	ANDOVER POLICE DEPARTMENT GENERAL ORDER	Number: O2805 Page: 1 of 8 Distribution: All
Title: COMMUNICATIONS		Section: Inter-agency Coordination
Issued: 5/8/2012	Effective: 5/16/2012	Revised: 10/01/2015
Rescinds: All Previous	Amends:	
CALEA References: Chapter 81		
Review: Annual	Authority: Chief Michael A. Keller	

I. Purpose

To establish a comprehensive plan for Andover Police Department's radio procedures and Emergency Communications Section.

II. Policy

It is the policy of the Andover Police Department to maintain a Communications Section to coordinate the routine and emergency communications of the department. The Communications Section shall serve to provide a means of contact with the officers in the field, supervisors, various other governmental entities and the general public. The Communications Section shall work directly with other sections of the department, assisting them in fulfilling their communications needs in order to achieve the mission and goals of the department.

The effective use of the communications system depends upon the cooperation of everyone using it. Each must be aware of the demands placed upon the system and use it properly.

III. Definitions

(This section intentionally left blank).

IV. Regulations

(This section intentionally left blank).

V. Procedures

A. Administration

1. The administration of the Communications Section is under the authority of the Communications Director. The Communications Section shall include sufficient personnel to maintain a staff on duty 24 hours a day, 365 days a year.
2. The Communications Section provides routine and emergency communications for both Andover Police Department and Andover Fire and Rescue.

3. The Communications Section is the focal point of telephone communications for the department and is the means by which the department's resources are deployed to provide services throughout the city.
4. The Communications Section will operate within current regulatory guidelines of the FCC, available at http://wireless.fcc.gov/index.htm?job=rules_and_regulations (81.1.2)

B. Operations

1. The Department shall operate a 911 emergency telephone system. In cases where other departments' emergency services are required, it is the responsibility of the Communications Officer to notify the appropriate agency of the nature and location of the request for service.
2. 911 phones shall enable toll-free emergency calling from any location within the Department's jurisdiction. 911 lines shall be answered with priority on a twenty-four (24) hour basis.

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3. Any misdirected emergency calls which should be directed to other jurisdictions shall be received and then forwarded to the appropriate agency (81.2.12).
   a. The Communications Officer will obtain the caller's name, location and call back number as well as the nature of the call in case the call is dropped.
   b. The Communications Officer will then forward the call to the appropriate agency, remaining on the line to inform the connecting agency of the type of call and to insure the connection is made.
   c. Should the call de disconnected prior to the transfer, the Communications Officer will inform the correct agency of the call and provide the agency with all information received.
4. 911 system hardware/software shall be capable of receiving and responding to TDD calls (81.2.1).
5. Callers will be advised if an officer will respond to them or other action is required on the caller's part. If the request by the caller does not require a

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response by emergency services, the Communications Officer shall refer the caller to the appropriate agency/service and if available will provide the caller with the telephone number(s) and contact information (81.2.6b).

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6. Department members will not provide emergency first aid instructions over the phone unless properly trained and certified (81.2.14).
7. All citizen generated reports should be received by personal contact with an officer. If this is not possible because of the location of the reporting citizen or other aggravating factors, a report may be accepted over the telephone in lieu of an on-scene response (82.2.5).
8. Requests for service received via fax, mail or internet will have an officer assigned and will be handled as any other calls for service.

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9. Callers may need to be referred to another agency or transferred to another PSAP under the following circumstances:
   a. If the request for service is outside the Department's jurisdiction;
   b. If the request for service is not for police or fire services;
   c. If the request for service is provided by another entity by statute, mutual agreement or contract such as, community college, wildlife and parks or a social service agency.
10. When a request for service, a reportable incident, or an event of significant nature is reported to the Department, alleging the incident occurred in the City of Andover or Andover Fire & Rescue's district, a Department call number will be generated in the Computer-Aided Dispatch (CAD) program (81.2.3a).

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11. An officer will be assigned to the request for service whether the request was initiated by an officer, a citizen, another agency or anonymously. The Communications Officer shall obtain and record in CAD the following information:
    a. Call For Service number will be automatically generated by the CAD/RMS when a new call for service is generated (81.2.3a);
    b. Date and time of request which will be automatically entered when the call for service is generated (81.2.3b);
    c. Name and address of reporting party, if available (81.2.3c);
    d. Nature of request reported and will categorize the type of incident based upon the information provided by the caller (81.2.3d);
    e. Location of request reported (81.2.3e);
    f. Identification of officer(s) assigned, with the primary officer indicated (81.2.3f);
    g. Time of dispatch (81.2.3g);
    h. Time of officer arrival (81.2.3h);
    i. Time of officers' return to service (81.2.3i); and
    j. Any and all updated dispositions, status change, and/or any action taken by the Department regarding the request for service (81.2.3j).
12. When a request for service is made to the Department, it is essential that Department personnel receiving the request solicit as much information as is feasible and practical. Obtaining this information, and sharing it with the responding officer(s) helps the officer(s) understand the degree of urgency and to anticipate dangers or special conditions that may be encountered.
13. Officers will notify Communications of any change in status via radio, MDT, or telephone (81.2.4a).

