

VILLAGE WALDEN

POLICE DEPARTMENT
ONE MUNICIPAL SQUARE
WALDEN, NEW YORK 12586

Jeffry Holmes
Chief of Police

GENERAL ORDER

NO: 10.09

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PURPOSE:

The purpose of this General Order is to establish a written guideline explaining the general duties and responsibilities of all personnel assigned to the communications center along with the methods by which this Department expects them to handle the day to day function of dispatching emergency calls for service. Primary to every persons decision making process is the concept that their actions or failure to act responsibly may very well affect the lives and safety of the officers of this Department and other emergency service personnel, as well as those of the public in general.

I. DEFINITIONS:

- A. Communications Personnel: Any person assigned to or performing any duties within the scope of the Communications Division.
- B. Communications Supervisor: Officer in charge of the Communications Division appointed by the Chief of Police.
- C. SJS: An acronym for our previous in house computer system which stands for Spectrum Justice System. This system was updated in 2008 to a new system "IMPACT".
- D. IMPACT: The computer software system that is currently used for records management and computer aided dispatch.
- E. Police Console: Shall be the main console, which is located in the communications room.
- F. CCTV: Closed Circuit Television system consisting of cameras and receivers located to monitor strategic areas within or around police headquarters and different areas throughout the Village.
- G. TDD: Telephone Device for the Deaf.

II. GENERAL DUTIES AND RESPONSIBILITIES:

- A. Police Console: In addition to all duties described hence forth in this order, the primary

responsibility for the Communications personnel assigned to the police console will be the handling of police calls in a manner consistent with the provisions contained herein as well as performing the tasks required at the NYSPIN terminal.

- B. Communications Personnel are to monitor the activities of the console and should monitor the closed circuit television system.
- D. Supervision of Detention Cells:
 - 1. The supervision of prisoners shall be accomplished by Communications Personnel in the absence of a police officer.
 - 2. This supervision shall be accomplished in accordance with GO#09.03; Supervision of Prisoners.
 - 3. Civilian Communications Personnel are not permitted to unlock a cell containing a prisoner under any circumstances. In the event of a problem within the cell, communications personnel who are not sworn Police Officers, are to call an officer for assistance.
- E. Closed Circuit Television (CCTV):
 - 1. All Communications Personnel are to monitor the Closed Circuit TV monitors to ensure that the area being monitored is free of problems.
 - 2. Monitors covering a cell area containing a prisoner(s) are to be monitored continuously.
 - a) The use of a closed circuit television monitor will not be substituted for actual visits to the cells every 30 minutes.
 - b) When a prisoner is placed in a detention cell there should be an employee of the same sex to monitor the cell. Should a situation arise where no one is available to monitor the detention cell, the prisoner will be arraigned as soon as possible and either released or turned over to the Orange County Jail personnel.
 - c) Communications Personnel will also monitor the closed circuit television that covers the Village streets and parks.

III. MISCELLANEOUS DUTIES AND RESPONSIBILITIES:

- A. In addition to the duties as outlined above; all Communications Personnel are required to:
 - 1. Perform janitorial duties in the immediate area of Communications including but not limited to; cleaning the counters, filing paperwork, etc.
 - 2. Enter data into IMPACT from reports, tickets, or other media as required by the Communications Supervisor.
 - 3. Notify the IMPACT System Manager via E-Mail in regards to changes in businesses, new streets, changes in emergency numbers, or any other related discrepancy that a Communication's Personnel will uncover during the course of their duties.
 - 4. Both full-time and part-time dispatchers will be responsible for training new dispatchers as directed by the Communications Supervisor.
 - 5. Other miscellaneous tasks as required by the Communications Supervisor.
 - 6. In addition to above each full-time dispatcher will be responsible to do the following assignments on their assigned shift.

