

	<p style="text-align: center;">BRIDGEPORT POLICE DEPARTMENT</p> <p style="text-align: center;">POLICY AND PROCEDURE GENERAL ORDER</p>	Distribution	General Order Number
		ALL PERSONNEL	10.04
		Original Issue Date	Reissue/Effective Date
		11/17/20	11/27/20
Order Title: COMMUNICATIONS - OPERATIONS		Accreditation Standard: POSTC: 1.1.3, 1.1.5, 2.5.20, 3.1.2, 3.1.3, 3.1.5, 3.1.6, 3.1.7	Section 10
		Section Title SUPPORT AND TECHNICAL SERVICES	
Rescinds: 3.1.3		Rebeca Garcia, Chief of Police	

This General Order is for departmental use only and does not apply in any criminal or civil proceeding. This General Order should not be construed as creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this General Order will only form the basis for departmental administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting

I. PURPOSE:

The purpose of this general order is to establish a written directive that describes the Bridgeport Police Department’s procedures and guidelines regarding the operation of the Communications Section.

II. POLICY:

The Communications Section of the Bridgeport Police Department shall be operated in an efficient and routine manner. Instructions given by dispatchers shall be considered to be instructions from the Chief of Police, and must be complied with, as would other orders.

III. DEFINITIONS

COLLECT: The CONNECTICUT ON-LINE LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM is the State of Connecticut's version of NCIC.

Communications System: Conveys information from the public to the Bridgeport Police Department through the Dispatch personnel to the field officer who responds to the call for assistance, to other law enforcement, emergency services and public service agencies, and to the Records Division.

CSBI: The CONNECTICUT STATE BUREAU OF IDENTIFICATION (is a bureau of the State Police that is a centralized, statewide record depository containing arrest information that has been submitted by Connecticut law enforcement agencies and includes a fingerprint classification and identification section.

CAD Number: This is the number assigned to members of this Police Department for the length of their assignment, by rank or position, and will be used as the officer's radio call number.

NexGen: The NexGen record management system is where the Emergency Operations Communication personnel enter information into a computerized database. This information is then relayed to personnel as necessary.

NCIC: The NATIONAL CRIME INFORMATION CENTER is a computer system controlled and operated by the Federal Bureau of Investigation in Washington DC, that gives law enforcement agencies access to information on warrants, criminal histories, stolen property, and missing persons statewide and nationwide.

IV. PROCEDURE

A. General

1. The Emergency Operations Center shall operate twenty-four (24) hours a day for emergency and routine telephone calls.
2. A Communications Manual will be maintained by the Senior Dispatcher that will detail procedures for performing telephone, radio, teletype, and automated data communication functions.
3. The use of unprofessional language, arguing, and unauthorized communications over the radio, is strictly prohibited. The Dispatcher will take control of the radio frequency and initiate the proper code to correct offenders.
4. The Dispatcher will prioritize Police radio traffic giving attention to the most serious call first.
5. The Dispatcher may impose radio silence for handling serious calls.
6. Dispatchers shall brief their relief concerning unit status, prisoners, significant cases in progress and any other information necessary to properly carry out their duties.
7. At the start of the shift, the dispatchers shall inspect the equipment to ensure it is in proper working order. Any time of equipment that is not functional, the appropriate repair service shall be notified.
8. At the end of their shift, the Dispatchers shall ensure that the dispatch area is neat and orderly.

B. Telephone Procedure

1. "911" Calls
 - a. "911; What is the location of your emergency."

- b. If an emergency exists, the dispatcher shall:
 - Obtain sufficient information to dispatch appropriate police, paramedic, fire and ambulance response,
 - Obtain information to complete a computerized complaint entry and generate a call number,
 - Remain in contact with the complainant, if possible, and relay appropriate info to responding units.

- c. If no emergency exists, the dispatcher shall:
 - Advise the caller to dial the routine police line if it is a police matter,
 - Advise the caller that they have reached an emergency number if it is not an emergency matter and terminate the call.

2. Misdirected Calls

- a. If a misdirected "911" call is received:
 - Emergency Operations Center Personnel shall transfer such calls to the appropriate agency.
 - Emergency Operations Center Personnel shall stay on the line until the agency answers or in case the caller disconnects before being connected.

