

	Policy & Procedures				No. 1.30	
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CALEA STANDARDS

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I. Introduction

The purpose of this policy is to describe the communications systems of the Canton Police Department utilized during routine and emergency activities.

The basic function of the communications system is to convey information. Dispatching officers are the vital link between members of the public who request information or services, employees who respond to calls for assistance, and other law enforcement and public service agencies.

The speed and accuracy with which information flows through the Dispatch Center to the person who needs it is a measure of the department's capability to respond to the needs of our employees and the community we serve.

II. Policy

It is the policy of this department to:

- Maintain an efficient flow of information essential to the functions of the department and the community it serves; and
- Continually assess the effectiveness with which the department utilizes available information technology in fulfillment of the department's mission.

III. Procedure

The following procedures are intended to ensure that information of vital importance is received and recorded properly. Although speed is of obvious importance regarding the receipt of emergency information, reliability and accuracy are of primary importance.

A) Telephone Communications

An overview of the telephone system is provided in General Dispatching Functions Policy

1. Answering of Telephones

The telephone shall be answered promptly and courteously. The call taker shall identify the department, the person answering (Officer *Last Name*), and inform the caller that they are being recorded.

2. Information to be Received 81.2.6

Dispatching officers will determine if the caller is requesting information, requesting to speak with a specific officer, or requesting services.

When the caller is requesting services, the dispatching officers shall obtain the following information:

- What happened?
- Where did it happen?
- When did it happen?
- Who is the reporting party?
- Who is involved?
- Any other pertinent information?

3. Determine Call Priority 81.2.6 A

Dispatching officer is to obtain sufficient information to determine if the call is an emergency:

- Is the call valid? – Sometimes dispatch personnel can gain a lot of information just by listening to the tone in a caller's voice.
- Is it "in progress", or did it just occur?
- Is there a potential for injury or death?
- Is medical services required?

Emergency Calls

Advise the caller of the department's response including dispatching officers or transferring the call to any other appropriate resource. **81.2.6 B**

- Communications personnel are to dispatch officers or transfer the call as appropriate.
- Keep the caller on the line if possible
- Continue to gather call details
- Obtain additional and updated information and advice responding units
- Emergency first aid instructions over the phone are not authorized to be performed by anyone who is not properly trained **81.2.14**

Non-Emergency Calls 81.2.6 B

- Handle non-emergency calls as promptly as possible
- Advise the caller that a unit will respond as soon as possible
- Explain the reason for any delays
- Advise the caller to call back if any situations change
- Refer the caller to another agency if needed. Try and provide that agency's contact information if possible.

4. Dispatch Officers 81.2.4 B

Dispatches Officers shall assign responding units bases upon:

- The unit's area of assignment
- Availability – If “out of service”
- Nature of the call
- Location at the time of the call

5. Document Calls 81.2.3 A-L

Dispatching Officers shall create a call in the department's computer aided dispatch program known as IMC. For each request for service or self-initiated activity, the following information will be obtained and documented:

- Control number- this will be assigned by IMC when call is entered; **(a)**
- Date of request; **(b)**
- Time of request; **(c)**
- Name and address of complainant, if possible; **(d)**
- Call back number of complainant, if possible; **(d)**
- Type of incident reported; **(e)**
- Location of incident reported; **(f)**
- Identification of office(s) assigned as primary and backup; **(g,h)**
- Time of dispatch **(i)**
- Time of officer(s) arrival; **(j)**
- Time of officer return to service; and **(k)**
- Disposition or status of reported incident. **(l)**

6. Officers Status in IMC 81.2.4 B; 81.2.5 E

Officers ID numbers and assignments are indicated in green when they are available for calls. When assigned to a call, their status is shown in red.

- Upon being dispatched, the IMC screen displays their status as “Dispatched”.
- As each responder arrives, the status shall be changed to “Arrived”.
- When each responding unit finishes the call and goes back in service, their status shall be changed back to “Available”.

When officers are out of service, their status shall be shown on the screen as:

- Court
- Meeting
- Training
- Special Assignment
- Other

7. Call Transfers 81.2.12

If it is necessary to transfer a call to another agency, obtain the caller's name, phone number, address and nature of the emergency prior to the transfer. Advise the caller that they are being transferred, where they are being transferred to, and to remain on the line.

8. Multiple Calls

Callers may be put on hold if necessary.

- Determine the priority of each call.
- Handle the call in order of priority.
- Multiple calls may be received for a single incident. Advise additional callers as such.
- Ensure that multiple callers do not have a different emergency from the one being handled.

9. Calls Placed on Hold

Callers should not be put on "hold" for any unreasonable length of time. If there is going to be a delay:

- Preface putting a caller on hold with a brief statement and explanation of the reason why.
- Get back to the original caller as soon as possible.
- Under busy conditions, this process may be to be repeated.
- Callers should not be put on "hold" for any longer than necessary.
- Emergency calls should never be placed on hold.