- a) A-Line Shift will do the following:
 - i. Enter arrest/bench warrants into Impact and NYSPIN along with completing a warrant jacket. Also, send an e-mail to all officers's advising them of the new warrant.
 - ii. Make copies of all arrests and send paperwork to court along with making an additional copy for the district attorney's office.
 - iii. File vehicle mileage sheets and complete any necessary reports.
 - iv. File foot patrol reports and complete any necessary reports.
 - v. Enter all tickets "UTT's and Parking tickets" into Impact.
 - b) B-Line Shift will do the following:
 - i. Complete payroll along with 15 minute report time and file necessary reports.
 - ii. Keep track of petty cash and file necessary reports.
 - iii. Complete dispatch and crossing guard schedule and file necessary reports.
 - iv. Complete parking enforcement reports.
 - v. Keep track of part time police officer hours and file necessary reports.
 - c) C-Line Shift will do the following:
 - i. File FBI Fingerprints Returns in case file.
 - ii. Complete MVA Insurance requests.
 - iii. Complete weekly police blotter and file necessary reports with the Walkkill Valley Times and the Times Herald Record.
6. In addition to above each part-time dispatcher will be responsible to do the following assignments on their assigned shift.
- a) A-Line Shift will do the following:
 - i. Make sure the forms in the Officers Forms Drawer are replenished as needed.
 - ii. Make sure the forms in the Officers desk are replenished as needed.
 - b) B-Line Shift will do the following:
 - i. Replenish the file folders for cases, MVA's, and juveniles as needed.
 - c) C-Line Shift will do the following:
 - i. Complete time cards on each Saturday evening for the following week.

V. TELEPHONE PROCEDURES:

- A. The Department provides 24-hour voice and TTD telephone access for emergency calls for service. The Communications Center can be contacted by any one of the following in an emergency situation:
 - 1. 9-1-1: Used primarily for calls for service that involved public safety or crimes in progress.

2. 778-5595, 778-5596, 778-5597, 778-4317, 778-4571: Used to report incidents that may require an immediate response by a police officer, as well as any other reason to contact the police department.
- B. All personnel assigned to Communications, when answering the telephone, shall:
1. Identify the appropriate Department.
 2. Identify themselves and their position.
Example: "Walden Police Department,
Dispatcher (Officer) (your last name)
 3. Communications personnel will answer all incoming calls as quickly as possible after call has registered on the caller ID. In addition, questions are asked of the caller to determine the validity, nature, whether an emergency or non-emergency response is required and priority of the call.
 4. Communications personnel will advise the caller that an officer will be dispatched, if their situation requires our police response. Communications personnel will refer a caller who does not require a police response to the appropriate assistance agency.
- C. When the call is from a caller using a TDD, you will hear either a pre-recorded message indicating that a call is coming from a TDD or a series of beeps and/or bells that a TDD sends out mechanically to identify itself. When the above occurs the Communications personnel shall:
1. Turn the TDD device on and place the phone in the acoustic cups so that the mouth piece is to the left. Type in "Walden Police" and then press the GA key. This will send the caller a message saying "Walden Police".
 2. The caller should then type a responding message as to their need or emergency, followed by the letters "GA" [GA = Go Ahead].
 3. The Communications Personnel can then go ahead with your conversation, always typing or pressing the "GA" key at the end of your transmission when you want the other party to go respond.
 4. When you have completed your conversation and are ready to hang up type "SKSK" at the end of your last transmission.
 5. The TDD has a memory of 522 characters and can be scrolled forward or backward to retrieve the conversation. [Scroll backward = Ctrl + 5 and Scroll forward = Ctrl + 6]
 6. By pressing the ESC key you can return to the screen from which you came.
 7. To call back a person using TDD, place the head set in the acoustic cups so that the mouth piece is to the left and type the number on the TDD and press the dial key.
 8. When the person answers you will see a message followed by "GA", which means you can then type your message.
- D. Whenever responding to the public, all communications personnel shall:
1. Maintain control of the conversation.
 2. Remain polite, courteous, and act in a professional manner.
 3. Be as complete and thorough as possible.
 4. Use a reassuring positive attitude that is calming to the complainant.

