




# City of Manassas Police Department General Duty Manual



Effective Date: 08-08-2011	<b>GENERAL ORDER</b>	Number: 05-01
Subject: Communications Administration		
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Accreditation Standards: 81.1.2/ 81.2.1/ 81.2.7/ 81.2.9/ 81.2.10/ 81.2.11/ 81.3.1/ 81.3.2	By Authority Of:  Douglas W. Keen, Chief of Police	Total Pages: 4

## PURPOSE:

To establish the Communications component of the Department, and to place accountability for the communications function within the Department's organizational configuration. To address some of the broader policy issues the daily administration of the Public Safety Communications Center.

## POLICY:

The basic function of the Public Safety Communications Center is to satisfy the immediate communications needs of the Department in the course of its daily activities and during emergencies. It is the latter situation that places the greatest demands upon the Public Safety Communications Center and tests the capability of the system to fulfill its functions. The effective administration of the Public Safety Communications Center is a function of the Technical Services Sergeant.

## DISCUSSION:

The Public Safety Communications Center is responsible for a number of local, regional, statewide and federal communications systems, including the National Criminal Information Center (NCIC), and the Virginia Criminal Information Network (VCIN). The speed and accuracy with which information flows through each system in the Public Safety Communications Center are measures of the Department's capability to respond to the needs of the community. The Department has a long history of an effective working relationship between Public Safety Communications Center members and other sections. The continued cooperation of these components can only add to the excellent level of service the Department provides to the community.

## PROCEDURE:

- I. Authority and Responsibility
  - A. The Public Safety Communications Center (PSCC) is in the unique position of providing 24-hour service under lines of command that vary according to the time of day, and the activity occurring. To clarify these lines of command, the following procedures apply:
    1. The Commander of Administrative Services is responsible for the administration of the PSCC.
    2. The Technical Services Sergeant is responsible for the daily administration of the PSCC and the first line supervision of the non-sworn Public Safety Communications Supervisors (PSCS). The non-sworn Public Safety Communication s Supervisors (PSCS's) are responsible for first-line supervision of the Public Safety Communications Specialists (PSCS). The PSC Specialists report directly to the PSC Supervisors.
    3. Non-sworn PSC Specialists report to the PSC Supervisors on-duty or if none is present they report to the PSC Supervisor to whom they are assigned.
  - B. The orders or instruction of PSCC members given over the police radio system shall have the full force and effect of an order from the Chief of Police, and shall be followed unless changed or modified by a sworn supervisor.

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- C. The PSC Supervisors are responsible for taking immediate corrective measures with PSCC members when such action is deemed appropriate. The Technical Services Sergeant may intervene as appropriate and necessary.
  - 1. In absence of the Technical Services Sergeant, the Public Safety Communications Supervisors, sworn supervisors are responsible for such corrective action.
  - 2. When corrective action is taken, the Technical Services Sergeant is notified as soon as practical.
- D. Citizen complaints concerning PSCC members or PSCC actions are received by the PSC Supervisors when available. In the absence of the PSC Supervisors, complaints are received by the following supervisory members in the following order, based on their availability:
  - 1. Technical Services Sergeant.
  - 2. The Commander of Administrative Services.
  - 3. The Duty Supervisor.
  - 4. Any sworn supervisor.
- E. Members are responsible for utilizing radio equipment in accordance with Federal Communications Commission (FCC) procedures and requirements (available upon request from Communications and Control – Radio Shop).
- F. Any conflicts concerning command authority should be brought to the attention of the Technical Services Sergeant.

**II. Access to the PSCC**

- A. The PSCC is a restricted area. Physical access to the PSCC is limited to those persons assigned duties therein. General, authorized access to this restricted area is limited to the following:
  - 1. PSCC members.
  - 2. Records Section members.
  - 3. Command and supervisory members.
  - 4. Members assigned to relieve a Public Service Communications Specialist.
  - 5. Others as authorized by the Technical Services Sergeant, the PSC Supervisors, or the Duty Supervisor.
  - 6. Other members as job necessity dictates.
- B. Supervisory clearance or an articulable reason is required prior to entry into the PSCC. A sworn supervisor or the PSC Supervisors may authorize such entry.
- C. Members needing to speak with PSCC members in person shall conduct their business in the least disruptive manner possible.

**III. Telephones, Generally (also see General Order 5-4)**

- A. The Commander of Administrative Services may cause telephone line load studies to be conducted by an outside contractor, when it is considered necessary to evaluate.
- B. Most incoming telephone calls for members are received by the individual member's voicemail system.
- C. In the event that PSCC members screen incoming telephone calls for Department members, the PSC Specialists makes a determination as to whether:
  - 1. The call is routine or personal in nature.
  - 2. The call requires a member's immediate attention.
  - 3. The call is an emergency.
- D. Routine requests for member's numbers will be transferred to voicemail, and/or number will be provided, if required.
- E. If it is determined that the call requires immediate attention, the call should be transferred to the member's voicemail and notification will be made to that member to check voicemail as soon as possible.
- F. If it is determined the call is an emergency, the member will be notified and call is transferred to member or caller information is obtained for member to return emergency call.

