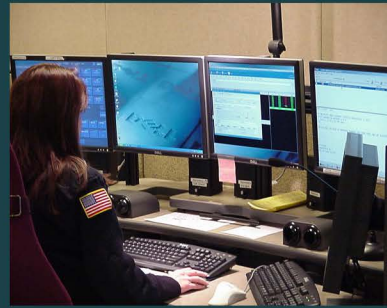


Communications  
Center

Policies &  
Procedures



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**«M\_1»  
Communications Center Policies & Procedures  
with Associated Forms**

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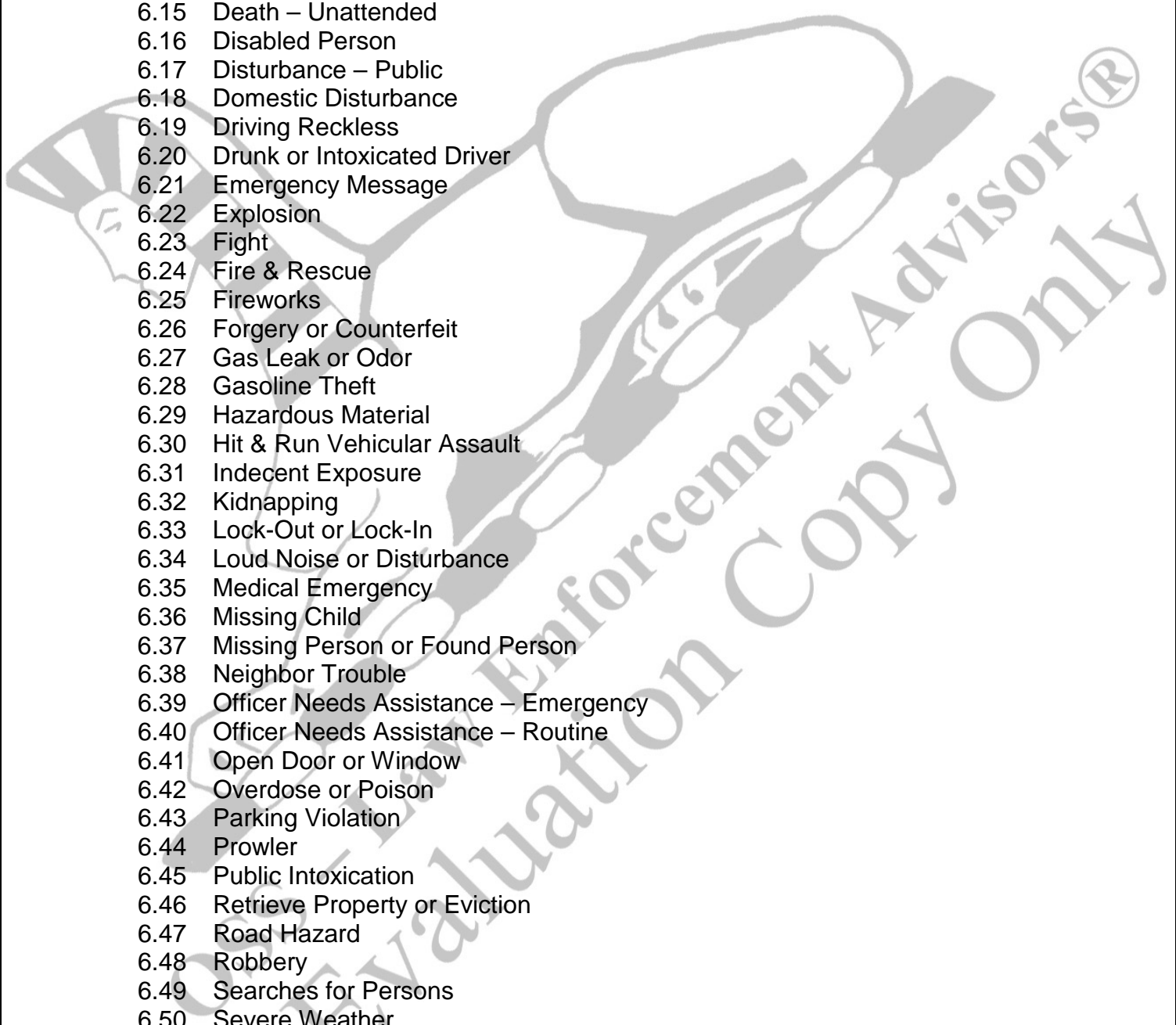
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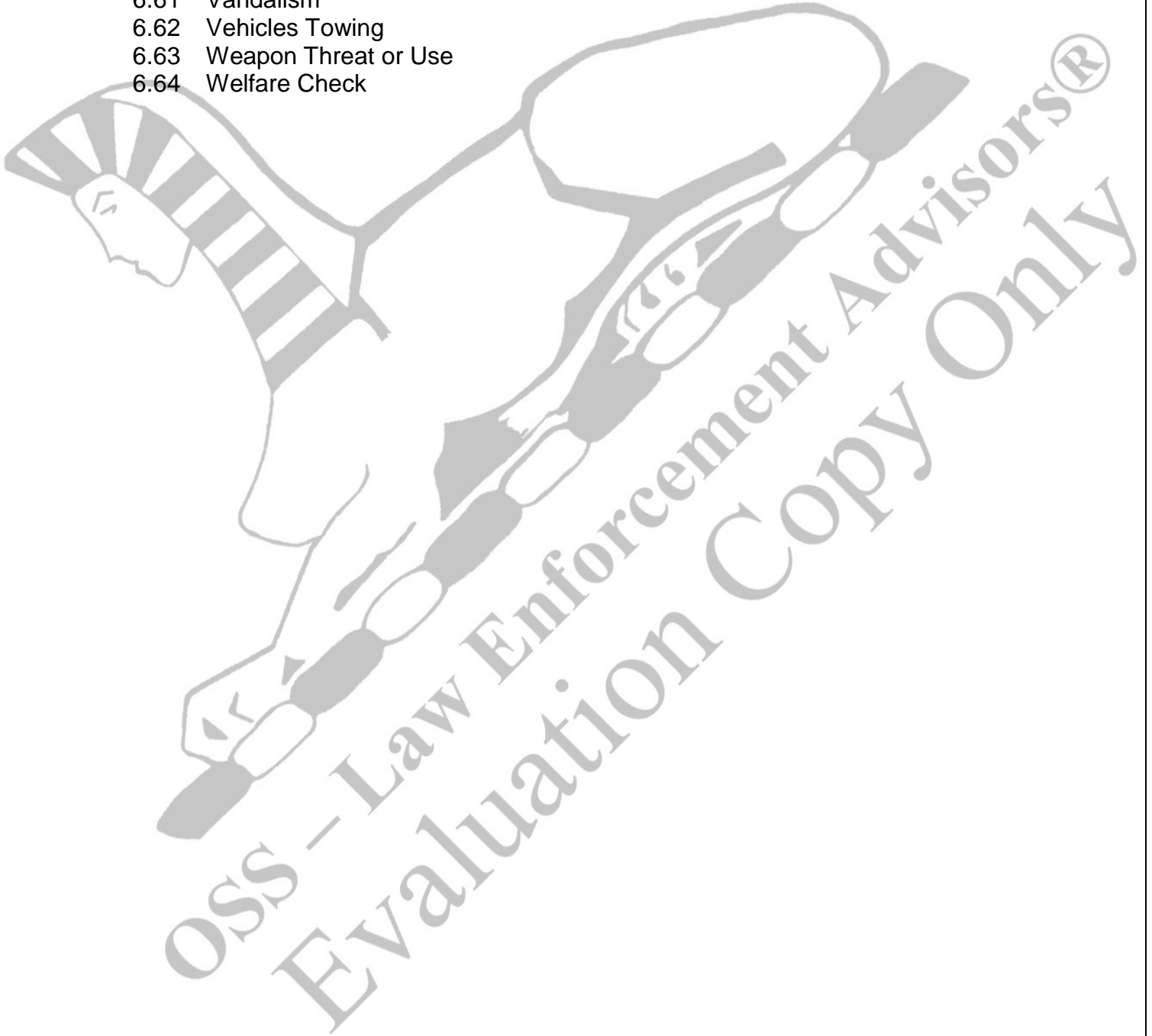
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Policies and Procedures