- E. When the call received is a request for service, all communications personnel shall:
1. Obtain the correct name, address and telephone number of the caller, the exact location of the incident, the exact description of what has or is about to occur, and as much additional information as is readily available to properly update IMPACT.
 2. When the caller is reporting a crime or incident in progress, make every effort to keep the caller on the line until the arrival of police, (provided the safety of the caller is not in jeopardy), and obtain as much information as possible (descriptions, vehicles, weapons, direction of travel etc.).
 3. Enter into IMPACT, all information that is pertinent to a call for service through the blotter in IMPACT, such as:
 - a. Blotter number: Automatically assigned by IMPACT.
 - b. Date and time of request: Automatically assigned by IMPACT at the time the call is entered.
 - c. Name and address of the complainant, if available: Entered by the call taker.
 - d. Type of incident reported: Entered by the call taker.
 - e. Location of incident reported: Entered by the call taker.
 - f. Identification of officers(s) assigned as primary and backup: Determined at the time the call is dispatched: Entered by the call taker.
 - g. Time of dispatch: Entered by call taker.
 - h. Time of officer's arrival: Entered by call taker.
 - i. Time of officer's return to service: Entered by call taker.
 - j. Disposition of incident: Entered by the primary officer or call taker.
 4. Dispatch all calls for service in a timely manner.
 5. When a call is received from any on duty or off duty police officer, fireman or ambulance personnel, reporting an emergency requesting police, fire or ambulance the communications personnel shall automatically dispatch those services requested.
 6. When a call for service is received and it is intended for another agency, communications personnel shall obtain as much information as possible and contact that agency to ensure that they are made aware of the situation.

F. Priority of calls for service: Based on common sense and good judgment, each case must be judged based on its individual merits. The following is a guideline, which will specify which calls should take precedence over others.

1. All calls received will generally (barring exigent circumstances) be answered in the chronological order in which they are received with the first call received having priority over the next etc.
2. Priority guideline:
3. The highest priority and immediate attention should be given to calls, which involve or could involve a risk of personal injury or death.
 - a) Examples: • personal injury motor vehicle accidents or crimes in progress involving the use or possible use of weapons or use of physical aggression • attempted or threatened suicides • domestic violence • fires.

- b) Next in the priority of complaints are those which involve the continuance

of a criminal act, the loss or possible loss of property, criminal acts in which the perpetrator is in the physical custody of a private citizen, or acts in which a risk of substantial public inconvenience exists.

Examples: • reports of offenses in progress • property damage motor vehicle accidents • conditions which substantially impede the flow of vehicular traffic • the apprehension of a shoplifter by store security personnel.

- c) Next in the ranking of priority are those complaints which are reporting criminal acts that have occurred but the perpetrator has left the scene and the required police action is in the nature of a preliminary investigation and report taking. It should be noted that although these types of calls are not top priority calls, to the complainant they are of paramount importance and should be handled as quickly as possible.
4. Due to a large volume of calls or the severity of a particular incident, it may become impossible for a police officer to arrive at a particular call(s) in a timely manner. If a call must remain unanswered for a long period of time (20 minutes), communications personnel should call back the complainant and explain that there will be a delay and give a fair estimate as to how long a delay can be expected. It is permissible to explain why there is a delay in an attempt to help the complainant understand however, in no event should the current strength of on duty officers be revealed.
- G. As matters of course, citizens will routinely call the Police Department whenever they are seeking a service but do not know whom to call. When requested to provide non immediate assistance that by its very nature is the function of another agency, communications personnel should determine the proper agency and refer the caller directly to that agency.
1. Whenever the request for service is determined to be immediate in nature, communications personnel shall provide as much assistance as possible. In such cases communications personnel shall:
 - a) Obtain information from the caller as if the call was police business.
 - b) Make every effort to notify the proper authority and advise the caller that this will be done.
 - c) Place a return call to the caller to advise the status of his/her complaint.
- H. At times, a call will be received for a service that is not a function of any governmental agency but rather it necessitates the service of a private enterprise. When such a request is received, communications personnel should advise the caller of that fact but refrain from recommending any particular business or service. Possible listings or sources of locations of businesses may be suggested to facilitate the complainant.
- I. By the very nature of their position in the department, the civilian dispatcher becomes privy to a vast array of information, which could be confidential, personal or private in nature. To divulge this type of information to others may jeopardize the integrity, morale, and professionalism of the Walden Police. It is therefore prohibited for any dispatchers to disseminate information as follows:
1. Dispatchers are to refrain from rendering opinions as to points of law to any citizen.

