

**LITTLE ROCK POLICE DEPARTMENT
GENERAL ORDER**

G. O. 300 COMMUNICATIONS CENTER FUNCTIONS
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I. Purpose

- A. To maintain a working relationship and delineate responsibility between the Little Rock Police Department Communications Center and the Police Department.
- B. To establish procedures for radio communications between field personnel and the Communications Center, and to identify situations requiring radio contact.

II. Policy

- A. The Little Rock Police Department through the Communications Center will provide to the citizens of Little Rock timely and efficient responses to all calls for service, and provide for the safety of all field personnel.
- B. The Communications Center will be manned and operated on a twenty-four hour basis to provide continuous radio communications and support services to all personnel.
- C. A twenty-four hour toll free telephone service to the Communications Center is provided to the public. The Communications Center is a member of the enhanced 9-1-1 Emergency System.
- D. Radio communication is the primary means used by the Communications Center to relay information to Patrol units, other designated police personnel, fire, State and Federal Emergency Agencies. Police and Communications Center personnel shall operate City of Little Rock communications equipment in accordance with procedures and regulations established by the Federal Communications Commission (FCC).

III. Dispatch Operations

- A. The basic function of the Communications Center is to receive, screen and prioritize calls for service and, subsequently, dispatch the appropriate response in an efficient and coordinated manner.
- B. When receiving information, the Communications Center uses a computer entry process to record the following minimum information:
 - 1. An incident number;
 - 2. Date and time of request;
 - 3. Name and address of complainant, if possible;
 - 4. Type of incident reported;
 - 5. Location of incident reported;

6. Identification of officers assigned as primary and backup;
 7. Time of dispatch;
 8. Time of arrival;
 9. Time of return to service; and,
 10. Disposition or status of reported incidents.
- C. With the exception of Cammack Village Police Department incidents, all calls for service received by the Communications Center will be assigned a unique, individual incident number. These numbers will be consecutive and will begin with the first two numbers denoting the year and the remaining numbers denoting sequential calls for service.
- D. Communications Center personnel shall obtain as much information as possible, on each call for service. The amount of information necessary will depend on the nature of the call and the status of the reporting/requesting party, with the purpose of maximizing the responding personnel's safety by allowing him/her to anticipate conditions to be encountered at the scene.
- E. It is the policy of the Little Rock Police Department that when any call is dispatched to a police officer, it is intended for the officer to go to the address of the call and talk to the complainant. If the calling party does not wish to be contacted, the officer assigned to the call will be notified of that fact when dispatched, and will check the area or address for the reported problem.
- F. The following types of calls for service require a two-man response (one two-officer unit or two one-officer units):
1. All felony crimes involving violence against a person or crimes against property which are in progress;
 2. Domestic disturbances (in progress or when all parties are present);
 3. Stand-by to prevent a disturbance;
 4. Mentally ill persons involved in a disturbance;
 5. Suspects armed with any type of weapons;
 6. Hold-up or burglar alarms;
 7. Residential alarms; and,
 8. Prowler calls.
- G. A single unit will ordinarily be dispatched to the following calls, unless additional information is received indicating two officers should be dispatched:
1. Property damage or minor injury accidents;
 2. Shoplifter in custody;
 3. Injured or ill persons;

4. Fatality or serious injury accidents;
5. Suicides;
6. Missing children;
7. Minor fire or ambulance run;
8. Confirmed false alarms;
9. Loud music;
10. Child abuse; and,
11. Intoxicated persons.

H. A back-up unit will not ordinarily be sent on the following calls:

1. Burglary or theft reports;
2. Recovered stolen property;
3. Found property;
4. Assisting a utility or other city service agency;
5. Reports at hospitals;
6. Transporting prisoners;
7. Report of an overdose;
8. Report of a natural death; or,
9. Administrative type calls.

I. The primary assigned officer may cancel the back-up response, should they determine, after careful appraisal of the situation, that additional assistance is not required.

J. When back-up is requested or required, the officer closest to the location of the call, and able to respond, shall acknowledge and respond. Another officer may acknowledge a closer location, at which time the first back-up unit may be canceled by Communications. Any additional 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.

K. Patrol supervisors may alter these guidelines, as situations dictate, for the safety of the officers.

IV. Supervisory Response

A. In order to assume command, a field supervisor will be notified and will respond to the scene of any of the following incidents:

1. Bomb threat;

2. Fire involving a street closure or traffic control by multiple officers;
3. Civil disorder (riots, large scale disturbances, etc.);
4. Police personnel involved in a shooting or discharge of a firearm;
5. Officer involved in a traffic accident;
6. Any major investigative scene;
7. Chemical spills;
8. Events involving multiple injuries or deaths or large scale property damage;
9. Tactical situations;
10. Personnel requesting a supervisor; and,
11. Missing children, under the age of twelve, or adults of any age, if the adult is mentally ill or mentally incompetent and severe weather conditions or other life threatening circumstances exist, requiring immediate search procedures.