<b>Subject:</b> Glossary of Terms	<b>Policy Number:</b> 1.01
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

- **10-Codes** - Outdated standardized abbreviations for common radio traffic.
- **9-1-1** - A universal emergency support telephone number which offers direct, immediate, and toll free connection to 24-hour emergency call support in the caller's geographic area.
- **Action Guide** – That section of a communications policy that provides guidance to communicators in the collection of information, the management of response resources, monitoring of actions, and follow-up. The action guide is not to be used as a concrete policy without flexibility, but rather a resource tool that will fit many or most situations of a particular category. Communicators use their discretion when applying action guides, and are prepared to document reasons for deviating. **Section 6 of this policy manual is your Action Guide.**
- **ALI - Automatic Location Identifier** - FCC requirement that a caller's mobile phone be geographically located within 100 meter accuracy and not the location of the tower that is transmitting its signal.
- **Amber Alert™**- Program is a voluntary partnership between law-enforcement agencies, broadcasters, transportation agencies, and the wireless industry, to activate an urgent bulletin in the most serious child-abduction cases. The goal of an *Amber Alert* is to instantly galvanize the entire community to assist in the search for and the safe recovery of the child. For more information on Amber Alerts see: <http://www.amberalert.gov/>.
- **ANI - Automatic Number Identifier** - A feature of telephone intelligent network services that permits subscribers to display or capture the billing telephone number of a calling party.
- **Articulate** - Endowed with the power of speech. Composed of distinct, meaningful syllables or words, as in human speech. Expressing oneself easily in clear and effective language: *an articulate speaker*. Characterized by the use of clear, expressive language: *an articulate essay*.

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«M\_1»

**RECEIPT FOR COMMUNICATIONS CENTER POLICIES & PROCEDURES MANUAL**

I, \_\_\_\_\_, hereby acknowledge receipt of one (1) copy of the «M\_1» Communications Center *Policies & Procedures Manual*.

It is understood that this manual is entrusted to me for safekeeping, study, and compliance. I will use my best efforts to study, learn, and comply with the instructions contained in this manual. The updating, maintenance, and safe storage of this manual are my personal responsibility.

I understand this manual contains **restricted law enforcement, communications center, and other confidential data**, and that release of its contents to anyone not having an official need to know may place residents of this community, and officers and employees of this agency at risk.

I will retain this manual in my possession or safekeeping, and will not allow it to be copied or reproduced in any manner without prior authorization from a superior authorized to permit such duplication. Further, I will immediately report to the «M\_17» any attempt made by those outside of the agency to borrow, acquire a copy, view, or use this manual. Likewise, I will immediately report the loss of this manual or portions of its contents to the «M\_17».