- b. If a misdirected routine call is received:
 - Emergency Operations Center Personnel shall direct the caller to the appropriate agency by providing the appropriate phone number to the caller.

- c. When an emergency (911) call is received for service outside Bridgeport City, the appropriate agency will be contacted:
 - The 911 dispatcher shall obtain as much information as possible from the complainant and will relay it to the proper agency.
 - Under no circumstance shall personnel tell a caller to redial in an emergency situation.

3. Routine Calls

- a. Routine calls for the Bridgeport Police Department can be directed by the auto attendant to the Emergency Operations Center will be answered "Bridgeport Police Department, Dispatcher (last name). How may I help you?"
- b. Calls for Bridgeport Police Department Personnel shall be directed to the proper office/telephone extension or voicemail.

4. Collect Telephone Calls

The dispatcher shall accept all collect calls for any employee of this police department or from anyone calling on behalf of an employee. Under normal circumstances, no other collect calls will be accepted.

5. Communicating with Hearing or Speech Impaired Persons

- a. The Bridgeport Police Department is equipped to communicate with hearing and/or speech impaired persons.
- b. The Bridgeport Police Department Emergency Operations Center has a seven (7) digit TTY device that interfaces with 911. Viper 911 system handles all TTY calls.
- c. The Communications Center also retains 1-800 telephone numbers that enable a hearing person to communicate with a hearing and/or speech impaired person.

Note: This 1-800 telephone services are available (24) hours per day, (365) days per year.

C. Call for Information or Services

The Regional Access Frequency System will be utilized to maintain a means of radio communication between the Department, its mobile police vehicles and other state and municipal police agencies. This will be conducted utilizing the FAPERN and UASI Systems Communication with other agencies will be conducted according to established protocol.

D. Requests for Service by Telephone, Mail, or Email

1. This Department may receive incident report information by telephone, through the mail, or email in lieu of on-scene response by a field officer for the following types of complaints:
 - a. Lost/stolen marker plate

- b. Lost/stolen cell phone
- c. Damaged mailbox

A TIPS Line (203-576-TIPS) has also been established for the community to contact the Bridgeport PD anonymously

- 2. The above types of calls shall be entered into NexGen in the following manner:
 - a. Telephone Complaints: Telephone calls received by Emergency Operations Center personnel will be turned over to the bureau that normally would investigate the complaint. If no Officer is available, enough information should be obtained so that an Officer can telephone the complainant, witness, etc. back when available;
 - b. Mail or Email Complaints: All mail complaints received by the Records Division or by Command Staff will be turned over to the appropriate Commander that normally would investigate the complaint, for distribution to their personnel.

E. Radio Procedures

- 1. Initial transmissions shall be identified as to the person transmitting and the person contacted, (e.g., Amber 27 to Bridgeport).
- 2. Under normal circumstances, the dispatcher should wait to be acknowledged before continuing to transmit or request information. If there is an emergency, Priority 1 call or crime in progress, the dispatcher should put the information out over the radio immediately (such as a Robbery in progress or Domestic in progress)
- 3. During transmissions, the Department's 10 codes should be utilized, the time of day should be given in military time, and the Department call signs should be used (Refer to General Order 5.16, Radio Procedures.)
- 4. Officers and dispatchers will use the appropriate sector designation when responding to or calling for a field unit.
- 5. Officers will advise the dispatcher by radio whenever they are going to initiate any police activity.
- 6. The dispatcher will record the information and show the officer out of service.
- 7. When an incident involves units from other jurisdictions the Dispatcher or field supervisor will determine the appropriate radio channel to assure coordination and control of all field units.
- 8. No member shall disobey or refuse to acknowledge any communication transmitted

by the dispatcher, regardless of their rank. Calls for service assigned by the Dispatcher to members of the Bridgeport Police Department shall be considered as if given by the Chief of Police. All members shall maintain radio discipline and use Departmental codes and signals when appropriate. Any Officer unable to comply with a dispatcher's order shall request to speak with his/her supervisor and advise communications of his/her inability to comply with the order. The supervisor shall, without delay meet with the Officer and evaluate the circumstances surrounding the inability to comply with the dispatcher.

