

- Vehicles parked with occupants  
Especially at night or out of the way locations
- Barking Dogs  
Could be nothing, or could be a prowler/burglar nearby
- Subject running/fleeing  
Could indicate a person who has just committed a crime, or someone who is fleeing harm
- Vehicles being driven without lights  
Intoxicated driver or suspects committing crimes
- Person with a “blank look”  
When suspects see Officers, they often look away and avoid eye contact

## ***REPORTING SUSPICIOUS PERSONS***

### **DESCRIPTION IS KEY**

Male / Female  
Race  
Height / Weight  
Hair / Eye Color  
Glasses and/or Facial Hair  
Clothing (Top to Bottom)  
Jewelry  
Tattoo

## ***REPORTING SUSPICIOUS VEHICLES***

### **DESCRIPTION IS KEY**

Make  
Model  
Color  
License Plate  
Identifying damage or marks  
Occupants

## ***GEOGRAPHY***

It is very important for ACAP members to become familiar with the beat boundaries, as well as the apartment complexes and businesses located within each beat

## ***CITIZENS PATROL RESPONSIBILITIES***

Close Patrols

Skywatch

Crime Prevention Techniques

Special Events

Nuisance Abatement

Special Patrol Requests

Participate in Amber Alert and Silver Alert Searches

## ***NUISANCE ABATEMENT***

- Members are authorized to remove signs from the right-of-ways that are not from:
  - The State of Texas
  - Town of Addison
  - School District
  - Political Candidates
- Members **must** be positive that any signs removed are not placed on **private** property
- Signs may be removed from any median or utility pole
- If any member is ever unsure, DO NOT remove

## ***SIGN REMOVAL PROCEDURES***

- Park the ACAP vehicle safely out of traffic flow
- Carefully inspect sign prior to removal for sharp items.
- Place all signs in the ACAP vehicle trunk, at the end of your patrol duty, store the signs in an approved location

## **CLOSE PATROLS**

1. Assess the safety of the location
2. Exit and lock the patrol Vehicle
3. Walk around the perimeter of the location, checking any entrances and exits to make sure they are secure
4. Look for any evidence of tampering or threats
5. Immediately report any suspicious activity or findings to dispatch
6. Follow instructions from dispatch (as necessary)
7. If no suspicious activity or after following instructions clear the location with dispatch

## ***SPECIAL PATROL REQUESTS***

Special Patrol requests are generally received because of citizen complaints. ACAP volunteers will assist with these assignments when received.

## ***PARTICIPATE IN AMBER OR SILVER ALERT SEARCHES***

- When a child or Alzheimer patient is missing police, fire and ACAP volunteers may be requested to assist in the search.
- Typically, a search grid will be set up and an assignment made to search an area on the grid
- Dispatch will assign the ACAP to the location
- Notify dispatch upon arrival
- Report to the officer in charge
- Follow instructions

## **Possible Crime Scenarios**

- Circumstance
  - Slow moving vehicle
  - No lights on
  - Course followed seems aimless
  - This is suspicious in any location including residential streets, schools, and playgrounds
- Possible Crime may be:
  - Burglary, drug activity or even sex offender**

- Circumstance:  
Parked or occupied vehicle containing one or more persons, observed at an unusual hour
- Possible Crime may be:  
**Lookouts for burglary or robbery**  
**Could also be committing sexual offenses**
- Circumstance:  
Vehicles being loaded with valuables if parked by a business or unoccupied residence
- Possible Crime may be:  
**Possible burglary or theft in progress**
- Circumstance:  
An abandoned vehicle parked suspiciously in an empty lot, alleyway, industrial area, or residential street
- Possible Crime may be:  
**Stolen Vehicle**
- Circumstance:  
Vehicle where someone is being forced into it, especially females or juveniles
- Possible Crime may be:  
**Kidnapping, assault, or attempted sexual assault**  
**Could also be domestic violence**
- Circumstance:  
Transactions being conducted from vehicle to vehicle  
Possibly around schools, or in residential areas
- Possible Crime may be:  
**Selling drugs or stolen items**
- Circumstance:  
Subject detaching/removing parts or accessories from a vehicle
- Possible Crime may be:  
**Theft or vandalism**
- Circumstance:  
Objects thrown from a vehicle
- Possible Crime may be:  
**Disposal of contraband or evidence**

- Circumstance:  
Property in vehicles that is not normally found in vehicles. Especially if observed at an unusual hour (televisions, stereos, guns, auto parts, etc.)
- Possible Crime may be:  
**Stolen Property**
  