I affirm my commitment to honor this agreement this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Printed name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed name of Witness

\_\_\_\_\_  
Witness' Signature

## GENERAL ORDERS

- I. Perform all communication and assigned duties professionally, while keeping on the alert for threats to human life and general community safety.
- II. Do not abandon, or leave assigned areas until properly relieved.
- III. Obey all lawful orders of supervisors and command staff.
- IV. Report all violations of orders and established policies of this agency.
- V. Keep current on policy and procedures, while maintaining all required skill levels and certifications.
- VI. Do not seek or have any personal relationships with callers, suspects, accused, or persons beyond that which is necessary and appropriate in carrying out official duties.
- VII. Do not accept money or any other gratuity for performing your duties, unless expressly approved by the «M\_15».
- VIII. Be faithful to the trust and responsibility the public has placed in this profession and you.
- IX. Do not lie, cheat, steal, or tolerate anyone who does.
- X. Do not misuse agency equipment or the information that is reported over or retained in this system.

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## Policies and Procedures

<b>Subject:</b> Critical Incident Reporting	<b>Policy Number:</b> 2.06
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

### POLICY:

Employees of «M\_1» prepare written and recorded reports, and document evidence, in order to better manage the agency, memorialize events, and support the criminal justice and incident reporting process.

### PROCEDURE:

Significant incidents occurring within the scope of knowledge of any employee including but not limited to, *acts of violence, injury to officers, citizens or employees, motor vehicle or other accidents, discharge of a firearms, or Level IV or V use of force incidents, allegations of violations of Constitutional rights, and any other incident perceived to be of concern* to the «M\_15», is reported to the «M\_15», through the «M\_18» by any employee having direct knowledge of the facts. Critical incidents such as these are reported verbally with written or recorded follow-up reports laying out the pertinent facts of the reported incident.

### Reporting Requirements:

For reporting purposes, incidents are organized into levels of seriousness, as defined below. As a general rule: **Never let the «M\_15» hear about an incident from someone outside of the agency!** When this occurs, it demeans the integrity and professionalism of the agency, and ultimately makes more work for everyone involved as . . . *they play catch-up.*

**Priority I Incidents** are reported at once to the «M\_15», «M\_18», «M\_17» or their designee, and include but are not limited to, the following types of incidents:

1. Death or serious bodily injury of an officer, employee, volunteer, visitor, detainee, or prisoner;
2. Bomb threat or explosion;
3. Hazardous chemical spill;
4. Federal, state, or other agency notice of a pending critical event;
5. Extensive property damage resulting from fire, man-made or natural disaster, or terroristic threat or action;

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«M\_1»

## Policies and Procedures

### CANONS OF ETHICS FOR COMMUNICATORS<sup>1 2</sup>

All «M\_1» employees, as well as those having access to «M\_4» facilities abide by the following *Canons of Ethics*:

#### **Article 1.**

##### ***Primary Responsibility of Job***

The primary responsibility of the communication service and of individual employees is the protection of the people of the United States through timely and efficient communications, and the upholding of individual rights and performance standards, chief among these being the Constitution of the United States. Our employees always represent the whole of the community and its legally expressed *public will*, and never any political party or clique.

#### **Article 2.**

##### ***Limitations of Authority***

The first duty of any employee of «M\_4» is to know the bounds and limits placed upon them. Because they represent the *will of our community*, telecommunicators must be aware of the limitations and proscriptions which the people have entrusted to them. This requirement gives voice to the genius of the American system of government, which gives to no person, groups of persons, or institution, absolute power. As a supporter and defender of that system, a telecommunicator does not pervert the character of this authority, or allow others to do so freely.

#### **Article 3.**

##### ***Duty to be Familiar with Policy & Responsibilities of Self & Public Officials***

Employees of «M\_4» assiduously apply themselves to the policies and procedures and professional practices that govern this operation. Employees seek aid from superiors in matters of technicality or principle when additional guidance is indicated. Further, employees make a special effort to fully understand their relationship to other public officials, including other agencies, particularly on matters of jurisdiction both geographically and authoritatively.

#### **Article 4.**

##### ***Utilization of Proper Means to Gain Proper Ends***

«M\_4» employees are mindful of their responsibility to pay strict attention to the selection of means in discharging the duties of their office and responsibility. Violations of law, failure to follow established policy, or disregard for public safety and property on the part of an employee are intrinsically wrong. The employment of improper or illegal means, no matter how worthy the end, is certain to encourage disrespect for the law

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<sup>1</sup> Originally composed in 1957 by a Committee of the International Association of Chiefs of Police, Inc. for law enforcement operations.

<sup>2</sup> Updated in 2009, by OSS - Law Enforcement Advisors®, to recognize the meaningful contribution of female officers and «M\_3» to public safety.

«M\_1»

## Policies and Procedures

<b>Subject:</b> Racial & Bias Profiling	<b>Policy Number:</b> 2.15
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

### POLICY:

«M\_1» operates in a proactive manner and diligently answers emergency and public safety calls for service in a responsible and professional manner, without racial or bias based profiling. Services are provided equally to all persons.

### DEFINITIONS:

- **Racial or Bias Profiling** - The unequal treatment of any person based on race, ethnicity, gender, sexual orientation, culture, religious affiliation, national origin, or any combination thereof. The primary factor to consider is whether *an observable offense was committed*.
- **Race or Ethnicity** – Of a particular decent, including, but not limited to, *Caucasian, African, Hispanic, Asian, or Native American*.

### PROCEDURES:

#### General Provisions:

1. Two fundamental rights are guaranteed by the United States Constitution and Constitution of this State are *equal protection under the law* and *freedom from unreasonable searches and seizures* by government agents.
2. Employees of this agency do not engage in bias based profiling.
3. This policy does not inhibit or preclude employees from offering assistance to anyone who appears to be in need of assistance, ill, lost, or confused.