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14. Field personnel shall inform Communications at any time they are unavailable to respond to calls for service. The Communications Officer will record the officers' appropriate status in CAD/RMS indicating the officer is unavailable for calls. (81.2.4b).
15. Communications Officers shall routinely perform the following duties:

a. Alert field officers to requests for service by the public;
b. Access and monitor routine in-bound messages and transmit out-bound messages to the appropriate agency, or personnel;
c. Alert the Watch Commander of any unusual or significant activities within the Department's jurisdiction;
d. Track and record on-duty officers' status and their availability to respond to calls for service;
e. Provide officers in the field ready access to computerized and manual files for various types of information; including driver's license records, vehicle registrations, NCIC, local warrants information, and RMS data.

16. The Department shall use one method for officer identification in radio transmissions. Each officer shall be identified by a radio number assigned to them upon their employment or reassignment (81.2.4c).
17. Communications shall dispatch one unit to routine calls for service to maximize police resources and respond to calls for service in the shortest amount of time. Some calls require the response of more than one officer. Such calls shall include, but are not limited to (81.2.4e):
    a. Any felony crime in progress;
    b. Any aggravated crime;
    c. Resisting arrest;
    d. Fleeing suspect;
    e. Officer requesting assistance;
    f. Any call involving physical or verbal confrontation; and
    g. As otherwise directed by other department General Orders.
18. Whenever a serious incident occurs, which necessitates a response by the Watch Commander, the Watch Commander shall be dispatched to the scene and they shall then assume command of the incident and coordinate response by other officers or agencies. Incidents that the Watch Commander shall respond to are, but shall not be limited to (81.2.4f):
    a. The report of any violent felony;
    b. Any felony in progress;
    c. Any fleeing suspect, either by foot or vehicle;
    d. Any traffic accident involving serious bodily injury or fatality;
    e. Any traffic accident involving Department employees;
    f. Any unattended death, reported suicide, or accidental death; and
    g. Any call involving violence committed by, or directed towards, a department employee; or
    h. As otherwise directed in other department General Orders.
18. The Watch Commander will routinely monitor calls involving two or more officers to determine further manpower needs or assistance.
19. Communications personnel shall have access to the following resources:
    a. Watch Commander or other officer in charge (81.2.5a);

b. Duty roster of all personnel (schedule on S: drive) (81.2.5b);
c. Off-duty contact phone number for all department members (CAD Phone Book) (81.2.5c);
d. Visual maps of Andover and Bruno Township (CAD) (81.2.5d);
e. Status of on-duty personnel (CAD) (81.2.5e);
f. Telephone numbers and contacts for other agencies for emergency service needs (CAD Phone Book) (81.2.5f);
g. Tactical dispatching plans (Operational General Orders on S: drive [i.e. O2402 Domestic Violence, O2401 Bomb Threats, O2103 Vehicular Pursuits, etc.]) (81.2.5g); and
h. Notification of beat or special assignments.

20. Communications Officers shall classify calls for service as (81.2.6a):
    i. Priority 1 – High: Call in progress, with a high possibility of personal injury to reporting party or others;
    j. Priority 2- Medium: Call in progress, no threat to personal safety of reporting party or others but some degree of risk to property;
    k. Priority 3 – Low: Call in progress, nuisance calls; no threat to personal safety or property;
    l. Priority 4 – Non-Priority: Not in progress, information only, or other reports after the occurrence.

    Communications Officers shall use their best judgment from all information presented by the reporting party in determining at what level the call will be classified. These priorities are pre-populated in CAD based on the Nature of Call, but may be over-ridden as needed by Communications Officers.
21. Communications has the capability of immediate playback of telephone conversations and radio traffic. The Department will record the primary radio talk groups and incoming 911 phone lines.
    a. Immediate playback of 911 phone lines is available via the 911 phone system.
    b. All calls are digitally recorded onto a server located in the secure Department Tele/Com room and immediate playback of radio traffic is available via the radio console. The calls are backed up daily and are retained for a minimum of 30 days (81.2.8b).
    c. Long-term storage and playback of 911 phone lines, administrative phone lines, and radio traffic is available via the NICE Inform recording platform.
    d. Retention of long-term recordings shall be for a minimum of one year (81.2.8a).
    e. Local retention shall be secured in the Tel/Com room (81.2.8b).
    f. Remote retention of radio traffic is provided by Butler County Emergency Communications (81.2.8b).

g. Review of recorded radio transmissions or telephone conversation will be limited to employees who can articulate a specific need for same. Employees wishing to obtain a copy of a recording will submit a request to the Records/Evidence Custodian (81.2.8c).

