

	ROSENBERG POLICE DEPARTMENT	
	General Order 9.01 Communications Procedures	
	Effective Date: 04-22-2013	Replaces: General Order 800, 810, 830, 840
	Approved:  Chief of Police	
	Reference: TBP 3.18, 9.01, 9.02, 9.03, 9.04, 9.05, 9.06, 9.07, 9.08 and 9.09.	

I. POLICY

Accurate communication is essential in the operation of a department. The Communications Center is a 24-hour operation designed to provide safety and security to police personnel and respond to the needs of the public. It is essential that every step in our communication process be conducted concisely, effectively and properly.

II. PURPOSE.

To establish guidelines for the proper response to calls received through the 911 System.

III. DEFINITIONS.

- A. E9-1-1: Enhanced 911 is a 911 system in which when a call is received, the number associated with the call, as well as general location information is presented to the call-taker. The telephone number 911 is intended for emergency telephone communications to the department. (TBP: 9.05)
- B. NG9-1-1: Next Generation 9-1-1 is an Internet Protocol (IP)-based system comprised of managed Emergency Services IP networks (ESInets), functional elements (applications), and databases that replicate traditional E9-1-1 features and functions and provides additional capabilities. NG9-1-1 is designed to provide access to emergency services from all connected communications sources, and provide multimedia data capabilities for Public Safety Answering Points (PSAPs) and other emergency service organizations. (NENA Master Glossary)
- C. Call-Taker: Any Telecommunicator who answers a 9-1-1 or non-emergency telephone call.
- D. 9-1-1 Abandoned Call: A call placed to 9-1-1 in which the caller disconnects before the call can be answered by the PSAP Telecommunicator. (NENA Master Glossary)

- E. 9-1-1 Silent Call: That a call has been received on the 9-1-1 System and the caller will not or cannot communicate verbally with the call-taker. If the call originates from a land-line telephone, the address and telephone number of the caller will generally be available. If the call originates from a wireless phone, the coordinates of the device will generally be available.
- F. Training Manual: The training manual produced by the Communications Division for the purpose of uniform training of call-takers within this department.
- G. ANI: Automatic number identification refers to the telephone number associated with the access line from which a call originates. (NENA Master Glossary)
- H. ALI: Automatic location identification refers to the automatic display at the Public Safety Answering Point (PSAP) of the caller's telephone number, the address/location of the telephone, and supplementary emergency services information of the location from which a call originates. (NENA Master Glossary)
- I. PSAP: An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy. (NENA Master Glossary)

IV. GENERAL

- A. The Communications Center operates 24 hours a day and has 24-hour two-way radio communication with all members of the department when operating in the field. (TBP: 9.01, 9.06)
- B. The Communications Center is a secure facility and no unauthorized personnel are allowed inside the facility without the express approval of a Communications Supervisor. (TBP: 9.02)
- C. All tours or visits of the facility will be coordinated and approved in advance by the Communications Center Supervisor.
- D. Police personnel will limit their access to the Communications Center to business related tasks and shall not take breaks, do reports, or otherwise visit personnel inside the Center.
- E. The Communications Center has an Emergency Back-up Generator for power and portable radios for communications in the event of a power failure. In the event of an extended power failure when incoming 911 calls are at risk, the 911 calls should be transferred to the designated back-up PSAP, and police and fire call response initiated by portable radio systems.
- F. The back-up generator receives a documented test weekly. Any failure during a test will be reported to the Chief of Police immediately. (TBP: 9.04)
- G. The dispatch consoles have a recording system that records all telephone and radio transmissions and allows for immediate playback if necessary. (TBP: 9.03)

V. ANSWERING CALLS FOR SERVICE

A. Call-Taker Responsibilities

1. General Call-Taking

- a. It is the responsibility of the Communications Supervisors to ensure that all call-takers have been trained and are familiar with the Training Manual and all departmental General Orders.
- b. It is the responsibility of each call-taker to have a working knowledge of the Training Manual and adhere to the instructions contained therein.
- c. Call-takers shall complete the CAD dispatch screen with all appropriate information upon dispatching officers.

