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DAILY TRAINING BULLETIN
OF
THE LOS ANGELES POLICE DEPARTMENT

Los Angeles, Calif.

DAILY TRAINING BULLETIN
OF THE
LOS ANGELES POLICE DEPARTMENT

Consisting of Bulletins 1-173

W. H. PARKER
Chief of Police



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Introduction

ROLL CALL training started rather spontaneously when some of our supervisors in the patrol divisions felt an obligation to pass on their experiences to the policemen under their supervision. This training was accomplished through short discussion periods during roll call time. Both supervisors and policemen agreed that training at roll call was an excellent method of assisting the field officer in the performance of his complex duties.

Later, the roll call period in all divisions was lengthened from 15 to 30 minutes to allow for a 15-minute training period daily. This roll call training was established in all of the patrol divisions. It soon became apparent that to do a good job of teaching, the supervisor had to spend considerable time in organizing adequate material.

In most cases, our field supervisors are too occupied with their regular duties to spend several hours each day in research. It, therefore, became obvious that if roll call training was to be of the best quality, the supervisor should be assisted by some central agency in the preparation of lesson material. So the Field Training Unit of the Training Division was created to assist the supervisor-teacher.

This Unit conducted a work problem survey, polling the opinions of 500 officers of all ranks within the Department. This survey gave us a clear picture of the problems of our personnel, both from the field and management viewpoint. After the survey, the Field Training Unit developed material to answer the problems of the field policeman.

Roll call training was conducted seven days each week. Five days a week, the line supervisor, acting as instructor, taught lessons based on materials furnished by the Field Training Unit. The other two days were devoted to reviews of previous lessons or to special divisional problems. A *Daily Training Bulletin* which contained the substance of the material taught in the scheduled roll call training periods was issued to each officer. To insure better understanding and retention of the *Bulletin* material, graphic illustrations were used.

In the search for information that would provide the police officer in the field with answers to some of his problems, it was necessary to go to many sources. Phases of law enforcement dealing with administration, evidence, criminology, scientific investigation, etc. have been excellently covered. Phases of law enforcement dealing with field tactics and problems have been less adequately dealt with. Little information on problems of this nature was to be found in written form. Therefore, it was necessary to go directly to the police expert to obtain the answers to some of these problems. The information that officers received on "how to repress crime" was developed primarily from conferences of some of our most successful officers and their supervisors. The information that officers received on how to improve their chances of apprehending an armed

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LOS ANGELES POLICE DEPARTMENT

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robber originated in conference groups composed of men who had been very successful in this phase of our work. Problems requiring a legal answer were researched by policemen working in collaboration with the office of the City Attorney. All of the training material was carefully checked and approved before it was presented.

The *Daily Training Bulletin* was directed to the problems of the field officer. The coverage of a subject was generally limited to those things which the officer must know, or should know, to be able to do a professional job. No attempt was made to cover highly technical subjects, which are usually the concern of specialists; nor was any attempt made to cover supervisory or administrative problems.

The purpose of the roll call training program, from which the *Daily Training Bulletin* grew, was to provide a two-way channel of communication between the field officer and police management. The *Bulletin* itself was developed with two main objectives: to give the policeman a permanent reference which would assist him in knowing, understanding, and applying approved policies, rules, procedures, and techniques; and to enable individual officers to prepare for advancement.

W. H. PARKER
Chief of Police

Preface

THE *Los Angeles Police Daily Training Bulletin* is an outstanding contribution to police administration. It will be of inestimable value as a means of helping to improve the police service of the United States and of other countries. The *Daily Training Bulletin* demonstrates a simple method whereby any police department, regardless of its size, can pool the knowledge, experience, and wisdom of the department personnel and use the information thus obtained for purposes of instructing the entire membership of the organization. Moreover, as will be observed from a perusal of the *Bulletin*, assistance was solicited from experts in all fields of endeavor when their advice was needed to clarify a question regarding the procedure to be applied in situations requiring action by the police. Despite the magnificent advances which have been made in police training, no inservice police training program of the future will be complete unless it makes full and constant use of the idea developed for daily training by the Los Angeles Police Department.

A significant feature of the Los Angeles plan is that it encourages policemen to seek assistance from their superiors when they encounter difficult problems and are uncertain how to proceed. If the needed information cannot be supplied by their commander or supervisor, and their immediate superiors, then a specialist or a group of specialists will be requested to furnish the knowledge needed to cope with the specific problem. By this method of stimulating the policemen to seek aid when they are in doubt about the correct procedure to be followed in a given situation, the tempo of the department is quickened and the interest of the policemen is aroused in better police service.