2. Questions concerning Department policies and procedures shall be referred to a ranking officer.
 3. Complaints concerning Department personnel shall be referred to the Shift Supervisor.
 4. Communications personnel shall refrain from criticizing the actions of the members of this department, other police departments, or any other governmental agencies, when such criticism can be construed to be directly or indirectly related to their employment by this department. Such prohibition is made regardless of the employee's status at the time of criticism, on or off duty.
 5. Communications personnel shall not discuss the specifics or generalities of any case, complaint, arrest, or other information learned as a result of their employment with any person other than in the normal course of their duties.
 6. Communications Personnel are required to verify the existence of a warrant, order of protection, or other document that appears as a hot key reminder in the IMPACT system and notify the officer or appropriate person or agency of the existence of this document.
- J. Communications personnel may not disseminate certain additional types of information as follows:
1. The home address or telephone number of any member of this Department may not be revealed to any person other than another member of this Department.
 2. In the event a person other than a Department member requests the home telephone number of any personnel due to an emergency condition either personal or job related, communications personnel shall:
 - a) Obtain the name and telephone number of the caller and the nature of the emergency, whereupon the caller will be advised that the Department member will be contacted and given the message.
 - b) Make a diligent effort to contact the department member to deliver the message, and if unable to advise the caller of that fact.
 3. Communications personnel shall not reveal the work schedule of any department member except to tell the caller the next time a department member will return to work or when a caller can reach a Department member at Headquarters.
 4. Communications personnel shall transfer callers through to officer's voicemail if the officer is unavailable, or record telephone messages for unavailable personnel and place them in the appropriate mailbox or transcribe and send the message via CC Email.
- K. Communications Center personnel have immediate access to the following departmental resources:
1. Shift Supervisor/Officer in charge (via current shift roster from "On Duty" Scheduling software).
 2. Duty roster for all personnel (via current shift roster from "On Duty Scheduling software).
 3. Residential telephone Numbers of all department employees (recorded in

4. Visual maps detailing Walden Police Department's service area, located on the wall in communications.
5. Written procedures (General Orders) and telephone numbers (stored in the computer system and binders in communications) for procuring emergency and necessary external services through use of the emergency call out for each external service. (i.e. fire, ambulance, highway, animal control etc.)
6. Tactical dispatching plans as outlined in general orders involving major types of incidents. (i.e. GO __. __ robbery in progress procedure)

L. Emergency Messages

Citizens or other law enforcement agencies may contact Communications personnel and request that our department notify third party individuals about an emergency situation.

1. Emergency messages may include, but are not limited to:
 - a. Serious illness of a family member
 - b. Injury as a result of an accident or crime
 - c. A hospital needing to speak to a family member
 - d. Law enforcement agency needing to speak to a family member
 - e. Requests approved by the Shift Supervisor
2. All emergency notification requests will be entered as a call for service into IMPACT and dispatched to the appropriate officer.
3. Personal notification will be attempted. If personal contact cannot be made, a note to contact the requesting party may be left at the residence.
4. The procedure to follow when accepting a request for emergency notification includes:
 - a. Obtain as much information from the requesting party as may be necessary to answer questions that may be asked by the person being notified.
 - b. Obtain the name and telephone Number of the person(s) that the party being notified should contact for additional information.
 - c. If appropriate, obtain the name and address of a third party that may act as a support for the person to be notified.

V. RADIO PROCEDURES:

- A. Essential to any police communications division is the proper use and care of the two way radio equipment. It is the responsibility of the communications personnel to ensure that this equipment is utilized properly and professionally at all times.
 1. All radio units, base, mobile or portables have been assigned a number for identification. Headquarters will be called 956 and the officer's will use their shield number. Walden cars are assigned numbers 1 through 7, example Walden Car 1.
 2. The Federal Communications Commission (FCC), regulations require that all

Communications Commission Rules and Regulations are available both on the internet and a copy has been downloaded under general orders in the in-house computer system.