#### Complaint Investigation:

Complaints alleging racial or bias based profiling are taken seriously by this agency. The taking of such a complaint, investigation, and final disposition are processed in accordance with the *Internal Compliance Enforcement – ICE policy*.

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«M\_1»

## Policies and Procedures

<b>Subject:</b> FCC Regulations	<b>Policy Number:</b> 2.16
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

### POLICY:

«M\_1» complies with all procedures, rules, regulations and other requirements of the *Federal Communications Commission* (FCC) and other regulatory agencies.

All «M\_3»s know, understand, and follow applicable FCC procedures for radio and other telecommunications devices.

### DISCUSSION:

The FCC is an independent government agency established by the *Communications Act of 1934*.<sup>1</sup> They are the regulatory agency for interstate and international communications by radio, television, wire, satellite, and cable.

In October of each year, the FCC publishes the *updates of regulations* on their website<sup>2</sup> that are available for download.

Some pertinent documents regarding the FCC and FCC regulations are:

- Communications Act of 1934;
- Communications Act of 1996; &
- Wireless Communications and Public Safety Act of 1999 (9-1-1 Act).

### PROCEDURES:

All «M\_4» communications personnel use their *chain of command* regarding questions, concerns, or issues related to FCC regulations.

<sup>1</sup> Title 47 Code of Federal Regulations (CFR)

<sup>2</sup> <http://www.fcc.gov/>

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«M\_1»

## Policies and Procedures

<b>Subject:</b> Shared Information Systems	<b>Policy Number:</b> 2.17
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

### POLICY:

«M\_1» maintains all accreditations and certifications necessary to gain access to local, regional, state, and/or federal information systems or databases for the purposes of identifying and sharing critical information with other authorized agencies. Employees of «M\_4» who have access to and utilize these shared databases or information systems shall maintain all certifications required for access and comply with any and regulations regarding proper use.

Use of information derived from shared databases or information systems is restricted to agency personnel who have a *need to know* for official business.

### DISCUSSION:

The sharing of information from one agency to another across the country is critical to the security of our nation and the safety of its residents. The critical information provided through these shared databases or information systems is confidential, restricted, and sensitive data which must be carefully controlled to ensure compliance with applicable departmental policies as well as local, state, and federal guidelines.

### PROCEDURES:

Employees accessing shared information system and files are accountable for the appropriate and correct use of such data.

No information is to be accessed or disseminated in any form or fashion except for *official agency business* and is never to be used for personal reasons or financial gain, or to share with other enforcement or emergency response personnel that are not authorized to receive such information.

Failure to comply with these policies and procedures or any misuse or abuse of the shared

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«M\_1»

## Policies and Procedures

<b>Subject:</b> 24-Hour Emergency Call Support (9-1-1)	<b>Policy Number:</b> 2.18
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

### **POLICY:**

The «M\_1» provides 24-Hour emergency call support for the «M\_21» area by providing a 9-1-1 service to the area citizens.

### **DEFINITIONS:**

- **9-1-1** - A universal emergency support telephone number which offers direct, immediate, and toll free connection to 24-hour emergency call support in the caller's geographic area.
- **VoIP** - *Voice-Over-Internet-Protocol* giving users the ability to place and receive phone calls through the use of internet and network technologies rather than traditional "hard-wired" telephone lines.

### **DISCUSSION:**

The protection of life and property is the most important part of the mission for «M\_4» and as such availability to the citizens through the 24-hour emergency call support system, or 9-1-1, is crucial. This service provides all citizens with instant access to public safety services within our jurisdiction at no cost and through wired, wireless, or interconnected VoIP phone services.

The current and updated regulations for 9-1-1 service are the responsibility of the FCC<sup>1</sup>; which has been given a significant amount of latitude to make changes for the betterment of national security and citizens' welfare around the country.

### **PROCEDURES:**

«M\_4» «M\_3»s regard all 9-1-1 calls as top priority unless otherwise instructed by a

<sup>1</sup> Wireless Communications and Public Safety Act of 1999 (9-1-1 Act)

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«M\_1»  
**Policies & Procedures**

<b>Subject:</b> Rules of Conduct	<b>Policy Number:</b> 3.01
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**POLICY:**

Employees of «M\_1» conduct themselves professionally and responsibly at all times in order to uphold the trust and confidence placed in them by the community.

**DISCUSSION:**

A key ingredient of the services we provide is maintaining the trust and confidence of the residents that we serve. We recognize that employees of «M\_4» are *high profile* members of our community, and as such are subject to constant scrutiny. As a result, employees must always strive to set an exemplary model of citizenship. This often means exercising restraint, avoiding conflict, and interacting kindly with the public.

**PROCEDURES:**

**General Guidelines:**

Employees follow both the spirit and content of the rules, policies and procedures established by this agency, and encourage compliance by fellow employees. Command and supervisory staff are the role models and are expected to demonstrate leadership and set exemplary standards. The following are a portion of the rules of conduct subscribed to by you and your fellow employees. Other rules and required actions are included in our policies and procedures. You are expected to support and comply with the guidelines and standards.

**Section One - Obedience to Orders, Rules, & Laws:**

1.1 Obedience to Rules of Conduct

Employees of «M\_4» are governed by the following general standards and rules of conduct. Violations of any of these rules are sufficient cause for disciplinary action up to and including dismissal.

1.2 Obedience to Laws

«M\_1»

## Policies and Procedures

<b>Subject:</b> Insubordination	<b>Policy Number:</b> 3.06
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

### POLICY:

Employees of «M\_1» understand the command and rank structure of the agency, and carry out their duties and responsibilities with a positive attitude, as directed by their supervisors within legal and policy guidelines. Any form of insubordination, unless otherwise justified, is not tolerated, and is subject to disciplinary action.

