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| Atlanta Police Department Policy Manual |  | Standard Operating Procedure |
| Effective Date June 4, 2021 | | APD.SOP.6010 Communications |
| Applicable To: All employees of the Communications Section | | Review Due: 2025 |
| Approval Authority: Chief Rodney Bryant | | |
| Signature: Signed by RB | | Date Signed: 6/4/2021 |

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1. PURPOSE

To establish policy and procedures for the operation of the Atlanta Police Department Communications Section.

2. POLICY

The Communications Section is a twenty-four (24) hour, seven (7) day a week operation. Communications Section operations are essential to the safety of the public and police. Communications employees shall maintain high standards of integrity and performance. The Communications Section is responsible for the department's radio and related communications functions. (CALEA 6TH ed., Standard 81.2.1)

3. RESPONSIBILITIES

- 3.1 All employees of the Communications Section are responsible for being familiar with this policy, Communications Section Command Memoranda, and security and professional protocols. Communications Section employees shall also be familiar with the Communications Section Operations Manual, which is a guide for the day-to-day operations of the Section.



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- 3.2 The Communications Section provides the following services:
1. Answers emergency and non-emergency calls for service;
 2. Provides continuous two-way radio communications between field officers and their supervisors; (CALEA 6th ed., standard 81.2.2)
 3. Dispatches calls in an appropriate and timely manner;
 4. Receives, transmits, files, and maintains all teletype messages;
 5. Performs inquiries to Georgia Crime Information Center (GCIC), National Crime Information Center (NCIC) "hot" files, and related City of Atlanta computer files;
 6. Monitors Security Communications Network (COMNET) frequency to assist members, including updates to incidents occurring in member areas; and
 7. Monitors the alarm board and answers information calls from the public.
- 3.3 The Communications Section Director shall be responsible for overall management of the section. He or she shall be responsible for ensuring that all Communications employees read and understand the Communications Section policy, Communications Section Operations Manual, all Communications Section Command Memoranda along with following all security and professional protocols.
- 3.3.1 The Director shall ensure the proper investigation of all complaints relating to the section; provide direction and assistance to subordinates in planning, directing, and giving assignments; and ensuring that they are aware of and adhere to all departmental written directives.
- 3.3.2 The Director shall conduct a daily study of the 911-line load and activity reports to determine the need for additional personnel and equipment.
- 3.4 The Communications Section Deputy Director serves as a point of contact with other public safety departments and governmental agencies on technical issues. The Deputy Director will research incidents and prepare reports, investigate personnel disputes and issues, and take appropriate action to resolve conflicts. The Deputy Director serves as the Director in his/her absence.
- 3.5 The Communications Operations Manager is responsible for overseeing daily operations of the Communications Center. The Operations Manager will directly supervise, lead, and evaluate Communications Section Shift Managers. The Operations Manager will ensure that the center is properly staffed and that service requests are timely processed according to policy and procedures. The Operations Manager will serve as the Deputy Director/Director in their absence.
- 3.6 The Training and Quality Assurance (TQA) Manager is responsible for the Training and QA Units. The TQA Manager directly supervises the Training Coordinator and Quality Services Specialists. The TQA Manager will ensure that training classes, professional development, and certification requirements are developed and completed and required. The TQA Manager will ensure that lesson plans are developed and. The TQA Manager will serve as the Operations Manager in his/her absence.



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- 3.7 The Information Technology (IT) Manager Senior is responsible for technical services, contracts, and equipment associated with the 911/Communications Section. The IT Manager Senior is responsible for internal and external coordination with Technical Services personnel and Vendors. The IT Manager Senior will coordinate legislation for technical equipment and services and directly manage technical contractors as required and ensure the appropriate security protocols, technical process, and agreements are maintained and followed.
- 3.8 Communications Section Shift Managers are responsible for the operation of the section during their assigned tour of duty. They will oversee watch personnel, schedule employees according to workload, assign off days, review and approve time records, evaluate job performance of subordinates, assign personnel evaluations to Watch Supervisors based on organization structure, and ensure that a supervisor is on duty and in the Communications Section at all times.
 - 3.8.1 The Shift Manager or his/her designee is responsible for the major events notification process (Section 4.37 Notifications).
 - 3.8.2 The Communications Section shall have at least two supervisors on duty at all times.
 - 3.8.3 The Shift Manager/Supervisor going off duty shall brief the shift manager coming on duty with all information, events, or major felonies that occurred on the watch, or the previous watch, that may directly affect the oncoming watch.
- 3.9 Communications Watch Supervisors are responsible for the supervision of 911 call takers, police communication dispatchers, fire communications dispatchers, the alarm board, information desk office assistants, ACIC, COMNET and Detective Radio. They will have a working knowledge of all equipment and be capable of relieving employees when required.
 - 3.9.1 Watch Supervisors shall monitor 911, Dispatch, and information lines to ensure that procedures are properly followed, and calls are processed in a timely manner as outlined in performance guidelines.
 - 3.9.2 Watch Supervisors will oversee watch change by remaining on duty until all employees are properly relieved and the oncoming watch is adequately briefed. They will ensure that calls are not holding during watch change and there is a smooth transition.
 - 3.9.3 It is the responsibility of Watch Supervisors to monitor their subordinates' radio transmissions to ensure that all transmissions are professional and courteous. Employees that fail to adhere to the standards set forth in the policy will be subject to disciplinary action.
- 3.10 The Computer Aided Dispatch (CAD) System Administrator is responsible for the overall CAD operating system. In conjunction with the section commander and IT Manager, the CAD Administrator shall develop and monitor procedures for using the CAD system.
 - 3.10.1 The CAD Administrator will work with the Communications Training Coordinator (TAC) to develop instructional and training modules for the CAD system, will update CAD files, and manage the Master Street Address Guide (MSAG) file.
 - 3.10.2 The CAD Administrator shall be responsible for technical support of the CAD system, maintaining the server, maintaining client hardware, CAD incident and systems administrative



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- tables, and backup files. They shall monitor system malfunctions and system interfaces that affect parking ticket impounds, stolen tickets, GCIC, and for monitoring priority allocations.
- 3.11 Communications Dispatchers
- 3.11.1 Communications Dispatchers perform specialized duties that vary according to operational needs. They include, but are not limited to, the following assignments:
1. 911 Operator;
 2. Police Dispatch Operations, including ACIC; and
 3. Fire Dispatch Operations.
- 3.11.2 The Communications Dispatcher Senior (CDS) performs senior level radio communication dispatch and telecommunication duties. The CDS may occasionally supervise, direct, and evaluate assigned staff. The CDS are responsible for training employees when necessary. The CDS may represent or substitute for the supervisor, perform flexible unit assignments as needed in emergency response, monitor security alarm systems, and transmit and monitor teletype messages.
- 3.11.3 911 Operators are responsible for the effective exchange of information received from 911 for police services. 911 Operators answer multiple telephone lines, perform telecommunications duties, determine the routing of calls, enter appropriate police dispatch information, and send calls to communications dispatchers or to the appropriate agency.
- 3.11.4 Dispatchers shall review and route incoming teletypes to the appropriate unit. They also send department teletypes. Dispatchers shall maintain a file of all valid or invalid department hits, and statistics on these hits. Dispatchers shall make telephone inquiries for sworn employees or authorized department employees for registration checks, stolen or wanted checks, drivers, and record checks from GCIC and NCIC files.
- 3.11.5 COMNET System Operators are responsible for the effective operation of the security guard network. They will monitor the radio and assist all security personnel on the system in obtaining the assistance of Atlanta police officers as quickly as possible. COMNET System Operators are responsible for obtaining and relaying all pertinent information to the appropriate dispatcher. Pertinent information shall include location of crime, type of crime, lookouts, and direction of travel as necessary.
- 3.12 Office Assistants
- 3.12.1 The Information Office Assistant is responsible for answering the information telephone lines. This employee shall take general calls from the public and either provides the information needed or transfers the caller to the proper unit. He or she provides home telephone numbers of department employees to authorized department employees only.
- 3.12.2 The Alarm Board Operator must have a working knowledge of the Motorola SCADA Remote Terminal Unit (MOSCAD) and Security Information and Management Systems (SIMS2) alarm monitoring systems. The Alarm Board Operator shall also monitor alarms in the Communications Section and notify dispatch when alarms require a response. (CALEA 6th ed., standard 81.2.12)



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- 3.13 The Quality Services Specialist is responsible for handling all recorded tapes in the Communications Digital Recording Equipment Room. They shall perform routine maintenance on playback equipment, maintain and update emergency phone numbers on file in the computer, work in the Communications Section on the 911 and dispatch positions when needed, and perform other tasks as required.
- 3.13.1 Quality Services Specialists are responsible for administering the Quality Improvement Program and will review 1% of call volume by a random selection of calls, including critical incidents.
- 3.13.2 Quality Services Specialist shall assist with training personnel and will conduct one-on-one coaching sessions with employees when deficiencies are noted.
- 3.14 Digital Recording Equipment Room employees shall support communications by maintaining records on the issuance of digital recording communications equipment, securing and monitoring tapes upon request, maintaining and researching microfiche, maintaining archives of teletype and 911 records, and providing records to law enforcement agencies, courts, and attorneys.
- 3.15 The Data Reporting Analyst is responsible for the effective management of the electronic device distribution and utilization. The Analyst will respond to issues associated with managed devices in a timely manner. They will report to the IT Manager Senior and assist with addressing entries in the Computer-aided Dispatch System. The Analyst will manage the Master Street Address Guide system and coordinate telephone testing for the 911 system.
- 3.15.1 The Electronic Maintenance Unit (EMU) reports to the Commander of the Information Services Section and shall support the department by maintaining the radio communication systems, ensuring optimal use of electronic equipment, and maintaining 99 percent coverage with a 12-decibel SINAD signal.
- 3.15.2 The EMU is responsible for the installation, maintenance, and programming of all radio communications equipment such as simulcast sites, dispatch consoles, digital recording equipment, portable radios, mobile radios, battery chargers, MOSCAD, camera systems, and emergency maintenance of all alarms connected to the alarm board. Periodically, this unit may perform equipment checks for other City departments.
- 3.16 The Communications Training Coordinator is responsible for the supervision of the training coordinator assistants. The Training Coordinator is also responsible for training all communications section personnel. They are responsible for trainee evaluations, in-service training, GCIC and Peace Officer Standard and Training Council (P.O.S.T) certification, communications roll call training, fire communications training, and all specialized communications training. The Training Coordinator will serve as the Training and QA Manager in their absence.
- 3.16.1 The Training Coordinator shall work with the CAD system administrator to develop training modules for Communications equipment.
- 3.16.2 The Training Coordinator is responsible for updating and dispersing modifications to the Communications Section Operations Manual as necessary.
- 3.17 The Communications Training Coordinator Assistant shall conduct classroom training on operational procedures and Georgia State GCIC requirements. They shall prepare training materials and manuals; and compile and prepare training related reports. The Training



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Coordinator Assistant will be able to temporarily substitute for the Communications Training Coordinator when required.

