

Greer Police Department

General Order 910.1 Communications Administration And Operation

This order consists of the following numbered sections:

- I. ORGANIZATIONAL FUNCTIONS
- II. FACILITY SECURITY
- III. AUXILIARY FUNCTIONS
- IV. OPERATIONS
- V. PROCEDURES

By Order of: *Matt Hamby*
Chief of Police

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I. ORGANIZATIONAL FUNCTIONS

- A. Communications for the Greer Police Department will generally be provided by a staff of civilian Public Safety Telecommunicators.
- B. Communications Section personnel shall be under the command of the Operational Support Commander and report directly to the Communications Supervisor. In the absence of the Communication Supervisor, communications personnel shall be immediately responsible to the police shift supervisor on duty.
- C. Communications functions include:
 - 1. Radio communications 24 hours a day, each day of the year.
 - 2. Toll-free telephone communications 24 hours a day each day of the year.
 - 3. Teletype, TTY, and automated data communications including operation of a computer aided dispatch system.
- D. The authority and responsibilities of Communications Section personnel are outlined in the job description for the position.
- E. All radio operations will be conducted in accordance with applicable laws, regulations of the Federal Communications Commission and Greer Police Department policy and procedures. FCC Rules and Regulations are accessible on the internet at <http://wireless.fcc.gov/rules.html>

II. FACILITY SECURITY

- A. Access to the Communications Section is limited to Communications, Supervisory, Records personnel, and sworn officers who need to enter for legitimate business purposes.
- B. Members of the general public will not be permitted in the Communications Section unless they are participating in a tour or have supervisory approval.
- C. The door to the Communications Section is to be kept closed and locked at all times.
- D. Communications Equipment
 - 1. Communications equipment is protected by its position within the Communications Section, which is locked and has limited access.
 - 2. The outside radio antenna is protected in a fenced, restricted area close to the Communications Section.
 - 3. Remote repeater sites are also located on secured, restricted mountings.

4. Back-up resources for the Communications Section include:
 - a. An emergency generator located behind the Police Department that is sufficient to ensure continued operation of emergency communications systems in the event of a commercial power failure. The generator self-tests once a month.
 - b. UPS systems attached to all E-911 and Computers involved in Computer Assisted Dispatching.

III. AUXILIARY FUNCTIONS

- A. All radio channels used by The Greer Police and Fire Departments and all telephone lines into and out of the Communications are recorded on the Equature system. Information is stored within that system for 3 years.
 1. Communications Section and relief personnel shall be familiar with immediate playback procedures and may use them to clarify information received during a radio or phone conversation.
 2. Stored recordings calls are password protected and available for review by the Chief, Bureau Captains and Command Staff. All other personnel can only gain access to stored information with the approval of the Chief of Police, Bureau Captain or Command Staff member. The public may receive recordings after completing the proper subpoena or FOIA processes.

IV. OPERATIONS

- A. The Greer Police Department maintains two, toll-free, 24 hour emergency/non-emergency telephone numbers with a "roll-over" feature to switch calls to the next available line, in order to receive calls for service. E-911 calls are received on a separate telephone system with four lines available using a "roll-over" system.
- B. On duty Communications Section personnel have access to a dispatch procedures manual, which identifies procedures for performing telephone, radio, teletype and automated data communications functions to include accessing NCIC, DMV, and SLED. In some cases such as N.C.I.C, or C.A.D. operations, a separate manual is provided. Communications Section personnel also receive orientation training to perform their duties.
- C. The Communications Section will maintain a list of telephone numbers for other emergency services agencies including fire, EMS, law enforcement tow companies and others deemed necessary.
- D. Physical and CAD maps detailing the Greer Police Department's service area are maintained in the Communications Section. The beat sections are displayed in the CAD maps.
- E. Officer status indicators are readily available to Communications Section personnel within The C.A.D. system. This system allows Communications Section personnel to be aware of officer availability and to monitor the time on activity to assist in officer safety.
- F. All on-duty Greer Police personnel engaged in field duties shall have continuous, 24 hour radio communications capability to the Communications Section by means of mobile and portable radios and mobile data terminals when so equipped.

