

<b>Chapter: 81</b>	<b>Communications Center</b>
<b>Effective: 03/01/2014</b>	<b>By the Order of:</b>  <b>Patrick L. Gallagher, Chief of Police</b>
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#### **81.1.1 N/A BY FUNCTION**

**81.1.2 Operations Meet FCC Requirements** - It is the policy of the New Bern Police Department that all radio operations are conducted in accordance with the Federal Communications Commission (FCC) procedures and requirements.

All department radio users will keep all conversations in compliance with current FCC guidelines as well as Department policies and procedures.

**81.1.3 Initial Call Response** - It is the policy of the New Bern Police Department Communications to ensure that compliance standards are observed by all 9-1-1 TC's.

When the 9-1-1 line rings, the 9-1-1 TC will answer immediately, utilizing the phrase, '9-1-1 what is the address of the emergency?' The 9-1-1 TC will follow the Police Priority Dispatch System (PPDS) Case Entry Questioning Process for EMD/EFD/EPD.

#### **81.1.4 Compliance standards of 9-1-1 TC's.**

- A.** Core Values - Integrity, motivation, professionalism, accountability, commitment and trust describe our core values.
  - 1. **Integrity:** We believe our words and actions are guided by the rules and standards of our profession.
  - 2. **Motivation** - We believe in being enthusiastic and determined to achieve success.
  - 3. **Professionalism** - We believe in exhibiting the ethics, skills and qualities, which are inherent in our noble profession
  - 4. **Accountability:** We believe in acknowledging and assuming responsibility for our actions.
  - 5. **Commitment** - We believe in a sense of duty and responsibility.
  - 6. **Trust** - We believe honesty, fairness, and reliability will instill confidence and trust
- B.** Based upon the core values, when the 9-1-1 line rings, the 9-1-1 TC will answer utilizing the phrase, "9-1-1 what is the address/location of the emergency?", and address the callers issue(s) appropriately.
- C.** 9-1-1 TC's shall understand and apply the core values to their work performance, The TC's shall ascertain pertinent information and disseminate it to the respective agencies for an emergency response.

#### **81.1.5 Performance expectation of Customer Service**

- A.** When processing a 9-1-1 call for help in the Priority Dispatch System (PDS). Customer Service performance is observed from the beginning to the end of the call. It describes professionally questioning the caller by steering clear of sounding judgmental or relaying any preconceived ideas or feelings in the verbal interaction.
- B.** Customer Service: In emergency communications, it is a practice of providing confident, compassionate, and professional care for callers, patients, and victims. The TC's verbal demeanor often makes a difference in the callers' responses to his/her emergency situation.
  - 1. Great communication is imperative so that the caller understands the gaps/silences during a call. Tell the caller what you are doing. The following is used by New Bern 9-1-1 TC's in the process of entering a call for service and/or utilizing the ProQA protocol system. These phrases are used to fill gaps of silence during the verbal interaction of the caller and ED:
    - 1. "Stay on the line; I am entering your information."
    - 2. "I'm typing something into the computer; I will be right back with you".
    - 3. "I am sending help as soon as possible."
    - 4. "I have some more questions for you"
    - 5. "This will not delay their response"
  - 2. Customer Service provisions:

- a. Arrival time request: You will NEVER advise the caller of an estimated response arrival time. A TC should say something in the order of “Help is coming as quickly as they can and as safely as they can.” A TC does not have the foreseeability to give an expected time of arrival or to advise how a situation may end.
- b. Voice Tone: Be observant of tone, pitch, modulation, sighs and inflection of one’s voice, these factors can relay a particular meaning or attitude, to the receiver.
- c. ‘Repetitive Persistence’: It is a controlling technique to be used when one encounters a Hysterical caller. In Repetitive Persistence the TC repeats verbatim a calming request that is followed by the reason for the request. This technique will help with most, callers.

C. Fill in the gap phrases are used after the initial case entry questions have been asked and prior to asking the key questions, or at any time the TC deems he/she needs to reassure the caller that the questioning is not delaying the arrival of help. The 9-1-1 TC may have to use the calming phrases at the onset of an emergency call, to help calm the caller. Using the phrases allow the TC to ask the required questions. These phrases allow for uniformity and all 9-1-1 TC’s shall become familiar with them, and utilize it as required.