V. Radio Transmissions

- A. At least one primary dispatch channel will be responsible for dispatching all calls 24 hours, 7 days a week. Field personnel will be responsible for monitoring this channel at all times.
- B. At least one secondary channel will be available for transmitting additional information to personnel 24 hours, 7 days a week. If staffing allows, another secondary channel may be available to assist with requests.
 1. In cases where the main channel is restricted for emergency traffic or has been restricted by a field supervisor, the secondary channel will be responsible for dispatching calls. All service requests will be kept to a minimum.
 2. There are three dedicated police dispatch consoles. Any requests to monitor other channels on special events will require that one of the three consoles be shut down and used for the additional request.
- C. Mobile Data Computers (MDC), when available, should be used for requesting additional information from ACIC/NCIC, rather than requesting this information from a secondary channel.
- D. Members of this department shall utilize the radio system/mobile data computer (MDC) only for the 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.
- E. The radio codes that should be utilized by members of the department, when transmitting over the radio system, are found at the end of this Order.

VI. Responsibilities in Radio Transmissions

- A. Operations are more efficient and personnel safety is enhanced when the Communications Center, supervisors, and other personnel know the status of units, their location, the nature of incident, and developments in their investigation.
- B. Prior to going on-shift, all field personnel shall enter their name, employee number, portable radio identifier number, district or call sign information and vehicle information, if appropriate, into the Computer Aided Dispatch System. This may be accomplished by using the Mobile Data Computer or the desktop Computer Aided Dispatch terminal. There are desktop terminals located in all field operations areas. Instruction sheets for entering unit and equipment information are located near the terminal.
 - 1. There are special units who remain in the Computer Aided Dispatch system at all times. These units need only advise their availability for assignment or that they have been given a special assignment and are not available for assignment.
 - 2. Field personnel shall not contact the Communications Center, either by telephone or a secondary channel, to have a dispatcher enter their required information. The only time Communications Center personnel shall be allowed to receive unit information is when the Mobile Data Computer or the desktop Computer Aided Dispatch terminal is not functioning.
 - 3. Information about Mobile Data Computer or Computer Aided Dispatch terminal malfunctions or outages shall be documented by Communications Center supervisory personnel and forwarded to the Computer Aided Dispatch Administrator for immediate resolution.
 - 4. Mobile Data Computer outages shall also be communicated to the Technology Support Section by the next business day to ensure resolution.
- C. When the unit information has been entered, field personnel shall be available for assignment, unless they advise the Communications Center that they have been given an assignment or they are out-of-service for a specific reason.
- D. Personnel assigned to field operations shall maintain contact with the Communications Center at all times during their tour of duty, and are required to carry a portable radio with them at all times, while away from their vehicle, unless unusual circumstances exist or with approval of a supervisor.
 - 1. Personnel shall advise Communications of their status in the following situations:
 - a) When going in-service;
 - b) When going out of service at end of shift;
 - c) Upon arrival at calls for service;
 - d) Upon clearing from calls for service;
 - e) When checking in and out from breaks;
 - f) When engaged in any activity affecting availability to handle calls for service;
 - g) When making arrests; and,

- h) When transporting prisoners or other persons.
 - 2. Personnel will primarily use status buttons to advise the Communications Center of the above statuses. Mobile data computer codes or voice communications may be utilized as a secondary means of notification.
 - 3. Personnel shall reply promptly with their call sign and location when called via radio by the Communications Center or field supervisors.
 - 4. When stopping vehicles, officers shall provide Communications with the following information:
 - a) Tag number and state;
 - b) Location of the stop;
 - c) Description of vehicle, make, color, type; and,
 - d) Other appropriate information.
 - 5. When contacting suspects and/or suspicious persons (other than dispatched complainants), officers shall provide Communications with the following information:
 - a) Location;
 - b) Description of person(s); and,
 - c) Reason for contact (if known).
 - 6. Personnel shall provide the Communications Center with specific information concerning any “hit” received from MDC inquiries.
- E. Upon receiving an emergency status or call, Communications personnel will broadcast the emergency situation. Field personnel will not broadcast any further radio transmissions (except for other emergency traffic) until the emergency situation has subsided.
- 1. Personnel responding to an emergency situation shall use status buttons or MDC computer codes to keep radio traffic to a minimum.
 - 2. Personnel not involved in the emergency situation shall switch to a secondary channel designated by Communications for dispatch purposes.

VII. Emergency Status Button Activation

- A. All portable hand held radios and all vehicle mounted mobile radios are equipped with an emergency status button. The purposeful activation of an emergency status button signifies that an emergency situation requiring immediate response exists.
 - 1. The radio operator receiving the emergency status button activation will:
 - a) Advise all units on that channel of the activation and broadcast the call sign or radio ID of the unit with the activation, and the location the unit is checked out at or the units last known location, if available. The channel will be restricted for the emergency activation and response;

- b) Attempt to call the unit and ascertain the nature of the emergency or additional information, and;
 - c) The remaining active police dispatch and or secondary channel(s) will also broadcast the emergency status activation and broadcast the call sign or radio ID of the unit with the activation, and the location the unit is checked out at or the units last known location, if available.
- 2. A police supervisor will acknowledge the emergency status activation and monitor the police response.
 - a) If the unit activating the emergency response was not checked out at a known location and does not respond to verbal requests for their location, the police supervisor will be responsible for directing the efforts to identify and locate the unit with the emergency activation.