F. Complaint and Dispatch Procedures

1. The dispatcher taking a complaint will obtain sufficient information to dispatch appropriate police or fire response.
2. The dispatcher will make a NexGen Dispatch entry at the time the call is received.
3. A computer-generated numbering system will be utilized to record requests for service in the NexGen Dispatch System, as entered by Dispatch Personnel, and will record the following information:
 - Call for Service Number (CFS)
 - Date and time of request,
 - Time of dispatch,
 - Time of officer's arrival,
 - Time of officer's return to service,
 - Time other services (fire, ambulance, etc.) dispatched.
 - Name, address and phone number of complainant (name will be requested by dispatcher - refusal will be noted),
 - Type of incident will be recorded, and a dispatch code will be assigned depending on the type of incident and according to incident code list in the in-house computer system.
 - Location of incident, including specific addresses and, where applicable, names of business,
 - Officer assigned as primary responder,
 - Officers assigned as backup,
 - Registration number of any motor vehicle involved in the incident,
 - Name or ID of Dispatcher or person taking call.
 - Disposition or Status of the call

NOTE: Detailed instructions for the operations of the NexGen system are available on-line with the program.

4. Dispatchers will review computer assignment of available units to ensure the following order assignments are observed:
 - Unit assigned to sector of occurrence,

- Unit with no assigned sector (e.g., Roving),
 - Unit from closest sector,
 - Additional Investigative Units.
 - Administrative Units
5. The dispatcher shall provide the assigned unit and backup units with the following information, if known:
- Type of call,
 - Status of call (e.g., active, inactive),
 - Location of call,
 - Identity of complainant,
 - Risk factors (e.g., weapons present, history of violence, etc.),
 - Additional information the dispatcher believes would be helpful,
 - Information requested by the assigned Officers.

G. Priority of Calls

1. Priority will determine the order in which pending calls will be displayed on the status screen and determine the order in which they should be dispatched.
2. Priority 1 indicates a highest level of response. Priority 3 indicates the lowest level of response.
3. Priority Codes are programmed into the NexGen Table Files to automatically suggest call priority
4. **Priority (1) Calls:** Immediate response of unit as recommended by NexGen,
 - All active crimes in progress, or having just occurred within minutes of the being reported,
 - Active situations where there are injuries,
 - Active situations where there is a possibility of injuries.
5. **Priority (2) Calls:** The sector officer or additional officer will respond to non-active complaints within their assigned patrol boundaries. These calls should not be stacked and should be delegated to other Officers as manpower allows.
6. **Priority 3 Calls:** Non-priority complaints that will be responded to by the sector officers or additional officers. Under normal circumstances there will be no time limit if the complaint is stacked.

H. Multiple Officer Response

1. Some calls may require response by several field units if the problem is to be dealt with effectively and safely. The Emergency Operations Center personnel will obtain

enough information from the caller to categorize the call for service and will assign additional field units to an incident if there is reason to believe they may be needed to handle the situation.

2. When police units respond to the Dispatcher, only verbal responses will be acknowledged by the Dispatcher. If after an appropriate time, the unit fails to respond, Dispatch personnel will call the unit and make sure the unit is clear and has received the call.
3. The following will be used as a guide to multiple field unit response:
 - a. An assault on an officer or an officer's call for assistance;
 - b. On-scene arrest for a felony or violent misdemeanor;
 - c. Resistance to an arrest;
 - d. Use of force;
 - e. Any crime in progress;
 - f. A fleeing suspect;
 - g. Any call involving weapons;
 - h. Domestic violence;
 - i. Mentally unbalanced person investigations;
 - j. Burglary/Robbery alarms;
 - k. Motor Vehicle accident with potential for traffic problems;
 - l. First Aid calls where CPR or other backup assistance may be required;
 - m. Upon request of the responding field unit, if based upon the officer's judgment there is a need for additional field units to respond;
 - n. Any calls where, in the judgment of a Supervisor or the Dispatcher, there is a need for additional field unit(s) to respond;
4. Any additional Patrol or Detective units dispatched on a call are expected to clear the scene as soon as it has been determined that their presence is no longer needed to deal with the situation.