22. Accepting and delivering emergency messages is a legitimate law enforcement function. Consideration will be given for death or severe illness notification and instances where great monetary loss or severe inconvenience would occur if the Department did not deliver the message (81.2.11).
    a. The Watch Commander shall determine if the Department will attempt to deliver an emergency message.
    b. If the Watch Commander has determined that an emergency message will be delivered by the Department, then an officer shall be assigned as specified in this General Order regarding calls for service.

C. Facilities and Equipment

1. The Communications Center is a secured facility and is inaccessible to the general public. Authorized personnel who may enter the Communications Center unescorted are (81.3.1a):
    a. Sworn Department personnel;
    b. Communications personnel;
    c. Other Department personnel with completed fingerprint-based background checks;
    d. Fire Department and other city personnel who have completed a fingerprint based background check;
    e. Contract personnel with completed fingerprint-based background checks;
    f. Clearly identified sworn officers of other agencies.
2. The Communications Center has an alternate source of power, an external diesel fuel generator, in the event that electrical power should be interrupted. The generator power is switched over automatically to ensure the minimum loss of power time. The generator has a locked shell to be protected from the general public and is tested monthly. A log of the monthly test is maintained in the software of the generator (81.3.1d, 81.3.2).
3. A yearly full-load test is performed by the generator and documentation is maintained by the Communications Director.

4. Critical systems will have an Uninterrupted Power Source (UPS) to protect the equipment in the transfer from commercial power sources and the generator, and back.
    a. Critical systems include:
        i.) Servers for 911 phone system;
        ii.) Servers for CAD;
        iii.) Servers for administrative phone systems;

iv.) Computers operating CAD at Communications positions;
v.) Radio system infrastructure;
vi.) Switches/Routers providing connectivity for any of the above.

5. The Department has two (2) phone systems to aid in separating emergency from non-emergency telephone calls. Telephone directories are provided with information to clearly mark emergency calls to be directed to 911 and non-emergency/administrative calls to the Department's general administrative number, (316) 733-5177. Priority will be given to all emergency lines over the answering of administrative lines (81.3.3).

D. Radio Procedures

1. Communications will have the sole authority to designate the use of radio talkgroups. Officers will use the talkgroup they have been directed to use by Communications. Officers wishing to use a talk group shall ask Communications for authorization.

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2. When dispatching calls involving a multiple agency response, Communications Officers will assign calls to appropriate talkgroups (event channels) per established coordination with other PSAPs (81.2.4d).

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3. Communications Officers should use plain English when dispatching calls, especially calls involving other agencies that may not be familiar with the department's radio codes. All radio transmissions shall be made in a professional manner and contain only official business, with an emphasis on brevity.
4. Communications Officers will establish emergency traffic for a talkgroup upon request from field personnel and direct non-emergency traffic to an alternate talkgroup.
5. Should there be a failure of the radio communications system, officers shall attempt to initiate contact with Communications in the following order:
   a. On secondary talkgroups;
   b. Site trunking repeaters (Cole Creek, DeGraff, etc.);
   c. Andover South repeater;
   d. Cellular or land line telephone.
6. All calls for service will be broadcast over the radio, regardless of officer location. Calls of a sensitive nature or information not to be broadcast may be sent via Mobile Data Computer (MDC) messaging, but officers will be advised over the radio to check the MDC for a call.
7. Officers shall communicate over the radio their arrival on calls for service, any change of location during a call for service, and their availability for additional calls upon completion of their call for service.
8. If an officer fails to answer a radio transmission, Communications will continue to attempt contact the officer via radio. A second officer should be dispatched to the officer's GPS location within 60 seconds of an officer not responding.

Additionally, an attempt may be made to contact the non-answering officer via cellular phone if available. If no GPS is available, and/or no contact is made via cellular phone, the Watch Commander will be notified and the last known position of the non-answering officer will be provided.

9. In the event of an officer declaring "in trouble" or the activation of the emergency alert on their radio, the following steps will be taken (81.2.4g):
   a. All other officers will converse with Communications on Andover PD 2 talkgroup, allowing the primary talkgroup to remain free for the officer requesting assistance.
   b. Communications will broadcast the officer's last know location, nature of call, and any other available information on Andover PD 2 talkgroup, Butler County PSAP talkgroup, and any other talkgroup needed to notify surrounding agencies that may be able to respond to the request for assistance.
   c. An officer who activated an emergency alert signal may indicate "Code 99" to advise he/she is not in danger. A second unit will continue to the officer's location to visually confirm his/her welfare. Upon receipt of "Code 99," communications may resume normally. Communications Officers may cancel responding units from other agencies.
   d. If no Code 99 is received, only a second unit, who was not previously on-scene when the request for assistance was made, may clear the officer in trouble.