### **81.1.6 Accounting for Communications Resources and Emergency Notifications.**

- A. For Building cameras, ANI/ALI issue or other IT issues contact on call IT at 252-639-2780 and submit a service desk request/work order.
- B. Complete a Service Desk request and e-mail that to the 911center group so all are aware.
- C. Radio/911 Phone Issues (except ANI/ALI)
  - 1. For Radio issues contact Support Services Manager and/or call the afterhours CI 855-244-4457 and send e-mail to all 911center group. Can also use the CI miscellaneous quick button on the phone console.
  - 2. For Phone issues, contact AT&T 800-553-2811 with site ID 20BERN or on the miscellaneous quick button on the VESTA 911 console “Tech Issues” AT&T Trouble Reporting
- D. On Sunday night, ensure all computer consoles, phones, radios, MDCs, and laptops are shut down and restarted to refresh the systems and to ensure all pending updates are applied.

### **81.1.7 Telecommunicator Position Description**

A. Emergency Communications/9-1-1 Emergency dispatching is a skill; the most difficult skill in the communications process is answering the ringing 9-1-1 lines and mastering the art of listening. It is a reasonable expectation that each 9-1-1 TC will attempt to answer the ringing line as soon as possible. Listening is a very important skill in the emergency environment. Listening is not intuitive; it is a learned skill. In emergency communications, active listening skills are imperative to answering and processing 9-1-1 Calls for help. Effective communication is receiving information from the callers, remaining non-judgmental, while empathizing with the caller and is a real challenge. The 9-1-1 TC gets the pertinent information and facilitates an emergency response to meet the needs of the caller through the Priority Dispatch System (PDS). In emergency communications each call is carried out by two distinct entities. 9-1-1 Supervisors and 9-1-1 Telecommunicators. 9-1-1 TC position descriptions follow:

- B.** 9-1-1 TC's are professional individuals who answer the initial requests for emergency assistance. The 9-1-1 TC must understand that s/he has no control over what is occurring with a caller; the 9-1-1 TC; s are facilitators, not saviors. The only weapon in your arsenal for an emergency 9-1-1 call is your ability to talk, listen, and process information given by a caller. Know your limitations and understand liability pitfalls. The major expectations for a 9-1-1 TC are; arrive to work on time; answer the ringing 9-1-1 lines immediately; and use the appropriate EMD/EFD/EPD Priority Dispatch System (PDS). This is a professional Telecommunicator position. Designed to assist in the preservation of life, limb and/or property through the process of answering all administrative and emergency telephone lines or text messages. TC's will ascertain pertinent information from the caller; and properly distribute it to the appropriate agencies and responders through the proper EMD/EFD/EPD Priority Dispatch System (PPDS). Though it is a sedentary job, it requires the exercise of individual judgment and initiative in a professional manner.
  
- C.** Telecommunicators may use their employee number (i.e. 903) to identify themselves, not giving their names, on emergency and non-emergency calls. If any caller demands for your name, you shall give your employee number and advise them to contact your supervisor.
  
- D.** 9-1-1 TC's are responsible for answering ringing 9-1-1 lines as soon as possible. Telecommunicators must understand the preservation of life, limb and/or property; having the understanding, that 9-1-1 is not information 411 and 9-1-1 does not recommend business entities such as locksmiths, tow services, etc. Telecommunicators are to be cognizant of the fact that preservation of life, limb, and/or property delineates a 9-1-1 emergency. Telecommunicators are to be attentive to all calls (9-1-1 ringing lines) received in the communications center while on duty. There is a reasonable expectation that each TC will actively attempt to answer the ringing lines, regardless of how many TC's are on duty at that time. The TC's who receive a call is responsible for all phases of that call being processed correctly, verifying addresses, re-bidding wireless calls, and ensuring the call is being accepted for dispatch when there is a need for an emergency response.

**E. Nature of Work**

1. It is the job of the TC to answer the 9-1-1 line within the first ring, when feasible, and obtain the address/location of the emergency/incident, the caller's name and phone number via the CAD system and utilizing the Priority Dispatch System (PDS) ProQA process, in an effective and timely manner. This information must then be passed to the appropriate units for response.
2. This position requires a great deal of knowledge, active listening skills, the ability to decipher the caller's request and the TC's ability to understand the organizational structure of the agencies within operations.
3. The TC operates the communications Radio systems, Computer Aided Dispatch (CAD), Priority Dispatch ProQA and the Phone System all while effectively communicating with distressed callers.
4. The 9-1-1 TC is the professional and is responsible for ascertaining the information needed to complete a call.
5. The Communications Training Program is currently 16-weeks and must be completed at a "meets standards" level before the end of the new hires probation end date. This includes on-the-job training on answering admin and 9-1-1 lines, and dispatch of ACO, EMS, FD and Patrol. Training may be extended dependent on Trainees performance and progression through the process and any adjustments needed for outside training. When available, the Trainee will obtain certification for the Emergency Dispatch Protocols through IAED in all three Disciplines; Medical, Fire, and Police. The Trainee will also obtain certification by the state to be a Telecommunicator through completion of the 48-hr Sheriff's Standards Course