**IV. E-911 Telephone System**

- A. The E-911 Telephone System is a dedicated telephone system provided by the Department for the efficient reception of emergency calls for police, fire or rescue service. The benefits of this system include the following:
  - 1. 24-hour service.
  - 2. A toll-free access number, anywhere within the City.

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3. Simple telephone calling procedure. The caller simply enters "911" and the call is automatically routed to the Department PSCC.
  4. The E-911 System is designed for incoming calls only.
  5. The E-911 system is a separate computer system with a distinctive ring to differentiate incoming calls from non-emergency lines.
- B. PSCC procedure for processing E-911 calls.
1. PSCC members that receive E-911 calls evaluate each call to determine if the call is of an emergency nature.
  2. Emergency calls are maintained and processed on the E-911 system until completed.
    - a. Non-emergency calls are routed to an alternate PSCC telephone line and processed.
    - b. Alternately, the caller is given the non-emergency telephone number and asked to call back on the non-emergency telephone line.
  3. In the event that the E-911 call is found to require action by another jurisdiction (i.e., the call was directed to the Department by mistake or is a fire/rescue call), PSCC members route the E-911 call to the appropriate jurisdiction remaining on the line with the caller until contact has been established.

Alternately, PSCC members supply the caller with the appropriate information to contact an alternate jurisdiction.

**V. Delivery of Emergency Messages, Generally**

- A. The PSCC receives telephone and/or teletype messages for service that involve the delivery of messages. The delivery of emergency messages is a legitimate law enforcement function. The need for such services may arise from, but is not limited to the following reasons:
1. Death / critical injury / illness / hospital / physician notifications or requests.
  2. Investigative service requests from other law enforcement agencies (i.e., address checks, attempts to locate, wanted subjects, etc.).
  3. Emergency notifications to citizens who are unable to be contacted by telephone.
  4. Requests to "check on the welfare" of persons.
- B. The PSCC receives telephone and/or teletype requests as listed above from a variety of sources, including but not limited to the following:
1. Other law enforcement and general government agencies.
  2. Department members.
  3. Private citizens.
- C. The PSC Supervisors or Specialists evaluates the telephone request for service, and determines whether the request is necessary and / or reasonable in nature, and whether the Department is able to perform the service. If it is determined the request will be handled by our Department, a call for service is created and a unit dispatched to complete the request.

**VI. Radio Equipment / Recording Equipment**

- A. The Technical Services Sergeant is responsible for ensuring that the proper requests are made for the purchase of modern and efficient communications equipment within budgetary constraints. Such equipment includes:
1. Radios
    - a. Console / equipment.
    - b. Mobile radios.
    - c. Portable radios.
    - d. Ancillary equipment.
  2. Telecommunications hardware.
  3. Pagers (see General Order 5-4).
  4. Cellular phones and related services (see General Order 5-4).
  5. NICE and other communications recording equipment.
  6. Computers.
- B. Equipment installation / maintenance / service.
1. The Technical Services Sergeant is a liaison with the appropriate vendors or departments, and is responsible for the proper notification and coordination of service, repair and maintenance of radio and communications equipment.
  2. Members, who require repair for mobile radios, portable radios, pagers or cellular phones, complete a Vehicle Equipment Inventory and Repair Request (see Attachment "A") and forwards

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it to the Technical Services Sergeant through the appropriate chain of command. The affected equipment shall be forwarded with the form, unless the equipment is permanently mounted, such as mobile radios. MDB repairs may be sent forward on Attachment "A" or a detailed message may be left on the IT Service Line at ext. 8295 which also initiates a work order.

- C. NICE and other recording equipment procedures.
  - 1. Telephone and radio transmissions are recorded within the PSCC, and access to such recordings is restricted. The PSC Supervisors ensure continuous operation of the NICE digital recording system, and proper archiving and storage of all recordings.
  - 2. Digital recordings are not required to be stored beyond 6 months unless designated as necessary for use in an investigation at which point they become evidence.
  - 3. In the event of a malfunction of the NICE system, the Technical Services Sergeant is notified immediately. In the event that the Technical Services Sergeant is unavailable, the SECS are immediately notified.
  - 4. Access to NICE digital recordings is limited to:
    - a. The Technical Services Sergeant.
    - b. The PSC Supervisors.
    - c. Emergency situations when conversation is garbled and immediate re-play is necessary.
    - d. Those members and / or private contractors designated by the Technical Services Sergeant to perform periodic inspection, review, repair or other official business.
  - 5. The Department radio system through NICE also allows an immediate playback of the most recent transmissions without supervisory access restrictions. PSCC members are authorized to conduct routine playbacks of such transmissions, within pre-determined limits, so that garbled or unclear transmissions may be understood.
- D. The Technical Services Sergeant ensures proper maintenance and security of the mechanical and electrical components of the communications systems.
- E. In the event of an electrical power failure, the department has an Auxiliary Generator that functions as an alternate power source. The City Electric Department on a monthly basis performs a full load test of the emergency alternative power system. The results of the test are reported to and maintained by the Technical Services Sergeant.

Attachments: "A" Vehicle Equipment Inventory and Repair Request.

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 Communications Security.  
 Playback.  
 Dial-out Services.  
 Radio recording / playback.  
 E-Mail.  
 Telephone messages.