

CITY OF LYONS POLICE DEPARTMENT

POLICE OPERATIONS MANUAL

CHAPTER: 15 - Communications

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Note: Georgia Crime Information Center (GCIC)'s CJIS Network Policy Manual is adopted for use in the Department's CJIS operations.

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I. PURPOSE

- A. Establishes rules and regulations regarding the maintenance and operation of City owned communications equipment.
- B. Establishes rules and regulations regarding the operation of communications.
- C. Establishes rules and regulations regarding the personnel assigned to the Dispatch Center.
- D. Establishes standard operating procedures for the rapid and accurate transmission of information from the public to field officers.
- E. Establishes standard operating procedures for responding to alarms.

II. RULES AND REGULATIONS

- A. Equipment Operation and Maintenance
 - 1. Communications Area, Limited Access - Unauthorized personnel shall not be allowed in the communications area.
 - 2. Federal Communications Commission Licensing - The Department maintains the licenses necessary for the operation of communications and speed detection equipment.
 - 3. Recordings of Transmissions and Telephones - All radio transmissions and phone lines are to be recorded automatically on a twenty-four (24) hour basis and maintained for a minimum of sixty (60) days by the Dispatch Center.
 - 4. Emergency Telephone Lines - The emergency telephone lines shall be used for emergency purposes only. In handling emergency calls, the dispatcher must obtain all the facts in order to properly dispatch assistance. All misdirected emergency calls will be forwarded to the appropriate service agency.
 - 5. Law Enforcement Teletype Information - The computer terminal interfaces with the Georgia Crime Information Center (GCIC) and the National Crime Information Center (NCIC). This terminal shall only be used for sending and receiving of official law enforcement messages. It is the responsibility of the clerks and/or dispatchers, to enter information into the terminal and to relay necessary information to officers.
 - 6. Telecommunication Device for the Deaf (TDD) - Maintained to communicate with the hearing impaired.

7. Maintenance of Equipment - At no time will the communications equipment be subject to routine repairs without being approved by the shift supervisor or the Chief of Police. When communications equipment malfunctions, the shift supervisor is to be notified immediately in order to coordinate repair work. At the Beginning of each tour of duty, all dispatch time clocks and the time recording system shall be checked for synchronization. The permanent tape will be removed when indicated full, marked with the time and date, and placed in the storage rack in the file room. At no time is the permanent recording tape to be stopped while it is recording. The temporary recording tape is to be used for playback.

B. Operations

1. Responsibility for Monitoring Emergency Lines - The responsibility for monitoring and answering the emergency telephone lines will rest with the Dispatch Center.
2. The Radio Signal Card - Radio codes/signals shall be used by all personnel to ensure uniformity of radio transmissions. If a clear and understandable code does not explain the assignment, use plain English with a minimum number of repetitions.
3. Emergency Traffic - Whenever an emergency transmission is made by any unit or the dispatcher, all non-emergency traffic on that channel shall cease until the emergency traffic condition is lifted. It shall be the responsibility of the dispatcher to notify units returning from an "out-of-service" status of the emergency traffic conditions.
4. In-Progress Calls - In the event a caller reports an in-progress incident, the dispatcher shall attempt to keep the caller on the line until the first unit arrives on the scene. Additional information, such as direction of travel, type of vehicle involved, and description of suspects should be obtained and transmitted to field officers as they are known.
5. Pursuits - It shall be the responsibility of the dispatcher to coordinate communication of information during pursuit situations.
6. Priorities - Except as described in the S.O.P. on General Communication Procedures, all communications will be handled in the order they are received, as rapidly as possible. Priority will be given to calls for ambulances, in-process crimes (felonies), accidents involving injuries, and other emergencies involving a threat to life.