2. 9-1-1 Calls

- a. It is the responsibility of call-takers to answer 9-1-1 phone calls by saying, "Rosenberg 9-1-1, what is your emergency?" or "Rosenberg 9-1-1, what is the location for the emergency?"
- b. Emergency calls requiring police action will be taken on 9-1-1 lines.
- c. All other calls, such as information requests, directions, jail information, etc., that are received on a 9-1-1 line, will be immediately instructed to call back on a non-emergency number.
- d. Call-takers will not put 9-1-1 callers on hold until the call has been evaluated and there is a determination that placing the caller on hold will not further enhance the caller's emergency.
- e. It is the responsibility of the call-taker to verbally confirm the ANI and ALI of all calls.
- f. It is the responsibility of any call-taker who receives a hang-up, abandoned call or other unknown circumstance type of call on a 9-1-1 line to:
 - i. Dispatch two (2) units to a "911 Hang Up" call to the address displayed on the computer screen, if the call originated from a land-line telephone.
 - ii. Call the telephone number that is displayed on the screen and try to establish communication with the caller to inform the responding unit(s) of pertinent data. If communication is not established with the caller, the units will be so notified by the dispatcher prior to arrival at the location.

- iii. Dispatch one (1) unit to “911 Hang Up” or “911 Open Line” at pay telephones where there is no answer on call back or indication of any type of disturbance.
 - iv. Dispatch one (1) unit to “911 Hang Up” or “911 Open Line” if a call was received from a wireless phone to the area of X/Y Coordinates of the caller’s location, if audio indicated a possible disturbance or emergency situation.
 - g. It is the responsibility of any call-taker to transfer all calls that should be directed to another agency, instructing the caller to stay on the line and that a transfer is being made.
 - i. The call-taker will stay on the line to verify the transfer and ensure the receiving agency accepts jurisdiction of the call.
 - ii. Should the caller hang up, the call-taker will continue to contact the needed agency with the information and inform the agency that the caller disconnected before the transfer was completed.
3. Non-Emergency Calls
- a. It is the responsibility of call-takers to answer 10-digit non-emergency calls by saying, "Rosenberg police and fire, this is name?"
 - i. Name is defined as the Telecommunicator first or last name
 - b. The Telecommunicator shall determine when answering the 10-digit non emergency line if the situation is handled by the police department or the fire department.
 - i. The Telecommunicator shall initiate the proper call for service or refer the call to the proper agency.
 - ii. When making referrals, the Telecommunicator shall give the caller the exact telephone number or sufficient information so they may determine the number themselves.

VI. COMPLIANCE WITH FCC RULES AND REGULATIONS

- A. Employees will comply with FCC regulations relating to the use of radio communications systems.
- B. Employees will follow established guidelines and procedures as outlined below:
 - 1. Communications involving the protection of life and property shall be afforded priority.
 - 2. False calls, false or fraudulent distress signals, unnecessary and unidentified communications, and the transmission of unassigned call signals are specifically prohibited.

3. Employees shall monitor the frequency on which they intend to transmit for a sufficient period to ensure that their transmissions will not cause interference to others.
4. Duration of radio transmissions must be restricted to the minimum practical transmission time.