6. TC's will also "ride along" with law enforcement, Fire and EMS agencies and ACO when their schedule permits.
7. TC's are required to participate in formal training classes, conferences, and/or workshops in order to maintain a high level of professionalism.

## **F. Schedule**

1. The 9-1-1 Center operates 24 hours per day, seven (7) days per week. We are currently considered full staff at 3 TC's and 1 CUS per shift with minimum staffing allowed at two TC's per shift; CUS's included.
2. The 9-1-1 TC's shifts are: Day Shift 05:15-17:15/0530-17:30/0545-1745 and Night Shift 17:15-05:15/1730-0530/1745/0545. The TC should arrive 10-15 Minutes prior to their shift briefing from the TC they are relieving and be logged in and ready to work by the time of their shift starts.
3. Mid-shifts can occur if necessary. Mid-shifts are at the request of the CUS or Lead TC if the CUS is not on schedule.
4. The 9-1-1 Center requires employees to be available to work nights, weekends, and holidays.
5. The 9-1-1 Center has an on-call policy to have coverage when shortages arise in emergencies.

## **G. Responsibilities**

1. Arrive to work on time prepared to perform specified duties. There is no tolerance for tardiness. TC should be logged into their appropriate computers and ready to answer calls by the time their shift starts.
2. Answer emergency phone lines (9-1-1) immediately and process the call in an efficient and expedient manner according to the appropriate EMD/EFD/EPD Priority Dispatch System 9-1-1 protocol.
3. Properly operate the multi-line phone system.
4. Properly process calls in the Computer Aided Dispatch (CAD) system.
5. Properly initiate and handle TDD /Text to 9-1-1 actual calls.
6. Interact with city, county, or surrounding agencies to effectively handle all emergency calls.
7. Process the calls according to the Priority Dispatch System (PDS). When necessary, advise the caller of any transfer process and transfer medical/Fire to Craven County in a timely manner. In an extreme emergency, process medical or fire calls (when there is a Mass Casualty incident or a situation in which you received several calls and cannot answer another incoming medical or fire call). In this situation, you will verify address, what is occurring, number of people involved, and enter the information as quickly as possible.
8. Process police calls in an effective manner by utilizing the EPD/PPDS process. Effectively process an assortment of different law related situations, while remaining non-judgmental in the process. Based upon information ascertained, select the appropriate chief complaint from the Police Priority Dispatch System (PPDS). If on an on-going call, advise the caller that you are transferring him/her to the respective agency; if it is a situation with an armed subject, announce the weapon status when transferring to the operator who picks up, annotate in the call to satisfy the PPDS requirements.
9. Keep in mind that non-emergency only calls can be placed on hold to answer incoming 9-1-1. Advise the caller that he/she is being placed on hold; you should immediately return to the caller once the present call is completed, follow the procedure of the PPDS in the documentation process.
10. Document any database errors; assist with issuing headsets and spare parts.
11. Assist in the training of personnel on the proper use of equipment and emergency techniques.

12. Keep supervisor(s) informed of call flow, workload, computer system performance or other work-related concerns after hours.
13. Operate a variety of printers.
14. Issue needed equipment to requesting employees.
15. Carry out other duties as assigned.

## 5. **Minimum Requirements**

1. Education: Must have a high school diploma or equivalent. Public safety related education is desirable.
2. Must be able to type at least 25 wpm.
3. Must be able to pass a battery of tests.
4. Must be able to pass a truth verification.
5. Must pass a background check.
6. Must pass a drug test.
7. Computer Systems: Must possess working knowledge of application driven systems.
8. Must become certified in all Priority Dispatch System disciplines at the completion of training with a Priority Dispatch certified trainer.
9. Physical requirements: Understand this is a sedentary position; but one must be mobile enough to move within the 9-1-1 Center. Must have good visual perception with color recognition; must have good hearing for telephone work; and must have clear, easy to understand voice for telephone and agency interaction.
10. Other skills: Must be able to handle multiple tasks simultaneously and have a professional personality, with the ability to react quickly in emergencies.
11. Understanding of local geography.
12. Must understand the importance of arriving to work on time.