7. Coordination of Communication with Other Agencies -The Department will extend its full cooperation to all departments requesting communications services within the limits of its available resources. Communications directed to other agencies through the Dispatch Center will be given the same status as departmental messages and requests for service.
8. Conflict Between Dispatch Center and UPD - Disagreements between dispatchers and uniform patrol officers concerning the manner of dispatching or responding to calls shall not be discussed over the radio. If the UPD Supervisor is unable to contact the Dispatch Center Supervisor to resolve the disagreement, he shall have the authority to override the dispatcher concerning the unit(s) dispatched and manner of response. If a uniform patrol officer questions the manner in which a call was dispatched, the officer shall respond to the call, and discuss the matter with the UPD Supervisor later. The Watch Captain and the Dispatch Supervisor shall resolve problems between dispatchers and uniform patrol officers.
9. Telephone Calls for Officers - In the event an on-duty officer receives a telephone call, a return message will be taken and the officer will be notified to return the call. Any message taken for an off-duty officer will contain the date, time, and initials of the person accepting the message.

C. Personnel

1. Responsibilities of Dispatchers

The general responsibilities of the dispatchers in regard to the radio communication system are to monitor the radio and telephone for incoming messages and to make dispatch assignments utilizing the radio system. The dispatchers' transmissions have the same authority as direct orders from the Chief of Police.

The dispatchers are expected to notify dispatched officers of any information relating to the nature of the call so they may take suitable precautions. If specific information is not available, the responding officer shall be notified.

When necessary, additional officers are to be dispatched to handle a call for service. If the number of officers on-duty is insufficient to handle the situation adequately, the dispatcher shall immediately notify the shift supervisor.

Dispatchers shall immediately notify the Watch Captain/shift supervisor, regardless of his/her radio status, of all emergency calls to officers under his/her command.

Dispatchers shall initiate hourly radio checks with each on duty officer.

Dispatchers shall initiate "status" checks with officers who are at the scene of all Priority One calls or vehicle stops at frequent intervals.

2. Responsibilities of Officers or Employees with radios

The radio represents the officer's or employee's only contact with headquarters and the Dispatch Center while in the field. Therefore, every uniform patrol officer and criminal investigations unit assigned to or engaged in a field assignment must have access to radio communications.

When talking on the radio, messages should be planned before they are transmitted.

Before broadcasting, an officer should listen to make sure he is not interrupting another unit which might already be using the frequency.

The telephone should be used whenever the message does not call for the use of the radio.

Promptly respond to all communications requests from the dispatch center, other officers, or supervisors.

3. Communication Assignments

Based upon the information contained on the complaint-dispatch card, the dispatcher will transmit the communications assignment to the proper available uniform patrol unit. The proper procedure for making the assignment is to contact the uniform patrol unit and advise the uniform patrol unit to be ready to receive information, relay the dispatch information, and receive a confirmation from the community services officer. Additional information, such as the officer's time of arrival and action taken, will be noted on the dispatch card. A complaint control number shall be assigned to each specific call for law enforcement services.

D. Radio Communication with Other Agencies

1. If communication is needed with a public service agency inside Toombs/Montgomery County, Change the radio to the desired agencies frequency. Use normal communication procedure and identify yourself using your badge. Each Toombs/Montgomery County agency has unique badge identifiers with no duplications between agencies.
2. If communication is needed with an agency outside of Toombs County, change the radio to the desired channel for the State of Georgia. Communicate with that agency by identifying yourself using Lyons Police and badge number. Some agencies do not use the same 10-codes and plain English communications must be used.

STANDARD OPERATING PROCEDURE

EFFECTIVE: February 1, 2012

S.O.P. 15-1 COMMUNICATION PROCEDURES (GENERAL)

I INTRODUCTION

All broadcasts of calls and assignments from the Dispatch Center shall be considered an officer's primary work assignment. Any apparent problem associated with a call received should be reported by the officer to his/her supervisor. Shift Supervisors are charged with immediately correcting any obvious problems. Units may be directed to perform police duties within the boundaries of the city.