VII. RADIO COMMUNICATIONS

- A. Only English will be spoken. Clear, concise and controlled language will be used. Obscene, indecent, profane or slang language, horseplay and joking are not permitted.
- B. Units calling the station shall identify themselves by their assigned unit number. They should not continue the transmission until acknowledged by the dispatcher.
- C. Units will give their unit number when responding to the dispatcher.
- D. Officers will not call for another employee by name unless their radio or unit number is unknown.
- E. Officers will advise the dispatcher of their arrival on the scene of a dispatched call using proper radio etiquette or by MDT/MDC.
- F. Upon arrival at a scene, officers will notify the dispatcher if no other units are needed.
- G. If an incident is found to have occurred somewhere other than at the dispatched location, the officer will update their location by radio or via message to dispatcher.
- H. Upon completion of a call, officers will clear the call in the proper manner via radio or MDT/MDC and immediately go back in service.
- I. Lengthy transmissions should not be made on the radio system's primary channels. Long transmissions should be done over a secondary channel when available, as a CAD message, or via a cell phone if available. Long transmissions should always be held to a minimum.
- J. Employees will not become engaged in an argument on the radio. Conflict between an officer and a dispatcher should be referred to the employees' immediate supervisors for resolution.
- K. Officers shall refrain from seeking advice from a dispatcher regarding a point of law, enforcement action, or Department policy. Officers should consult their immediate supervisor on these matters or obtain the information from their laptop computers.

- L. Communication with interacting agencies will be by telephone. Communication with Air Ambulances Air One will be by radio or cell-phone as required.

VIII. EMERGENCY SITUATIONS

- A. Transmissions regarding emergencies (e.g., pursuits, serious crimes in progress, etc.) will be given priority over all other transmissions. In order to ensure officer safety and preserve radio air space, during serious incident the Telecommunicator will hold the channel at his/her discretion or at the request of an officer.

- 1. Holding a channel:

- a. The Telecommunicator will announce, “Attention all units, hold traffic on channel X for [Officer’s unit number and location, time check].”
 - i. For example, “Attention all units, hold traffic on channel 1 for 222 at 123 Main St. 1826”
- b. While one channel is held, at least one other Telecommunicator will monitor the alternate channel for normal radio traffic.
- c. While a channel is held, units not involved in the emergency will stay off the held channel until the situation has been resolved.

- 2. Releasing a held channel:

- a. An officer on scene shall indicate to the Telecommunicator that the channel may be released.
- b. The Telecommunicator will announce, “Attention all units, resume normal traffic on channel X [time check].”
 - i. For example, “Attention all units, resume normal traffic on channel one. 1839.”

- B. Criteria for holding channel:

- 1. The radio operator shall hold the PD Primary channel once the first responding unit has made location in the following situations:
 - a. Any call involving a weapon or the threat of a weapon including, but not limited to:
 - i. Subject with a knife or gun
 - ii. Disturbance involving a weapon, but not limited to a knife or gun
 - b. Shots heard or shots fired

- c. Felony traffic stops
 - d. Calls which are in progress or which have just occurred including, but not limited to:
 - i. Robbery
 - ii. Kidnappings
 - iii. Burglary of a building or habitation
 - iv. Assault
 - e. All other instances where the officers' safety is in question
2. Officers not responding to radio traffic
- a. To ensure officers' continued safety, if an officer does not respond to radio traffic, the radio operator shall complete the following steps:
 - i. Call the unit twice by number
 - ii. If no response from the unit is given, 'tone 1' will be given for 2-5 seconds and the Telecommunicator will state the unit's number again
 - iii. If there is still no answer, the radio operator will hold all traffic on the primary PD channel by stating 'Attention all Rosenberg units channel X is held until contact can be made with [Unit number] [Time stamp]'
 - iv. The radio operator will immediately begin sending additional units to the last known location of the non-responding officer.
 - v. Once contact is made with the officer, and it is established that the officer is checking clear, the radio operator will release the channel by stating 'Attention all Rosenberg units, it is clear to resume traffic on channel X [time stamp]'
- C. If an officer needs emergency assistance, Communications will make a general broadcast to all units and ensure at least two units and a supervisor are assigned.

IX. MONITORING RADIO CHANNELS

- A. Field units will continuously monitor their primary channel.

- B. Investigative, support and special unit personnel will monitor the patrol channel when they are in the field.
- C. Patrol supervisors may monitor additional frequencies; however, they will remain available to their primary channel.

X. RESPONSIBILITY OF SUPERVISORS

- A. Supervisors are responsible for the radio conduct of their subordinates and should immediately correct improper radio procedures.
- B. Supervisors may be assigned calls when other units are not available.
 - 1. When called upon by subordinates, supervisors will respond to any scene when requested.