VIII. Unit Identifiers

- A. Radio identification call numbers shall be made from a combination of designators described below:
 - 1. Field Services Division - Units shall be identified by shift (1, 2, and 3), and district assigned. (Example: 2X43 designates the second shift, district 43 unit; 2Y43 designates second shift, secondary unit assigned to district 43.)
 - a) COPP/River Market units shall be identified as “Henry” units, with a numerical identifier assigned to each person. (Example H501.)
 - b) Mobile units shall be identified as “Zebra” units, with a numerical identifier assigned to each person. (Example Z40.)
 - c) Traffic Services units shall be identified as “Mary” units, with a numerical identifier assigned to each person. (Example M48.)
 - d) START units shall be identified as “Sam” units, with a numerical identifier assigned to each person. (Example S84.)
 - e) Canine units shall be identified as “King” units, with a numerical identifier assigned to each person. (Example K46.)
 - 2. Major Crimes Division - Units shall be identified as “David” units, with a numerical identifier assigned to each person. (Example D900.)
 - 3. Special Investigations Division
 - a) All narcotics units shall be identified as “Nora” units, with a numerical identifier assigned to each person. (Example N62.)
 - b) Intelligence units shall be identified as “Ocean” units, with a numerical identifier assigned to each person. (Example O44.)
 - c) Vice units shall be identified as “Victor” units, with a numerical identifier assigned to each person. (Example V34.)

- d) SWAT units shall be identified as “Tac” units, with a numerical identifier assigned to each person. (Example Tac 45.)
 - 4. Administration
 - a) All Administrative units shall be identified as “Adam” units, with a numerical identifier assigned to each person. (Example A44.)
 - 5. Headquarters Division
 - a) Airport units shall be identified as “Paul” units, with a numerical identifier assigned to each person. (Example P55.)
 - b) Desk Officers, Crime Scene Search Personnel, and Vehicle Control Personnel shall all be identified as “Robert” units, with numerical identifier assigned each person. (Example R30.)
 - c) All Warrant units shall be identified as “William” units, with a numerical identifier assigned to each person. (Example W30.)
 - 6. Training Division - Training units shall be identified as “Edward” units, with a numerical identifier assigned to each person. (Example E31.)
 - 7. Patrol supervisors - All patrol supervisors shall be identified as “Lincoln” units, with a numerical identifier assigned to each supervisor. (Example L35.)
 - B. All Divisions shall ensure that the Communication Center is supplied with a duty roster of all field personnel, at the beginning of their tour of duty. This will include a designation of the officer in charge.
 - C. The *Records and Support Division* will be responsible for the updating and revisions of the master list of all assigned radio identification call numbers. Communications Center will maintain an updated master list that is provided by Records and Support Division Personnel.
- IX. Access to Communications Center
- A. The capability to maintain communications in all emergency situations dictates that security measures be implemented to protect Communications personnel, facilities, and equipment.
 - B. The Communications Center shall be secured at all times.
 - C. Access to the Communications Center shall be limited to:
 - 1. Communications Center personnel;
 - 2. Police and Fire supervisory personnel;
 - 3. Administrative personnel; and,
 - 4. Persons granted access by a Communications Center supervisor to conduct official business. Those granted access are required to log time in/out and document the nature of their business at each visit.

- D. Persons who have entered the Communications Center, shall leave promptly upon completion of their business. Personnel shall not be permitted access to the Communications Center for anything other than business.
- E. In the event that the Communications Center building is threatened, either through man-made or natural disasters, the on-duty downtown shift supervisor shall assign personnel, as necessary, to provide security to the Center.

X. Security of Communications Center Recordings

- A. All incoming telephone lines and radio transmissions to the Communications Center shall be recorded and have the capability for immediate playback. All original recordings shall be retained securely by the Communications Center.
- B. These recordings shall be maintained for a period of not less than thirty (30) days from the date of the recording.
- C. Recording request procedures:
 - 1. Requests to obtain a copy of Communications Center recordings shall be made in writing to an employee's immediate supervisor. Requests shall include date and approximate time of the transmission and the part of the transmission required. Upon approval, the request shall be forwarded to the Communications Center.
 - 2. All recording requests shall be submitted on a completed Recording/Review Report Form #5500-24 and sent to the Communications Shift Supervisor e-mail distribution group.
 - 3. Only designated Communications Center personnel are authorized to create recordings for dissemination to department members, other criminal justice agencies and the public;
 - 4. Should copies of a recording be required, they shall be recorded on a CD from the original.
- D. If an original recording is required for criminal prosecution, the recording will be created by authorized Communications personnel, released by a Communications Center Supervisor and stored in accordance with General Orders.

Additions and revisions are italicized and underlined.