- 3.18 All supervisors and management personnel are responsible for ensuring the directives are implemented and administered in compliance with approved policies.
1. An access request to the E911 center will be provided to the E911 Security Administrator in a written document with appropriate authorization, and properly documented upon completion of the request.
 2. Request for new access or modification of existing access to the center will not be granted without a written request with appropriate authorization and the approval of the E911 Director or Assistant Director.
 3. E911 Security Administrators will be responsible for providing and modifying all user access privileges to the E911 center upon receiving a request and approval.
 4. Auditing will be implemented on all E911 security systems to record login attempts and/or failures and successful logins.
 5. The Security Administrator will periodically review privileges and audit logs on all E911 systems.
 6. E911 managers and or supervisors who have contractors working within the center will be responsible for promptly notifying the Security Administrator immediately upon completion of their work in the center.
- 3.18.1 It is the responsibility of supervisors in the field to monitor their subordinate's radio traffic to ensure that all transmissions made by their subordinates are professional and courteous. Employees that fail to adhere to the standards set in this policy are subject to disciplinary action.
- 3.18.2 All employees, contractors, and vendors are responsible for the enforcement of this Policy.
1. Contractors and/or vendors who are working in the center must provide a work status to the Security Administrator on a weekly basis for proper data integrity of the security database.
 1. Individuals will only be given sufficient access privileges to areas they need to access in order to enable them to perform their job functions.
- 3.19 Employee Tardiness
- 3.19.1 Employees are responsible for being punctual when reporting for duty or reporting or performing any official act. If an employee anticipates that they will be late they will notify their supervisor at least 30 minutes before their scheduled arrival time unless circumstances prevent it. An employee will be considered late:
1. If they arrive after the scheduled roll call time. Employees who do not have a formal roll call will be late if they have not reported to a supervisor within five minutes of their scheduled start time.



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2. At the discretion of a supervisor, employees who are late but who have called in at least 30 minutes prior to roll call, and who don't have a history of being late, may be allowed to take compensatory time and will not be considered late.
- 3.16.2 Employees who arrive late will begin working at the beginning of the next quarter hour after they report for duty and will be charged for the first quarter hour or as directed by a supervisor.
- 3.16.3 Supervisors will monitor all employees for punctuality problems and/or patterns of tardiness. Supervisors will initiate corrective action when warranted.
- 3.16.4 A supervisor will ensure that the "Late to Work" counsel form (Form APD 813) is completed and placed in the employee's file, maintained by the supervisor, and a copy will be placed in the main record in the administrative office.
- 3.16.5 Disciplinary Action – Tardiness
 1. 1st Violation-complete "Late to "Work" counsel form (Form APD 813) will be given to the employee.
 2. 2nd Violation – complete "Late to "Work" counsel form (Form APD 813) given, the employee will be sent home for the day and marked zero if staffing allows.
 3. 3rd Violation – complete "Late to "Work" counsel form (Form APD 813) will be given, the employee will be sent home for the day and marked zero if staffing allows. The supervisor will attach a memorandum documenting incident to file and initiate an Internal preliminary complaint investigation. The memorandum will be forwarded to the Communications commander and the Department's Human Resource Unit.
 4. The initiation of an internal complaint investigation will continue on any subsequent tardiness.
 5. Supervisors may consider staffing levels before sending an employee home with a "zero." If the staffing level does not permit sending an employee home, the supervisor will document incident by completing a "Late to "Work" counsel form (Form APD 813), and attach a memorandum documenting the incident to file for the 2nd Violation. These steps will also be taken for a 3rd Violation, in addition to the initiation of an internal complaint investigation and a memorandum copied to the Section Commander.
 6. Unexcused tardiness and unexcused absences will be considered when determining off days and watch assignments.
 7. If an employee is not tardy for a total of ninety days, any subsequent infractions will begin as a 1st violation procedure.
4. ACTION
 - 4.1 E911 Security
(CALEA 6th ed. Standard 81.3.1a, b)
 - 4.1.1 The Communications Section is located on the 5th floor of 180 Peachtree Street NW, Atlanta Georgia. Entrance to the section can be gained by authorized personnel only. Authorized persons are:



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1. Employees assigned to the section; and
 2. Officers and City employees on official business with proper identification.
- 4.1.2 E911 security consists of field accessed control devices supported by S2 Security Integration and a digital intercom camera access system.
- 4.1.3 Security components include the S2 security workstation, nodes, and scanners.
- 4.1.4 Access is granted by HID multi-class card reader and is communicated across the City of Atlanta local and wide area network. This system is maintained and managed by the IT Manager, APD Security Manager, and Building Security.
- 4.1.5 The Security Administrator/IT Manager shall be responsible for maintaining the data integrity of the security system data and for determining access level rights.
- 4.2 E911 New Hire Access
- 4.2.1 Upon receiving notification of a new hire from Human Resources, new hires will be required to complete an Access Card Approval form. This form will be provided by the E911 Administration staff and approved by the E911 Director or Assistant Director.
- 4.2.2 The Security Administrator/IT Manager will create an access card for new employees with a distinct user ID.
- 4.2.3 The use of an employee's ID badge by another is not permitted.
- 4.2.4 Employee's access rights shall be disabled immediately (no later than 24 hours) upon receiving notification from Human Resources or the employee's supervisor that the employee is suspended or no longer employed with the E911 center. The access card will be surrendered when access is disabled,
- 4.3 Contractor and Vendor Access
- 4.3.1 Contractor and/or vendor access control will be granted by the Security Administrator/IT Manager upon completion of an Access Card Approval form and authorization from the E911 Director or Assistant Director.
- 4.3.2 Each contractor and/or vendor must complete an Access Card Approval form.
- 4.3.3 Contractor and/or vendor user access control card will be disabled immediately (no later than 24 hours) upon contract expiration or receiving notification that the contractor or vendor is no longer employed with the E911 center, is suspended, or is no longer authorized to be on the E911 property.
- 4.4 City of Atlanta Employee Access
- 4.4.1 City of Atlanta (COA) employee access privileges to E911 will be given based upon their job responsibility to the E911 center and dependent upon approval from the E911 Director or Assistant Director.



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- 4.4.2 COA employees must complete an Access Card Approval form.
1. Employee card access will be revoked or modified to reflect the employee's current job responsibilities and/or status immediately following a change in his or her job roles.
 2. Any expired access card or an access card that has been inactive for more than thirty (30) days will be disabled and moved to inactive status unless there exists a business reason or written request to keep it enabled.
- 4.4.3 The following guidelines shall be followed at all times when creating new access cards or granting employees and contractors access to the E911 center:
1. A new unique ID will be created for new employees.
 2. A card ID number will be assigned to each unique ID number.
 3. The expiration date must be set on all temporary employee or contractor access cards based on the last day of employment or contract with the center.
 4. A special designation such as "Temp" or "Contractor" should be used when creating access cards for temporary employees or contractors respectively in the Card Description field.
- 4.4.4 The following guidelines will be followed at all times when revoking employee and contractor access to the E911 center:
1. Upon receiving an employee separation or suspension notification from Human Resources or an employee's supervisor; the employee's card access will be revoked immediately.
 2. A disabled card must not be re-enabled; it must be re-created.
- 4.4.5 The following guidelines will be followed when reporting Lost, Damaged/Violations, and Enforcement:
1. Violation of the security provisions of this policy must be reported immediately to the Security Administrator/IT Manager, the Assistant E911 Director, and the E911 Director.
 2. A police report will be completed on all lost or damaged city issued badges. No new cards will be provided without a police report of lost or misplaced property.
 3. Lost or damaged employee access cards will be replaced once by the E911 center. All other occurrences will result in a \$10.00 replacement fee.
 4. All employees, contractors, and vendors are responsible for the enforcement of this policy.
 3. All supervisors and management personnel are responsible for ensuring the directives are implemented and administered in compliance with approved Policy.



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4.5 Communication Guests and Visitors

Guests and visitors to the Communications Section will only be admitted with prior approval of the Communications Commander or their designee. Any person under the age of sixteen will not be allowed to remain in the Communications Section for more than one hour unless approved by the supervisor in charge. Individual or group tours will be coordinated through the Training Unit.

4.6 Confidentiality

4.6.1 All GCIC and NCIC information is for law enforcement personnel only. In accordance with GCIC and NCIC rules, a supervisor must approve any other release of information.

4.6.2 Signals, codes, and frequency numbers will be kept confidential and will only be released outside the Department with the authorization of the Support Services Division (SSD) commander.

4.6.3 Call, dispatch, and radio transmission information is for official use only and will not be released outside the Department except as required in the performance of official duties; it must be authorized by the Communications Director or Assistant Director.

4.7 Backup Generator (CALEA 6th ed. Standard 81.3.1b,c; 81.3.2)

The backup generator will be maintained behind a secure and alarmed door and monitored by building security. The backup generator shall undergo load testing at a minimum of quarterly, which will be facilitated by the Office of Enterprise Asset Management. The Office of Enterprise and Asset Management will notify the Director or Assistant Director of any deficiencies and produce a testing report.

4.8 Computer Aided Dispatch (CAD) System (CALEA 6th ed. standard 82.2.3)

4.8.1 The department uses the Computer Aided Dispatch (CAD) system in its operation of the Communications Section. The CAD system provides documentation, issues an incident report number, generates a call for service, and transfers a permanent record to the Criminal Justice Information System (CJIS). Call takers and dispatchers will follow the guidance in the CAD Vendors Training Manual.

4.8.2 A continuous number series is issued by the Communications Section and used for all calls for service or officer-initiated activity.

4.8.3 Every call for service will be assigned a unique number by the Communications Section. The number system is designed to ensure that no numbers are omitted, and none duplicated.
(CALEA 6th ed. Standard 81.2.3a)

4.9 Reporting of Incidents. (CALEA 6th ed. Standard 82.2.2a-e)

4.9.1 All calls for service or officer-initiated calls occurring within the jurisdiction of the City of Atlanta Police Department are recorded. At the time of the request or initiation of officer activity records are categorized as one of the following:



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1. Citizen reports of crimes;
2. Citizen complaints; or
3. Citizen request for service when;
 - a. An officer is dispatched,
 - b. An officer is assigned to investigate, or
 - c. An officer is assigned to take action at a later date.
4. Criminal and non-criminal cases initiated by officers.
5. Incidents involving arrests, citations, or summonses.

