

THURMONT POLICE DEPARTMENT

GENERAL ORDER	Date Issued: 8/23/2012	Effective Date: 8/23/2012	Order No: Chapter 37.0
Authority: Chief of Police			Manual Page No:
Subject: Communications: Administration			Replaces Page No:
CALEA Standard: 81.1	Distribution: ALL	Amends:	Number of Pages: 4
Related Documents:			Rescinds:

This Directive is for internal use only, and other than as contraindicated here this Directive does not create or enlarge this Department's, governmental entity's, any of this Department's officers, and/or any other entities' civil, criminal, and/or other accountability in any way. This Directive is not to be construed as the creation of a standard of safety or care in any sense, with respect to any complaint, demand for settlement, or any other form of grievance, litigation, and/or other action. Deviations from this Directive, if substantiated, can only form the basis for intra-Departmental administrative action(s) (including discipline and/or termination).

I. PURPOSE:

The purpose of this order is to establish the guidelines and procedures for the telephone and radio communications of the Thurmont Police Department.

II. POLICY:

It shall be the policy of the Thurmont Police Department to train and educate its personnel in the use of all communications related equipment; as well as institute and maintain an efficient system for communications between the public and the Department; and units and individuals within the Department.

III. PROCEDURE:

A. Establish Police Department Communications Function

1. Functions

The Emergency Communications Center (ECC) is responsible for the following activities:

- a. Coordination of Police Department radio communications including reception, coordination and dispatching of all radio traffic.

- b. Reception and disposition of all telephone calls received by the ECC for administrative and operational needs.
- c. Training of ECC personnel.
- d. Reviewing information referring to routine telephone line load studies conducted by the Bell Atlantic Telephone Company of Maryland. Any deficiency noted should be addressed to maximize the provision of service.
- e. Coordinating emergency and non-emergency notification to individuals.
- f. Providing twenty-four hour (24) access to Maryland Criminal Justice Information System (CJIS) and NCIC for patrol officers.

B. Authority & Responsibility of Personnel Assigned to the Communications Component

- 1. Emergency Communications Specialist (ECS) duties include receiving incoming calls, obtaining essential data, evaluating the situation, initiating an appropriate call to another office, initiating the dispatch of an officer, or taking other action that will result in the satisfactory completion of the request for service.
 - a. The predefined response assignments in the Computer Aided Dispatch (CAD) system will be followed unless otherwise noted in this order.
 - b. This response criteria has been developed to include the following factors:
 - i. Officer Safety
 - ii. Emergency Nature
 - iii. Crime in Progress
 - iv. Citizen Safety
- 2. Dispatchers have the authority to dispatch available Patrol Operations personnel, regardless of beat or assignment, to meet the primary objective of rapid delivery of meaningful service. Geographic boundaries such as beats are to be respected only to the extent that they do not interfere with the efficient delivery of essential service.

Patrol Supervisors may change any personnel assignments originally dispatched by Emergency Communications, if such change will improve operational efficiency.
- 3. Emergency Communications personnel will have immediate access to the following Police Department resources for operational effectiveness:
 - a. Current duty roster of all personnel; and,

- b. Current home telephone number of all personnel; and,
- c. Current cell phone numbers of all personnel assigned a cell phone.

C. Compliance with F.C.C. Procedures & Requirements

In order to function effectively, the following guidelines must be adhered to by all users of the Sheriff's Office radio channels:

1. Federal Communications Commission (FCC) Guidelines: False calls or false distress signals, superfluous or unidentified communications, obscene or profane language, or the transmission of unassigned radio unit numbers, are prohibited.
2. Radio Channel Discipline
 - a. Patrol officers and other officers engaged in a field assignment will maintain constant radio communications during their tour of duty. Unless directed otherwise, officers will maintain their radio on Dispatch #1.
 - b. When switching to another authorized channel, members will request permission through the Emergency Communications Center.
 - c. Off-duty members will maintain their radios on Dispatch #1 while in Police Department vehicles unless advised or authorized to switch to another channel.
 - d. Members will periodically check their radios throughout their tour of duty to ensure they are on the proper channel.

D. Routine Telephone Line Load Study

1. The Director of the Emergency Communications Center will review all information provided by Bell Atlantic relating to telephone line load studies.
2. Any deficiency noted will be addressed immediately to maximize the provision of service.

E. Access to Local, State, and federal CJIS

The Emergency Communications Center will maintain a twenty four hour computer link with all local, state and federal criminal justice information systems (CJIS & NCIC) as provided through I.I.T.

ATTACHMENTS:

Appendix C – Communications Directive

DOCUMENT DATES:

Amended Date:

Review Date:

Review Date:

Review Date:

Rescinds:

Order Written by: Lieutenant Shawn R. Tyler

Order Edited and Approved by: Chief Gregory L. Eyer