- B. To ensure officer safety and efficiency, field personnel shall maintain constant communications with the dispatcher. This includes but is not limited to: calling in and out of service, calling off/on traffic stops, etc. This informs communications personnel, fellow officers, and supervisors of a patrol officer's status, location and the status of any incident to which he/she is responding.
1. Each department vehicle and officer has a separate and distinct number to enable communications personnel to distinguish who is doing what and where they are located.
 2. Priorities have been established to provide for the most effective response to calls for service with available patrol officers. These priorities are determined by the severity of the crime, whether the incident is in progress or has just occurred, or whether the likelihood that a delay in response might cause the suspect to flee or to return. On calls that are high priority, in progress, involved violence or potential violence, besides the primary response unit, the dispatcher will send one or more backup units to the location of the incident. Whenever necessary, officers en route to, or on the scene of a call may request backup units.
 3. Shift supervisors will be notified to proceed to, and if necessary assume command of the following types of incidents:
 - a. Serious injury to a police officer.
 - b. Accident involving a police vehicle.
 - c. Major crimes to include; murder, robbery, heinous crimes, and serious assaults.
 - d. Barricade/Hostage situations.
 - e. Disasters, catastrophes, or severe weather producing emergency conditions.
 - f. Serious complaint or incident involving a police officer.
 - g. Serious accident, injury or incident involving village personnel or property.
 - h. Major crimes warranting the call out of an investigator.
 - i. Domestic violence, where assault occurs.
 - j. Any other incident where a shift supervisor is requested.
 4. Normally, during an emergency situation, units should await dispatcher acknowledgment before proceeding with additional emergency information. In situations involving a field unit needing immediate/emergency back-up, time is critical and dispatchers must be constantly be alert to the fact that the initial request for help will very likely include the officer's location. Dispatchers will attempt to confirm location and notify the on duty supervisor, of officer needing assistance and the type of assistance requested. Dispatchers will monitor for further radio traffic and be prepared to notify other agencies if necessary.

- C. The primary radio channel for use by the Village of Walden Police Department shall be the High Band Channel. The use of this system shall be authorized by General Order

#09.11: entitled Patrol Procedures and the specifics are contained in Section II.E. Other radio frequencies authorized for use by the Village of Walden Police Department is the EDACS System which is also outlined in General Order #09.11: entitled Patrol Procedures.

- D. In the event the High Band system is unavailable for use, the secondary radio system, EDACS system (Enhanced Digital Access Communications System), shall be used.
- E. The third frequency available for Police use is the Statewide Inter-systems Frequency commonly referred to as "Statewide, or MRD." This frequency is available to all Law Enforcement agencies within New York State. This frequency is on Channel 4 in all MRD radios. State regulations prohibit the use of codes on this frequency therefore agencies must identify themselves by stating their agency names. (Ex. Walden Car 2 to New Windsor Car 501)
 - 1. The Statewide frequency shall not be used as a general communications frequency. Its use is primarily to contact other agencies or vehicles who do not have EDACS capabilities.
 - 2. The Statewide frequency may be used when equipment failures or radio silence has been declared on other radio channels.
 - a) When channel 4 "MRD" is utilized, the following shall apply:
 - (1) Radio transmissions should be as limited as possible.
 - (2) Only essential messages shall be transmitted.
 - (3) The use of channel 4 shall cease immediately upon the availability of another channel.
 - 3. Due to the wide range of users on Channel 4 who may need to contact Walden Police Department, the statewide frequency should not be muted or disabled in any way to make it inaudible at the dispatchers console.
 - 4. Communications Personnel are required to monitor and respond to all caller received on the High Band System and the EDACS system.
- I. All radio procedures will be adhered to while operating on frequencies other than the main frequency outlined in Section V C above. During a major incident involving agencies that do not use codes or the phonetic alphabet, clear speech may be used.