4.9.2 Recording Guidelines. An incident not requiring a written report will have the information recorded by Communications Section, Enhanced-911, and the record of each incident shall include the following: (CALEA 6th ed., standard 81.2.3 b - j)

1. Date and time of initial reporting;
2. Name and address (when available) of the citizen requesting the service or at the least the victim's name;
3. Nature and location of the incident;
4. Time of dispatch and officer arrival;
5. Identification of officer(s) assigned;
6. Time officer returned to service;
7. Disposition or status of incident and action taken by officers; and
8. Callers contact number.

4.10 Receiving Calls on Enhanced 911

4.10.1 The 911 operator shall not make or receive personal phone calls on 911 phones, no exceptions.

4.10.2 The Communications Section 911 operators will screen incoming requests for service to determine the most appropriate responses and to give the responding unit as much relevant information as possible. When it is unclear what level of response is appropriate, the higher level of response will be initiated while further information is being developed. At the same time, the Department will maintain the availability of patrol officers in service to respond to the higher priority calls. The good judgment of the 911 dispatchers is vital to achieving both of these objectives. (CALEA 6th ed. Standard 81.2.6a)

4.10.3 Every call received by a 911 operator will be appropriately handled in accordance with these procedures:



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1. The 911 operator will take charge of the call and not become involved in unnecessary, lengthy, unprofessional comments or conversations.
2. The 911 operator will make every reasonable effort to assist the caller by using calming techniques, reassuring the caller that "help is started," using the caller's name, and lowering their voice tone. However, if the caller is argumentative and persistent in questioning procedures, the 911 operator may transfer the caller to the Communications supervisor and brief the Supervisor of the problem.
3. The 911 operator will utilize the appropriate locating tools (Google, Rapid SOS, Smart 911, etc.)

4.10.4 The general procedures that 911 operators use are as follows: (CALEA 6th ed. Standard 81.2.6a)

1. Answer the telephone: "Atlanta 911, Operator (state operator number). What is the location of your emergency?" After obtaining the address next state; "do you need Police, Fire, or Ambulance?"
2. Conduct a telephone interview with the caller to determine the nature of the incident and the priority with which it will be handled.
3. Obtain the following information.
 - a. What occurred?
 - b. Where did the incident occur or at what location is the unit requested?
 - c. When did the incident occur?
 - d. Is medical service needed?
 - e. Are any weapons involved?
 - f. If a crime occurred, "Do you know who did it?"
 - g. Get a description of the perpetrator, the vehicle, and the direction of travel or location of the perpetrator;
 - h. Report the person's name, telephone number, and location.
4. All information relevant to the call will be entered on the CAD call entry screen.
5. Tele serve calls.
6. When the 911 Operator takes a Tele serve call they should determine the following information:
 - a. First and last name of complainant;
 - b. Location of crime (not necessarily where person is calling from);



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- d. The phone number(s) where the caller can be reached during the Tele serve response time provided.
7. When the 911 operator cannot speak with the caller, has a call hang-up (Signal 55), or a "trouble unknown" call, he or she will do the following:
 - a. On an open line, with an indication of distress, kidnapping, or other criminal act send the call to Dispatch and remain on the line to advise the operator of any noise or activity until an officer arrives on the scene; or
 - b. If there is no Automatic Location Identification (ALI) display, the 911 operator will advise the Communications Supervisor who will then call the telephone company operator to obtain an address for dispatching an officer.
8. On hang-ups (Signal 55), immediately call the number displayed to:
 - a. Determine if the caller needs emergency services;
 - b. If the line is busy on any Signal 55, the 911 operator will contact the telephone company operator and have the line interrupted to determine if assistance is needed. 911 operators will send the call to Dispatch only after interrupting the line and determining that assistance is needed;
 - c. If the telephone company operator advises that the line is off the hook, obtain the address for the number and send the call to Dispatch;
 - d. 911 operators will call back on a residential Signal 55 where children are playing on the phone and speak with an adult;
 - e. 911 operator will not dispatch on calls if it has been determined that children are playing on the phone;
 - f. On "Signal 55's" at locations such as MARTA stations, major hotels, stadiums when events are in progress, schools in session, major commercial complexes, and hospitals, onsite security will be advised of the call and a unit dispatched. A unit will still be dispatched to the location unless canceled by extra-job units or security.
9. The 911 operator will change a signal 55 from priority 3 to priority 2 when factors exist that would cause the operator to believe that a life may be in danger or a crime is in progress. Some factors that will assist the 911 operator in making a priority decision are:
 - a. Background noise (e.g., screaming, glass breaking, crying, etc.);
 - b. Time of day and location;
 - c. Sudden termination of a call;
 - d. Tone of voice on call back;
 - e. Telephones that cannot receive incoming calls, (extenuating circumstance will be considered) example: location, background noise, depressing buttons to give clues.



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Operators will utilize good judgement and make every attempt to dispatch when there is an indication that the caller needs help.

- f. 911 operators will utilize the available tools to assist in locating abandoned calls including, ANI/ALI, use the latitude and longitude to determine an approximate location, advance addressing software, and contacting the alarm company to initiate a trace.
10. The 911 operator will review all Smart911 profiles which appear during the receipt of a 911 call to determine if information is present that could assist in the response of emergency personnel. Relevant information to assist in the response of emergency personnel or enhance the medical care of a patient will be entered into the CAD and/or passed to the Grady EMS or DeKalb Dispatcher via telephone;
11. Not all potential situations can be categorized; common sense and judgment must remain key factors. When dispatchers have questions, they will consult their supervisor. 911 operators will use the following criteria to help determine the priority of the call.
 - a. What is the tone of the caller's voice? What is the caller's apparent level of fear?
 - b. Is there background noise such as laughter, screaming, muffled sounds, music, or objects being broken?
 - c. What is the likely age of the caller?
 - d. What time of day or night is it?
 - e. Is the caller willing to give his or her name and telephone number for verification of the incident?
 - f. Is the caller known to the police?
 - g. Is there a previous pattern of calls?
 - h. Is the caller under the apparent influence of alcohol or drugs?
 - i. Is the call suddenly terminated?
 - j. The 911 operator will not assign a lower priority because a call is domestic in nature.

4.11 Priority Calls (0-6)

4.11.1 Priority 0 calls can be forwarded to the dispatcher immediately. It is not necessary for the dispatcher to complete the entire call before sending it. If the call is an emergency and the operator would like to forward the call to the dispatcher for handling while the remaining call information is being completed, enter the call type and location, and press the EMERGENCY (F6) (F3) key. The system will immediately validate the call type and location entry and, if valid, forward the call information to the appropriate dispatcher.

1. Priority 0 calls are received on zones and information is relayed throughout the city in the event another zone's unit is in the vicinity.



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2. The cursor will automatically reposition itself to the name field on the call entry screen so that the remaining pertinent information may be added.
 3. When the call taker has completed the additional information, press the FORWARD (F4) function key and the system will add the information to the call.
 4. The 911 call taker will make every effort to keep the caller on the line until an officer arrives on scene. The caller will be advised that the first available unit will be dispatched.
- 4.11.2 Priority 2 calls will be taken by the 911 operator and all information will be entered on the CAD format and sent to Dispatch. 911 operators need to determine if the call is of a nature that would require the operator staying on the line. The caller will be advised that the first available unit will be dispatched.
- 4.11.3 Priority 3 calls will be taken by the 911 operator and all information related to the call will be entered before sending to dispatch. The caller shall be advised that a unit will be enroute as soon as possible.
- 4.11.4 Priority 4 calls will be taken by the 911 operator and all information related to the call will be entered before sending to Dispatch. The caller will be advised that a unit will be enroute as soon possible. Some occasions the caller and/or the Department may be better served by transferring them to the appropriate APD Precinct to talk directly to an officer or supervisor in lieu of dispatching a unit to the caller.
- 4.11.5 Priority 5 calls will be entered into the computer by the 911 operator and all information related to the call will be entered (especially a telephone number by which the caller can be reached) and sent to the zone Tele serve officer. 911 operators will advise the caller that the call will be returned as soon as possible. Calls will not be sent to the Tele serve Unit or handled by telephone if one or more of the following circumstances exist: (CALEA 6th ed. standard 82.2.5)
1. The offense is in progress;
 2. Stolen autos;
 3. Missing persons or runaway calls;
 4. An officer is already on the scene;
 5. The probability exists that an apprehension can be made if a field unit is dispatched;
 6. The incident reported is an integral part of, or is in combination with, another offense which cannot be handled by phone;
 7. There are other witnesses to be interviewed on the scene;
 8. The 911 operator believes the facts warrant the dispatch of a police unit; and
 9. The caller insists on seeing a police officer in person even after being advised of the availability of telephone service. The call will be sent as a Priority 4 call.
- 4.11.6 Priority 6 calls are information calls that can be handled expeditiously by the 911 operator.



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- 4.11.7 Once a call is received by a 911 operator and all the information is obtained, the operator enters the address, signal, priority, and related information on the CAD screen. The computer will identify the beat and also list the other calls for service already received on that beat. The operator will review the calls for service to determine if the call relates to one that has already been sent to Dispatch. If not, the call will be sent to Dispatch. If Dispatch has the call, the 911 operator will update the call being taken with the CAD number of the call already displayed at Dispatch. He or she will clear the CAD screen and prepare to receive another call.
- 4.11.8 Calls that require a unit on the scene must be entered into the computer and sent to Dispatch. On calls sent to Dispatch, the 911 operator must attempt to obtain and include enough information on CAD to ensure the safety of the officer responding to the call. Always request the name and telephone number of the caller but NEVER refuse to dispatch if the caller refuses. On calls dispatched to an address different from that of the caller, the 911 operator will ask if the caller is willing to talk to the responding officer. Depending on the response of the caller, the 911 operator will note in the contact field on the CAD, Y=Yes, N=No, A=Anonymous, or R=Refused.
- 4.11.9 The Communications Section provides, maintains and monitors equipment that will record all radio transmissions, calls received by the 911 operators, and other communications. The audio files are maintained in the 911 Data Center for 180 days before being reused. This room shall remain locked and the alarm activated at all times. (CALEA 6th ed. Standard 81.2.7a, b)
- 4.11.10 If a call has a lookout (Signal 78), the 911 operator will enter the lookout in the description field of the CAD format. After the original dispatch, the signal field will be updated to include the Signal 78 on the original signal and will be sent to Dispatch again.
- 4.11.11 On calls with injuries where an ambulance is needed, the 911 operator will notify the appropriate emergency medical service or warm transfer 911 calls to the appropriate agency (Grady EMS or DeKalb County) and include in the comments field that EMS has been dispatched. If an EMS operator does not answer within 6 rings, the call will be retrieved, and Fire Department dispatched for an EMS response. The 911 Operator will then reinitiate the transfer process to the appropriate EMS Dispatch Center. (CALEA 6th ed. Standard 81.2.11)
- 4.11.12 On calls involving demented persons where the caller states that the person in question is violent, a threat, or has committed a crime, the 911 operator will forward the call to Dispatch. If there are any injuries, the operator will conference EMS on the call.
- 4.11.13 On calls involving demented persons, the dispatcher will alert a Zone CIT unit to respond to the call.
- 4.11.14 On all calls where the caller requires the services of another emergency service agency, the 911 operator will transfer the call to the appropriate agency. (CALEA 6th ed., standard 81.2.6b; 81.2.11)
1. If the caller cannot be transferred, the 911 operator will take the information and relay it to the appropriate agency.
 2. The 911 operator will tell the caller that the appropriate agency will be advised of the call.
- 4.12 Instant Call Playback