10. Hang-up Calls

Hang-up calls must be considered to be emergency calls, and officers must be dispatched to determine if assistance is needed. Using the caller-ID function in the dispatch area, attempts will be made to determine the nature of the call. If the call is determined to be an accidental 911 call, a unit will continue to that address (without lights and siren) to confirm that it was in fact an accidental call.

11. Misdirected Emergency Calls 81.2.12

No caller shall be procedurally required to speak with more than two call takers. When emergency 911 calls come in, the primary PSAP call taker is considered the second person and the remote agency call taker is the first. It shall be this

department's policy to advise a calling party that the call is about to be transferred and to remain on the line. The initial call will be handled promptly and routed appropriately.

This department responds to emergency calls on a priority basis. This sometimes includes responding to emergency calls where proper jurisdiction cannot immediately be determined. A caller may report an accident, and not know the exact location. First responding units will notify dispatch of what other agencies and units are needed as quickly as is determined

12. Hearing Impaired Callers 81.2.1

The Dispatch Center provides 24-hour, toll free voice and TDD telephone access or an equivalent system for emergency calls for service to the communications impaired community who communicate by typing and reading their messages rather than speaking and hearing them.

When a 911 call is received from a TTY Unit, the dispatching officer shall place the call in TTY Mode and follow the instruction sheet on how to communicate. A silent open call must be considered a potential TTY call unless proven otherwise. If no voice response is given to a dispatching officer's voice query, they shall immediately send a TTY query to determine if a TTY caller is on the line.

If a call is received from a Telephone Relay Service, an operator will speak the words typed by a TTY caller. The information will be given verbatim and the operator will not deviate from the caller's words. Responses from department personnel will be typed by the relay service and forwarded to the caller.

13. Emergency Notifications 81.2.11

Delivering emergency notifications is a legitimate law enforcement function. Requests for emergency notifications can come from a variety of different sources such as citizens, hospitals, medical examiners, and other law enforcement agencies.

Our agency will accept and deliver messages that are "valid" and involve emergency or exigent circumstances.

The following are guidelines on what types of messages are to be accepted and delivered:

- Well-being check on a resident. Dispatching Officer is to obtain enough information to ensure that the request and circumstances are valid.
- Request by another law enforcement agency to notify a resident to contact them.
- A physician's office or medical facility requesting a well-being check be done on a resident they feel may be in harm's way.

14. Department Resources 81.2.5 A-G

The Dispatch Center will have the following information available at all times:

- The name of the officer in charge; **(d)**

- Duty roster of all personnel; **(b)**
- Telephone number of every agency member; **(c)**
- Visual maps detailing the agency's service area; **(a)**
- A call screen showing the status of all on-duty officers/Officer status indicators; **(e)**
- Tactical dispatching plans; and **(g)**
- Written procedures and telephone numbers for procuring emergency and necessary external services to the agency (See Dispatch Manual) **(f)**

15. Telephone System

The Dispatch Center has two identical working stations. At each station, there is a telephone with 10 incoming lines available. These phone lines can be used to make outgoing calls as well. In addition to the landlines, there is one PSAP station at each desk for 911 calls. Only employees who have been to NG911 Training are authorized to answer any incoming PSAP calls.

In order to transfer an incoming call on the landline phone, the caller must be put on hold. The call taker then hits Cnf/Trn button, the extension they are looking for and then hangs up. Once he/she has hung up, the call transfer will be complete.

If there is no one in the Town's Animal Shelter (after hours) or the Town Water Department, then all their calls are automatically transferred to the Canton Police Department's number.

16. Failure of Telephone System 41.2.4

In the event of a failure of the telephone system anywhere in the station, dispatching officers shall advise:

- The shift Sergeant, using a radio or cell phone
- A contact person from IT, using a cell phone
- The Fire Department in the event that calls end up being directed to them

B) Radio Communications

An overview of the radio system is provided in General Dispatch Functions Policy

1. The radio system is the primary means of communicating with the Dispatch Center.

- All department personnel engaged in field duties, including details, have continuous two-way radio communications access to the Dispatch Center and other officers by means of portable radios or vehicle radios. **81.2.2**
- All full-time sworn officers, reserve, permanent intermittent, special, auxiliary, and animal control officers are issued portable radios.

2. Radio operations shall be conducted in compliance with the Federal Communications Commission (FCC) rules and regulations. **81.1.2**

- All frequencies used by the department are properly licensed.

- An excerpt of the Code of Federal Regulations, Title 47, Part 90, which govern our radio system type, is available on the internet at: <http://www.fcc.gov/encyclopedia/rules-regulations-title-47>. **81.1.2**

FCC rules prohibit: **81.1.2**

- Unnecessary transmissions
- Transmissions not essential to law enforcement activities
- False calls or fraudulent distress signals
- The use of obscene, indecent or profane language.