- Circumstance:  
Property carried by person on foot
- Possible Crime may be:  
**Could be burglary depending on circumstances**  
**Consideration for time day/night, location (alleyway)**  
**Property boxed up or not**
  
- Circumstance:  
Open or broken doors and windows at a closed business or unoccupied/vacant residence
- Possible Crime may be:  
**Burglary in progress**  
**Completed burglary or vandalism**
  
- Circumstance:  
Sound of breaking glass
- Possible Crime may be:  
**Burglary or vandalism**

## **Radio Transmission Scenarios**

### ***CHECKING IN SERVICE***

ACAP -	"310"
DISPATCH -	"310 GO AHEAD"
ACAP -	"310 IN SERVICE"
DISPATCH -	"310 RECEIVED"

### **UPON COMPLETION OF PATROL**

ACAP -	"310 OUT OF SERVICE"
DISPATCH -	"310 RECEIVED"

## ***CLOSE PATROL***

ACAP - "310 CLOSE PATROL"

DISPATCH - "310 GO AHEAD"

ACAP - "3827 SPRING VALLEY RD #"

DISPATCH - "310 RECEIVED"

### UPON COMPLETION OF ACTIVITY

ACAP - "321 CLEAR"

DISPATCH - "321 RECEIVED"

"1900 BLOCK OF EAST TRINITY MILLS ROAD  
WESTBOUND"

### UPON COMPLETION

ACAP- "321 CLEAR. WE HAVE SET OUT FLARES AND  
THEY HAVE HELP ON THE WAY"

DISPATCH- "321 RECEIVED"

## ***NUISANCE ABATEMENT ILLEGAL SIGN POSTING***

CCP - "310 NUISANCE ABATEMENT"

DISPATCH - "310 GO AHEAD"

CCP - "1600 BLOCK OF QUORUM DR ON  
ILLEGALLY POSTED SIGNS"

DISPATCH - "310 RECEIVED"

### UPON COMPLETION

CCP - "310 CLEAR WITH #\_\_ OF SIGNS"

DISPATCH - "310 RECEIVED"

## ***BASIC CODES OR MARK OUTS***

**10-4** Understood, acknowledged, Received

**Code 5** Enroute

**Code 6** Arrived on scene

## ***PHONETIC ALPHABET***

A - ADAM  
B - BOY  
C - CHARLES  
D - DAVID  
E - EDWARD  
F - FRANK  
G - GEORGE  
H - HENRY  
I - IDA  
J - JOHN  
K - KING  
L - LINCOLN  
M - MARY

N - NORA  
O - OCEAN  
P - PAUL  
Q - QUEEN  
R - ROBERT  
S - SAM  
T - TOM  
U - UNION  
V - VICTOR  
W - WILLIAM  
X - X-RAY  
Y - YOUNG  
Z - ZEBRA

## **OUR CODES**

SIGNALS FOR SERVICE CALLS

\*Do not use plain language

Dispatch using "signal"

Signal 27 - Deceased Person

Signal 47 - Bomb Threat

Signal 30 - Arrest/Enroute to the Jail

Signal 70 - ETS Activation

Signal 44 - Close Patrol-form

Signal 71 - LoJack Activation

Signal 72 - Airport Incursion

MARK OUT CODES

Discretion will dictate when you will advise an officer to clear for a call or ask an officer if he/she is able to clear for a holding call.

50 Long Break (Meal)

51 Short Break (Coffee)

52 Court

53 -	Execute Warrant
54 -	Park Patrol
56 -	Police Department
57 -	Service Center (use in location field only)
5701 -	Vehicle Service/Fuel/Car Wash
58 -	Routine Investigation Mark-Out
59 -	Follow-Up Mark Out
60 -	Special Assignment Mark-Out
61 -	Foot Patrol Mark Out
62 -	Public Service
63 -	Off-Duty Employment
64 -	Computer Entry-Reports
65 -	Telephone Mark Out
67 -	Personal Business
68 -	Administrative Mark-Out
69 -	Close Patrol Mark-out

## **ACAP PROGRAM SUMMARY**

An ACAP volunteer may voluntarily resign from the ACAP program at any time.

An ACAP volunteer's participation in the ACAP program may be terminated for any program rules and regulations violation, Town ordinance, violation, or state/federal law violation.

The Addison Department Liaison will provide training and supervision. They will also be responsible for the various pieces of equipments and supplies.

The ACAP volunteer must complete at least (100) hours of patrol each year.

ACAP volunteers will abide by all rules and regulations of the ACAP program.

Report to Addison Municipal Court when subpoenaed.