Each 911 position is equipped with an instant playback recorder which allows the 911 operator to review the call if the caller was not understood. (CALEA 6th ed. Standard 81.2.7c)



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4.13 Cancellling Calls

- 4.13.1 Once the 911 operator has sent a call from a citizen to Dispatch, it can only be canceled by the 911 operator who took the original call and approved by a Supervisor. However, the original CAD will be updated by 911 operators receiving calls to note the subsequent calls and any additional information obtained.
- 4.13.2 Disturbance/Dispute calls are never to be canceled. An officer shall be dispatched to investigate all such calls.
- 4.13.3 Alarm calls may be canceled by any 911 Operator if the cancelation is coming from the Alarm Company. (CALEA 6th ed. Standard 81.2.12)
 - 1. On calls received from alarm companies, the 911 operator will advise the alarm company operator of the CAD (reference) number. If the alarm company calls back to cancel the alarm and gives the correct CAD (reference) number, the 911 operator will advise Dispatch to cancel the unit (code 4) only if the responding officer has not arrived on the scene (code 26).
 - 2. The 911 operator will obtain the name of the alarm company, call back number, and account holder name on all calls received from alarm companies.

4.14 Radio Dispatch Operations

- 4.14.1 Extracts from Federal Communications Commission Code of Federal Regulations Law Governing Radio Transmitters:
 - 1. No person shall transmit or cause to be transmitted any superfluous radio communications or signal or willfully or maliciously interfere with any other radio communications or signal. (47 U. S. Code Section 333)
 - 2. No person within the jurisdiction of the United States shall utter any obscene, indecent or profane language by means of radio communications (47 U.S. Code Section 303 (m)(1)(D).
 - 3. Any person violating any provision of the act, upon conviction thereof, in any court of competent jurisdiction, shall be punished by a fine of not more than \$10,000 or by imprisonment for a term of not more than five (1) years, or both, for each and every offense. (47 U. S. Code Section 501)
 - 4. The Federal Communications Law also states that the use of the radio is for police business only. Any attempt made to use the radio for private or personal matters will be in direct violation of the laws governing radio transmitters.
- 4.14.2 The Communications Section operates a minimum of 12 dispatch positions 24 hours a day. (CALEA 6th ed. Standard 81.2.1)
 - 1. The zone, ACIC, ACIC II and ACIC III dispatchers will maintain copies of the worksheets (duty rosters) for those sections assigned to their frequencies.
 - 2. The six zone dispatch positions and three fire dispatch positions are responsible for dispatching and monitoring the field units in their assigned areas.



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3. The ACIC dispatch position performs wanted and stolen inquiries and verifications for field units; handles communications for special events and tactical situations.
4. The ACIC II dispatch position handles radio traffic and does the wanted and stolen inquiries and verifications for the Department's specialized units.
5. The ACIC III dispatcher reviews and routes incoming teletypes to the appropriate unit. This dispatcher also sends Department teletypes. He or she maintains a file of all valid or invalid Department hits, and statistics on these hits. This dispatcher makes telephone inquiries from sworn employees or authorized Department employees for registration checks and stolen or wanted checks from the GCIC and NCIC files.
6. COMNET Dispatchers monitor the radio traffic of private security organizations that are members of the network. They also complete the Daily Log Sheet, monitor high priority calls and answer and process text calls
7. The detective dispatcher (Detective Dispatchers back-up COMNET) handles inquiries for the COMNET units. Investigators are required to switch to ACIC to handle any inquiries regarding wanted or stolen items. Each of the dispatch positions is equipped with an inter-city frequency which ties into all metropolitan police agencies. The inter-city frequency is monitored by the detective dispatch position. The position will transfer to the Department's drug hotlines, and support services lines. (CALEA 6th ed. standard 81.2.4d)
8. TAC I and TAC II are operated on an as-needed basis.

4.14.3 Radio dispatchers will adhere to the following guidelines in dispatching police officers in response to citizens' requests for police service and in performing dispatch-related functions: (CALEA, 6th ed., standard 81.2.4a)

1. The operator being relieved is responsible for the condition and status of the console. The relieving operator is responsible for any problems not reported to the supervisor at the time of relief. Upon assuming the dispatch position, the operator will broadcast the time and his or her name or operator I.D. number (Example- "1548 hours, operator 216").
2. All calls from car-to-car will be directed through the radio operator.
3. A call dispatched over the radio by a Communications dispatcher is to be considered an order from the Chief of Police. The call will be acknowledged by the designated unit and will be handled immediately.
4. The unit will respond immediately to a dispatch. The unit will repeat the call to the dispatcher for accuracy. A field supervisor will correct dispatch errors immediately if the error may result in danger to the officer or citizen. However, call assignment is the responsibility of Communications Dispatchers ONLY. The field supervisor will contact a Communications supervisor to correct any non-emergency errors at telephone number 404-614-6525 or 404-546-2385.
5. If a problem arises requiring contact with a unit in the field, the operator will advise the officer to make a phone call to the appropriate phone number. Other than when requested by the operator, no calls are to be made to the console. If there is a need to talk to the operator, the call will be made to the communications supervisor.



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6. All calls to and from cars will be brief and to the point. Any lengthy conversations will be avoided. If necessary, advise the officer to use the telephone, or redirect to a surveillance/talk-around channel.

7. When a call is dispatched to a designated APD unit, he or she will handle the call unless exigent circumstances exist.

8. The proper procedure for dispatching calls:

Dispatcher: "Radio raising 2202"

Unit: "2202"

Dispatcher: "2202, Domestic Disturbance, 2025 Peachtree Rd, NE, Apt. 516C Charlie"

Unit: "2202, Domestic Disturbance, 2025 Peachtree Rd, NE, Apt. 516C Charlie"

Dispatcher: "Caller will be at Darlington Apartments; see Ms. Johns in reference to ex-boyfriend's refusal to leave. The description on the subject: w/m, 5'10", slim build, blue shirt, and gray slacks."

Unit: "2202, Received."

9. If the field unit fails to respond to the call, the operator will call the field unit again, and re-dispatch.
10. If a unit does not respond after two calls by the operator, the operator will give the call to another unit and notify the communications supervisor and the appropriate field supervisor that the original unit did not acknowledge the call.
11. Upon arrival on the scene, the assigned unit will notify the operator with "Code 26." The operator will acknowledge and type the unit number, 2202, and the command "A." The operator will check on any unit that has not advised a code 26 within ten (10) minutes after receiving a call.

Unit: "2202, Code 26"

Dispatcher: "2202, Code 26"

12. The operator will contact contract wrecker services, ambulance services, other police agencies, and utility services via telephone ring-down circuits. The fire dispatcher contacts the fire department. Hostage negotiators, SWAT, and helicopter are contacted via radio or telephone, depending on their working hours. Unless the field unit/supervisor request dispatch to contact, the Medical Examiner, other city services, and any other emergency agencies needed to assist the field unit will be contacted by the field unit/supervisor. The field officer or supervisor is responsible for requesting these services. If the operator wants to delete a call other than a duplicate call from his or her pending file, he or she will notify the Communications supervisor, so that the caller can be contacted by the supervisor in reference to the call. No call other than a duplicate is to be deleted without supervisor's approval. (CALEA 6th ed. 81.2.5f)



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13. Only those services contracted by the City or provided by the City, county, state, or public utility can be contacted by the operator. The Communications supervisor may authorize other actions, such as calling for taxicab service if the officer is on the scene and telephone service is not available. Service will be provided for all appropriate requests when circumstances dictate. These service requests will be handled by the zone, ACIC, detective operator, or by the Dispatch supervisor depending on the type of service. (CALEA 6th ed. 81.2.5f)
 14. All requests for wreckers by units will be recorded by the operator in the CADS with the TW command. If a wrecker is canceled, the operator will request a reason for the cancellation and record it in the remarks of the CAD. Wreckers will be dispatched to handle impounds in the zones for which they contract with the City to handle. However, the operator may contact another contract wrecker if the primary wrecker service does not respond within thirty (30) minutes or if a supervisor requests a second wrecker service sooner for safety reasons. (CALEA 6th ed. 81.2.5f)
- 4.14.4 On calls with injuries where the victim is receiving medical treatment at a medical facility located outside the zone of the incident location, but inside the city or at Atlanta Medical Center – South Campus, a unit from the zone where the injury occurred will be dispatched to the medical facility.
 - 4.14.5 On calls with injuries that occurred inside the City, where the victim suffered non-life threatening injuries and received medical treatment outside the city, the call will be sent to the zone in which the crime occurred so that the dispatcher can assure the call is given to an appropriate detective within the zone. If the victim's injury is the result of a specific crime (e.g., rape, kidnapping, child molestation, etc.), the call will be sent to detective radio and dispatched to the appropriate unit.
 - 4.14.6 If the victim suffered life-threatening injuries, the call will be sent to detective radio and dispatched to an available Homicide detective. If no one is available in the unit, then the call will be given to any available CID sworn employee. Once contact is made with a CID sworn employee, it is his or her responsibility to handle the call. If there is no CID sworn employee available, the Communications supervisor will contact the watch commander of the zone closest to the call to identify a uniform car to be dispatched to the victim's location.
 - 4.14.7 The unit handling a traffic accident with injuries, where the victim is transported to a medical facility outside the city, will do the follow-up at that medical facility.
 - 4.14.8 Emergency ambulance escort can be provided only with the approval of a field supervisor on duty. The following information will be obtained from the requester and relayed to the field supervisor.
 1. Does the ambulance driver know how to get to the desired location? If so, no escort is needed.
 2. Are there some extenuating circumstances that will cause a hazard to the patient if a police escort is not granted?
- 4.15 General Dispatching Procedures
 - 4.15.1 Upon notification of a pending record, the operator will depress the F1 key to display the entire dispatch record. The operator will then review the record and familiarize themselves with all information pertaining to the call. After reviewing the record, the operator will select an available unit, and by voice assign the call to that unit with the appropriate information. The call will then



