



# Graham Police Department

Standard Operating Policies and Procedures

## Policy 44 Communications

### DEPARTMENT POLICY

It shall be the Policy of the Graham Police Department to provide for a communications center that meets or exceeds local, state, and federal regulations for the transmission of and reception of phone and radio data. Department personnel must also obey all regulations that apply.

#### PURPOSE:

To satisfy the immediate information needs of the Graham Police Department in the course of its normal daily activities and during emergencies.

#### I. Administration

- A. The communication function of the Graham Police Department is handled through Burlington Police Department Communications located at 267 W. Front St., Burlington, N.C. Burlington Police Department Communications is an accredited communications center through CALEA.
- B. All radio communications shall be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements.

II. Operations - Upon the completion of the reported incident Communications or Officers shall enter a disposition or status of the reported incident into CAD using the following alpha codes:

- AC- Assignment Complete
- ALC- Alarm Company Cancelled Police Response
- ALF- Alarm False
- ALT- Alarm True
- ALW- Alarm Activated by Weather Event
- B- No Report Necessary
- C- Unable to Locate
- CIT- Citation Issued
- D- Cancelled by Radio

ER- Report Pulled in Error  
FC- Field Contact Completed  
G- Advice Given  
H- Unfounded  
I- Assist  
IR- Information Report Made  
J- Other  
K- Arrest  
RM- Report Made  
SR- Supplemental Report  
SUB- Subpoena Served  
WW- Written Warning

### III. Procedures for radio communications from field officers.

- A. Circumstances requiring radio communications by field officers.
  - 1. Sending and receiving request for service, to include general and emergency traffic.
  - 2. Requesting backup assistance or requesting if backup is needed.
  - 3. Status of officers.
  - 4. Request for vehicle, registration, warrant and property information.
  - 5. Any other information deemed necessary in carrying out the mission of the police department.
- B. Officers shall report to the communications function when they are out of service, and the communications function shall record that status.
- C. Officers' assigned numbers shall be used in the identification of officers during radio communications.
- D. When communicating with interacting agencies, officers shall use plain language via radio, due to the fact that different agencies use different codes. Officers should keep radio transmissions short so that the other agency may resume normal communications.
- F. Patrol Supervisors should assume command at all critical incidents. The communications function may dispatch a Patrol Supervisor in any incident that they deem necessary. Critical incidents shall include all natural and man-made disasters, hostage and barricade situations, and all other life and property threatening events.
- G. In the event of an officer request emergency assistance (10-33), the communications function will attempt to contact the responsible unit and confirm if this is an actual

emergency. In the event of an actual emergency the communications function will notify and dispatch supervisory personnel and all available units to the location of the unit requesting emergency assistance and remain in contact with the officer requesting emergency assistance and responding units. The communications function will hold all non-emergency radio traffic.

#### IV. Information Available to the Communications Function

##### A. Communications personnel shall have immediate access to the following departmental resources:

1. The officer in charge.
2. Duty roster of all personnel.
3. Telephone number to all agency members.
4. Visual maps detailing the agencies service area.
5. Officer status indicators.
6. Written procedures and telephone numbers for procuring emergency and necessary external services to the Police Department.
7. Tactical Dispatching plans such as bank alarm and bomb threat procedures.

##### B. Response Standards

1. CODE 3 – Emergency, use emergency lights and siren. Safe violation of motor vehicle law as provided in N.C.G.S. 20-145.

Emergency response is to be used on all calls with a significant potential for injury or loss of life. Such as:

- a. Any calls with armed suspects on the scene
- b. Calls where injury has already occurred
- c. Police Officer needs help. (To be used only when the officer's safety is directly affected.)
- d. An explosion or bombing.
- e. Robbery or felony-in-progress dangerous to life, ie., rape, murder, first degree burglary.
- f. Any other call in which human life is in danger and the speedy arrival of police is necessary to save the life.

2. CODE 2 – Urgent, use emergency lights and siren, no excessive speed.

Urgent response is to be used on all calls where there is some potential for injury, or where there is a significant likelihood that the suspect will escape or vital evidence will be lost if the scene is not immediately secured. Urgent response should also be used on those calls where there is likelihood that prompt law enforcement intervention could result in the apprehension of a suspect, preserve evidence, or prevent a situation from worsening. Such as:

- a. Assistance for an officer in which officer or citizen safety is not jeopardized.
- b. Major fires where speedy arrival of police personnel is necessary for traffic control.
- c. A citizen calling for help and there is some potential danger of physical harm.
- d. 10-50 PI
- e. 10-54 PI
- f. Calls that involve the use of a weapon or the display of a weapon.

### 3. CODE 1 - Routine

All other requests for police service will be classified under this code.

#### C. Playback and Recording of radio and telephone transmissions.

1. The communications center shall have the capability of immediate playback of recorded telephone and radio conversations while it maintains a continuous recording of radio transmissions and emergency telephone conversations within the communications center. The Support Services Division has the capability of recording in-coming and out-going non-emergency telephone calls from within the main police facility and radio transmissions with immediate playback.
2. Recordings must be maintained for a minimum of 90 days.
3. Support Services recordings will be stored in a secure environment in the Administrative Assistants Office.
4. Recorded conversations may be reviewed in accordance with [North Carolina General Statute 132-1.4](#).

D. The Graham Police Department maintains a Department of Criminal Information (DCI) computer, allowing it to participate in local, state, and federal criminal justice information systems such as NCIC, NLETS, and Interpol.

E. The Graham Police Department is not required to access an inter-jurisdictional, regional, or other law enforcement radio systems, however the communications center has the capability to access many local and state agencies through Inner City channels and Mutual Aid channels. However, the Graham Police Department has the capability to

contact another local agency.

F. Accepting and delivery of emergency messages.

1. Communications personnel shall relay all requests for the delivery of an emergency message to the appropriate officer or supervisor, who will then deliver or attempt to deliver the message. The Graham Police Department shall make all attempts to deliver the following kinds of messages:
  - a. Death messages
  - b. Medical related, such as from doctors and health care facilities, where life may be endangered.
  - c. Request by local and out of state people trying to check on sick or invalid relatives, and there are no other immediate means to contact those people.
  - d. All other messages deemed necessary by the supervisor on duty.

G. Graham Police personnel shall immediately reroute misdirected calls for service to the appropriate agency. Graham Police personnel shall redirect misdialed calls to the appropriate agency.

H. Receiving Specified Crime and Incident Report Information by Phone or Mail in Lieu of On-scene Response - The Graham Police Department has a system for receiving incident report information by mail and telephone for gasoline/diesel drive-offs. Other incident reports that do not necessitate an officer response may be handled by telephone at the on-duty supervisor's discretion.

V. Facilities and Equipment

A. Alternate Source of Electrical Power for Continued Communications.

1. The Communications Center and the Graham Police Department shall maintain an electrical power generator as an alternate source of power to ensure the continued operation of emergency communication equipment in the event of a failure of the primary power source.
2. A documented inspection and test of the alternate power source will be completed at least monthly; in addition, the alternate power source will be tested or operated under full load at least once a year.

B. Multi-channel Radio Equipment - The Communications Center and Graham Police Department maintain two-way radio equipment capable of operating on joint public safety frequencies.