VI. DISPATCHING ORANGE COUNTY E-911:

A. Definitions:

- 1. E-911: Enhanced 911; which means that when a 911 call is received at a PSAP, the telephone number, address, and name of the person to whom the telephone number is registered is automatically displayed at the receiving 911 computer.
- 2. PSAP: Primary Safety Answering Point; the Primary PSAP for Orange County

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E-911 is located in Goshen, NY, and is known as "Orange 911". This is the location where all 911 telephone calls will be first answered.

- 3. Call-taker: Personnel assigned at "Orange 911" who are the first contact with the caller.
- 4. Secondary PSAP: Various answering points throughout Orange County, which

will be receiving data from the primary PSAP.

5. Polling Secondary PSAP: Those secondary PSAP's with the authority to conduct polling for police by determining the "closest car". Currently, there are only 3 polling secondary PSAP's located in Orange County, they being New Windsor PD, Town of Newburgh PD, and Town of Woodbury PD.
6. Closest Car Concept: The procedure used by a PSAP, either primary or secondary, to ensure the quickest response to a Priority 1 or 2 call.
7. Priority 1 and 2 Calls: crimes in progress, motor vehicle accidents, etc. The Walden PSAP will identify itself as "Walden Police", it will then assign the patrol units that are on patrol.
8. ANI/ALI: Automatic Name Identifier, Automatic Location Identifier; ANI/ALI information is automatically displayed at the PSAP computer which shows the name and address of the person to which the telephone is registered to.
9. CAD: Computer Aided Dispatch

B. Call Taking:

1. When a person dials 911 from any land-line telephone, the call will be automatically directed to the Primary PSAP in Goshen. The call-taker at that PSAP will confirm the data displayed on their computer regarding the telephone number, address, and name information. Should the call be a priority 1 or 2 call and originate from the Village of Walden, the call taker in Goshen will forward the voice to our landline and the data to the CAD computer at the Walden Police Department's Communication Center.
2. Upon receiving such 911 call, the Walden dispatcher is to listen to the conversation, only interrupting if the call-taker in Goshen is not asking the appropriate information. All pertinent data relevant to the call is to be entered into IMPACT.
3. Cellular 911 will be answered by the 911 center.

C. CAD:

1. When we receive a call via CAD the call shall be acknowledged by the dispatcher and or officer working the desk through the CAD Computer.
2. Assign a patrol vehicle as to who will be handling the call through the CAD Computer.
3. After the call has been handled or disposed of the call shall be closed out in the CAD Computer by the person who acknowledged the call.
4. At the beginning of each shift the dispatcher and or officer working the desk shall enter the patrol vehicles along with the officer's who are working the shift into the CAD Computer.

D. Dispatching:

1. When a sufficient amount of information is learned by the Walden dispatcher, the appropriate emergency service is to be dispatched. Such units may be dispatched even though the conversation between the call-taker at "Orange

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911" and caller is still on going. Regardless, dispatching by Walden PD MUST begin no later than *15 seconds* from the conclusion of the call.

- E. Blotter Entries: All our calls for service will be recorded on the radio log and also entered into IMPACT. Whenever a call is received via the E-911 system, the selection

- “911” is to be made in the “How Received” field.
- F. If a Walden officer assists a state police, sheriff, or town unit on the call, the Walden unit’s assistance is also noted in the short descriptive field.
 - G. Problems with E-911: Communications Personnel are to complete the 911 Communications Incident Form whenever they come across a problem relevant to the E-911 system. When a problem occurs personnel shall fill out the form, photo copy it and place a copy in the mailbox of the Communications Supervisor, then fax the form to the number located on the form. If the problem is an address correction, personnel shall notify the Orange County GIS Division at 615-3792 and leave a voice mail message of the change.