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be forwarded to the status monitor by pressing the F5 function. If backup units are required to respond to the call, each unit will be entered on the dispatch screen and forwarded to the status screen by pressing the F5 function. (CALEA 6th ed., standard 81.2.4e, f)

- 4.15.2 Status Checks will be required on all dispatched calls where the crime is in progress (e.g., robberies, burglaries, fights, etc.), suspicious person calls, traffic stops, self-initiated pull outs, or any other call that the dispatcher may deem necessary to check on the officer's welfare. The radio dispatcher will perform a status check within five (5) minutes of a unit's arrival on call. (CALEA 6th ed. Standard 81.2.4b)
1. On traffic stops and suspicious person/activity calls, or any self-initiated call, the initial safety check will be done within two (2) minutes. On all other calls, units will be checked every fifteen (15) minutes.
 2. The status check will be conducted by raising the Officer and inquiring his status. Officers will acknowledge they are secure, request additional assistance, and/or provide an update on the status of the call. Once the officer has been initially checked on, the officer will be checked every 10 minutes, or until the officer indicates no further status checks are required. All status checks and officer responses will be documented in the comments section of the CAD. The status check done by the radio dispatcher is in no way to be confused with the dispatcher's responsibility of knowing or checking on the status of an officer. If, at any time, an officer is shown to be on a call longer than 30 minutes, the dispatcher is required to check to see if the unit is still on the call, or whether they could be pulled in so that they may be available for another call. (CALEA 6th ed. Standard 81.2.4b)
- 4.15.3 Upon completion of a call, the officer will notify the operator with the proper pull-in code. The operator will repeat the unit's pull-in code and type the unit number and pull-in code into the terminal. (CALEA 6th ed. Standard 81.2.4a)
- 4.15.4 When a unit pulls in "Code 22" on a call, the operator will check to see if there is a call back number. If so, the operator will try to contact the caller by phone and get the caller's location before the pull in is accepted.
- 4.15.5 Signal 67: Hold non-emergency radio transmissions (CALEA 6th ed. Standard 81.2.4a)
1. In the field, officers will use signal 67 in a situation in which they may be in danger and anticipate the need for an emergency transmission.
 2. In Communications, the dispatcher may initiate a signal 67 when there are multiple requests from field units requiring telephone calls, computer checks, etc., and he or she needs to be free from non-emergency radio traffic to clear the backlog. The dispatcher shall end the signal 67 by advising units they may resume regular radio traffic.
 3. If the signal 67 lasts or is expected to last over five minutes, it should be handled as a tactical situation on TAC radio.
 4. The dispatcher should not transmit during a field-initiated signal 67 except to dispatch priority 0 and 2 calls.
- 4.15.6 Priority 0 calls are to be BROADCAST IMMEDIATELY over the air upon notification of the call in the dispatch area. These calls will be broadcast regardless of whether units are in service. They



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will be broadcast by the affected zone operator, ACIC, ACIC II, Detective and any zone operator that may have units in close proximity to the incident. Operators will depress the alert button before broadcasting the call. After the call has been broadcast, the operator will use the following method for choosing a unit to answer the call:

1. An available unit in the affected zone will be immediately assigned the call according to the following order: the closest car to the incident; the beat unit whose area includes the location of the incident; a zone unit whose beat is close to the incident; any zone unit; the sector supervisor; any zone supervisor.
 2. Backup units will be assigned as requested by the officer on the scene and as judged by the operator (CALEA 6th ed., standard 81.2.4e).
 3. When there are no units available to handle a Priority 0 call, the operator will select the closest unit that is out on a Priority 3 or 4 call and assign the Priority 0 call to that unit. The Priority 3 or 4 calls will be placed on hold until sufficient units are available.
- 4.15.7 Priority 2 calls require an expedited dispatch to any unit available in the zone. The operator will use the same method for choosing a unit as for Priority 0 calls.
- 4.15.8 Priority 3 calls require a routine response but may be held up to 10 minutes if no unit in the zone is available. A Priority 3 call will be assigned to the first available unit in the affected zone in the following manner: the unit whose beat includes the location of the incident; any other unit in the zone; if there are no available units in the zone within five minutes of receiving the call, the operator will advise the zone supervisor that the call has been held for five minutes. If no unit is available after ten minutes, the supervisor will be assigned the call unless another unit becomes available immediately. If a zone supervisor cannot be contacted, the operator will advise the Communication supervisor that the call is being held. The Communication supervisor will be responsible for ensuring that the call is handled. The supervisor will contact the caller to determine if police service is still needed. If so, the supervisor will direct the operator to pull a unit from a Priority 4 call or select a unit from another zone to handle the call.
- 4.15.9 Priority 4 calls require a non-emergency response and may be held by the operator up to 50 minutes if there are no units available in the zone. Priority 4 calls will be assigned in the following manner: the unit whose beat includes the location of the incident; any other patrol unit in the sector. After a Priority 4 call has been held for thirty minutes, the operator will notify the affected zone supervisor that a routine call has been held and will state the nature of the call. The call may be held for an additional twenty minutes. If 50 minutes have elapsed since the receipt of the call, the operator will:
1. Dispatch the affected zone supervisor if available; or
 2. Dispatch the Umbrella car, closest beat unit or closest sector unit; or
 3. If the supervisor is not available, the operator will advise the Communications supervisor who will make a decision on how to handle the call. If possible, the supervisor will contact the complainant to explain the delay.



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4.16 Silent Dispatch

- 4.16.1 Dispatchers can dispatch calls to officers without communicating initially over the radio. The call is dispatched to the officer directly to the officer's MDT by way of the CAD program. The dispatcher will NOT verbally raise the officer and give the call out over the radio.
- 4.16.2 When an officer receives a call by silent dispatch, they are to acknowledge the call to their dispatcher immediately and place themselves en-route to the call via the MDT.
- 4.16.3 If the officer fails to acknowledge the call within one (1) minute, the dispatcher will raise the officer to confirm that the call was received and acknowledged.
- 4.16.4 Dispatchers will utilize silent dispatch on Priority 3 and 4 calls for service. Domestic and Suspicious Person calls will only be dispatched verbally over the radio. The dispatching of these calls by "silent dispatch" is strictly prohibited.
- 4.16.5 Officers shall clear themselves from calls received by silent dispatch using their MDT/MDC. All calls that are verbally dispatched and any use of force calls must be verbally cleared over the radio prior to the unit clearing themselves from the call to include the correct disposition call.

4.17 Officer Self-initiated Calls

- 4.17.1 Sworn personnel can pull themselves out on a call using the CAD program on their MDT's. This procedure can be used only for the listed calls below:
 - 1. Directed Patrols and Drop Ins;
 - 2. Warrant pull outs;
 - 3. Extra Jobs;
 - 4. Secondary Units on Help calls (NOT Primary Units);
 - 5. "G" calls such as 19G, 11G and 16G; and
 - 6. Low priority traffic stops.
- 4.17.2 The complete officer procedures for officer self-initiated calls are located in Section 4.1 Dispatching in Communication of APD.SOP.3062 In-Vehicle Computers.
- 4.17.3 The designated zone dispatcher will acknowledge the officer self-initiated call within one (1) minute of the call appearing on their call screen. If the officer is not acknowledged within that time, the officer will make contact with the dispatcher via radio communication.
- 4.17.4 Officers utilizing self-initiation for traffic stops shall verbalize on radio after one minute if they have not been acknowledged by a dispatcher.
 - 1. Tag information shall be entered into MDT/MDC prior to initiating the stop;
 - 2. Vehicle information color, make, model, occupant information, shall be entered into the comment section.



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- 4.17.5 Officers utilizing self-initiation for call for service other than traffic stops shall:
1. Create an incident in CAD using the MDT/MDC prior to self-initiating.
 2. Create a separate incident using the MDT/MDC for any subsequent calls/incidents that occur.
 3. Clear incidents with the correct disposition code (units shall only be allowed to hold themselves out on up to 2 incidents at a time).
 4. Any additional incidents that occur will require the officer to create a separate incident using the method stated above.
 5. Upon completion of calls, the officer shall clear themselves using the appropriate disposition code using the MDT/MDC.
- 4.17.6 Officers shall clear themselves from calls that are self-initiated using their MDT/MDC. All calls that are verbally dispatched and any use of force calls must be verbally cleared over the radio prior to the unit clearing themselves from the call to include the correct disposition call.
- 4.18 Dispatching Help Calls
- 4.18.1 On a Signal 63, the dispatcher will: (CALEA 6th ed., standard 81.2.4e, f, & g)
1. Locate the "alert" menu of the computer screen.
 2. Advise field units to stand by for a Signal 63.
 3. State the location and immediately dispatch the two most available units and a supervisor to the location of the call, regardless of zone.
 4. Advise the Communications supervisors and all zone dispatchers.
 5. Dispatch a helicopter, when available.
 6. After the assigned two cars and the supervisor have acknowledged receipt of the call, it is the responsibility of the zone dispatcher to maintain control, radio silence, and to dispatch only the additional assistance required by those units already assigned the call.
 7. Stay in contact with the unit until assistance arrives or it is clear the unit is no longer in immediate danger.
 8. The signal 63 will remain active until canceled by a unit on the scene.
- 4.18.2 On a Signal 59 Right/Away, the dispatcher will immediately: (CALEA 6th ed., standard 81.2.4e, f, & g)
1. Dispatch two cars and an available supervisor, regardless of the zone, to the location of the call.
 2. Advise Communication supervisor and the appropriate zone dispatcher.



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3. Dispatch a helicopter unit (when available).
4. After the assigned two cars and the supervisor have acknowledged receipt of the call, it is the responsibility of the zone dispatcher to maintain control and radio silence and to dispatch only the additional assistance required by those units already assigned the call.
5. Detective console will use a mouse to select the zone's frequency on the computer screen for additional monitoring and assistance.
6. The signal 59/right away will remain active until canceled by a unit on the scene.

4.18.3 On a Code 21 (CALEA 6th ed., standard 81.2.4g):

1. The operator will immediately acknowledge the unit's Code 21. Example of terminology to be used:

Unit: Unit 2202 cancel any other cars coming to my location, put me in service, Code 21 (from location 675 Ponce de Leon Ave).