### DEFINITION:

- **Chain of Command** – A system whereby authority passes down from the top through a series of leadership positions or ranks in which each is accountable to the one directly superior.
- **Insubordination** - Any act of defiance, disobedience, dissension, or resistance to authority or instruction.

### PROCEDURES:

#### General Guidelines:

The organizational structure of «M\_4» lists the «M\_15» as the leading authority within the chain of command. This authority is delegated downward to the next level of authority and continues throughout the *chain of command* to the lowest level. In accordance with this structure employees will:

1. Follow orders and instructions issued by supervisory personnel, in a timely and efficient manner;
2. Exceptions to Item 1 above are, only if the order or instructions violate:
  - a. The Constitutional rights of others,
  - b. Policies & Procedures of the agency,
  - c. The Code of Ethics, and/or
  - d. Safety or health of an employee, detainee, or others;
3. Respond in a professional manner to instructions;
4. Consistently demonstrate respect for those appointed to positions above them, and fellow employees; &
5. Not use profane or obscene language toward any supervisor, public official,

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«M\_1»

## Policies and Procedures

<b>Subject:</b> Critical Incident Planning	<b>Policy Number:</b> 4.02
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

### **POLICY:**

«M\_1» maintains readiness to respond to critical incidents that may occur in the service area or at the center. Employees know and understand these critical incident plans, and are prepared to take action when incidents arise.

### **DISCUSSION:**

«M\_1» administration has worked diligently to develop these incident responses based on the frameworks established by FEMA, through NIMS and ICS. It is vital for «M\_4» employees to know, understand, and be able to apply the critical incident plans from many perspectives, not just their individual role.

Key incident command personnel complete FEMA training on NIMS and ICS and practice responding to various critical incident drills. It is important to realize some of these personnel might not be available at the moment of an incident or may be cut off from the command center for an extended period of time. As a result, back-up personnel assume command and respond in accordance with our established plans and procedures.

### **CBRN Attacks & Hazards**

Special attention is given to CBRN attacks. While the current likelihood of a CBRN attack is relatively low, the threat world-wide is growing with some terrorist groups expending a large amount of resource trying to develop or secure these WMDs. The aftermath of such an attack could be overwhelming and thus it is up to employees of this agency to remain watchful for CBRN threats or hazard situations. If such a situation should occur, contact a supervisor immediately and follow procedures for dispatching the necessary response personnel.

### **PROCEDURES:**

*Should a critical incident drill or actual event be called, refer immediately to the Critical*

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## Policies and Procedures

<b>Subject:</b> Electronic Media Security	<b>Policy Number:</b> 4.03
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

### POLICY:

Authorized employees of «M\_1» may access, create, and use electronic media while on duty only for the benefit of, and in furtherance of the agency's mission. Information, communications, and electronic media is only transmitted or provided to authorized recipients, and is not distributed or used for personal use or enterprise.

Employees are mindful that any statement, comment, or image (official or personal) they may maintain, post, or communicate through Electronic Media may become discoverable, exculpatory, or available to the public through a Freedom of Information, [FOIA] request and therefore are restrained in such actions.

Employees also comply with applicable federal laws regarding electronic communications and software copyright regulations, safeguard the facility from computer virus infections, and limit Internet and electronic communication use to *official business only*.

### DEFINITIONS:

- **Discoverable** - Discovery is the pre-trial phase in a lawsuit in which each party through the law of civil procedure can request documents and other evidence from other parties and can compel the production of evidence by using a *subpoena* or through other discovery devices, such as *requests for production of documents*, and depositions. In other words, discovery includes (1) interrogatories [questions posed in writing]; (2) motions or requests for production of documents; (3) requests for admissions; and (4) depositions [verbal questions and answers].
- **Electronic Media** - Are media that use electronics or electromechanical energy for the end user (recipient or audience) to access the content. This is in contrast to static media such as print media, which are most often created electronically but don't require electronics to be accessed by the end user in the printed form. The primary Electronic Media sources familiar to the general public are better known as video recordings, audio recordings, multimedia presentations, slide

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presentations, CD-ROM and Online content. Most new media are in the form of digital media. However, Electronic Media may be in either analog or digital format. Any equipment used in the electronic communication process (e.g. telephones, fax, portable (cell) phones television, commercial radio, two-way radios, telephone, computer, game console, pagers, handheld device) is also considered Electronic Media.

- **Exculpatory** - Evidence favorable to the defendant in a criminal trial, which clears or tends to clear the defendant of guilt. It is the opposite of *inculpatory* evidence, which tends to prove guilt. In many jurisdictions law enforcement or prosecutors must disclose to the defendant any exculpatory evidence they possess. Failure to disclose can result in the dismissal of a case.
- **Expectation of Privacy** - The *expectation of privacy*, as a legal concept with a precise definition, is found in U.S. case law. There are two types of expectations of privacy:
  - A *subjective* expectation of privacy is an opinion of a person that a certain place or situation is private. These obviously vary greatly from person to person.
  - An *objective*, legitimate or reasonable expectation of privacy is an expectation of privacy generally recognized by society.

General examples of places where a person has a reasonable expectation of privacy are person's residence, or public places which have been specifically provided by businesses or the public sector to ensure privacy, such as public restrooms, attorney visitation room in a jail or lockup, or a phone booth.

## PROCEDURES:

### Authorization and Use:

«M\_4» Electronic Media and communications systems are intended solely to aid and assist employees in the performance of their assigned duties. Employees therefore, limit their communications using these systems to transactions and activities to support their official responsibilities. Security clearance and access to information is *restricted to official business* and does not permit employees to access information for personal reasons, financial gain, or unauthorized distribution. Any misuse or unauthorized distribution of agency electronic media systems or media is grounds for disciplinary action, and/or criminal prosecution.