XI. MDT/MDC COMPUTER USAGE

- A. The Mobil Data Terminal/Computer (MDT/MDC) is a part of the radio system using frequencies licensed by the FCC. Rules concerning proper radio procedures also apply to use of the MDT. Additionally, messages:
 - 1. Will not be personal in nature;
 - 2. Will not contain derogatory references to other persons or agencies; and
 - 3. Will not contain any text a reasonable person would find offensive.
- B. Because messages sent with the CAD/MDT system slow the system's response time, only concise work-related messages may be transmitted. Personnel are urged to use abbreviations to help keep the messages brief.
- C. There is NO EXPECTATION of privacy concerning sending or receiving messages via the CAD/MDT system.

XII. CALL HISTORY

The following information will be created and maintained regarding each request for police services (call for service) and officer self-initiated activity and will include:

- A. Case or service number;
- B. Date and time of request;
- C. Name and address of complainant, if possible;
- D. type of incident reported;
- E. location of incident reported;
- F. identification of officer(s) assigned as primary and backup;
- G. time of dispatch;

- H. time of officer arrival;
- I. time of officer return to service; and
- J. disposition or status of reported incident.

XIII. RADIO UNIT DESIGNATIONS

A. Field Units

- 1. Patrol units shall be identified by a three-digit number. The first digit designates the series and the last two digits indicate the shift and area assignment of the officer.

B. Other Units

- 1. All officers not assigned to a district shall be identified using their three-digit badge number.

XIV. ASSIGNMENTS OF CALLS FOR SERVICE

A. Call Priority

- 1. The CAD system contains a pre-determined list of calls with a designated priority. Priority 1 calls are those where an immediate response is required to prevent injury or loss of life. Other calls are classified as Priority 2 and 3 depending on the nature of the call and which should be handled first.
- 2. The Chief of Police shall establish the call-priority list as needed to respond to the needs of the community.

B. Assignment of Priority Calls

1. Units Available/Units Not Available

- a. Whenever possible, calls for service shall be assigned to the in-service officer responsible for the area in which the call is located. When area officers are not available, the nearest area officer will be selected. Officer safety and call priority will be the first consideration when selecting alternate area officers.
- b. If no officers are available to respond to a call of any priority, the radio operator will notify the on-duty sergeant a call is holding. The Telecommunicator will provide the nature code at a minimum, and advise the sergeant whether the call is currently in progress.
 - i. The Telecommunicator shall note in the call comments that the Sergeant has been notified of the holding call.

- c. Patrol supervisors will monitor dispatching of Priority One calls and ensure that officers are, or quickly become, available to respond.

2. Back-Up Units

- a. Back-up units are assigned to ensure officer safety, to help secure crime scenes, and to check the area for suspects. Most calls categorized as priority 1 will require a backup. The decision to send a backup on a priority 2 call is decided on a call-by-call basis. However, supervisors or on-scene officers may authorize the response of additional units if needed.

3. General broadcasts may be used for high-priority calls which are in progress or which have just occurred involving an immediate threat to life or property.

C. Communications center personnel in responding to victim/witness calls for information or service will determine whether an emergency or non-emergency response is required and inform the victim/witness of the department's response.

D. Communications radio and telephone conversations recordings will be maintained for 90 days and are digitally recorded and secured. Reviewing recorded conversations will be conducted:

1. For quality assurance.
2. Upon requests by internal and external sources or personnel such as the District Attorney Office, department investigators, Internal Affairs, etc.
3. To randomly monitor staff for training and recognition purposes.