### 81.1.8 **Rules of Conduct**

- A. **Absence From Duty:** An TC shall not be absent from duty or assignment without prior authorization of their supervisor or the Communications Manager.
- B. TC's shall not leave their assigned work area without checking with their partner to insure they are aware and available.
- C. Annual Vacation is a "first come, first serve" basis. A TC can only request the amount of time that they have acquired on the annual leave records at the time of the request and cannot request leave for a projected amount of time they will acquire in the future. (Example: requesting 5 days off in two months but only having 3 days of leave accumulated leave at the time of request). Per agreement by the comm center personnel at no time will vacations be granted on Thanksgiving, Christmas days, New Year's Eve, Independence day, or Mum Fest weekend / concert. You may voluntarily switch with another ED.
- D. **Releasing Information:** Telecommunicator's shall treat any information received as confidential concerning ongoing investigations, except when the information must be released as required by law, contract, court order, or official policy. A TC shall not give statements concerning matters investigated by the Police Department to persons known by the TC to be a litigant or a litigant's attorney in a civil case without the knowledge and approval of his/her supervisor. An order by any court requiring such statements does not require official approval. However, the TC's supervisor will be advised of the court order before compliance.
- E. **Individual Department:** An TC shall be courteous in the performance of their duties and, shall refrain from using profane or obscene language or gestures regardless of provocation. Obscene or immoral

conduct on duty shall be subject to discipline. An TC shall not engage in acts of "horseplay" while on duty which involve a substantial risk of injury to person or property, or which subject the employer to embarrassment or ridicule because the actions are discernible to the public.

- F. Obedience To Law:** An TC while on or off duty, shall not knowingly violate the laws of any governmental entity or be found in contempt of any court.
- G.** When the TC's performance falls below standard and the TC is not responding to training, formal remedial training is required. The New Bern Police Department Remedial Worksheet Form #98 must then be used outlining the reason the performance that needs correcting. The Supervisor should develop a training plan to address specific tasks to correct specific performance problems.
- H.** Supervisors must counsel and correct employees concerning any action or language that reasonably indicates a violation of policy, safety or negative workplace performance. Counseling could be used as the first step in a progressive ladder of correcting an employee's behavior or work performance and is not considered discipline. Supervisors counseling of employees must be properly recorded in the I.A. Pro system.
- I.** Any violation of this Code of Conduct that resulted in disciplinary action that occurred more than twenty-four (24) months prior to the current offense will not be considered when imposing discipline. Twenty-four (24) months shall be calculated from the date discipline was imposed on prior charges to the date of the current offense.
- J. Competency:** All Communication personnel will maintain sufficient competency to properly perform their duties and to assume the responsibilities of their positions. You will maintain the proper number of continuing dispatch education (cde) hours to retain your EMD/EFD/EPD certifications TC's shall perform their duty in a manner, which will tend to establish and maintain the highest standards of efficiency in carrying out the functions and objectives of the dispatch center.
- K.** An TC's incompetence may be demonstrated by an unwillingness or inability to perform assigned tasks, the failure to conform to work standards established for the member's position, absence without leave or unnecessary absence from the assigned work area during a tour of duty. In addition to other indicia of incompetence, the following will be considered prima facie evidence of incompetence:
1. Repeated documentation of poor job performance.
  2. A written record of repeated infractions of rules and regulations, official policy, or other directives.
  3. TC's incompetence may be demonstrated by a lack of knowledge of the application of dispatch Policies and Protocols or the failure to take appropriate action.
- L. Shirking Responsibility:** No TC shall malingering, feign illness or shirk his/her duties and responsibilities.
- M. On-Duty Religion, Racial And Political Dispute:** While on duty, TC's shall not become publicly embroiled in any religious, racial, partisan political or other controversial dispute in which their stand on the issue could be interpreted as the official position of the Chief of Police, New Bern. The only exception to this shall be upon approval of the Chief
- N. Courtesy:** NBPD-COMM members shall be courteous in the performance of their duties and shall refrain from using profane or insolent language or gestures regardless of provocation. The expression of any prejudice against a segment of society is prohibited.