II FIELD UNITS

The following procedure shall be used for receiving and dispatching calls:

- A. Uniform Patrol and investigative units will check "on-duty" on their primary radio frequency.
- B. Changes in beat assignment should be handled by telephone, not over the radio.
- C. All field units shall remain on their assigned radio channel with the following exceptions:
 1. When directed by the dispatcher;
 2. When directed by a Superior Officer;
 3. When necessary for the performance of his/her duties;
 4. Officers shall receive authorization from the communication center before changing to another radio frequency and not monitoring their regular frequency.
 5. Uniform patrol units will acknowledge receipt of assignment, notify communications when they arrive at the scene of each call, any change in nature of complaint, completion of each call, service status and disposition upon completion.
 6. If a unit fails to respond to the radio after being called three separate times within a minute, while in-service, the uniform patrol supervisor shall be notified. It is the responsibility of the uniform patrol supervisor to initiate proper action.
 7. When checking "out-of-service" officers are to do so via the radio. All out-of-service activity or special assignments must be approved by the uniform patrol supervisor.

8. Field officers shall make every effort to locate a complainant before requesting additional assistance from communications.
9. It is absolutely necessary that an officer notify the Communications Center as soon as they arrive at the scene of calls for service and that the officer is put back in service as quickly as possible after completing the call for service. Also, the officer will notify the Communications Center before leaving the patrol car, and on all vehicle or pedestrian stops. The officer will provide their location and identifying information on pedestrians. Prior to stopping a vehicle, officers shall give the location, tag number, state of registration, year, make, model, and color of vehicle. Dispatchers are to automatically run the vehicle license check through GCIC/ NCIC.
10. All personnel will use their assigned badge number for identification during all radio traffic.

III COMMUNICATIONS

A. Priority Calls

To manage calls for service, the dispatchers shall prioritize calls for dispatch, as follows:

Priority 1 - Those calls requiring immediate dispatch (e.g. crimes in progress, accidents with injuries, officer needs assistance).

Priority 2 - Those calls requiring immediate dispatch, but not of an emergency nature (e.g. accidents without injuries, suspect has left scene).

Priority 3 - Routine calls for police service requiring the presence of a police officer. (e.g. thefts, burglaries, and other crimes against property).

Priority 4 - General information calls for which an on the scene officer is not requested or required.

B. Call Stacking

Priority 1 and Priority 2 calls shall be dispatched immediately. When a unit is not available to respond to a priority 1 and 2 call, dispatchers will notify the watch commander if one is on duty, otherwise the shift supervisor. The watch commander or the shift supervisor is to decide how the call is to be handled.

Priority 3 calls will be dispatched after priority 1 and 2 calls are completed. Whenever there is a significant delay, the complainant will be notified of the delay by the dispatcher.

Priority 4 calls will be referred to the Watch Captain if one is on duty.

- C. A broadcast of all felony-in-progress and emergency calls involving a life threatening situation will be made on all frequencies. This will allow a unit within close proximity to respond.

- D. Either a uniform patrol unit or dispatcher can initiate an "emergency radio traffic only" status. Uniform patrol units initiating this status shall cancel it as soon as possible. If an immediate response from the uniform patrol unit is not received, the dispatcher shall initiate contact through another unit on the scene or the closest available unit to determine the status of the original unit.

- E. Key command personnel and the shift supervisor will be informed by the dispatcher of the following emergency situations or major incidents, and the shift supervisor will proceed to the scene and assume command:
 - 1. Homicides.
 - 2. Rapes.
 - 3. Hostage Incident.
 - 4. Officer Involved Shooting.
 - 5. Injury to Officer.
 - 6. Fire Involving Two or More Buildings or a Major Building or Industry Where Enhanced Police Services are Needed.
 - 7. Severe Weather (Tornado Warning or Flooding).
 - 8. Request for assistance from other agencies.
 - a. The Watch Captain or in his/her absence the Shift Supervisor is authorized to respond to any requests for assistance for which a Mutual Aid agreement is in force. The Chief of Police will be notified in each case where aid is requested and sent.
 - b. Where no mutual aid agreement is in force, the request will be referred to the Chief of Police.
 - c. A list of approved mutual aid agreements will be published by General Order.