The *Los Angeles Daily Training Bulletin*, presented in the instant volume, should be required reading for all law enforcement officers. Administrators, commanders, and supervisors will not only profit from the wealth of material contained in each lesson, but they will also learn how to implement and strengthen their teaching facilities; subordinates will find the answers to many of their perplexing questions; and all peace officers can find out for themselves whether or not they have learned the lessons contained in this volume by referring to the review questions and the answers to them. Police schools should adopt this volume as a text or reference work in their training courses dealing with police procedure, for much of the material is not to be found in any other source presently available.

Not the least of the values of the *Daily Training Bulletin* are the lessons that may be learned by the layman, providing that he will read carefully the instructions given in the *Bulletin*. The citizen will discover that the tasks assigned to the police department are extremely complicated; that all of the arts and

sciences are called upon to contribute their share toward a better understanding of the multiplicity of problems that confront the police; that untrained persons should never be entrusted with such grave responsibilities; and that no police department can discharge its obligations successfully without the active and undivided support of the public.

AUGUST VOLLMER

Berkeley, California

Acknowledgments

THE LOS ANGELES POLICE DEPARTMENT is deeply grateful to those persons whose enthusiastic and unselfish service made the *Daily Training Bulletin* possible.

The suggestions and advice of Dr. John G. Gerletti, School of Public Administration, University of Southern California, on the use of the problem survey to determine critical problem areas enabled us to concentrate the *Bulletin* information on the real problems of field officers rather than the imagined problems emanating from an "ivory tower." It was Dr. Gerletti who suggested the format and layout of the original Bulletins.

Before the *Daily Training Bulletin* was issued, extensive teachers' training sessions were attended by line supervisors who were to do the instructing of their men on matters covered in the *Bulletin*. These sessions were generally conducted by Dr. Melvin Barlow, Supervisor, Trade and Industrial Teacher Training, California State Department of Education, and Mr. Lee Ralston, Director, Division of Trade and Industrial Education, Office of the Los Angeles County Superintendent of Schools. Both Dr. Barlow and Mr. Ralston were most generous in contributing their time and energies in making good teachers of our supervisors.

In the teacher training sessions, rough drafts of proposed training bulletins were used for practice lessons. The constructive criticism offered by Dr. Barlow and Mr. Ralston aided greatly in improving the teaching and learning approach of the *Training Bulletin*.

We are grateful to the members of the Los Angeles City Attorney's Office who devoted hundreds of hours to the checking of the legal aspects of the *Bulletin*.

Deep appreciation is also expressed to the members of the Los Angeles Police Department who worked so enthusiastically to make the *Training Bulletin* and the roll call training program a success. Both the staff of the Field Training Unit and the hundreds of officers in the Department who contributed problems and solutions proved that roll call training is an exceptionally valuable device in the administration of a large public service agency.

W. H. PARKER
Chief of Police

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DAILY TRAINING BULLETIN
OF
THE LOS ANGELES POLICE DEPARTMENT

The material contained in this volume was specifically written by the Los Angeles Police Department and all legal and code references are applicable to California law, Los Angeles law, and departmental regulations.

Personal Aids

How to Use the Telephone

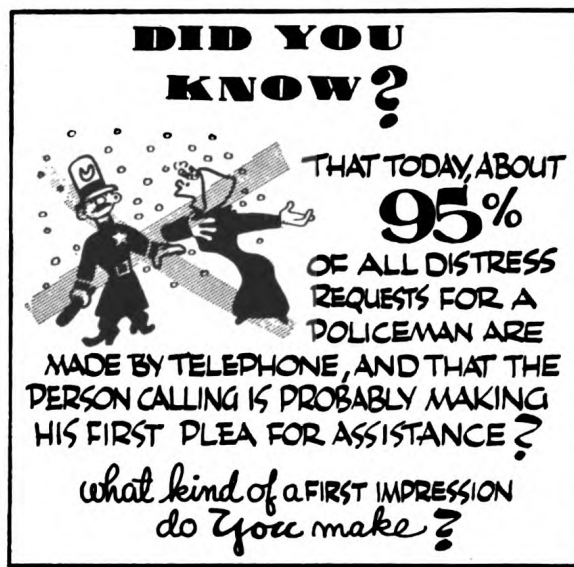
THE CITIZEN'S first contact with the Police Department is often a telephone conversation with an officer. The citizen's opinion of the whole department is often based on his conversation with that one officer. In face-to-face meetings, poor diction, harsh tones, or abruptness may often be overlooked because of a pleasant smile. Over the telephone, *the voice, and the voice alone, is the personality*. Care should therefore be exercised to speak courteously and distinctly and to indicate an attitude of cooperation and willingness to be of service. The *only* "product" the Police Department has to "sell" is service.