Dispatcher: Unit 2202, receive your code 21 from 675 Ponce de Leon Ave.

2. All other units assigned to the talk group that the code 21 was placed on will switch to ACIC 3 talk group to receive instructions. However, because the radio system switches the affected officer to a separate frequency, the orchestration of the help call may be done from the original talk group frequency if the dispatcher and supervisor find it better serving.
3. Code 21 will be used discreetly so as not to alert the perpetrator.
4. The dispatcher will notify the Communications supervisor immediately of the Code 21 and advise them of the situation. The Communications supervisor will designate a dispatcher to monitor the ACIC 3 frequency during the Code 21.
5. The ACIC 3 dispatcher will handle transmissions from the field units until the situation is resolved.
6. The dispatcher of the affected zone will continue to monitor that zone's frequency.
7. Those units without the capability of the ACIC 3 frequency will refrain from radio transmissions.

4.18.4 Emergency Button (CALEA 6th ed., standard 81.2.4c, g)

1. In the event of a dispatcher being notified of a unit that has activated their emergency button, the dispatcher will immediately raise the unit over the radio using the guidelines set forth in section 4.16.3. (Raise using unit number, if known. If not, use the officer's name.)
2. If the unit responds that they need help, the appropriate level of response will be sent immediately.
3. If the response from the unit indicates that help is needed covertly (Code 21), the dispatcher will respond using guidelines established in Section 4.28.3.



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4. The dispatcher should never make reference that they have received an alert tone or signal from an emergency button. Once the dispatcher checks the status of the unit and determines that he or she is ok, the officer should be requested to reset their radio.

4.19 Dispatching Signal 47 (Person Injured) Calls

- 4.19.1 On a signal 47, a call taker will immediately route all calls of a medical nature to the appropriate emergency medical services agency to evaluate the call.
- 4.19.2 The call taker will monitor the conversation between the caller and the emergency medical services agency to determine if a police response is required. If a police response is required, the call taker will ask the following questions (if this information was not previously obtained by the emergency medical services agency) to determine the correct priority of the call.
 1. What is the location of the person down or injured?
 2. What is the condition of the person?
 3. How did the injury occur?
 4. Is the person intoxicated?
- 4.19.3 The call taker will send the call to dispatch as a Signal 47 when the victim has an injury that is the result of a criminal act, has an injury that is life-threatening, is seriously battered, unconscious, if the nature of the call cannot be determined, or if the caller requests that the police are sent.
- 4.19.4 The dispatcher will communicate all pertinent information regarding the injury to the responding officer.
- 4.19.5 The dispatcher will notify Grady EMS or DeKalb County Communications of the need for an ambulance when the request comes from a field unit.

4.20 Calls for SWAT

- 4.20.1 When SWAT is requested by a patrol unit, the zone operator will immediately notify the Communications supervisor and the detective operator. All zone units involved in the incident will switch to the designated TAC frequency advised by the zone operator.
- 4.20.2 During SWAT's regular working hours, the SOS dispatcher will contact SWAT via radio and advise of the situation.
- 4.20.3 During hours when SWAT units are not working, the Communications supervisor will contact the SWAT commander.
- 4.20.4 The Communications supervisor is responsible for notifying the hostage negotiator and the Psychological Services Unit in all SWAT situations.



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- 4.20.5 The ranking SWAT officer on the scene will advise the TAC operator of deployment and request any other equipment or service that may be needed on the scene.
- 4.21 Atlanta Streetcar System
- 4.21.1 The Atlanta Streetcar System (ASC) operates a Motorola radio system (880 MHZ frequencies). The ASC dispatched center is located at 274 Auburn Avenue, at the Vehicle Maintenance Facility (VMF). Each streetcar vehicle is equipped with two dash-mount radio units, located in the operator's compartments. The Atlanta Streetcar System staff also uses handheld radios.
- 4.21.2 The City of Atlanta Communications established the following channels for the ASC:
1. Streetcar Talk Group;
 2. Liddell – Streetcar;
 3. Field SVCS;
 4. CW1 (Citywide 1);
 5. CW2 (Citywide 2);
 6. COMNET; and
 7. TA1 (Talk around 1).
- 4.21.3 Communications between Atlanta Police Department units and ASC personnel:
1. The Communication Center will patch the ASC Talk Group to a Mutual Aid Talk group; and
 2. Atlanta Police Department units and Streetcar personnel can communicate using CW1, CW2, or COMNET.
- 4.21.4 For all request for emergency services, the ASC dispatcher will call the City of Atlanta Communication Center. All calls for service will be dispatched through APD Communications dispatchers.
- 4.21.5 A communications supervisor will notify the Public Affairs Unit of all calls involving any aspect of the ASC.
- 4.21.6 The Director of Communications, or his or her designee, will complete a Communications Plan of the Atlanta Streetcar System (ICS-205). This plan will be reviewed, revised, and updated annually.
- 4.21.7 Communications Training: Atlanta Streetcar System
1. The 911 Communications Training Unit will be responsible for the training of ASC employees whose duties include Radio Dispatch or use of radios within the ASC. This training will include, but is not limited to:
 - a. Radio 101: technical use of radio, talk groups;



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- b. Radio procedures: etiquette, Federal Communication Commission (FCC) rules, proper use, plain talk;
 - c. Procedures for reporting incidents: identifying the time, description, and location of reporting incidents; and
 - d. Overview of the Public Safety responders: response to calls and the specific roles of the responders?
2. The 911 Communications Training Unit will be responsible for the training of current and new employees regarding radio communications within the ASC. This training will include, but is not limited to:
- a. Overview of the Atlanta Streetcar System and its radio communications procedures;
 - b. Overview of the joint response plan regarding incidents involving the ASC;
 - c. All new Signals and Codes related to the ASC as well as any new directives relevant to ASC operations; and
 - d. Practical exercise: Tour of the Atlanta Streetcar System, including assignments to ride the streetcar.

4.22 Case Numbers. (CALEA 6th ed. standard 81.2.3a)

- 4.22.1 When a car requests a case number, the operator will give the two digits of the current year, the Julian date, and the 4-digit CAD number of the call. For example, for April 9, 2013, with CAD number 2569, the case number will be given as 13-099-2569
- 4.22.2 When a case number is requested by phone, the officer will call 404-817-2379. The operator will enter the unit on the dispatch self-initiate screen and pull the unit out at the location for which the case number is being requested to obtain a CAD number.

4.23 Notification of a Pursuit

When an officer notifies the operator of a chase, the operator will proceed as in APD.SOP.3050, "Pursuit Policy."

4.24 Lookouts

- 4.24.1 Communications supervisors will monitor all lookout information.

- 4.24.2 A lookout will give enough information to identify the subject or vehicle 24 hours after the broadcast.

- 1. Race, sex, and approximate age are important, as are identifying characteristics such as scars, limps, speech, hairstyle, and clothing description.



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2. A lookout will include a description of the subject's vehicle whenever possible: year, make, model, type, color, and tag, the direction of travel, number, and description of occupants.
- 4.24.3 Lookouts originating in the field will be repeated by the operator immediately after the field unit's transmission is completed. When the operator receives a lookout by radio transmission, it will be recorded in the look-out format by pressing the shift F8 button and enter the unit or incident number or use the lookout icon. These lookouts will be given to any zone that has units in the area. However, if the lookout involves a vehicle, it will be given out on all zones. All lookouts of a serious nature will be given to the ACIC operator to be broadcast metro-wide (GA. or SRP to AR03) or statewide (GA). (CALEA 6th ed., standard 81.2.4d)
- 4.24.4 When broadcasting a lookout, the operator will locate the "alert" menu of the computer screen and state: "Standby for a lookout (Signal 78) on a Signal _____ from (starting location);" then give the information in the sequence on the lookout format. All lookouts initiated by a field unit will be repeated by the operator immediately after the original broadcast.
- 4.24.5 Any unit desiring lookout information will contact the Zone dispatcher and make the inquiry in the same manner as tag checks, providing the operator with the signal and zone of occurrence. The public telephone will be used whenever possible to contact Communications Supervisor (404-614-6525).
- 4.25 Wanted Inquiries
 - 4.25.1 All authorized computer terminals within the Department have access to local, state, and federal criminal justice information systems (GCIC and NCIC). (CALEA 6th ed., standard 81.2.4d)
 - 4.25.2 When a unit requests a check on a wanted or missing person, vehicle, article, registration, or driver's license, the unit will switch to the ACIC frequency. Any requests received via telephone will be transferred to the ACIC area so that the caller can be verified by unique ID or badge number for clearance to receive this information. If the requestor is from an outside agency, verification will be obtained from their agency's dispatch center. On requests made through ACIC, the ACIC operator will make the inquiry and advise the unit of the disposition. The operator will inform the unit if a file is down or closed.

Example of terminology to be used:

Unit: 2202 with a wanted check

Operator: 2202 go ahead

Unit: Request stolen check on A - Adam, B - Baker, C - Charlie 234

Operator: Standby 2202 on A - Adam, B - Baker, C - Charlie 234

Operator: 2202 no stolen locally, NCIC down on A - Adam, B Baker, C -Charlie 234.

- 4.25.3 On all hits, the ACIC operator will advise the inquiring unit of all information that is received via computer, including a physical description, make, model, color, and any distinguishing marks, aliases, or multiple SSNs or Dates of Birth. When the officer in the field determines that the hit is the same as that queried, then the operator WILL VERIFY THE HIT IMMEDIATELY WITH THE ORIGINATING AGENCY via telephone or teletype.



