

PINEVILLE POLICE DEPARTMENT

GENERAL ORDER

SECTION: 13 COMMUNICATIONS

SUBJECT: 1300 COMMUNICATIONS OPERATIONS

EFFECTIVE: 01/01/2015

1. **PURPOSE.** The ability to communicate with the public, with other police agencies, with emergency service providers, and within the organization is vital to police organizations. Successful law enforcement communication requires the coordinated efforts of the dispatch system, emergency services field units, and the officer.

2. **POLICY.** Effective communications systems are essential to law enforcement and are only as effective as the people who operate them. It is essential that department members comply with established procedures and regulations in order to:

- A. To assure receiving prompt, accurate dispatches of all calls directed to police units;
- B. To assure that communication transmissions by department personnel may be promptly and accurately received and acted upon;
- C. To effectively use the communication equipment to coordinate information and activities both intra and inter-departmentally; and
- D. To facilitate prompt, accurate reception of criminal justice information.

3. **DISPATCHING OF POLICE UNITS.** The dispatching of police units shall originate from or be controlled by or with the knowledge of the Desk Supervisor.

4. **DESK SUPERVISOR.** The desk supervisor shall be responsible for all activities within the communications area. This shall include knowledge and control of all request for police services.

5. **COMMUNICATIONS OFFICER.** It shall be the primary duty of the communications officer to dispatch and answer radio traffic. The dispatcher shall also:

- A. Answer telephone when need;
- B. Record Calls for Service in the Computer Aided Dispatch System;
- C. Type radio messages;
- D. Assign case numbers as needed;
- E. Any other duties as assigned.

6. **NCIC / LLETS SYSTEMS.** All desk supervisors and dispatchers will be required by the National Crime Information Center (NCIC) and Louisiana Police Terminal Operator Certification Program Guidelines to meet the terminal operator certification/re-certification requirements.

7. **RESPONSIBILITY.** Desk Supervisors and Dispatchers will be required to

- A. Maintain the integrity of the radio system and Records Management System.
- B. Maintain records of computer entries. (stolen vehicles, missing persons, etc.)
- C. Properly dispose of NCIC / LLETS printouts by shredding.

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- D. Monitor and evaluate incoming message to determine applicability to department. Forward messages received to proper unit or Bureau Commander.
8. ENTERING / CLEARING NCIC DATA. All NCIC entries / clearing will be in done in accordance to National Crime Information Center (NCIC) and Louisiana Police Terminal Operator Certification Program Guidelines. It shall be the policy of this agency to complete NCIC Data Entry Form.
- A. The form section pertaining to the entry will be completed prior to entering the Data into NCIC.
 - B. The form must be signed by the on-duty shift supervisor.
 - C. Once the data in entered in NCIC the operator shall run the information to confirm the data entry.
 - D. Original entry and confirmation shall be attached to the complaint and copies attached to the NCIC Data Entry Form.
9. ASSIGNMENT OF PORTABLE RADIO –shall be done by the Assistant Chief of Police or his designee.
10. USE OF RADIO. The radio will be used for law enforcement business only. Radio communications will be conducted in a clear, professional-like manner using prescribed procedures. Transmissions will be kept to a minimum. Lengthy conversations are to be made by telephone, or on a secondary frequency. Unnecessary radio use is to be avoided so that frequencies are available for official and emergency business.
- A. REPORTING LOCATIONS, SERVICE STATUS. When communicating with dispatch, officers will first give their complete call number. Officers will keep radio dispatchers advised of their location and "service" status.
 - B. ANSWERING CALLS. Officers will promptly answer all calls from dispatchers.
 - C. REPORTING ON ARRIVAL AT LOCATION. Officers responding to a dispatched call will advise the dispatcher **when practical** through use of their Mobil CAD of their arrival at the location to which they have been dispatched.
 - D. COMMUNICATIONS DURING EMERGENCY SITUATIONS. All units will keep the frequency clear during vehicle pursuits and other emergency situations so that the units in pursuit, or in an emergency situation, can maintain continuous communications with dispatch.
11. COMMUNICATIONS WITH THE PUBLIC. All department communications equipment and facilities including radio, telephone, computers, facsimiles and e-mail are intended for official business and shall not be used for personal purposes. Use of the telephone in the front lobby by the public will be allowed on a case by case basis.

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12. TELEPHONE COMMUNICATIONS. The telephone is the primary means by which the public requests public safety services. All incoming calls shall be answered promptly in a courteous manner.

13. EMERGENCY CALLS. The desk supervisor or dispatcher will obtain all pertinent information from the caller regarding what is occurring at the time, addresses, call back phone number.

- A. The dispatcher will determine if medical / fire department assistance is required.
- B. The call will be dispatched to the assigned officer as soon as possible using the silent dispatch in the Computer Aided Dispatch System **when practical**. The dispatcher will use the proper or closest offence description when making the appropriate entries into Computer Aided Dispatch System.
- C. The dispatcher will provide the available information to the responding officer(s) in order to ensure officer safety and rapid response.

14. NON-EMERGENCY CALLS. The desk supervisor or dispatcher will obtain all pertinent information from the caller. If an officer is required to respond the call will be dispatched using the silent dispatch in the Computer Aided Dispatch System **when practical**. The dispatcher will use the proper or closest offense description when making the appropriate entries into Computer Aided Dispatch System.

- A. Desk Supervisor / dispatcher should make every reasonable attempt to either supply requested information or assistance or to promptly refer the party to the proper department unit or other agency for assistance.
- B. The dispatcher will provide the available information to the responding officer(s) in order to ensure officer safety and rapid response.