XV. SERIOUS INCIDENTS

A. Administrative Notifications

1. Telecommunicators are responsible for notifying on-duty Supervisors and Command Staff of all serious incidents, including but not limited to the following:
 - a. Homicide, kidnapping, or robbery;
 - b. Major felony arrests, including narcotics and cash seizures
 - c. Vehicular pursuits;
 - d. Major burglaries involving substantial loss;
 - e. All aggravated crimes;
 - f. Child sex crimes;
 - g. Major school incidents or crimes;
 - h. Fatal motor vehicle accident or plane crash;
 - i. Hostage situation or barricaded subjects threatening suicide or injury to officers or others;
 - j. Major incidents involving multiple injuries or loss of life, or when a realistic threat of such exists;

- k. Employee discharging a firearm or if shot at;
 - l. Fleet accidents and on-duty injuries involving employees;
 - m. Personnel who damage or disable PD property;
 - n. Major weather warnings;
 - o. Events that require calling off-duty personnel to work;
 - p. Injury or death occurring in the detention facility;
 - q. Major equipment failure that will impair the ability of the department to function or provide primary services;
 - r. Any other occurrence that supervisors or commanding officers should know about;
2. Communications supervisors shall ensure that notification e-mails are sent out promptly and contain accurate information, and are edited for content.

XVI. COMMUNICATION OFFICER TRAINING (TBP: 3.18)

A. TCIC and NCIC Operations

1. The Communications Center has access to TCIC and NCIC systems. (TBP: 9.07)
2. All call takers will be trained in TCIC/NCIC Full Access and will comply with all rules and regulations regarding operation of the systems.

B. Telecommunicators shall also receive full training in (TBP:9.09):

1. TCOLE Basic Telecommunications Officer Course
2. Operations of the Computer Aided Dispatch System
3. City and Departmental Policies
4. Communicating with persons who have mental challenges
5. Crisis Communications
6. Rosenberg Police G.O. 6.01 Use of Force Policy
7. De-escalation strategies

XVII. WARRANT MAINTENANCE (TBP: 9.08)

A. TCIC/NCIC Warrants

1. The department will comply with all TCIC/NCIC requirements for warrant maintenance, entry, removal and auditing.

B. Municipal Warrants

1. The department maintains the original copy of all traffic and criminal warrants originating from the City of Rosenberg Municipal Court.

2. All municipal warrants are maintained in designated file cabinets in the Communications Division in alphabetical order of the wanted person by last name
3. Only members of the Communications Division are allowed access to the warrant file.

A. New Warrant Entry

1. All municipal warrants are entered into the CAD Records Management System electronically.

B. Confirmation of Warrants

1. When an officer of this agency or any other agency requests a warrant confirmation, the Telecommunicator will attempt to locate the original warrant in the warrant file.
2. If the original warrant is located, the Telecommunicator shall confirm the presence of the warrant and confirm any identifying information such as description, driver's license or other identifying numbers, to ensure the proper person has been detained.
3. If the officer is from this agency, the officer will obtain the original of the warrant before delivering the prisoner to the jail. If the officer is from another jurisdiction, the Telecommunicator will send a teletype message to the agency placing a hold on the subject.
 - a. The teletype shall include all pertinent information to include name, date of birth, warrant number, charge, and bond.
 - b. The Telecommunicator shall note in the Remarks field that a hold has been placed with the agency.
 - i. The Telecommunicator shall include a date and time stamp along with his/her badge number and initials.
 - c. The municipal warrant shall not be removed from the CAD system until it is physically served.
4. Telecommunicators will not confirm a warrant without physically locating the original copy of warrant.

C. Removal of Warrants

1. After a warrant has been confirmed and an officer has arrested the individual, the Telecommunicator will make a photocopy of the warrant for pick-up by the officer.

2. The telecommunicator shall inactivate the warrant in the CAD system indicating the warrant has been served and returned to the court. The Telecommunicator shall include a time stamp as well as his/her badge number and initials in the Remarks field.

D. File Audits

1. To ensure the integrity of the warrant file, the Communications Supervisor will conduct audits as required by TCIC/NCIC.
2. The Communications Supervisor will also conduct an audit every year of all municipal warrants in the file to ensure they are accurate and valid.
3. Traffic and Class C warrants that have not been served within five years will be returned to the court for further disposition.

XVIII.