I. Supervisor Response

1. In order to assume command, a Patrol Division supervisor shall be dispatched and will respond to the scene of the following incidents and all Priority 1 calls, whenever possible:
 - a. All sudden and untimely deaths;
 - b. All shooting calls, other than calls on hunters;
 - c. Verified robbery calls;
 - d. Burglaries in progress;
 - e. Serious assaults;
 - f. Serious injury accidents/fatal accidents;
 - g. Major fire calls;
 - h. Natural disaster calls;

- i. Reports of sexual assault;
- j. Hostage or barricaded suspect calls;
- k. Officer-needs-assistance calls;
- l. Kidnapping;
- m. Incidents in which municipal property is damaged in excess of five hundred (\$500.00) dollars;
- n. All motor vehicle accidents involving Department vehicles;
- o. Incidents involving large groups, strikers, protesters, etc.;
- p. Bomb threats.

J. Radio Check

1. Radio checks serve three purposes:
 - a. It verifies that the units checked are available for calls.
 - b. It verifies that both base and mobile radio equipment are operating properly.
 - c. The absence of a response by an Officer may indicate radio problems or other kinds of problems.
2. Radio checks will be utilized at the following times:
 - a. Any time that a unit on an active call has not been heard from for thirty (30) minutes.
 - b. Any time that a unit responding to a dangerous complaint, or making a vehicle stop, fails to give a status report, via radio or telephone, within five minutes of signing out of the vehicle.
3. FCC call letters should be given out for testing purposes at the end of shifts and during BOLOs per FCC regulations: KCA284.

Note: Officer locations checks maybe suspended based upon the level of activity experienced during a given midnight shift. The decision to suspend all or a portion thereof shall be made by the Shift Supervisor.

K. Specific Response

Personnel shall adhere to the below listed guidelines and refer to specific dispatch protocols listed in the Dispatch Operational Manual.

L. EMS Emergencies

1. The American Medical Response (AMR) is Bridgeport's medical first responders.
2. When AMR is dispatched to a medical emergency, officers shall respond to said medical emergency and render aid under the following conditions:

- a. If in close proximity,
- b. if dispatched,
- c. If requested by the EMS personnel,
- d. If a crime is suspected.

M. Lifestar Helicopter

If requested by the Fire Department or Medics, Lifestar will be notified by the Department's Communication Section, giving all available information concerning the injury, as well as the location per the Lifestar grid map.

N. Hospital Transport

When requested to provide a landing zone for Lifestar, the Fire Department will be dispatched to the designated landing zone at any other requested landing zone. The EMS provider at the scene will communicate via radio frequency with Lifestar.

O. Lifeline

1. Lifeline monitors patients with medical problems who live alone.
2. Dispatch will be called by Lifeline and request service in two instances:
 - a. Routine: If the monitoring system has not been properly reset, hospital staff may ask the Police Department to check on the individual,
 - b. Emergency Response: If Lifeline determines they require an emergency response, 911 will be notified of an unknown medical problem and the appropriate EMS dispatch will be made.

P. Lifecall

1. Lifecall is operated by Lifecall Systems, Inc. - Camden N.J.
2. Lifecall equipment has the capability for medical, police and fire alerts, as well as voice communication with the patient.
3. Lifecall will be calling emergencies into Emergency Operations Center on the routine call line.
4. The appropriate Police, Fire or EMS response will be dispatched based on the information provided.

Q. Alarms

1. Upon receipt of any alarm, the dispatcher will:

- a. Obtain all details necessary to determine the proper response,
- b. Dispatch one officer to respond and one officer as a back-up unit, if necessary and any other agency that is appropriate,
- c. Telephone the location involved to determine the status of the alarms and any other pertinent details, and report this information to the responding units,
- d. In the event of a bank or robbery alarm, obtain the name and clothing description of an employee. Instruct that employee to exit the facility and meet the responding officers to confirm that there is no crime in progress,
- e. Contact the key holder or the alarm company, whichever is appropriate, and request that the key holder meet the responding officers at the scene, if the business or home is unoccupied.