15. LETTER ABBREVIATIONS. The following letter abbreviations will be used.

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

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16. **COMPUTER AIDED DISPATCH SYSTEM.** The Pineville Police Department has a fully implemented system of Computer Assisted Dispatching (C.A.D.). The Communications Center has been established to aid and insure the safety of all officers and to better serve the citizens of the City of Pineville. Radio communications will be conducted in accordance with the rules of the Federal Communications Commission and the guidelines of the Pineville Police Department.

- A. All calls for service will be entered into CAD System in accordance to the operations manual and dispatched using the silent dispatch in the Computer Aided Dispatch System when practical.
- B. All traffic stops will be entered into the CAD System.
- C. Any calls for service requiring a Complaint / Case number will be entered into CAD System in accordance to the operations manual and using the silent dispatch in the Computer Aided Dispatch System.

17. **RADIO TRANSMISSION PROCEDURE.**

- A. Limit transmission to official police business directly relating to public safety and the protection of life and property, communications essential to official police activities or communications essential to other city business or functions.
- B. Keep transmissions businesslike and free from jargon.
- C. Any lengthy messages should be given to the communications Center over the phone so that all pertinent information can be obtained and questionable items are resolved before the message is broadcast, unless there is an immediate necessity such as a crime that has just occurred and the immediate broadcast of the information could lead to the apprehension of the suspect.
- D. Pronounce words slowly and distinctly.
- E. Pause during necessary lengthy transmissions. Fifteen second segments with three to five second pauses between segments are recommended for the purpose of allowing officers with emergency transmissions to use the radio.
- F. Transmit numbers in groups of two then singularly "27-54 Monroe Hwy, 2-7-5-4 Monroe Hwy".
- G. Listen before transmitting to avoid interfering with someone else's transmission.
- H. Wait one second for the transmitter to become operational after keying the mike.

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- I. Pineville Officers should not normally transmit on other than Pineville primary and secondary frequencies. However, when it is necessary to transmit on another agency's assigned frequency(s), the officer must identify himself; such as "**Pineville 53 to Rapides SO 105**". Officers will, during these transmissions, use clear speech and standardized codes keeping transmissions as brief as possible and NOT interfering with the other agency's transmissions.
- J. Officers will also obtain their supervisor's permission prior to going on breaks, coming into the station or leaving their assigned patrol district. Officers will advise the Communications Center whenever they:
 - a. Make any vehicle stops
 - b. Make any pedestrian contacts.
- K. Officers will not use profanity, discuss confidential information, discuss non-police business, use slang terms over the air. Discretion should be used in giving any name or nickname over the air.

18. RADIO / DISPATCH RESONSE.

- A. When called by the Communications Center, personnel shall immediately respond with their location.
- B. The officer assigned to the incident may advise the communications officer of his arrival at the scene using the appropriate ten code (e.g. "10-97").
 - 1. Other responding units may also advise of their response or arrival.
 - 2. If the officer changes location, he/she may inform the communications officer of the new location.
- C. Officers will advise the communications officer when they are switching frequencies and when returning to their assigned frequency.
- D. All officers going out of service for non-dispatched assignments will first advise the communications officer of the reason for being out of service (i.e. follow up investigation, walk-up complaint, violator, etc.) and the location of the incident.
- E. Any officer having an on-duty court assignment shall advise the communications officer at the beginning of the shift of the assignment.
- F. In case of emergency, officers should precede the emergency message with "break", then respond with their unit number, location and the message. All

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other units will immediately standby until the frequency is cleared unless they are specifically called, during the handling of emergency calls.

G. Radio interference by anyone is strictly prohibited by the Federal Communications Commission. This interference refers to unnecessary comments, remarks, noises, whistling or any other matter that would interfere with the proper handling of radio traffic. Misuse of radio equipment by any officer is sufficient cause for disciplinary action from the department.

H. All officers will respond to dispatch with their present location when called.

19. SUPERVISOR RESPONSIBILITY. It is the responsibility of all supervisors to monitor radio communications and correct deficiencies within their own command. This includes, but is not limited to receiving and investigating reports of radio communication violations and taking the proper measures to deter repeated violations.

It will be the desk sergeants responsibility to make sure of the following:

1. Petty cash is counted and secured
2. All portables are properly logged out and to what unit
3. All calls are logged into C.A.D. for proper dispatching
4. Radio room is kept clean
5. NO food or LIQUIDS are near any of the computers
6. All weapons are properly secured
7. Keep back ground noise to a minimum
8. Taking bonds and checking arrest reports
9. Units 10-8 and 10-7 mileage must be entered into the CAD system.
10. Anything else that is not listed at this time but is traditionally done(Walk-ins, Phones etc)

20. PORTABLE POLICE RADIOS

A. All on-duty, uniformed personnel shall carry issued portable radios in issued cases or on belt attachment secured to their person.

B. Officers are responsible for the proper care and use of portable radios.

C. Personally issued Department radios shall be assigned to the individual officers and will remain assigned to that individual until reassigned by the Asst Chief. Radios shall be charged on a regular basis so as to be operational at all times. Employees shall have these radios available for use at all times while on duty.

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- D. All personnel not assigned a portable radio shall use the radio that correspond with the unit number that they are driving. Two batteries are assigned to each portable radio. The officer must use the corresponding battery.

- E. Off-duty assignments or reserve personnel must check out a portable radio, if available. The desk supervisor must assign the radio and the officer will be logged into the CAD system, if available.

By order of

Darrell Basco
Chief of Police