- O. Criticism:** NBPD-COMM members shall not make public statements through verbal, written or any other form of expression, criticizing or ridiculing neither the Communications Center nor the New Bern Police Department, its policies or other members, when such statement brings these Office's in disrepute. Statements which are defamatory, obscene, unlawful, or which may impair the operation or efficiency of the office, interfere with the maintenance of discipline or which show a reckless disregard for truth are likewise prohibited
- P. Conduct Unbecoming:** NBPD-COMM TC's shall conduct themselves at all times, both on and off duty, in such a manner, so as to reflect most favorably on the office. Unbecoming conduct is defined as those actions or omissions which are discernible to the public which the TC knows, or could be expected to know, would be unacceptable conduct and detrimental to the employment relationship or the lawful interests of the employer as defined by statute.
- Q. Use Of Alcohol:** NBPD-COMM members shall not drink any kind of intoxicating beverages while on duty. Drinking alcoholic beverages in any amount that impairs a NBPD-COMM TC's driving ability and when driving a city-owned vehicle is prohibited while the member is so impaired.
- R.** TC's shall not use intoxicants to the extent that any evidence of such consumption is apparent when reporting to regularly assigned duty. When off duty, where there is a reasonable expectation of recall, the consumption of alcoholic beverages shall be restrained sufficiently that an TC can report for duty, without impairment, within a reasonable period of time.
- S. Respect For Authority:** Every NBPD-COMM or Police Department Office member shall promptly obey every lawful order given to him/her by superior authority. If the order is not understood or in conflict with other orders, it is the TC 's responsibility to point out the conflict and to obtain clarification. When orders given are in conflict with previously issued lawful orders, the new order shall be obeyed. The responsibility shall be upon the superior officer or supervisor and member obeying the conflicting order shall not be held responsible for disobedience of any order theretofore issued.
- T. Compliance With Policy/Rules/Orders:** NBPD-COMM EDs shall comply with all official policy directives and orders properly issued unless superseded by contractual agreement.
- U. Abuse Of Position:** TC's shall not use their position to threaten, harass or intimidate any individual or group of individuals except in the lawful performance of their duties. TC's shall not threaten or harass any member of the office.
- V. Off Duty Conduct:** An TC may be disciplined, regardless of duty status, for conduct, which adversely affects the Employer-employee relationship or the interests of the Employer, including but not limited to: Using office materials, supplies or property without prior authorization.

### **81.1.9 Availability for Duty and On Call Status**

- A.** When an TC is in on-call status, they must acknowledge receipt of call and be available within one hour of the time of call in request.
- B.** Notification for callback shall be 0400 for Day Shift and 1600 for Night Shift. The on-call Telecommunication will report at the instructed time by the contacting supervisor. If the Telecommunicator on-call is needed to respond at a later time, the notification time will be, at minimum, two (2) hours before the Telecommunicator is needed to arrive.

- C. When a TC is sick, they must notify the on-duty supervisor first and then their respective supervisor so an TC call in can take place.
- D. All Sick call in's must be conducted by phone to the communications administrative recorded line. A text and/or call to the on-duty supervisor's cell phone is NOT acceptable. If their respective supervisor is not on-duty at the time of sick call in, then a phone call to their supervisor's cell phone is permitted.
- E. Per the City Callback policy, time of call back is paid from time of call out to time of arrival back at home.
- F. If an on-call TC is not available or does not respond back within one hour, the on-duty supervisor will contact the next available. Any discipline or other compensatory actions must be initiated by the Services Division Lieutenant.
- G. Supervisors will not normally be included in the rotation of on-call, unless a staffing shortage dictates the need. The final decision rests with the Service Division Lieutenant.
- H. Per City policy, you must agree to any medical examination the city may consider necessary. The department states you will need a Dr. Excuse after three consecutive days off.
- I. If an TC calls out sick on a holiday or during special events, a Doctors memo will be required.
- J. Supervisors are to keep track of trends to ensure TC's are not always calling in on certain days causing constant call backs.

**81.1.10 Electronic Devices** – To provide TC's the policy on the use of personal electronic devices while on duty. Electronics in the workplace bring both advantages and disadvantages. As technology becomes more commonplace in everyday life, employees increasingly use electronics both personally and professionally. Clearly written and posted workplace policies regarding the use of electronics can prevent confusion among your employees and possibly prevent legal problems later.