R. Cell Phone Notifications for Specialty Units

Dispatch has the responsibility for notifying the proper Specialty Units when directed or required. Individuals belonging to a Specialty Unit and are assigned cell phones may be contacted by dialing the proper number. All cell phone numbers will be listed in Dispatch.

S. Public Works Department Notifications

1. Snow call-out,

- a. The Public Works Department foreman will be notified whenever frozen precipitation begins to accumulate on roadways or if icy conditions develop.

2. Unsafe Highway Conditions

- a. The Public Works Department will be notified in all instances involving city roadways that involve the safety of the public or liability of the City of Bridgeport.
- b. The State DOT will be notified of problems concerning state highways.
- c. During non-duty hours, the Public Works Department Foreman will be notified of serious problems concerning town roads.
- d. Non-emergency problems will be logged through NexGen Dispatch and relayed to the Public Works Department during business hours.

T. Severe Weather Conditions

1. The following persons will be notified of approaching severe weather conditions:

- a. Patrol Division Shift Supervisor
- b. Fire Department Shift Supervisor

U. Stolen Motor Vehicles

1. Information regarding motor vehicles stolen in the Department's jurisdictional area will be collected from the appropriate case report and entered into the COLLECT/NCIC System in accordance with the established format.

Note: The entries will be updated and/or canceled when appropriate.

2. Information received from neighboring police agencies regarding motor vehicles stolen within the immediate time proximity will be disseminated via radio to all patrol units.

V. Emergency Messages

1. Requests for delivering emergency messages received from outside agencies and/or private citizens will generally be accepted.
2. Emergency messages will normally be limited to:
 - a. Notification of illness or death,
 - b. Checking on the welfare of an individual unable to be contacted by a family member or friend (i.e. attempts to locate),
 - c. Notification for outside agencies regarding ongoing investigations.
3. Any questions regarding the appropriateness of a specific request will be directed to the shift supervisor for review and authorization.
4. Attempts to locate for private citizens and notifications for outside agencies regarding criminal matters will be assigned a call for service number and will be documented by the assigned officer.
5. Notifications for outside agencies regarding non-criminal matters will be recorded as call for service numbers in NexGen.

W. Emergency Medical Dispatch

1. This Department only authorizes those Emergency Operations Personnel trained in emergency first aid to give life saving information over the telephone or radio. Those who have been trained will have immediate access to the emergency medical guidelines maintained in Dispatch. In cases involving cardiac and/or respiratory arrest where time is of the essence, such information might be given out based on evaluation of the situation by the dispatcher taking the call. The following should be considered:

- a. The familiarity of the dispatcher with CPR protocol,
 - b. The age and emotional state of the caller,
 - c. The caller's ability to understand and follow instructions.
2. If the decision is made to give CPR instructions over the telephone, the instructions will comply with the following guidelines:
- a. After securing the necessary dispatch information have the caller remain on the line and advise them help is on the way,
 - b. Activate the EMS response based on the EMS protocol,
 - c. Access the appropriate pre-arrival instructions and begin instruction with the caller. If the caller is hesitant or refuses; encourage them to help,
 - d. If the caller declines, attempt to stay on the line with them to update the victim's condition until EMS units arrive,
 - e. Pre-arrival instruction will be given as presented on-line or by hard copy,
 - f. Do not instruct caller by memory or personal experience,
 - g. Once pre-arrival instruction has begun, the dispatcher will remain dedicated to the caller until EMS arrive and take over.
 - h. Situations encountered where a call above is received and other dispatch traffic is heavy, or dispatcher is alone, request assistance through the radio intercom or whatever means available to handle other dispatch activities,
 - i. Pre-arrival instructions are located in the NexGen computer with a hardcopy version in Dispatch
 - j. Dispatch will indicate in the NexGen call narrative that instruction was given or notation of complainant refusal or other condition preventing instruction.

X. Requests for Service from Victims or Witnesses

1. Emergency Operations Center personnel may receive calls for assistance from victims or witnesses involved in ongoing Bridgeport PD cases. When such calls are received the call taker will:
 - a. Determine whether the call requires an emergency or non- emergency response;
 - b. Take down all applicable information and forward to the dispatcher to assign an officer for follow- up.