3. Channel Usage

The main radio frequency is utilized for essential dispatching and coordination. It is designated as “Canton PD 1”. “Canton PD 2” channel is to be used for officers working:

- High volume events;
- Details where there is expected to be a lot of radio communication between detail officers.

4. Call Designations 81.2.4 C

- Personal names of employees will not be used during radio transmissions.
- Dispatch Center employees are referred to as “Canton Control”.
- Officers will be identified by either their cruiser number or “Officer (Their last name)”.
- For a large incident, the person in charge will be referred to as the Incident Commander (IC).
- Mobile Operations units will be referred to as “Charlie (followed by their motorcycle number).
- Mountain Bike units will be referred to as “Bravo Unit”.

5. Identifying Radio Users 81.2.4 C

Our radios send an ID code with every radio transmission. This shows on the Radio Transmission screen at the end of every transmission, displaying a programmed number – the portable ID number issued to those employees with radios.

Radio transmissions generated from a cruiser will reflect the cruiser number on the Radio Transmission screen. If an officer is unable to speak, or the voice message is too weak or garbled, the dispatching officer will be able to see the ID number associated with who “keyed” their radio. **81.2.4 G**

6. Dispatch Radio Features 81.2.4 G

- All portable radios have an orange button located at the top of the radio. This button can be pressed in emergency situations. This will cause an audible and visual alarm on the Radio Transmission Screen. Other officers will be able to hear the audible alarm both on their cruiser and portable radios. Dispatching officers are trained to send assistance to an

emergency request for assistance by dispatching all available officers including officers on details and to silence and reset the alarm.

- All portable radios have a purple button located on the side of the radio. That is to be used when communicating “direct” with another officer on portable radio. Each cruiser radio has a similar button.
- Dispatching offices should have the main channel selected. In the event that he/she needs to switch over to another channel, such as BAPERN, this can be accomplished by clicking on that channel from the Radio Transmission Screen.
- The station garage doors can be raised or lower by clicking on the designated “up” or “down” boxes located on the Radio Transmission Screen.
- There is a master volume control located on the Radio Transmission Screen.

7. Required Communications 81.2.4 A, 81.2.4 E, 81.2.4 F

Offices dispatched to calls should maintain radio contact in order to clarify initial information, if necessary, or to receive additional instructions. **81.2.4 A**

Self-initiated calls such as motor vehicle stops and disabled motor vehicles, or when the officer steps out of the cruiser for business purposes, shall be called into dispatch and logged/recorded. **81.2.3 (2), 81.2.4 A**

Upon arrival to a call, officers should access the situation and notify the dispatching officer if additional assistance and resources are needed. **81.2.4 E**

Dispatching officers should automatically start a back-up unit to the responding officer’s location if the situation dictates it (i.e. To direct traffic around a motor vehicle crash). No less than two officers will always be dispatched to a domestic call. In some instances, more than one back-up officer is going to be needed; usually to help with a search, establish a perimeter, or directing traffic.

Some examples include: **81.2.4 E**

- Scene of a multi-car accident
- Fatality
- Robbery
- B&E in progress
- Active fire or suspicious package call

Dispatching officers should notify a supervisor about serious incidents; when there is a need requiring the supervisor to be at the scene for the purpose of assuming command, such as in the following incidences: **81.2.4 F**

- Injuries to a department employee;
- Accidents involving department or town vehicles (including school buses);
- Disasters and catastrophes;
- Forecast of severe weather conditions;
- Complaints from a citizen about employee conduct;
- Major crimes;
- Detainee escape from custody.

8. Communicating with Interacting Agencies 81.2.4 D

The Canton Police Department has access to receive and transmit by radio with other agencies, including:

- #2 = Weymouth PD
- #3= Wrentham PD
- #4= Foxboro PD
- #5= Foxboro Channel 3
- #6= Foxboro Stadium
- #7= MBTA Police
- #8= Area Wide A
- #9= Area Wide B
- #10= Area Wide C
- #11= Area Wide D
- #12= Area Wide E
- #13= City Wide
- #14= Inter OPS
- #15= Mobile OPS
- #16= METRO- STAR

When transmitting to area departments using any of the above frequencies, the transmitting officer shall identify themselves and our department “This is Canton Police Department, Officer (Last name)” before making any announcement or request.

The following, though not inclusive, are some reasons communicating with interacting agencies would be necessary:

- Armed and dangerous individuals
- Recent hold up or car theft
- Abductions
- Hit & Run – including personal injury accidents
- Missing persons

9. Radio System Failure 41.2.4

In the event of a failure of the radio system, dispatching officers shall advise:

- The Shift Sergeant
- A representative from Cybercom
- The Shift Lieutenant and/or Deputy Chief
- The Chief of Police if a Lieutenant or the Deputy is not available.