General Use

The telephone transmitter is so designed that best results are obtained when the user holds it within an inch of his mouth and speaks directly into it in a normal tone. Whispered words are indistinct. Shouting, which distorts the voice and may make it gruff or unpleasant to the listener, distracts other people who may be working near the speaker.

When a call is to be transferred, the speaker may attract the operator's attention by moving the hook up and down once each second. The rapid "banging" of the hook may cause the mechanism to by-pass the signal, resulting in failure to gain the operator's attention.

Incoming Calls: Satisfactory telephone service begins when the phone first commences to ring. If possible, the receiver should be lifted off the hook after the *first* ring. To avoid keeping the caller waiting unnecessarily or delaying an urgent call, the officer should not continue another conversation or task after the receiver has



been lifted. Having a pad and pencil handy at all times is better than saying "Wait a minute till I get something to make a note with." The officer should make a note of the caller's name, address, and telephone number as it may be necessary to make a return call. When calling, a person usually identifies himself by title and name—Mr. Smith, Mr. Jones, Dr. Harris. The officer should note this reference and use the caller's title and name in subsequently addressing him.

Identification: Except when answering "outside" telephones which are not directly connected with the City Hall switchboard,¹ the speaker should immediately identify himself by giving his *division, rank, and name*. This prevents embarrassment which might arise through unknown or mistaken identity. The caller may be put

¹"City Hall switchboard" includes branch city hall switchboards.

in contact with the proper party without delay.

Conversations: The whole attention should be devoted to the conversation. At times this requires considerable patience. However, the officer should bear in mind that, although the conversation may be uninteresting to him, it may be of great importance to the person calling. The tone of voice should never imply impatience or sarcasm. Offense is sometimes taken at *what* is said, but more often offense is taken at *how* something is said.

"Thank You" Is a Must: The officer's attitude should always be courteous regardless of the type of call he may be handling. He should thank *everyone* for calling. A complaint about a police activity is as important to maintaining adequate service as information regarding criminal investigations. The person who complains about the service today may, if courteously treated, call in valuable information tomorrow.

Disposition of Calls

It is a mark of courtesy and efficiency to handle all calls to completion. This can be done in various ways and the nature of the call will usually indicate the best procedure. It may be necessary to ask several questions to determine the exact nature of the business; therefore, the officer should train himself to ask pertinent questions tactfully. If possible, a call should be handled by the first person who receives it. If the call cannot be handled by the person answering the phone or by his division, and it can be handled outside the division, the caller should be given this information and the call transferred to the proper division. The caller should not be told "You will have to . . ." or "You must call . . ." (another number). This does not constitute good service and makes it necessary for the caller to spend more time and money to get another number within the organization. When a call cannot be handled within the department, an effort should be made to provide the caller with the telephone number of the agency where the matter can be handled. The call should never be misdirected. The officer should never "brush off" a call. To do so to be relieved from an irritating interruption

may result in the loss of a future source of information.

Information Service

When an officer is unable to supply information regarding a police function and he is uncertain where to transfer the call, he should attempt to get the information for the caller and call him back. For example, in the case of a missing person the following places should be called to ascertain if there is any report on file:

1. The Master Booking Index at Main Jail.
2. Georgia Street Receiving Hospital.
3. The General Hospital.
4. The County Jail Booking Office. (A transfer to the Coroner's Records should be requested here.)

Non-departmental Information: When information requested does not concern a police function and the officer does not know where it may be readily obtained, he may transfer the call to Station 2451, the Information Center located in the Spring Street Lobby, City Hall. This office is open Monday through Friday from 8:00 A.M. to 5:30 P.M. and on Saturday from 8:00 A.M. to 12:00 Noon. For his own information the officer should find out these sources at this time or later.

Officers' Phone Numbers: An officer's home phone number should be given out to only authorized police personnel. Other callers should be told to leave their phone numbers so that the officer concerned may return such calls.

Good Public Relations

In many respects, the Police Department resembles a large corporation. The success of both depends upon the nature and quantity of "business" they receive from the public. Use must be made of every opportunity to encourage this "business" and telephone contacts with the public present many excellent opportunities to do this. The information which the organization receives through voluntary public action and through solicitation is the "supply line" upon which the Department operates. To damage this "supply line" by rude or careless contacts with the public is to damage seriously Police Department operations. A police department can be