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- 4.25.4 When a hit is received on wanted or missing persons, vehicles, and articles, the ACIC operator will immediately send a YQ message to the originating agency. Once the YR is received, the ACIC operator will log the message on the teletype log sheet and process the hit according to the GCIC/agency's guidelines. (See APD.SOP.3110 "GCIC and NCIC Information")
- 4.26 Foreign Nationals
(CALEA, 6th ed., Standard, 1.1.4)
- 4.26.1 The United States is obligated under the Vienna Convention, Article 36 (1) (b) to notify foreign Consular Officials when foreign nationals of their country are arrested or detained for an extended time while in the United States.
- 4.26.2 Officers will contact ACIC and notify the ACIC dispatcher of the arrest or detention of a foreign national. (APD.SOP.3030, Section 4.10.2 (3)).
- 4.26.3 The ACIC dispatcher is responsible for notifying the foreign national's embassy or consulate. The ACIC dispatcher will use a Fax Sheet for Notifying Consular Officials of Arrests or Detentions (Form APD 443) to notify the appropriate consular office. The Consular Notification form will include the officer's name, unique ID number, unit number, the foreign national's country of origin, the arrestee's name, date of birth, jail location, the counselor that was notified, and the time the counselor was notified.
- 4.26.4 The Communications commander will ensure that all Consular Notification forms are kept in a logbook and kept on file.
- 4.27 Major Events.
- 4.27.1 Major events include the following:
1. Natural disaster;
 2. Major fires or any fire involving loss of life;
 3. Bomb threats and hostage situations whenever SWAT is called to the scene;
 4. Hazardous material spills;
 5. Gathering of a large number of persons which could create a serious confrontation;
 6. Severe weather when major damage or injury occurs;
 7. Death or injury of any city employee.
- 4.27.2 Major Events Notification
(CALEA, 6th ed., Standard 11.3.3)
1. When a major event occurs, the field supervisor on the scene will, as soon as possible, give Communications the details of the incident;
 2. The Communications supervisor will initiate the notification process through the chain of command up to the division commander, Public Affairs and any other appropriate agency;



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3. The division commander will determine whether to notify the Chief of Police and the other division commanders;
 4. If the section or division commander is not available, the Chief of Police will be notified.
- 4.27.3 A Major Incident Notification Form (APD-410) will be completed by the Communications supervisor on duty and the appropriate persons and/or units will be notified as indicated. Copies of the form will be kept at the supervisor's position and updated by the On-Call list submitted by different units, containing confidential home and pager numbers for the command staff.
- 4.27.4 The Communications supervisor will notify the Atlanta-Fulton County Emergency Management Agency immediately of emergency circumstances that have the potential to result in multiple casualties or significant property loss. Such emergencies include, but are not limited to:
1. Major fires (multiple alarms): Fires that could result in the evacuation of large numbers of persons or fires involving any structure that stores or produces hazardous material;
 2. Civil disorders;
 3. Hostage situations;
 4. Acts of terrorism;
 5. Hijacking;
 6. Hazardous Material Incidents: Any incident involving the potential for, or an actual release of, hazardous material that could pose a danger to life, property, or environment, or necessitate the evacuation of persons in the immediate area;
 7. Public transportation accidents;
 8. Weather-related natural disasters (e.g., tornadoes, winter storms, floods, etc.);
 9. When evacuation of residents from a residential area may be required.
- 4.27.5 When requested, Atlanta-Fulton County Emergency Management will respond immediately to major event scenes during normal work hours and within 30 minutes of notification after normal work hours.
- 4.28 Notification of Public Affairs and Command Staff
(CALEA 6th ed. standard, 11.3.3)
- 4.28.1 The department employee on the scene of a newsworthy incident is responsible for ensuring that the Office of Public Affairs is notified by Communications.
- 4.28.2 During other than business hours, the Communications supervisor will contact the on-scene supervisor to obtain the most accurate information possible before issuing any type of notification. Once accurate information is obtained, the Communications supervisor will ensure that the on-call Public Affairs officer is notified as soon as possible, in accordance with APD.SOP.1060 "Public Affairs."



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- 4.28.3 In the event of a major incident, a Major Incident Notification Form (APD-410) will be completed by the Communications supervisor on duty and the appropriate persons/units will be notified as indicated. Copies of the form will be kept at the supervisor's position and is updated by the On-Call list submitted by different units, containing confidential home and cellular numbers for the Command Staff.
- 4.29 Communications Section Evacuation-
(CALEA 6th ed. Standard 81.3.1c)
- (Refer to current Evacuation Plan posted in the Communication Center Supervisor's Manual)**
- 4.29.1 Should conditions exist that would require the Communications Section to be evacuated (bomb, fire, etc.), without delaying the evacuation, the following action will be taken by the ranking supervisor on duty to temporarily transfer the operation of emergency communication functions to an alternate site:
1. Notify the 911 Center, APD, and AFR chain of command of the situation;
 2. Notify the appropriate 911 Center that Atlanta 911 operations are being transferred to their Center;
 3. Notify telephone company central office (1-800-553-2811) to route emergency calls to the Fulton County 911 Center; and
 4. Notify Grady EMS (404-489-1202), Atlanta-Fulton County Emergency Management Agency (404-730-5600), and DeKalb County Police (404-294-2911) of the emergency transfer of 911 operations.
- 4.29.2 The ranking supervisor shall arrange for the immediate transfer of the following equipment to the Fulton County 911 Center.
1. 12 x MTX2000 portables Emergency dispatch kit containing:
 2. 10 x Street to Beat (STBT) books
 3. 10 x Intersection to Beat (ITBT) books
 4. 2 x map books, radio log sheets & dispatch cards (a minimum of 100 each)
 5. 1 x box black ball point pens
 6. 1 x stapler (also staples)
 7. 1 x tape dispenser and tape
 8. 1 x suburban book
 9. 1 x city directories
 10. 10 x telephone directories



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11. 10 x Department in-house telephone listings

- 4.29.3 The supervisor shall direct all Communications personnel and Radio technicians on duty to the Fulton County 911 Center (130 Peachtree Street S.W., Atlanta, Georgia 30303).
- 4.29.4 The supervisor shall notify APD and AFR field personnel of the transfer of operations to the designated backup location
- 4.29.5 Communications dispatch operations will be established in the following manner:
1. Assign an operator to each of the six zones, ACIC, SOS, detective, and AFR.
 2. When computers are down, the dispatch function will be performed manually by using CAD cards.
 3. Coordinate with the ranking 911 Supervisor at the designated back-up site regarding the assignment of Atlanta personnel to available call taking positions and assign personnel to the collection of CAD cards and delivery to the proper dispatcher.
 4. One telephone position will be assigned to request wrecker, ambulance, and fire services for dispatch.
- 4.30 Signal 91: Community Policing
- 4.30.1 Signal 91 will be treated as a priority 6 call. Generally, police officers will handle a signal 91 in service. However, it is important to advise dispatch of community policing activity. A call dispatched with a higher priority will take precedence.
- 4.30.2 Characteristics of community policing are outlined in APD.SOP.6140 "Community Services Section." Signal 91 applies only to those activities that directly involve problems identified by the community and/or solutions requiring community input or involvement. When initiating a signal 91, use the assigned letter to indicate the type of community policing activity.
1. 91-C Community contact to meet or exchange information with residents and other members of the community about local crime and disorder conditions.
 2. 91-D Drop-in to meet or exchange information with businesspeople about local crime and disorder conditions.
 3. 91-M Community meeting to attend a meeting at a neighborhood, civic, NPU, or other organization to discuss crime and disorder problems and solutions.
 4. 91-P Park-and-Walk, parking the patrol car and patrolling a business or residential area on foot with an emphasis on interaction with members of the community.
 5. 91-R Problem solving, e.g. problem identification, follow-up, and referrals based on problems raised by the community or requiring community involvement.
 6. 91-O Other (e.g., all other community policing activities not mentioned above)
 7. 91-V Code Enforcement, checking for persons, code infractions, and criminal activity at vacant/abandoned property.



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- 4.30.3 Similar activities that are not directly in response to community concerns and involvement should be given a Signal 89 (directed patrol) or another appropriate signal.

4.31 Off-Duty Radio Numbers

The new off-duty radio number will be permanently attached to the officer, despite their assignments, transfers, or any other issue that may have previously caused an off-duty radio number to change (APD.SOP.3130, Section 4.1.3 "Radio Operation/Usage").

4.32 Concealed Weapons Eligibility Check.

An ACIC operator may be requested to check for warrants and a criminal history of a suspect per section 4.14. During the investigation of a suspect carrying a concealed weapon in a vehicle without a license, it is crucial that a criminal history is acquired and checked for certain convictions or pending charges. The officer will request this by using "28 Wanted Check." The results of the criminal history must be obtained and transmitted to the officer within fifteen (15) minutes. The ACIC operator must check all entries on the criminal history and advise the officer immediately if the suspect:

1. Has any felony convictions.
2. Has any forcible misdemeanor convictions or pending charges. If the operator is unsure if a conviction is a forcible misdemeanor, advise the officer requesting the information.
3. Is a fugitive from justice or has any valid warrants from any jurisdiction.
4. Has any convictions, including first offender pleas or nolo contendere, for any violation of the Georgia Controlled Substance Act or narcotics charge.
5. Has any conviction or case pending for carrying a Concealed Weapon (16-11-126), carrying a weapon to a Public Gathering (16-11-127), or Carrying a Pistol without a License (16-11-129).
6. Is a deported felon.

5. DEFINITIONS

- 5.1 4-Digit Identification number: A unique four-digit number assigned to an employee at the time of hiring to identify an employee.
- 5.2 Outside Law Enforcement Personnel: For issuing radio numbers to those persons authorized by statute to enforce Federal, State and Local laws and ordinances. These numbers are issued only when a need exist to facilitate coordination and effectiveness of the enforcement agencies involved.
- 5.3 Outside Civilian Personnel: Those persons who do not meet the criteria of Section 5.1 but are determined to have a definite need to use a radio for carrying out the Bureau mission.
- 5.4 Off-Duty Zone Personnel: For issuing radio numbers those officers assigned to the six patrol zones that do not have a regular unit assignment number that can be used either on or off-duty; particularly, those officers especially in a roust-about capacity.