Such access and use of NCIC, State, or organizational files is restricted to authorized inquiries, *entries, modifications, research, and investigations*.

### Use of information:

Much of the information obtained through paper and Electronic Media systems is **confidential, restricted**, or sensitive data which must be carefully controlled to ensure

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## Policies and Procedures

<b>Subject:</b> Canceling Response Calls	<b>Policy Number:</b> 5.04
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

### POLICY:

Calls for service and the response may be  *canceled*  by the reporting caller or the responder(s) upon approval of the «M\_3». The one exception to this general policy is a call for service reporting  *domestic violence* .

### DISCUSSION:

Mistakes happen. It is important for «M\_3>s and responders to be mindful that calls for service, even when they initially appear to be a  *valid emergency* , might actually be an error in judgment, prank, or a feared situation that did not materialize. The decision to terminate a dispatched response is at the discretion of the «M\_3» and the assigned responders.

### PROCEDURES:

In the event that a caller requests or calls back to  *cancel*  the service request the «M\_3» considers available information to make an informed,  *discretionary decision* .

Cancellations may also be approved when requested by  *primary responder* , but only after meeting all of the following criteria:

- Responder has an articulable reason;
- Call is not known to be  *domestic violence* ; &
- «M\_3» concurs with the  *cancellation request*  from the responder.

«M\_2>s may disregard a  *wireless 9-1-1*  call if there is evidence that the call is a:

- *9-1-1 misdial* . A call is classified as a  *9-1-1 misdial*  when the caller stays on the line and confirms the called is a misdial.
- *9-1-1 unintentional call* . A call is classified as  *9-1-1 unintentional*  when communicators:
  - Can hear routine conversation, radio, television, or the like in the background;
  - Cannot make verbal contact with anyone over the open line;

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**Policies and Procedures**

<b>Subject:</b> Phonetic Alphabet	<b>Policy Number:</b> 5.05
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**POLICY:**

In order to expedite dispatch, radio, TDD, Telex, and some telephone communications «M\_3»s utilize our agency standardized phonetic alphabet.

**DISCUSSION:**

Dispatch and response to radio traffic should be accomplished in an efficient, succinct, and easily understood manner. It is important that standardized descriptive language is used during radio communications so that it is more easily understood. This is also the case in other forms of communication, such as during poor quality land-line conversations.

There are two phonetic alphabets that we need to know, civilian and military. The first is that used by most agencies in this state, and the second is the phonetic alphabet used by the US Military and some federal agencies.

**PROCEDURES:**

To assure continuity and efficiency, this agency employs the following *phonetic alphabet* when the need for clarity is important:

**State:**

<b>A</b>	<b>Adam</b>	<b>J</b>	<b>John</b>	<b>S</b>	<b>Sam</b>
<b>B</b>	<b>Boy</b>	<b>K</b>	<b>King</b>	<b>T</b>	<b>Tom</b>
<b>C</b>	<b>Charlie</b>	<b>L</b>	<b>Lincoln</b>	<b>U</b>	<b>Union</b>
<b>D</b>	<b>David</b>	<b>M</b>	<b>Mary</b>	<b>V</b>	<b>Victor</b>
<b>E</b>	<b>Edward</b>	<b>N</b>	<b>Nora</b>	<b>W</b>	<b>William</b>
<b>F</b>	<b>Frank</b>	<b>O</b>	<b>Ocean</b>	<b>X</b>	<b>X-ray</b>
<b>G</b>	<b>George</b>	<b>P</b>	<b>Paul</b>	<b>Y</b>	<b>Young</b>
<b>H</b>	<b>Henry</b>	<b>Q</b>	<b>Queen</b>	<b>Z</b>	<b>Zebra</b>
<b>I</b>	<b>Ida</b>	<b>R</b>	<b>Robert</b>		

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**Military & Federal:**

A	Alpha	J	Juliet	S	Sierra
B	Bravo	K	Kilo	T	Tango
C	Charlie	L	Lima	U	Uniform
D	Delta	M	Mike	V	Victor
E	Echo	N	November	W	Whiskey
F	Foxtrot	O	Oscar	X	X-ray
G	Gulf	P	Papa	Y	Yankee
H	Hotel	Q	Quebec	Z	Zulu
I	India	R	Romeo		

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## Policies and Procedures

<b>Subject:</b> Answering Calls for Service	<b>Policy Number:</b> 5.10
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

### **POLICY:**

«M\_2»s answer and respond to emergency calls for service within a reasonable amount of time as an aid to public safety. As a part of this critical service, communicators assess the caller's needs and dispatch responders as indicated.

### **PROCEDURES:**

#### **Answering Calls:**

Our very reason for being is the timely and efficient management of emergency and routine calls for service and the corresponding responses. Using discretion in prioritizing these calls is a major part of tasking and is a learned skill set.

#### **Emergency Call Lines (9-1-1):**

«M\_2»s choose one of the following initial opening statements when answering a call. These statements help to guide response, provide a structured discussion to follow, while promoting professionalism and speed:

- ***“9-1-1, where is your emergency?”***
- ***“9-1-1, what is your emergency?”***
- ***“9-1-1, how can I help you?”***
- ***“9-1-1, what are you reporting?”***
- ***(insert any other acceptable answers here)***

Communicators are encouraged to mix-up the use of these opening phrases to reduce sounding machine like, or non-caring.

