

Heinz von Eckartsberg, Chief of Police

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

<b>GENERAL ORDER 81</b>
<b>COMMUNICATIONS</b>
EFFECTIVE DATE: August 16, 2011
SUMMARY OF REVISIONS: 81.2.10

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**PURPOSE:** The purpose of this chapter is to describe the basic function of the communications system to satisfy the immediate information needs of the law enforcement agency in the course of its normal daily activities and during emergencies.

## 81.1 ADMINISTRATION

### 81.1.1 N/A

### 81.1.2 AGENCY ADOPTS F. C. C. PROCEDURES

Radio operations shall be conducted in accordance with Federal Communications Commission procedures and requirements. FCC licenses are maintained in the office of the Technical Services Bureau Director with copies posted at the transmitter sites. All agency employees have access to the FCC Rules and Regulations manual via the division's intranet.

## 81.2 OPERATIONS

### 81.2.1 24-HOUR EMERGENCY PHONE SERVICE

The agency may be contacted toll-free on a twenty-four hour basis for emergency calls by dialing 9-1-1. The equipment utilized to answer emergency calls is capable of receiving calls from the hearing impaired community using an integrated telecommunication device for the deaf (TDD).

### 81.2.2 24-HOUR RADIO COMMUNICATIONS

The agency has 24-hour two-way radio capability providing continuous communication between the communications center and officers on duty.

- Every officer is assigned a **portable transceiver**.
- Every patrol vehicle has a **mobile transceiver**.
- Each mobile and portable radio transmits a **push-to-talk identification** and has an emergency banner.
- Each patrol vehicle has a **mobile data computer** capable of transmitting call for service data.

### 81.2.3 RECORDING SERVICE INFORMATION

Relevant information of all requests for criminal and non-criminal service or self initiated activity shall be recorded in the computer aided dispatch system that will include the following elements:

- A **control number** affixed by the computer aided dispatch system as the basis for filing and retrieving subsequent reports of the incident
- The **date and time of request**

- C. If possible, the **name and address of the complainant**
- D. The **type of incident**
- E. **Location** of the incident
- F. Identification of **officer(s) assigned** as primary and back up
- G. **Time of dispatch**
- H. Time of officer **arrival**
- I. **Time of officer return** to service
- J. **Disposition or status** of the reported incident

#### 81.2.4 RADIO COMMUNICATIONS WITH OFFICERS

Officers will communicate with the communications center via the established 800mhz radio system. Records of this communications shall be logged on the agency's computer aided dispatch system.

A. Officers will **notify the communications center**:

- when receiving messages
- when arriving at the scene of an incident
- when unavailable due to a call
- when available for service and/or clearing the scene
- any time they would be away from the cruiser for assignments, details, or breaks and when making stops with vehicles or pedestrians

B. Communications personnel shall record the **status of officers** when out of service by logging the information in the computer aided dispatch system.

C. An officer's **assigned badge number** will be used to identify field personnel on the radio.

- In the event of a two-officer unit, one badge number shall be chosen as the radio identification. Both officers will use the selected badge number for all radio transmissions.

D. During **communication with other agencies**, transmissions shall be in clear, concise language.

- When communicating on area-wide frequencies, officers will identify themselves by agency name and badge number, e.g. "Dublin 121".

E. The **computer aided dispatch system**, that is the central reference for all dispatchers, will be programmed to recommend an **appropriate amount of officers** to respond to an incident based on an entered call type.

– Situations requiring a **multiple officer response** include:

- felonies
- violent misdemeanors
- crimes in progress
- fleeing suspects
- weapons involved
- officer in trouble.

F. A **patrol supervisor** shall be dispatched to oversee operations for:

- all felonies
- any police call for service involving a death
- crimes in progress
- crimes involving serious injuries
- vehicle accidents with serious injuries
- anytime the presence of a supervisor is requested by the complainant
- any incident which requires the establishment of a perimeter for scene control
- any incident that requires an evacuation

G. Upon receipt of an activated emergency banner from an officer's radio or mobile data computer, the dispatcher will immediately attempt to check up on the officer. If there is no response and the officer the dispatcher will immediately broadcast an officer in trouble (Code 44) notification over all police talk-groups, dispatch units to the last known location of the officer and notify the patrol supervisor. Once there is adequate assistance on scene and/or the officer in trouble call is cancelled, the dispatcher will immediately broadcast a cancellation message over all police talk-groups.

Upon receipt of verbal request for emergency assistance from an officer, the dispatcher will immediately broadcast an officer in trouble (Code 44) notification over all police talk-groups, dispatch units to the last known location of the officer and notify the patrol supervisor. Once there is adequate assistance on scene and/or the officer in trouble call is cancelled, the dispatcher will immediately broadcast a cancellation message over all police talk-groups.

### **81.2.5 ACCESS TO DEPARTMENTAL RESOURCES**

Communications personnel will have immediate access to departmental resources.