- G. The Department's mobile and portable 800 radio equipment permit two-way communications with other law enforcement and public service agencies.
- H. Communications does not monitor private security alarms. The Department will respond to investigate any alarm received via telephone contact with an alarm company or alarm owner.
 - 1. Communications will dispatch all alarms reported. Upon receiving a notification of an alarm from an alarm company, the Communicator will confirm with the alarm company that they have attempted to make contact with the incident location of the alarm. Communications will attempt to make phone contact with the business or residence and dispatch officers to the alarm location. The Shift Supervisor will be notified of the alarm.
 - a. Normally, two officers will be dispatched to the alarm location. If two officers are not available, the Communicator will notify the Shift Supervisor who will determine the response based on the circumstances surrounding the alarm call, i.e. type of alarm and priority of other calls.
 - b. Communications will advise the responding field units of the results of their attempt to contact the alarm location.
 - c. If a telephone call is received from the alarm holder or alarm company advising that the alarm was false, the Communicator will inform the responding officers.
 - 2. If the alarm is confirmed not to be false, and contact with the incident location has been made, unless doing so will jeopardize the safety of the caller, the complainant is to be kept on the phone until the officers arrive and the responding officers provided the following information:
 - a. If the suspects are still on the scene and a description of them
 - b. If anyone is injured, and if EMS and First Responders are en-route.
 - c. Any suspect vehicle information and the direction of travel, if known.
 - d. How long ago the incident took place.
 - e. Any further information the caller can provide.
 - 3. The Shift Supervisor may cancel burglar alarms when they are confident the alarm activation is a false call. The Communicator will close out the cancelled call as code 2 and insert the Supervisor's unit number. Communications does not have the authority to cancel an alarm call without the knowledge or permission of the Shift Supervisor.
 - 4. During electrical storms and other extreme weather situations that can trigger multiple false alarms, Shift Supervisors may defer response to burglar alarms that have not been confirmed false, i.e. no contact with alarm owner, until the weather has passed or until they are confident the alarm was false (see 3. above).
 - 5. Robbery, panic and duress alarms cannot be cancelled, even if phone contact has been made. The Communicator will advise the individual to step outside to

meet the officers and will provide the officers with a clothing description of the individual.

V. PROCEDURES

- A. Communications Section personnel receiving calls for service have a responsibility to elicit as much information as possible to enhance officer safety and assist in anticipating conditions to be encountered at the scene. At a minimum, the following will be recorded in the C.A.D. system:
 - 1. Date and time of request.
 - 2. Name and address of complainant (if possible).
 - 3. Type of incident reported
 - 4. Location of incident reported.
 - 5. Identification of officers assigned as primary and backup, if applicable
 - 6. Times of dispatch, officer arrival, and return to service.
 - 7. Disposition of status of reported incident.
- B. Every call for service, including officer initiated activity, will automatically be assigned a unique sequential master number when entered into the C.A.D. system. This number shall be used for all associated records for that call.
- C. Officers will communicate with the Communications Section upon arrival at the scene of a collision, when clearing a scene, when making a vehicle or pedestrian stop, reporting incidents or at any other time an officer is leaving the patrol car. Officers shall also inform Communications any time they are out of service. The appropriate 10 codes will be used whenever possible. Refer to General Order 510.3
- D. Members of the Department will utilize the police radio system only for the proper transmission of police-related messages and will strive to keep all messages as professional, concise, and complete as possible. At no time will members of the Department misuse or disrupt the radio system by transmitting unauthorized or personal messages. Refer to General Order 510.3
- E. Communications Section personnel have access to the following Department resources.
 - 1. The shift supervisor- it shall be the responsibility of the on duty supervisor to remain in contact with the Communications Section by phone or radio at all times.
 - 2. A duty roster of all shift personnel. The shift supervisor is responsible for notifying the Communications Section of all on-duty operations units, their unit numbers, and their area assignments.
 - 3. Access to current phone numbers of all Police Department employees.

F. Frequently, the assistance of or assistance to services external to the Police Department is required. The following is a listing of many such services. Phone numbers to contact these and other services shall be maintained for immediate access by personnel. Those services that may be requested without supervisor's approval include:

1. Fire and EMS.
2. Coroner's offices in Greenville and Spartanburg counties.
3. Department of Transportation.
4. Tow services from approved tow list or those able to meet Police Department requirements.
5. Utility service repair (electric, phone, gas, etc.).
6. Other city services (Parks and Recreation, Public Services, etc.).
7. Local media contacts are maintained by the PIO.

These services require prior supervisory approval:

1. Tactical units, both in house and County (SWAT, Helicopter, Bomb Squad).
2. Mutual aid.
4. Disaster services agencies.

The following incidents require the assignment of two units (Also refer to General Order 510.2)

1. Officer needs immediate assistance.
2. On-scene arrest for a felony or violent misdemeanor.
3. Any crime in progress.
4. Any crime having just occurred where the need exists to check the area for suspects. One unit should be directed to the scene while the other unit checks the area for suspects.
5. Calls involving weapons.
6. Domestic disputes.
7. Neighbor troubles.
8. Disturbances involving intoxicated or disorderly persons.
9. Mental investigations (Refer to General Order 120.3).
10. Alarms.
11. Open door or window calls.
12. Warrant service.
13. Any other call with a known or suspected potential for violence.
14. Upon request of the responding unit.

The following incidents require the notification and presence of the on-duty supervisor (Also refer to General Order 510.2)

1. Homicide and other major crime scenes.
2. Natural or man-made disasters, i.e. plane crash, tornado, etc.
3. Hostage/ Barricaded gunman.