- F. Key Command Personnel (in order of notification)
 - 1. Assistant Chief of Police
 - 2. Captain, Uniform Patrol Division
 - 3. Captain, Criminal Investigations Division
 - 4. Chief (to be notified by above)

- G. Back-up Situations - At least two units or a two man unit will be dispatched to the following types of calls:
 - 1. All crimes-in-progress calls;
 - 2. If the suspect is still at or near the scene;
 - 3. If participants may be armed or dangerous;
 - 4. All calls involving mentally disturbed persons;

- H. Major accidents or disasters;

- I. Disturbance calls (e.g. intoxicated persons, domestic violence, loud parties);

This section is not intended to restrict the use of back-up or additional police units at any incident scene. If there is an element of doubt, the dispatcher shall dispatch additional units. The watch commander/shift supervisor will be notified of these changes/additions. The watch commander/shift supervisor has the authority to add or cancel backup units as required depending on his/her knowledge of the situation.

STANDARD OPERATING PROCEDURE

EFFECTIVE: February 1, 2012

S.O.P. 15-2 ALARM RESPONSE PROCEDURES

I. INTRODUCTION

The department recognizes the hazards encountered when officers respond to crimes-in-progress calls. Officers shall assume all alarms are bona fide crimes-in-progress. When approaching the scene, officers shall use caution to determine if the suspect is still present. A confrontation at the scene will not only place the officer in danger but may escalate the incident into a hostage situation.

II. PROCEDURE

A. COMMUNICATIONS

1. When an alarm is received by telephone, the dispatcher shall obtain the basic information and keep the caller on the line;
2. If available, initial information the dispatcher should identify includes; injuries, status of the crime-in-progress, point of entry, any suspect description, vehicle description, direction of travel, time lapse, and any hostages;
3. The UPD Supervisor shall be notified immediately;
4. The responding officer shall be kept updated;
5. Upon request of the officer on the scene, the dispatcher is to make a telephone call to the alarm location to confirm the crime and relay information. If the call is identified as a false alarm, the emergency response should be canceled while the primary unit continues to the scene for the report. The dispatcher shall direct the caller to meet the officer in front of their location with identification.

B. Uniform Patrol Unit Response - When notified of an in-progress alarm:

1. An emergency response may be initiated or canceled by the supervisor, responding officer, or the dispatcher.
2. If an emergency response has been initiated, the officer is to operate the vehicle in accordance with the requirements of this Manual.

3. The uniform patrol unit(s) responding to the scene will approach with caution. A single officer shall not enter the building until a back-up arrives, and shall observe all activity.
4. If no suspicious activities have been observed at an open business, the officer shall have the dispatcher contact the manager/owner or authorized representative and have him meet the officer alone outside the establishment.
5. When the dispatcher telephones the location of the alarm and there is no answer, or unusual circumstances are detected during the course of the conversation, it will be assumed that a crime is in progress. Upon conformation or assumed conformation the appropriate responses below will be initiated.
6. In the event a robbery is in-progress, the responding officer shall secure the perimeter and call for additional units as needed. Where appropriate, vehicular and pedestrian traffic will be detoured from the area. The uniform patrol supervisor shall establish a command location. The safety of citizens, as well as police personnel, will be the highest priority in robbery occurrences. No unauthorized action will be taken that threatens the lives of others. At the discretion of the commanding officer at the scene, a previously developed response procedure will be implemented.

NOTE: See Chapter 18 Unusual Occurrences/Tactical Response

7. In the event a burglary is in progress, the responding officer shall secure the perimeter, call additional units as necessary, and locate the point of entry. Entry into the structure shall be made under the direction of the commanding/senior officer at the scene.
8. If the suspect(s) have fled the scene, the primary unit will continue to the scene to:
 - a. Check for injuries;
 - b. Notify Dispatch Center and Uniform Patrol units of any additional information;
 - c. Secure and protect the scene;
 - d. Detain and separate the witnesses for interviews;
 - e. Obtain names, business and home addresses and telephone numbers of all persons on the premises. To establish proper identity, officers shall use driver's licenses or other valid identification.