#### **Non-Emergency Call Lines (if available):**

«M\_1» authorizes «M\_3»s may choose one of the following call answers in order to maintain structure, professionalism, and speed while allowing some changes and differences in answering procedure:

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**«M\_1»  
Policies and Procedures**

<b>Subject:</b> Aircraft Accidents or Incidents	<b>AG Number:</b> 6.02
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**Action Guide:**

**Fundamental Information:**

1. **Answer call with agency approved greeting.**
2. **Location information:**
  - a. **Caller Name,**
  - b. **Address, &**
  - c. **Callback telephone number.**
3. **Aircraft incident information:**
  - a. **Type and number of aircraft?**
  - b. **What is the nature of incident or what was observed?**
  - c. **Location?**
  - d. **Are there any known:**
    - i. **Injuries**
      1. **Number of persons, &**
      2. **Severity of injuries?**
  - e. **Explosion or fire?**

**Dispatch Response:**

1. **Dispatch law enforcement officer to incident location.**
2. **If a reported crash or fire dispatch**
  - a. **Fire & rescue, &**
  - b. **EMS.**

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Policies and Procedures

<b>Subject:</b> Alarm Signal	<b>Policy Number:</b> 6.03
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**ACTION GUIDE:**

**Fundamental Information:**

1. **Answer call with agency approved greeting.**
2. **Location information:**
  - a. **Caller Name,**
  - b. **Property address, &**
  - c. **Callback telephone number.**
3. **Address of alarmed location.**
4. **Obtain name of:**
  - a. **Alarm Monitoring Company,**
  - b. **Business, or**
  - c. **Resident.**
5. **Determine identity and contact numbers for *key holder*.**
6. **Type of alarm:**
  - a. **Fire,**
  - b. **Intrusion,**
  - c. **Medical alert, &**
  - d. **Panic.**
7. **Type of signal transmitted:**
  - a. **Local silent alarm.**

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Policies and Procedures**

<b>Subject:</b> Bomb or Explosive Device	<b>Policy Number:</b> 6.07
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**Action Guide:**

**Call alleging a bomb/explosive device has been placed:**

**Fundamental Information:**

1. **When is the device going to explode?**
2. **Where exactly is the device?**
3. **What does it look like? (type of container, color, size)**
4. **What kind of bomb/device is it? (type of explosive used)**
5. **What will cause it to explode?**
6. **Did you place the bomb?**
  - a. **If yes, why are you doing this?**
  - b. **Who are you trying to hurt?**
7. **What is your name?**

**Dispatch Response:**

1. **Notify supervisor.**
2. **Dispatch appropriate number of available law enforcement officer(s).**

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**Policy 6.07b-1 Bomb Threat & WMD**  
**Attachment A: Bomb Threat Checklist**

The following questions should be asked of anyone calling in a bomb or mass destruction device threat. Do not expect the caller to answer every question you ask. If asked, but not answered, continue to ask additional questions, and keep the caller talking as long as possible. Questions include:

1. When is the device going to explode?
2. Where is it now?
3. What does it look like?
4. What kind of bomb is it?
5. What type of explosive was use in making the bomb?
6. What will cause it to explode?
7. Did you place the bomb?
8. Why?
9. Where do you live?
10. What is your address?
11. What is your name?

During the progress of the call or immediately thereafter, try to answer the following questions yourself as best you can, and report the call to your superior:

1. Exact wording of the threat, colloquialisms, cursing, etc.
2. Sex of caller.
3. Race (sound of voice) dialect, accent.
4. Age, approximate (sound of voice).
5. Length of call.
6. Any specifics about location of the threat (to indicate if the caller is an "insider," employee, patron, etc. or if it is a "general or non-specific threat).
7. Any background noises heard.
8. Name of person receiving the call.
9. Number at which call is received.
10. Time the call was received.
11. Date the call was received.

«M\_1»  
Policies and Procedures

<b>Subject:</b> Burglary	<b>Policy Number:</b> 6.08
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**Action Guide:**

**Fundamental Information:**

1. **Answer call with agency approved greeting.**
2. **Is the caller reporting from a safe location?**
  - a. **If not, instruct them to move to a safe location.**
  - b. **If yes, where are they calling from in relation to the burglarized property?**
3. **Location Information:**
  - a. **Caller Name,**
  - b. **Address of incident,**
  - c. **Callback telephone number,**
  - d. **Current location of victim(s):**
    - i. **Nature and extent of injuries to persons, if any; &**
    - ii. **Determine if medical assistance is required.**
4. **What was burglarized [home, office, vehicle, facility, etc.].**
5. **What if known, was taken.**
6. **When did burglary occur?**
7. **Are suspect(s) in the area?**
  - a. **Number of suspects,**
  - b. **Location of suspect(s),**
  - c. **Weapons (type and description), &**

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**«M\_1»  
Policies and Procedures**

<b>Subject:</b> Forgery or Counterfeit	<b>Policy Number:</b> 6.26
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**Action Guide:**

**Fundamental Information:**

1. **Answer call with agency approved greeting.**
2. **Location information:**
  - a. **Caller Name,**
  - b. **Address of incident, &**
  - c. **Callback telephone number.**
3. **When and where did the incident occur?**
4. **What is the forged instrument (i.e. check, credit card, debit card, etc.)**
5. **What is the amount of loss?**
6. **Is the suspect at the scene?**

**Dispatch Response:**

1. **If the suspect is still at the scene, dispatch law enforcement officer on a priority basis.**
2. **If suspect is not at the scene, refer the caller to «M\_7».**

**SPECIAL CONSIDERATIONS:**

***(Place important agency/location/state specific information here)***

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Policies and Procedures**

<b>Subject:</b> Hit & Run Vehicular Assault	<b>Policy Number:</b> 6.30
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**ACTION GUIDE:**

