

	BRIDGEPORT POLICE DEPARTMENT POLICY AND PROCEDURE GENERAL ORDER	Distribution	General Order Number
		ALL PERSONNEL Original Issue Date MM/DD/YY	10.03 Reissue/Effective Date MM/DD/YY
Order Title: COMMUNICATIONS - ADMINISTRATION		Accreditation Standard: POSTC: 1.1.1, 1.1.4, 1.10.5a, 2.1.1, 2.1.2, 2.1.3, 2.1.4, 3.1.4	Section 10
		Section Title SUPPORT AND TECHNICAL SERVICES	
Rescinds:		Armando J. Perez, 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 provides the procedures and guidelines regarding the administration of the Bridgeport Police Department's Communications Section.

II. POLICY:

The Bridgeport Police Department shall have a Communications Section, which shall be responsible for radio communications, telephone communications, Teletype, and automated data communications, alarm monitoring, and other duties as determined by the Chief of Police. The Bridgeport Police Department will maintain direct control of the COLLECT system and comply with all statutes related to Criminal History records information. The Control Officer will be responsible for monitoring activities related to COLLECT.

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 and as a badge number.

NexGen: Information Management Corporation's record management system where Communications Unit 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. All radio operations of the Bridgeport Police Department will be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements. All mobile, fixed and portable transmitting equipment shall be licensed in accordance with the FCC procedures and requirements.
2. The Dispatch Personnel shall utilize the Collect System and NCIC system, as well as the Bridgeport Police NexGen computer, to provide current Criminal Justice System information to the Officers and Authorized Personnel of the Bridgeport Police Department.
3. The Emergency Operations Center will be equipped with a map of the jurisdiction, with the patrol districts outlined.
4. The Emergency Operations Center will be equipped with a listing of telephone numbers for emergency and necessary external services, which will be immediately available to communications personnel. This information is available through the NexGen Program, as well as console binders, rolodex, and notices.
5. Emergency Operations personnel will have immediate access to the shift supervisor, a duty roster for each shift, and the telephone number of every Department member.
6. Emergency Operations personnel will have access to SOPs regarding the dispatch and deployment of specialized units and tactical dispatch plans through the NexGen system.
7. Visual status indicators of all on-duty personnel are available through NexGen.

B. 24-Hour Communications

1. The Department will maintain a 24-hour two-way radio capability providing continuous communication between the Emergency Operations Center and officers on duty.
2. Sworn Officers are issued Departmental Portable Radios for use.
3. Each marked vehicle controlled by the Bridgeport Police Department and used by Sworn Personnel shall be equipped with a mobile radio.
4. The Bridgeport Police Department incorporates a multi-frequency capable radio system with one (1) primary frequency, (1) secondary frequency and a "Talk-around" frequency.
 - Multichannel mobile radios are installed in all marked patrol cars enabling communications with other law enforcement agencies and emergency Services.

C. CSPERN/FAPER

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. The Department is CSPERN AND FAPER equipped. Communication with other agencies will be conducted according to established protocol.

D. Security and Access to the Emergency Operations Center

1. Access to the Emergency Operations Center will be restricted to:
 - Emergency Operations Center personnel;
 - Department personnel, other than Emergency Operations personnel, who are required to enter the Emergency Operations Center on necessary business;
 - Other necessary personnel, when authorized by a supervisor.
2. Security to the Emergency Operations center is provided by several locked doors. The public will not have access to the entrance to the Emergency Operations center. The entrance door will be kept closed at all times.
3. A CCTV system provides video surveillance of the interior and exterior of the building.

E. Communication Equipment

1. All antennas are secured inside the Emergency Operations Center, limiting access.

[REDACTED]

[REDACTED]

[REDACTED]

5. The Department will have and maintain a diesel-powered generator to provide an alternate source of electrical power that is sufficient to ensure continued operation of emergency communications equipment in the event of the failure of the present power source. The following maintenance procedures will be maintained with regard to the generator:

- a. Tests will be conducted in conformance with manufacturer specifications and documented;
- b. An optional test under full load will be conducted at least once per year;
- c. Document anytime the generator is actually put into service; and
- d. Maintain a record of all maintenance and repair activities

Note: The generator will be automatically tested and inspected for a designated period once a week. A load test will be conducted annually.

6. Uninterrupted Power Supplies are utilized to provide a continuous source of power during both normal conditions and during the time delay for the generator to power up on loss of normal AC Power or low voltage incidents.

F. Damaged or Malfunctioning Equipment

1. Any person assigned to or working in the dispatch area shall report damaged or malfunctioning equipment to the Dispatch Supervisor, in writing, before the end of their shift.
2. In the event of an emergency, such as failure of telephone lines or a radio channel, the person on duty shall immediately notify the shift supervisor.
3. Telephone numbers for various technical service agencies are available in dispatch.
4. It will be the responsibility of the Director of the Emergency Operations Center to cause the maintenance of all equipment used in the Emergency Operations center. Included is the equipment necessary to obtain access to local, state, and federal criminal justice and crime information systems.

G. Emergency Access Telephone System

1. The City of Bridgeport shall have a 911 emergency access telephone system which shall provide:
 - 24-hour toll-free calling from any telephone within the City phone exchange to the Bridgeport Emergency Operations Center,
 - A single emergency telephone number (911) for the entire geographical area within the City's jurisdiction,
 - Separation of emergency telephone calls from non-emergency calls.
 - Operation of a 911 P.S.A.P. (Public Safety Answering Point)
 2. The Bridgeport Police Department shall have separate telephone numbers for routine telephone communications.
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