9. Other Unit Response - Any officer who monitors an alarm or in-progress dispatch and is in the general vicinity of the incident location will notify the dispatcher of his/her location. The Dispatch Center will notify the field supervisor if another unit is available to respond. The field supervisor will be responsible to coordinate the response of all uniform patrol and other units.

C. Duties of The UPD Supervisor

Upon receiving information that a crime is in progress, the UPD supervisor shall:

1. Ensure primary and back-up units are in response;
2. Position additional units as needed, and return any units that are not needed back into service;
3. Travel to the scene to supervise and coordinate activities;
4. Notify any specialty units as the need becomes clear;
5. Coordinate proper action dependent on the situation (stabilize the situation).

D. Duties of the Watch Commander

The Watch Commander shall assume all of the above duties of the UPD Supervisor except for response to the scene.

STANDARD OPERATING PROCEDURE

EFFECTIVE: February 1, 2012

S.O.P. 15-3 RECEIPTING COLLECTED FINES AND FEES

PURPOSE

To establish the procedure for receipting monies collected by the City of Lyons Police Department.

- A. One officer shall be appointed by the Chief of Police to be responsible for the management of the money collected and the balancing of the same. These responsibilities include but are not limited to:
 - 1. Weekly counts of money received in order to balance with the receipts that have been issued during the same period.
 - 2. Audit the receipting computer system quarterly ensuring that balances are correct.
 - 3. Monitor probation cases within the system to ensure that balances on individual cases are correct.
 - 4. Assist with yearly audits performed by an independent company.

B. PERSONNEL ISSUING RECEIPTS

All support staff will have the ability to receipt money in the receipting system of the computer. The duty of all support staff is to collect the money and receipt it in the following order.

- 1. The arrest booking report of the person of whom the fine is being paid will be retrieved from the docket and the amount of the fine on the booking report will be consistent with the amount listed in the computer.
- 2. The correct amount, which is listed in the computer, will be collected and then the receipt or receipts will be issued for each charge that is being paid. All cases will be accessed by entering the citation number into the receipt program.
- 3. Persons paying for background checks, copies of reports, and any other types of fees, the dispatcher will enter all of the payer's information in the appropriate fields.
- 4. The person paying the fine/fee will receive the white copy of the receipt and the yellow copy will be attached to the money and immediately dropped into the cash box.

5. The arrest booking report will be stamped paid with the person's signature who receipted the money on it and the amount paid.
6. The employee issuing the receipt will be held accountable for the correct amount of money being attached to the receipt or receipts.
7. Hand written receipts can be issued if the computer system is inoperable or the fine amounts do not coincide. If the fine amounts are not the same the City of Lyons fine schedule will be the correct amount.
8. Exact change in cash or a check after being approved by a supervisor will be accepted for payment.

C. OFFICER WORKING DISPATCH

Officers will not have the ability to issue a computer generated receipt. Officers will issue hand written receipts in the following order.

1. The arrest booking report of the person the fine is being paid for will be retrieved from the docket and the amount listed will be checked with the City of Lyons fine schedule.
2. If the fines coincide then the proper amount of money will be collected and a hand written receipt will be generated.
3. The hand written receipt will include if a citation, the suspects name, citation number, or numbers, and the offense. If a receipt is issued for any other reason the reason for the charge will be listed.
4. The person paying the fine / fee will receive the white copy of the receipt and the yellow copy will be attached to the money and immediately dropped in the cash box located in the cabinet under the desk.
5. The employee issuing the receipt will be accountable for the correct amount of money being attached to the receipt of receipts.
6. The arrest booking report will then be stamped paid with the officer signature and the amount paid on it.
7. Exact change in cash or a check after being approved by a supervisor will be accepted for payment.
8. No officer will receive payment on a citation that he or she has issued.

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