A. The **supervisor** of the on duty patrol shift will be available via radio or telephone at all times.

B. The computer aided dispatch system will include a **roster** of all agency personnel.

C. **Residential telephone numbers** for all agency members are maintained on the computer aided dispatch system and the department's intranet.

D. Visual maps detailing the **agency's service area** are posted in the communications center and available on-line through the computer aided dispatch system.

E. Officer **status indicators** are displayed on the CAD status monitor.

F. The Division of Police Emergency Operations Plan outlines procedures and telephone numbers for **procuring emergency and necessary external services** to the agency and is available on the department's intranet and in hard copy form in the communications center.

– Telephone numbers for other emergency service agencies are maintained in the rolodex of the computer aided dispatch system as well as the speed dial listing on the communications center telephone system.

G. Communications Personnel have immediate access to **Tactical Dispatching Plans** to address critical incidents and crimes in progress such as bank robberies (GO 41.2.1), pursuits (GO 41.2.2) and/or tactical operations (GO 46 and Emergency Operations Plan).

#### **81.2.6 VICTIM/WITNESS ASSISTANCE INFORMATION**

A. Communications personnel will use information provided by the caller and use the guidelines in General Orders 55.2.1 to judge the characteristics of the call to **determine whether an emergency or non-emergency response is required.**

– If the communications technician has any doubt about the seriousness of the situation, information should be referred to the on duty **supervisor** as soon as possible.

B. Communications personnel, in responding to victim/witness calls for information or services, will inform the victim/witness of the **agency's response.**

– Communications personnel will notify the victim/witness if an officer will be responding to their call and will try to notify them of an estimated time of arrival.

– **If the call is referred to another agency,** the caller will be notified of the referral.

#### **81.2.7 RESPONDING TO VICTIM/WITNESS REQUESTS**

Referral information for victim/witness assistance is available 24 hours daily from communications personnel by calling the communications center number indicated on the Division's Victim/Witness Rights Information Brochure. The services available, in addition to 24 hour emergency police response include those offered in this agency's jurisdiction by other organizations, which include references in the FIRST LINK guide to include the following; those in need of medical attention to include an immediate response from the appropriate EMS service and/or phone numbers for local medical facilities; counseling to include Dublin Counseling Center, NetCare, and OSU Medical Center Mental Health Services; and emergency financial assistance, to include an emergency relief fund and referral to county, state, and federal assistance.

#### **81.2.8 RECORDING RADIO AND PHONE CONVERSATIONS**

All **radio talk groups** and all emergency telephone lines used by the Dublin Division of Police Communications Center are **continuously recorded** on a multiple-track digital audio logging recorder.

– Instant recall recorders are provided at each dispatch position to allow immediate playback of radio and telephone conversations without interrupting the recording of other calls or radio transmissions.

A. All recordings are retained for a minimum of **90 days**.

B. Only a communications supervisor, bureau commander or other designee can **access recording media** that are secured in a cabinet in the communications center.

– The digital audio logging recorder utilizes a password protection system to restrict access to only authorized personnel.

C. Agency personnel who wish to **review or obtain copies** of audio recordings shall make their request in writing to a communications supervisor via an “Audio Recording Request Form” and include the reason for the request.

### **81.2.9 ACCESS TO INFORMATION SYSTEMS**

The communications center has access to state and federal criminal justice information through the Ohio Law Enforcement Automated Data System (**LEADS**) and the National Crime Information Center (**NCIC**).

– Access to **regional criminal justice information** is obtained via telephone connection with the Franklin County Sheriff Records Bureau, computer connection with Franklin County Municipal Court, and a computer connection with the Armada ILINCS regional information system.

– Access to **local criminal justice information** is obtained via computer connection with the agency’s in-house records management system.

### **81.2.10 ALTERNATIVE COMMUNICATIONS**

N/A by function. The Dublin Division of Police does not use cellular phones, voice-over internet protocol, or other emerging technologies as a primary source for alternative communications.

### **81.2.11 ACCEPTING & DELIVERING EMERGENCY MESSAGES**

**Messages of an emergency nature**, such as dealing with the health and welfare of persons and/or their property, death notifications, and messages dealing with attempts to locate individuals, will be logged in the computer aided dispatch system by communications personnel and relayed as soon as possible to on-duty officers/supervisors in accordance with General Order 41.2.4.

### **81.2.12 ROUTING MISDIRECTED EMERGENCY CALLS**

**Misdirected or overload calls** received on the enhanced 9-1-1 system will be transferred to the proper public safety agency without delay.

Communications personnel will offer to relay information for **other misdirected emergency calls** for service to the proper agency or may transfer the call to the proper agency.

### 81.2.13 MONITORING AND RESPONDING TO SECURITY ALARMS

The communications section will accept telephone calls for service from alarm **monitoring companies** that monitor residential and commercial robbery and burglary alarms.

