



# GENERAL ORDER

Loudoun County Sheriff's Office

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**Chapter:** OPERATIONS

**Section:** 407.4

**Subject:** Communications

**Topic:** Communications Duties & Responsibilities

**Accreditation:**

**Revised:**

**Reaffirmed:**

**Enacted:** 07/30/2015

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**Review:** 07/30/2016

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## I. PURPOSE

This General Order is issued for the purpose of establishing the duties, responsibilities, functions, and authority of the Sheriff's Emergency Communications Center.

## II. POLICY

It is the policy of the Loudoun County Sheriff's Office to operate and maintain an Emergency Communications Center in accordance with Federal Communications Commission (FCC) Rules and Regulations and State Interdepartmental Radio System (SIRS) procedures. It is the specific intent of this policy to ensure the delivery of emergency communication services to the public through the use of radio, telephone, teletype, and automated data systems.

## III. PROCEDURE

### A. Administration

1. The Emergency Communications Section operates under the Administrative and Technical Services Division, and in conjunction with the Loudoun County Department of Fire and Rescue Services. Sheriff's Office calls for services are dispatched from the Emergency Communications Center.
2. The emergency communications component issues directions to Sheriff's units applying the appropriate agency procedures. While available Sheriff's units will perform assignments given to them by Emergency Communications Center staff, a supervisor may change a dispatch directive based on his/her knowledge of a particular situation.
3. Access to the Emergency Communications Center is limited to authorized personnel only. Authorized personnel includes;
  - a. Employees of the Sheriff's Emergency Communication Center
  - b. All persons exercising command authority over the Emergency Communications Section
  - c. Any Senior Staff officer of the agency
  - d. Staff Duty Officers

- e. First-line Supervisors, on an as needed basis
  - f. Any deputy, when directed by a supervisor
  - g. Any person, when authorized by the Sheriff, Chief Deputy, or the Commander of the Administrative and Technical Services Division
4. Security
- Security measures taken to protect the Emergency Communications Center personnel and equipment include:
- a. Locked doors restricting public access to the dispatch area and communications equipment
  - b. Back-up power systems housed in tamper proof buildings or enclosures
  - c. Back-up power sources provided for both the remote transmitter and the Emergency Communications Center
5. The Sheriff's Emergency Communications Center shall operate radio communications equipment in accordance with FCC Rules and Regulations. These FCC Rules and Regulations include, but are not limited to:
- a. Assigning frequencies and enforcing the operating practices of the radio spectrum
  - b. Requiring stations to identify themselves every thirty minutes and to keep proper records; prohibiting profane, indecent, or abusive language
  - c. Punishing violations of FCC rules by monetary fines. Section 501, Communications Act of 1934, as amended states:  
  
"Any person who willfully and knowingly does or causes or suffers to be done any act, matter, or thing, in this Act prohibited or declared to be unlawful, or who willfully and knowingly omits or fails to do any act, matter, or thing, in this Act required to be done, or willfully and knowingly causes or suffers such omission or failure, shall, upon conviction thereof, be punished for such offense, for which no penalty (other than a forfeiture) is provided herein, by a fine of not more than \$10,000 or by imprisonment for a term of not more than two years, or both."
6. All radio and emergency communications conducted within the Sheriff's Emergency Communication Center shall be recorded and stored for a period of not less than one year.

These recordings will be in accordance with the Code of Virginia, §§19.2-63.1, and 19.2-64, and the Sheriff's Directive of November 18, 1985, number 85-493, entitled "Communications Recording Equipment" specifying procedures for recording, emergency playback, playback, retention, and access to recordings. The Sheriff's Office Emergency Communications Policy and Procedures Manual shall be referenced for the specific information regarding the use, playback, retention, access, changing of tapes, and the making of duplicate tapes.

7. The Sheriff's Emergency Communications Center shall operate automated data systems in accordance with published guidelines for the appropriate system. National Criminal Information Center, Virginia Criminal Information Network and Agency automated file inquiries and access shall be governed by their respective manuals.
8. Trained Emergency Communications Center personnel will be held accountable at all times for:
  - a. Complete knowledge of, and adherence to, the General Orders
  - b. Maintaining a recorded status of all units assigned to their frequency
  - c. Use of proper radio procedure and language
  - d. Knowledge of the FCC Rules and Regulations
  - e. Knowledge and adherence to Sheriff's Office Emergency Communication Center Policy and Procedure Manual
  - f. Knowledge and adherence to agency memoranda concerning Emergency Communication Policies or Procedures

**B. Operations**

1. Emergency Communications Center personnel shall have immediate access to the following:
  - a. Home telephone numbers, pager numbers, cellular phone numbers, and addresses of all Sheriff's Office personnel
  - b. Duty roster of all personnel
  - c. Shift assignment schedules
  - d. Radio designators and employee numbers of all sworn personnel

- e. An on-call list of agencies providing support services to the Sheriff's Office
  - f. Emergency contact numbers for any agency, company, facility or resources that may be required by the Sheriff's Office in the provision of emergency services
  - g. Names and contact information of Intoxilyzer Operators
  - h. On-call lists of agency resources, (i.e. SWAT, Crisis Negotiators, Bomb Technicians, etc.).
2. The Administrative and Technical Services Division Commander shall ensure that the Emergency Communications Policy and Procedures Manual contain current procedures for procuring necessary services external to the agency.
  3. Emergency Communications Center personnel shall maintain accurate radio and telephone recordings, CAD entries, and any other required documentation.
  4. Emergency Communications Center personnel shall be familiar with the agency's Emergency Operations Plan.