VII. GENERAL RULES GOVERNING COMMUNICATIONS:

- A. Communications is to be staffed by a minimum of one member who will be a Police Dispatcher or a Police Officer.
- B. The receiving of radio messages shall always be attended to by at least one member in the communications room.
- C. Priority for handling calls for service shall be given over all other duties by Communications Personnel on duty.
- D. Transmissions shall be limited in nature and done in plain English not using ten codes.
- E. When addressing personnel on the radio, shield numbers shall be used. (Ex.) 42.
- F. The Phonetic alphabet shall be used when necessary.
- G. Communications personnel are responsible to ensure that the background noises in the Communication room are kept to a minimum. (A television or a music radio is not permitted to be on at any console having a dispatcher in training on duty.)
- H. Police Dispatchers and Sworn Officers are the only employees authorized to use the radio console.
- I. Communications Personnel are responsible to immediately notify the shift supervisor should any equipment malfunction.
- J. Communications personnel must immediately notify the shift supervisor should any police officer fail to respond to a radio transmission.
- K. Communications personnel who are going off duty shall pass on pertinent information to the oncoming communications personnel.
- L. Communications Personnel shall refrain from laughing or using profanity while using the communications center.
- M. Communications Personnel shall speak in a clear monotone voice, both while on the telephone and radio. Their voice should not indicate excitement, aggravation, humor or any other type of personal expression.
- N. Communications personnel shall monitor and record the status of officers when on assignment or out of service, and when necessary periodically check on the officers status during dangerous calls.
- O. Communications Personnel shall announce calls for service over the radio, if the responding officer is leaving headquarters to respond to the call. This is to ensure that other officers working will be aware of the call and maybe closer or able to assist.

VIII. RECORDING SYSTEM PROCEDURES:

- A. The Department’s optical drive Mercom recording system provides continuous twenty-four hour recording of all telephone and high band radio communications. It also has the capability of immediate playback of recorded telephone and radio conversations. It is the purpose of this equipment to maintain an accurate and indisputable record of all

telephone and radio transactions conducted by this department. In order to insure the integrity of the recordings made by this equipment it is necessary that the following procedures be adhered to:

1. The Department's optical drive Mercom recording system and the recordings shall be secured in the locked mode which is accessible by Administrative personnel and Informational Technology personnel who are authorized by the Chief of Police.
2. Rules in General:
 - a) No one shall make or cause to be made, any connections to the recorder without the proper authorization unless it is to review a call within 15 minutes of the call or transmission.
 - b) No one shall disconnect or cause to be disconnected any input recording line to the recorder.
 - c) No one shall make any attachment to any radio or telephone line of any device designed to make the recording of the conversation inaudible or unintelligible.
 - d) No one shall deliberately erase any conversation or part thereof of any recording made during the normal operation of this equipment.
 - e) No one shall purposely stop the recording of the normally recorded telephone lines and radio channels by removing power from the recorder.
 - f) No one shall deliberately cause the recorder to fail from performing its intended purpose by any method.
 - g) The replaying or re-recording of an optical disk shall be primarily for the purpose of overhearing a recording pertinent to a case or incident and shall be done only with the prior approval of the Chief of Police or a Sergeant. The Chief of Police or his designee may also replay discs for purposes including but not limited to quality control, training of Communications Personnel or matters essential to the efficient operation of the Police Department.
3. During the regular course of business, the optical discs will be reused as each side fills. Recordings will be kept for a minimum of 30 days and after 30 days this department will only keep optical discs upon the request of the District Attorneys Office, Court Order or in the interests of this department by the direction of the Chief of Police or his designee.

IX. NEW YORK STATEWIDE POLICE INFORMATION NETWORK (NYSPIN):

- A. All rules and regulations that are now or in the future placed in effect by the N.Y.S.P.I.N. Advisory Board, Division of State Police, chapter of State or Federal Law. or any other competent authority governing the use and dissemination of information gathered via the N.Y.S.P.I.N. system or the E-Justice system will be strictly adhered to.