**Fundamental Information:**

1. **Answer call with agency approved greeting.**
2. **Gather location information:**
  - a. **Caller Name,**
  - b. **Address of incident, &**
  - c. **Callback telephone number.**
3. **Are there injuries?**
4. **Is there a need for medical assistance?**
5. **Describe suspect vehicle and nature of injury or damages?**
6. **What is the direction of travel for suspect vehicle?**
7. **Describe driver & occupants.**

**Dispatch Response:**

1. **Dispatch EMS if personal injuries.**
2. **Dispatch law enforcement officer.**
3. **Broadcast information on suspect(s) & suspect vehicle.**

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Policies and Procedures**

<b>Subject:</b> Missing Child	<b>Policy Number:</b> 6.36
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**ACTION GUIDE:**

**Fundamental Information:**

1. **Answer call with agency approved greeting.**
2. **Location information:**
  - a. **Caller Name,**
  - b. **Address of incident, &**
  - c. **Callback telephone number.**
3. **Name of missing child.**
4. **Description of child:**
  - a. **Race,**
  - b. **Sex,**
  - c. **Age,**
  - d. **Hair,**
  - e. **Eyes,**
  - f. **Height,**
  - g. **Weight/build,**
  - h. **Clothing,**
  - i. **Scars/marks, &**
  - j. **Medical conditions or medications.**
5. **How long has the child been missing?**
6. **Are there any witnesses?**
  - a. **Name,**

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Policies and Procedures**

<b>Subject:</b> Officer Needs Assistance - Emergency	<b>Policy Number:</b> 6.39
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**ACTION GUIDE:**

**Fundamental Information:**

1. **Answer call with agency approved greeting.**
2. **Location information:**
  - a. **Caller Name,**
  - b. **Address of incident, &**
  - c. **Callback telephone number.**
3. **Where is assistance needed?**
4. **What is the nature of the incident?**
5. **What type of assistance needed?**
6. **What is happening?**
7. **How many persons involved?**
8. **Vehicle involved?**
9. **Weapons involved?**
  - a. **What type of weapon(s)**
10. **Is officer or others injured?**
  - a. **Is medical assistance needed?**

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Policies and Procedures**

<b>Subject:</b> Suicide Threat or Completion	<b>Policy Number:</b> 6.54
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**Action Guide:**

**Fundamental Information:**

1. **Answer call with agency approved greeting.**
2. **Location information:**
  - a. **Caller Name,**
  - b. **Address of person threatening suicide, &**
  - c. **Callback telephone number.**
3. **Relationship between caller and person threatening suicide:**
  - a. **If the caller is the person threatening suicide, keep them on the phone for as long as possible or until law enforcement officer arrives.**
  - b. **If the caller is reporting someone else's attempted suicide, ask the caller to hold, dispatch help as indicated below, and return to the line for more details that will aid responders.**
4. **Is there a history of mental illness:**
  - a. **Depression,**
  - b. **Bi-polar,**
  - c. **Schizophrenia, or**
  - d. **Any other mental illness?**
5. **Are any weapons involved?**
  - a. **What type of weapon?**

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Policies and Procedures**

<b>Subject:</b> Theft	<b>Policy Number:</b> 6.56
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**Action Guide:**

**Fundamental Information:**

1. **Answer call with agency approved greeting.**
2. **Location information:**
  - a. **Caller Name,**
  - b. **Address of incident, &**
  - c. **Callback telephone number.**
3. **What was stolen?**
4. **Who is the rightful owner of the stolen property?**
5. **When did the theft occur?**
6. **When was the theft noticed?**
7. **Was the property loaned out or borrowed without the owner's knowledge?**
8. **Description of what was stolen?**
  - a. **Item type,**
  - b. **Brand,**
  - c. **Serial number, &**
  - d. **Value of item.**
9. **Where did the theft occur from:**

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- a. Vehicle, or
- b. Dwelling?

**Dispatch Response:**

- 1. Dispatch available law enforcement officer or notify investigation unit for later follow-up depending on policy and officer availability.

**SPECIAL CONSIDERATIONS:**

*(Place important agency/location/state specific information here)*

- 1. POLICE
  - a.
- 2. FIRE
  - a.
- 3. EMS
  - a.
- 4. OTHER
  - a.

**Interoperability:**

*(Place local interoperability issues here – such as special needs and requirements, other forms of communications, etc.).*

**Other Considerations:**

Once confirmation of the theft and required data is received from law enforcement, entry into local, regional, state or national crime databases may be necessary, depending on data entry requirements.

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«M\_1»  
Policies and Procedures

<b>Subject:</b> Traffic Accidents	<b>Policy Number:</b> 6.59
<b>Issue Date:</b>	<b>Revision Date:</b>
<b>Approval Authority Title and Signature:</b>	

**Action Guide:**

**Fundamental Information:**

1. Answer call with agency approved greeting.
2. Location information:
  - a. Caller Name,
  - b. Address of incident, &
  - c. Callback telephone number.
3. Nature of the accident:
  - a. Single Vehicle (struck fixed object, or off of roadway),
  - b. Vehicle – Vehicle,
  - c. Vehicle - Pedestrian or bicycle,
  - d. Vehicle – Train,
  - e. Vehicle – Animal, or
  - f. Vehicle - Construction zone.
4. What type of vehicle(s) involved in the accident:
  - a. Cars,
  - b. Motorcycle,
  - c. Bicycle,
  - d. Large truck,
    - i. Can caller see:
      1. Panel markings on truck? (See: ***ACTION GUIDE – Hazardous Material***)
      2. What is the apparent cargo?
  - e. Construction equipment, or

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