

DEPARTMENT GENERAL ORDER 14-01

OFFICE of the CHIEF OF POLICE
RESCINDS: General Order 09-21

DATE: January 22, 2014

RADIO COMMUNICATIONS

I. PURPOSE.

The basic function of a radio communications system is to satisfy the information needs of the department's field units during the course of their daily operations, and in conjunction with emergency situations. The following procedural guidelines will dovetail with ECDC directives to govern communications between Clayton field units and the dispatch center.

II. DEFINITIONS.

Communication – The act of transmitting or receiving information.

Radio – The transmission of sounds or signals by electromagnetic waves through space, without wires, to a receiver.

III. COMMUNICATIONS WITH FIELD OFFICERS.

In those instances when an officer requests record and wanted information from ECDC, on determination of a "Hit" the dispatch center will activate an alert tone. The dispatcher will then apprise the officer of the type of hit.

Once an officer receives an alert tone, the officer should then:

1. Reposition themselves, if necessary, to preclude the subject(s) from monitoring the message and possibly reacting in a violent manner.
2. When in a safe position, the on-scene unit should acknowledge the dispatcher by giving their call sign, thereby signaling the dispatch center to disseminate the wanted information.

ECDC personnel will then advise that the subject or vehicle stopped has a wanted or warrant, or is stolen, etc. In case of a record check, dispatch will follow ECDC policy and procedures.

When receiving record information, officers will attempt to protect the individuals right to privacy, however, personal safety shall be the key determining factor as to how and in what fashion such information is received.

A. Recording Out-of-Service Status of Officers

During those occasions when officers are out-of-service for meals, personal relief, vehicle maintenance, administrative tasks, etc., ECDC personnel will record same via an appropriate entry into the CAD system. This will provide an on-screen listing of all available sworn personnel and their status. At the time an officer returns to service, ECDC personnel shall again make the appropriate entry in the computer to reflect the change of status.

IV. OFFICER DEPLOYMENT.

District patrol officers shall be the primary unit assigned to calls within their designated beat area. Should they be out of service or otherwise unavailable, ECDC will assign a different unit as recommended by CAD to handle the assignment. This will adhere to the following order of precedence:

1. Area cover car (west/east)
2. At large car
3. Adjoining area cover car
4. Adjoining district unit
5. Any available police unit.

However, to provide for increased officer safety, certain assignments should automatically have a minimum of at least two officers dispatched to the scene. These are:

1. Crime in progress/just occurred
2. Wanted vehicle stop
3. Wanted suspect stop
4. Burglar/hold-up alarms
5. Suspicious auto or person calls
6. Prowler calls
7. OBS calls
8. Fight/disturbance in progress
9. 911 hang-up/disconnect calls
10. Officer in need of assistance.

Should additional manpower resources be required beyond the initial responding officer or officers, same will be requested by the officers at the scene or the on-duty supervisor. ECDC personnel shall dispatch such assistance as is requested to an incident scene, and additionally make those notifications to the command staff as directed by the on-scene supervisor.

A. Supervisory Response to Radio Assignments

Supervisors shall be expected to respond to certain types of radio assignments; however, their response, or the timeliness of their response, will be contingent upon conditions existing at the time a particular call is dispatched.

Supervisors will notify ECDC when they are responding to a call, and in those instances where a question may exist as to whether a supervisor is aware of an incident that requires their presence, ECDC staff shall contact the supervisor and advise him of the situation.

The types of assignments to which supervisors shall respond and assume command are:

1. Major incidents which can reasonably be expected to disrupt the normal functioning of the community (e.g. HAZMAT incident, major vehicle accident, high rise/house fire, major utility disruption, etc.).
2. Incidents involving the "Use of Force," on the part of an Officer (e.g. officer involved shooting, serious resisting case, etc.).