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- B. All personnel are solely responsible for the recording of all teletype messages sent by them in the proper logs as required by the N.Y.S.P.I.N. or e-Justice Rules and Regulations.
- C. All requests for Criminal History records will be logged automatically by the E-Justice System whenever an inquiry is sent.
- D. All messages received from other agencies which are not specifically directed to this agency or are not a response to a criminal history inquiry shall be filed on the clip

- board labeled "HOT ITEMS" located above the time clock outside of the communication center.
- E. Messages which contain exigent information are to be immediately forwarded to the patrol officers, and broadcasted to on-duty cars via radio. All on duty police personnel are to be immediately aware of circumstances involving felony crimes, dangerous situations, or other matters of urgency or safety. Teletype messages which must be immediately disseminated are those containing:
- a) robbery information,
 - b) locally stolen cars,
 - c) wanted persons believed to be in the area,
 - d) hazardous or dangerous circumstances,
 - e) violent felonies which occurred nearby,
 - f) other items of which immediate knowledge is desirable.
- F. All messages that are received and are addressed to a particular officer or agency shall be forwarded to the officer or agency to which it was directed. (Note! This agency may periodically receive another agencies messages due to equipment failure in that agency, or for an agency that does not have a terminal of their own).
- G. All responses to a Criminal history inquiry that are received as the result of an arrest shall be placed in the arrest jacket of the arrested person.
- H. All responses to a criminal History that are received as the result of an inquiry made in the course of a Criminal Investigation, shall be forwarded to the officer requesting the inquiry.
- I. Criminal History files that are maintained by State and Federal agencies are classified as confidential information regardless of whether the person has been arrested or not. The information contained on any Criminal History file responses shall not be divulged to anyone other than a sworn Police Officer or on duty Communications Personnel.
- J. All database messages sent or canceled by this Department shall conform to the requirements as set forth by the N.Y.S.P.I.N. rules and regulations which are in effect at the time. Communications Personnel are responsible to be aware of the requirements and changes that are made and added to the N.Y.S.P.I.N. manual.
- 1. It is the responsibility of the personnel who sent a message or cancellation of a message to ensure that the message or cancellation was properly received and recorded in the central data base files within the N.Y.S.P.I.N. system.
 - 2. No message or cancellation shall be filed prior to the receipt of an acknowledgment or verification of its entry into the system. Verification of an entry into the system in lieu of an acknowledgment may be made by direct inquiry into the system for the existence of the record.
- K. The protection and security of the N.Y.S.P.I.N. system or the e-Justice system is the direct responsibility of Terminal Agency Coordinator of this Department. Personnel

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detecting or having reason to believe that an attempt has been made to breach the security of the N.Y.S.P.I.N. system or the e-Justice system through this department's terminal shall immediately report the occurrence to the shift supervisor who in turn will report the incident to the Terminal Agency Coordinator for appropriate action.

- 1. No Communications Personnel, Police Officer, or other unauthorized persons are to enter the physical plant of the teletype computer or any of its attached

- equipment other than to change the paper or ribbons or to clean it out.
2. No one is to utilize the teletype system for any reason other than its intended purpose, which is to conduct official business of the Walden Police Department.
 3. No one is to interfere in any way with the normal operations or the normal receipt of messages through the N.Y.S.P.I.N. system or e-Justice system of this department.
 4. Any alterations made regarding the location of the teletype equipment must receive prior approval of the Terminal Agency Control Officer or the Chief of Police.
 5. When a teletype messages is to be disposed of, it is to be shredded as the means of disposal.

X. EQUIPMENT

- A. Off-site equipment, such as antennas and electrical power distribution points, shall be fenced with entry restricted to authorized personnel.
- B. All Communication personnel shall follow internal policies regarding the appropriate use and care of agency equipment and are responsible for the security and protection of the equipment located in the Communications center.
- C. In the event of a power failure, the emergency generator will automatically engage, supplying power to the Communication Center to maintain operations. The generator is set up to do a self test once a week to ensure operation efficiency. The generator is serviced and tested annually in accordance with the manufacturers recommendations.
- D. The Communications Center has multi-channel mobile and portable radio equipment capable of two-way operation on a joint safety frequency or frequencies Systems available through and serviced by local Communication Companies. The capability of the radio systems includes: car to car, inter agency, and statewide frequencies.

XI. Communications/Dispatch Room Access

Due to the sensitive nature of the equipment and information in Communications only Authorized personnel are allowed in the communications center. Authorized personnel are limited to those persons who operate and command the Communications Center and to others specifically authorized by the Shift Supervisor i.e., Police Department employees or maintenance/repair/cleaning personnel.



Jeffrey Holmes,
Chief of Police