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- 5.5 Off-duty radio number: A radio number used by an employee when they are not on their regular shift or employment for the Department.
- 5.6 Priorities: Calls received on the emergency lines will be categorized by priority. The priority determines the nature of the police response. The 911 operator will use good judgment to determine which priority is appropriate. The 911 operator will assign priorities to the call based upon the circumstances as defined below.
1. **Priority 0: Immediate Emergency Response.** These are calls where the immediate presence of the police is essential to save life, prevent serious injury, or to arrest a violent felon. These calls may require an immediate response from any available unit regardless of assignment. These calls include:
 2. **Priority 2: Expedited Response.** Calls where the immediate presence of the police may save a life, prevent serious injury, prevent major property loss, or lead to the arrest of a felon. These calls require the presence of the police but do not meet the criteria for PRIORITY 0. These calls require an immediate response from the first available unit, from the affected zone. These calls include:
 3. **Priority 3: Routine Response.** These calls require the presence of the police but do not meet the criteria for Priority 2 Expedited Response:
 4. **Priority 4: Non-Emergency Response.** Those calls that require the presence of police, but time is not critical:
 5. **Priority 5: Tele serve Calls.** These calls can be handled by telephone: most larcenies, larceny from auto, larceny of auto accessories, lost or stolen checks and credit cards, lost property; abandoned vehicles; harassing, obscene, threatening phone calls; indecent exposures where the suspect is not on the scene and the time lapse is over one hour; vandalism and supplemental reports (example: additional stolen property). (CALEA 6th ed., standard 82.2.5)
 6. **Priority 6: Referrals and Court calls.** Calls which do not require police presence when the matter is:

5.7 Dispatch Signals

5.7.1 Plain Talk Dispatch Signals (* "G" given with the signal means "GO" to location.)

| | | | | | |
|----|----------------------|------|-------------------------------|-----|-------------------|
| 1 | Abandoned Auto | 39 | Information to Officer | 70 | Prowler |
| 1R | Recovered Auto | 40 | Animal Call | 71 | Public Indecency |
| 2S | Silent Alarm | 41I | Auto Accident-Injuries | 72 | Traffic Stop |
| 2A | Audible Alarm | 41IT | Auto Accident- Trapped | 72B | Safety Checkpoint |
| 3 | Fire Alarm | 41F | Auto Accident-Fire involved | 72P | Pursuit |
| 4 | Carbon Monoxide | 41P | Auto Accident-Police Involved | 72T | Traffic Detail |
| 6R | Burglary (Residence) | 41S | Auto Accident – Streetcar | 73 | Bomb Threat |



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| | | | | | |
|-----|-----------------------------|-----|--------------------------------------|-----|---------------------------------|
| 6B | Burglary (Business) | 42B | Commercial Burglary | 73P | Suspected Explosive/I |
| 6 S | False Alarm (weather-storm) | 42R | Residential Burglary | 73H | Haz. Mat. – Chem. or Bio. |
| 7 | Criminal Trespass | 43 | Hit and Run | 74 | Terrorist Incident |
| 10 | Wash Down | 44B | Business Robbery | 75 | Air Rifle |
| 15 | Welfare Check | 44P | Pedestrian Robbery | 76 | Abandoned Children |
| 16 | Emergency Message | 44R | Residential Robbery | 77 | Snatch Thief |
| 17 | Lockout | 44V | Carjacking | 78 | Lookout |
| 18 | Tree Down | 45 | Larceny | 79 | Stolen Vehicle - In Progress |
| 19 | Water Problem | 46 | Ped. Struck by Vehicle | 80 | Gas Leak |
| 20A | Cont. Disease-HIV | 47 | Person Injured | 81 | Street Hazard |
| 20H | Cont. Disease-Hep. | 48 | Person Dead | 81W | Weather Hazard |
| 20T | Cont. Disease-TB | 49 | Rape | 81S | Traffic Obstruction - Streetcar |
| 21 | Kidnapping | 50 | Person Shot | 82 | Prisoner Transport |
| 22 | Against Dept. Policy | 51 | Person Stabbed | 83 | Escape Person |
| 23 | Disorderly Children | 52 | Found Property | 84 | Aircraft Incident |
| 24 | Demented Person | 53 | Suicide | 85 | Wrecker Request |
| 25 | Shots Fired | 54 | Suspicious Person | 86 | Vandalism |
| 26 | Fireworks | 55 | 911 Hang-Up | 87 | Person Trapped |
| 27 | Intoxicated Driver | 56 | Missing Person | 88 | Extra Job |
| 28 | Intoxicated Person | 57 | Noise Complaint | 89 | Directed Patrol |
| 29 | Fight in Progress | 58 | Domestic Disturbance | 90 | Obscene Phone Calls |
| 30 | Explosion (Any Type) | 59 | Meet Officer/Meet Officer Right Away | 91* | Community Policing |
| 31 | Wire Down/Elec. Short | 60 | Molesting | 92 | Rescue Person(s) |
| 32 | Open Door/Window | | Woman/Child | | |
| 33 | Structure Fire | 60A | Child Abuse | 93 | Odor of Smoke |
| 34 | Vehicle Fire | | | 95 | Check and Advise |
| 35 | Wood/Grass Fire | 62 | Switch Radio Channel | | |
| 36B | Robbery – In- Progress | 63 | Officer Needs help | | |
| 36P | Robbery – In- Progress | 64 | Person Soliciting Sex | | |
| | | 65 | Gambling | | |
| 36C | Robbery – In- Progress | 66 | Peeping Tom | | |
| 37 | Illegal Parking | 67 | Hold Radio Trans. | | |
| 38A | Illegal Alcohol | 68 | Person Screaming | | |
| 38D | Illegal Drugs | 69 | Person Armed | | |

5.7.2 Plain Talk Dispatch Codes

| | | | | | |
|---|---------------|----|------------------|----|------------------------|
| 1 | Non-Emergency | 12 | No Arrest/Report | 23 | Arrest/Copy of Charges |
|---|---------------|----|------------------|----|------------------------|



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| | | | | | |
|----|---|-------------------------|--|----------------------|--|
| 2 | Emergency – Lights and Sirens NOT Required | 13 | Not Valid Address | 24 | Nothing to Call |
| | | 14 | Alarm - Owner On Way | 25 | Located Explosive Device or Suspected Explosive Device |
| 3 | Emergency – Lights and Siren Required | | | 26 | Arrived on Call |
| 4 | Cancel Call | | A- Alarm Out B- Alarm Reset | 28 | Wanted Check A-Wanted B-No Wants C-No Record D-Homicide/Assault E-Rape F-Robbery G-Assault H-Burglary I-Auto Theft J-Other Felony K-Misdemeanor L-City Ord. M-Narcotics |
| 5 | Domestic A - Report B - Report/Arrest | 15 | Alarm - Owner On Way | | |
| 6 | False Alarm | | A- Alarm Out B- Alarm Reset | | |
| 7 | Available for Service | | | | |
| 8 | Person “Gone” | 16 | Release Stolen Property to Owner | | |
| 9 | Transfer Responsibility A- Crime Prevention B- Detective C- Animal Control D- Fire Department E- Ambulance F- Humane Society G- Military Police H- Owner/Manager I - Alarm Company | 17 17F 17T 17P | Report Made Used Force to affect Arrest. Pull in after ECD use. Vehicle Pursuit | 30 | Mayor or Mayor's Family Injured |
| | | 19 | Stolen Article | 31 | Remove Shotgun/Patrol Rifle |
| | | 20 20T | O.C. Used ECD Deployed | 32 | Alarm Out of Service |
| 10 | Vehicle Impound | 21 | Kidnapping - Officer | 33 34 35 36 | CSI Photos CSI Prints CSI DNA CSI Plaster |
| 11 | Information | 22 | Can't Locate Address | | |
| | | | | | |

5.8 Response Codes to a Wanted Check



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- A. Wanted
- B. Not Wanted
- C. No Record Found
- D. Homicide/assault
- E. Rape
- F. Robbery
- G. Assault
- H. Burglary
- I. Auto Theft
- J. Other Felony
- K. Misdemeanor
- L. Ordinance
- M. Narcotics

5.9 Alphabet Code:

- A - Adam
- B - Baker
- C - Charlie
- D - David
- E - Edward
- F - Frank
- G - George
- H - Henry
- I - Ida
- J - John
- K - King
- L - Lincoln
- M - Mary
- N - Nancy
- O - Oscar
- P - Paul
- Q - Queen
- R - Robert
- S - Sam
- T - Tom
- U - Uncle
- V - Victor
- W - William
- X - X Ray



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Y - Yankee

Z - Zebra

- 5.10 Alarms: Burglar and Fire alarms monitored by the alarm board operator that services City government facilities and in-house police alarms, such as valuables and drug safes in Property Control, gun and property supply rooms, precincts, etc.
- 5.11 ALI/ANI: Automatic Location Identifier/Automatic Number Identifier.
- 5.12 CAD: Computer Aided Dispatch System - the computer system which assists in identifying the beat in which a call occurs and records information on each call.
- 5.13 Computer format: Computer display requiring specific information.
- 5.14 Computer hit: A positive response indicating the identification of a stolen article/gun or wanted/missing person.
- 5.15 EMA: Emergency Management Agency (formerly, the Bureau of Civil Defense)
- 5.16 Excused late: A tardiness that has been approved by one of the employees immediate supervisors prior to roll call.
- 5.17 GCIC: Georgia Crime Information Center
- 5.18 Major events: Any major or newsworthy incident including natural disasters, major fires or any fire involving loss of life, bomb threats, & hostage situations whenever SWAT is called to the scene, hazardous material spills, gathering of a large number of persons which could create a serious confrontation, severe weather when major damage or injury occurs.
- 5.19 MOSCAD: Motorola SCADA Remote Terminal Unit (MOSCAD) is an Alarm board that monitors the Radio System.
- 5.20 911 Operators: A person who receives and evaluates calls for emergency service via telephone and perform other duties.
- 5.21 NCIC: National Crime Information Center
- 5.22 Police Communications Dispatcher: An employee who dispatches calls to patrol officer and perform other duties.
- 5.23 PSAP: Public Safety Answering Point: Point at which all 911 calls originating within city limits are answered.
- 5.24 Ring downline: Direct telephone line to a designated place.
- 5.25 Unexcused late: A tardiness that is not given the approval of a supervisor and is subject to corrective actions.
- 5.26 VIN: Vehicle Identification Number
- 6. CANCELLATIONS



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APD.SOP.6010 "Communications", effective November 20, 2018.

7. REFERENCES

APD.SOP.1060, "Public Affairs"
APD.SOP.2010, "Work Rules"
APD.SOP.2011, "General Conduct"
APD.SOP.3030, "Arrest Procedures"
APD.SOP.3050, "Pursuit Policy"
APD.SOP.3088, "Signals and Codes"
APD.SOP.3110, "GCIC and NCIC Information"
APD.SOP.3130, "Radio Operation and Usage"

Form APD 813 "Record of Counseling"
Form APD 410 "Major Incident"

Commission on Accreditation for Law Enforcement Agencies (CALEA) 6th Edition Standards
1.1.4; 11.3.3; 11.4.5; 81.2.1/2/3/4/12; 81.3.1a; 81.3.2; 82.2.2; 82.2.3; and 82.2.5

City of Atlanta Employee Handbook

Georgia Criminal Justice Information Systems Operations Manual, Section 5.5.1, 2.6.2

Title 47, Federal Communications Commission Code of Federal Regulations, Sections 5, 29, 33

Response CAD Terminal Configuration
City of Atlanta E-911 Equipment Training
PSSI Response CAD System - Public Safety Systems Incorporation
City of Atlanta 800 MHZ Trunked Radio System Operators Training Guide
City of Atlanta "CAD STBT (Street to Beat) Guide"

47 U.S. Code Section 303 (m)(1)(D)
47 U. S. Code Section 333
47 U. S. Code Section 501

8. SIGNIFICANT CHANGES

The addition of Section 4.16 Silent Dispatch and Section 4.17 Officer Self-initiated Calls.

There were minor formatting changes made to the policy.