3. Incidents involving death or serious injury (e.g. homicide, suicide, fatal accident, rape, serious assault, officer in need of aid, etc.).
4. Incidents involving substantial property loss (e.g. fire, large burglary, building collapse, etc.).
5. Incidents involving the use of firearms (e.g. shooting, robbery, assault, hostage situation, etc.).
6. Incidents where serious liability issues may exist for the department or City (e.g. vehicle pursuits, demonstrations, etc.).
7. Incidents which can reasonably be expected to generate a large degree of media interest.

V. COMMUNICATIONS SECURITY.

Radio antennas will be located, whenever possible, on the roof areas of various high-rise office buildings in reasonable proximity to police headquarters. Such areas are generally sealed off to unauthorized access and are additionally protected by those security measures employed by the building owners or management firms (e.g. guards, alarms, locked doors).

Power sources are located within or immediately adjacent to the Police Department and in addition to being secured by doors or fences, are protected by the traffic of sworn officers moving in and out of the building on a twenty-hour basis.

Phone lines are wired into a central bank of wiring panels located in the basement of the police building. Access to the wiring panel is restricted to authorized personnel only. Should an outside technician require entry to the phone room, same shall be required to first sign the visitor's log, after which time they will be escorted to the phone room.

VI. ALTERNATE POWER SOURCE.

A diesel generator located adjacent to the headquarters building shall serve as an alternate source of electrical power in the event of a power outage. This unit, which will automatically activate following a disruption in power distribution, possesses the capability to run the department's computer system as well as provide emergency lighting.

A. Inspection and Testing

Operating off an automatic timer, the emergency generator will conduct a test run every week

The generator shall be periodically inspected by the city's Public Works Department, which will also be responsible to maintain same in proper working order.

VII. RECORDING OF RADIO/TELEPHONE COMMUNICATIONS.

The police department will follow ECDC Chapter 9 Policy and Procedure, Section 27, which states:

The East Central Dispatch Center currently utilizes an Audiolog digital voice recorder. The recorder utilizes a redundant hard drive system and NAS (Network Storage System). All incoming 911, console position telephones and radio channels are recorded. Each dispatch console has the capability of accessing Last Call Replay software to instantly recall telephone calls received and from their console only, all 911 calls and all radio traffic. This software is password protected based on the telephone extension assigned to that position. The recorder is on the ECDC network and is secured in the server room of the communications center. Audio Recordings are maintained for a period of 12 months.

Any requests for recordings shall be directed to the General Manager or Operations Manager. Recordings for internal use by any member agency will be procured and can be sent as an email attachment to the requesting department or written to a CD. Any external requests for recordings will only be issued upon service of a subpoena or written directive from respective City Police Chief, Fire Chief or authorized court.

Under no circumstances shall dispatchers make copies of recordings that have not been formally requested, unless authorized by the General Manager.

For our purposes:

The reason a recording may be reviewed shall include, but not be limited to:

Criminal Investigations.
Internal Affairs Investigations.
Citizen Complaints.
Confirm Information.

VIII. COMMUNICATION RESOURCES.

ECDC and police operations and administrative personnel both possess similar informational resources that are available for immediate access. Specific data sources are the home addresses and phone numbers of agency personnel, a duty roster that reflects current assignments, and the means to immediately contact the commander and/or supervisor in charge.

Other reference sources include but are not limited to:

- Emergency Services Telephone Numbers.
- Business Names and Contact Information.
- Past Employee Card Files.
- Standard Operating Procedures Manual.
- NCIC Code Book and Operating Manual.
- REJIS and MULES Operating Manual.
- City of Clayton Emergency Operations Plan.
- City directories, Street Guides and Maps.
- US Identification Manual.
- Missouri Code Manual.
- Fire and Public Works Employee Rosters.
- General Dispatch Guide Book.
- Clayton Fire and Hazmat Response Guides.
- Code 1000 Plan.
- Detective On-Call Lists.

BY ORDER OF:

KEVIN R. MURPHY
Acting Chief of Police

KRM:mj