- The agency will not accept **direct lines** for robbery and burglary alarms.
- Chapter 90 of the Codified Ordinances of Dublin prohibits the installation and use of **dialer alarms** that contact the communications center via telephone.
- This ordinance also establishes guidelines for the **installation and maintenance of alarm systems** and outlines sanctions for excessive **false alarms**.
- The agency will respond to and document the outcome of alarm responses in accordance with the city ordinance for false alarms.

After responding to an alarm, the primary officer on the call shall leave a "false alarm notice" at a conspicuous place at the residence if there is no one present. If there are residents/employees present, the officer should personally present the "false alarm notice" and, if necessary, explain our procedure. All false alarms shall receive a false alarm notice.

When an officer clears an alarm call, the officer should give the appropriate clearance code ("X" for cancelled, "F" for false) and should state the apparent reason for the alarm, e.g. weather related, neighbor feeding a pet, phone lines out of service nearby the residence, etc. The only non-chargeable false alarms are those which are weather related, due to a power surge or outage, involve the maintenance of telephone lines or other service lines in the area, or an actual attempt. The officer should provide information such as names, license numbers, or other details (which will be used during the alarm billing process). Officers are encouraged to be as thorough as possible in obtaining information.

### 81.2.14 EMERGENCY MEDICAL DISPATCHING

Communications personnel will provide emergency medical **pre-arrival instructions** via telephone for medical emergencies.

- All communications personnel shall be trained and certified in the **APCO EMD protocol** and shall receive ongoing training as prescribed by the APCO Institute.
- The communications section will follow the Emergency Medical Dispatching (EMD) guidelines prescribed by the Association of Public-Safety Communications Officials (APCO).
- EMD protocols are approved by the medical director for Washington Township.
- Copies of the EMD pre-arrival instruction cards are available at every dispatch position.

## 81.3 FACILITIES AND EQUIPMENT

### 81.3.1 SECURITY MEASURES

The communication center and remote communications sites are secured at all times.

A. **Access to the communication center** will be restricted to agency employees, authorized repair technicians, and other persons accompanied by a member of the agency.

- Doors to the communications center remain locked at all times and can be accessed only by authorized personnel.

B. Communications equipment located within the Justice Center is located in the **secured area** of the communications center.

- Communications equipment located at the **remote tower sites** are maintained in locked shelters secured within secure fenced-in perimeters.

- Each remote site is electronically monitored for intrusion and other system tampering.

C. The agency maintains **radio talk-group capability** on the Central Ohio 800mz Radio System and on the Delaware County 800mz Radio System for use in the event of a failure of the Dublin 800mz Radio System.

- **Emergency telephone calls** can be forwarded to an alternate PSAP in the event of a failure of the telephone system.

D. Transmission lines, antenna and power sources at all **sites are secured** within locked shelter buildings and fenced-in areas accessible only to agency employees and authorized repair technicians.

- Keys to these areas are maintained at the communications center and must be signed out by repair technicians at each use.

### 81.3.2 ALTERNATE SOURCE OF ELECTRICAL POWER

The communications center and remote radio tower sites utilize an **uninterrupted power source** to provide sixty minutes of battery power.

- The communications center and primary radio transmitter site utilize **back-up generators** to maintain power during extended commercial power outages.

- The Accreditation manager shall ensure a **documented inspection and test of the generator systems** is conducted once per month.

- The Accreditation manager shall ensure **the generator systems** is tested or operated under “full load” at least once per year.

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### 81.3.3 INFORMATION/EMERGENCY TELEPHONE LINES

The agency maintains a published **non-emergency 10-digit call for service line** and a non-emergency 10-digit administrative line to separate emergency from non-emergency calls.



- The communications center phone system is designed to **route emergency calls** with a higher priority than non-emergency calls.
- **Outgoing calls** from the agency are accomplished using dedicated outbound phone lines.

#### **81.3.4 JOINT PUBLIC SAFETY FREQUENCIES**

Agency radio equipment is capable of two-way operation on **joint public safety frequencies**.

- Portable and mobile transceivers are programmed to operate on the Dublin 800 mhz system, the Central Ohio 800mz System, the Delaware County 800mz System, the Grove City 800mz System, the State of Ohio 800mz System and the nationwide 800mhz ICALL interagency system.

- This allows **communication capability** with all fire agencies, all police agencies in Franklin, Delaware and Union counties, the Dublin Service Department and the Franklin County Emergency Management Agency.

- An additional **mobile transceiver** is installed in all marked police units that allows car to car and car to base communication statewide.

**CROSS REFERENCE TO STANDARDS AND POLICIES:** General Orders 41.2.5, 42.2.2, 46, 55.2.1, 82.2.1, 82.2.2.

**CROSS REFERENCE TO FORMS:** Communications Center Procedure Manual, Division of Police Emergency Operations Plan, Audio Recording Request Form, Codified Ordinance of the City of Dublin, APCO EMD Protocol.

SAMPLE POLICY  
This may not represent this agency's current procedure.