4. Collisions involving Greer Police Department vehicles.
 5. Injured officer(s) or other police employee.
 6. Officer(s) call for help.
 7. All use of control incidents.
 8. Traffic collisions with life threatening injuries or fatalities.
 9. Any other as directed, dispatched, or requested.
- G. Emergency calls received from outside our jurisdiction shall be handled as follows:
1. E-911 calls may be transferred to the appropriate agency per the E-911 operating procedures.
 2. If received on a standard seven-digit phone line, the caller will be held on line, if possible, while the call is transferred to the appropriate agency. If unable to transfer the call, the information will be relayed immediately to the appropriate agency.
- H. Any changes in status by patrol officers shall be recorded in the CAD system. This includes assignment to calls, administrative checkouts or traffic stops. This also includes the tracking of any back-up officers assigned to assist a primary officer.
- I. Communications will facilitate the direct communications with another agency. Direct radio communications with another agency should only occur during emergencies, joint operations, or when authorized by a supervisor. Refer to General Order 510.2
- I. Any tactical dispatching plans that may be developed will be immediately accessible to Communications Section personnel in the Communications manual.
- J. This agency will accept and deliver legitimate messages of an emergency nature. Examples would be regarding the health or welfare of persons and/or their property, death notifications and messages attempting to locate individuals. Such calls will be forwarded promptly to appropriate personnel for handling. Other types of messages will be relayed to the shift supervisor for determination of what action is to be taken.
- K. Information regarding stolen vehicles received via radio or teletype that are in our jurisdiction, an adjoining county, or if there is reason to believe the vehicle would be in our jurisdiction will be relayed to on-duty personnel as soon as possible. In addition, a copy of the teletype will be placed in the roll call out-basket.
- L. While many calls received in the Communication Section are from "third parties" to an incident, communicators should be aware that victim or witness inquiries require special attention. In this regard, the telecommunicator acts as an intermediary and attempts to put the victim or witness in touch with the person or agency who can fill the needs of that victim or witness. In most instances, the telecommunicator can arrange for the victim or witness to contact the officer handling the matter or the Department's Victim/Witness Advocate.

The communicator will need to determine whether or not the call is an emergency. In many cases, the situation will be self-evident, such as a physical injury. In other cases, such as threats to the victim, the emergency nature of the call may not be evident without asking specific questions of the caller. When in doubt, resolve the matter in favor of putting the caller in contact with a police officer, either by dispatching a unit or having an officer call the person back. In emergency victim follow up calls after the victim has made first contact with the Victim Advocate, Communications should contact the Victim/Witness Advocate immediately. On initial calls, the Victim/Witness Advocate should be called to the scene when the on duty Supervisor deems her presence is required.

In any event, tell the caller what is going to occur and when the person can expect to have the task accomplished. If the dispatcher is going to refer the person to another agency, make sure that the person understands who they are to contact, the proper method of making contact, and, if not successful, a person within the Police Department to contact for additional assistance.

- M. Cell phones may be used by field personnel for the brief relaying of messages. They may not be used to dispatch calls for service or to send or receive information regarding a call for service with the exception of extremely sensitive information that could jeopardize officer safety or the success of a police action if broadcasted over the radio. Officers are to call the recorded lines in Communications. Communicators are to use the recorded lines to contact an Officer's cell phone.
- N. Communicator shall respond to emergency requests such as officer needs assistance; officer in trouble; unable to raise officer via radio or phone; felony in progress; or any life saving situation by setting off the tones and announcing a 10-42 General Broadcast. They will also insure the Supervisor is aware of the situation.
- O. In the event of an emergency requiring the evacuation of the Communication Center, the Greenville County E911 Evacuation Plan for Greer PD, located in the Communication Center, will be followed.
- P. When a call for service requires information or input from a Supervisor, the Communicator will take the caller's name and number, advise them that a Supervisor will call them back and advise the Supervisor. The Supervisor will not request that the Communicator relay the information, rather they will, as soon as possible, contact the caller and provide the information.
- Q. Communicators will not provide legal advice to a caller; they may refer the caller to the appropriate source, i.e. Family Court; Magistrate in civil matters; Victim Advocate; Municipal Court; or a Police Officer.
- R. Communicators have received training and are certified to provide telephone CPR instructions, only. Communicators will give no other type medical instructions over the phone or radio. Callers needing medical assistance will be transferred to the appropriate county EMS.
- S. Communicators will ask the complainant on all calls for service if they wish to speak to an Officer. If they do, the Officer will document on the radio that contact was made.
- T. Employees shall not give the Communications phone numbers to persons or organizations as their personal phone numbers. Communicators are not responsible for the delivery of personal messages. Exceptions to this rule are immediate family members and emergency information if the employee cannot be reached on their cell or office phone. The seven digit numbers in Communications can be given as a point of contact to relay law enforcement related messages from other agencies and the general public.