**Any electronic device at the console is NEVER to take priority over the Phones Or Radio. If an TC is observed ignoring calls, permission to use or have any Devices will be revoked for the offending TC.**

- A. While cell phones are allowed at the consoles, they must be on vibrate or no ringer. An TC will not make personal calls from their console. If a call needs to be made, ask the supervisor for permission to step away to make a call.
- B. Personal computers may be used at the consoles. You cannot use a thumb device plugged into the work computers.
- C. At NO time during training is a trainee allowed to have or use a personal electronic device to include a cell phone except to take an emergency call from a family member. The supervisor should monitor this to verify compliance. If this is abused, the trainee will forfeit the ability to have a cell phone at work.
- D. You may watch TV on a personal device, it must be silenced or off during phone calls and the TC is never to ignore calls while watching or this privilege will be revoked.

**81.1.11 To provide all Telecommunicators with the procedures to follow for Travel and Per Diem**

A. TC’s attending a training class needing lodging and/or Per Diem must submit the advance travel/training voucher at least 3-5 weeks prior to allow its review by the city finance office or assistant city manager if over \$500

1. Utilize the GSA per Diem rates which can be located by the zip code of where the training is being held using the below URL:<https://www.gsa.gov/>  
Rates are set by fiscal year, effective October 1 each year. Find current rates in the continental United States ("CONUS Rates") by searching with city and state (or ZIP code), or by clicking on the map, or use the new Per Diem tool to calculate trip allowances. Search by City, State or ZIP
2. Include the Meals page and then fill out both the Per Diem chart and the employee meals page. These must accompany the training request. i.e. (for example):

Dates	4/15/2024	4/16/2024	4/17/2024	4/18/2024	
Per-Diem Rate	\$51.00	\$51.00	\$51.00	\$51.00	
Less Breakfast	\$11.00	\$11.00	\$11.00		
Less Lunch	\$12.00				
Less Dinner	\$23.00				
Incidentals	\$5.00				
1st/Last Day	x 75%			x75%	
Daily Balance	\$38.25	\$40.00	\$40.00	\$38.25	
				TOTAL:	\$156.50

3. The Travel Advance is located on the SharePoint, PD Forms, Travel Advance

B. Ensure the proper paperwork is submitted through POWERDMS to your supervisor.

**81.1.12 Standard procedure for transferring emergency calls** coming into the New Bern Police Department 9-1-1 Center to Surrounding 911 Agencies for disposition. These calls are to be transferred, verbally announcing the transfer.

- A. Before transferring to the appropriate agency, attempt to ask case entry in order and as scripted.
  1. Once “Okay, tell me exactly what happened...” has been obtained and it is determined that the call requires a specific agency, advise the caller that she/he is being transferred to the respective agency.
  2. On the Vesta 9-1-1, click on the 911 Centers button (or Craven County 911 for Craven County) to locate the correct agency based on jurisdiction. Then the agency answers, state “This is New Bern 9-1-1 with a transfer.” Provide the CAD if CAD-to-CAD is available, otherwise, provide them with a brief description of the incident unless the call is lost during transfer.
  3. If the call is lost during transfer, provide the agency with the address of the incident, name of the caller, and the phone number that they provided. The caller statement should also be provided before disconnecting.
  4. Remember: Clearly advise the caller that she/he is being transferred to the respective agency for assistance and to please stay on the line.

5. The call for service (CFS) should be closed, utilizing the “X” disposition for “Transfer”.

**B.** NOTE: **DO NOT** use call transfer as a catch all, when a call is somewhat challenging. Make sure it is an agency specific legal issue to be addressed, otherwise process the call for help.

**81.2.1 24 Hour, Toll-Free Service** - Communications provides a single emergency telephone number (9-1-1) accessible to the public with telephone access, to quickly and easily request emergency service. Additional seven-digit telephone numbers are available for emergency/non-emergency service twenty-four (24) hours a day as well.

Communications also provides assistance to persons with hearing and speech difficulties through the use of a Teletype call system (TTY). Communications staff will receive training on the TTY during their orientation training.

Communications also provides text to 911, allowing anyone to text a message via the 911 number the nature of their emergency. Communications can respond back to the phone that sent the text, allowing the ability to communicate.

**81.2.2 Continuous Two-way Capability** - The City of New Bern Police Department operates on a digital 800-megahertz trunked radio system for all two-way radio communications.

- A.** Communications provides 24 hour a day radio access and service with a minimum of two trained and qualified Telecommunicators on duty at any given time.
- B.** Each police officer engaged in a field assignment will have access to radio communications.
- C.** Personnel unable to communicate with Communications due to apparent radio problems should, telephone Communications to determine if there has been a system failure or individual radio failure. If the problem is with the radio system, Communications personnel will keep a log of those officers calling in.

**81.2.3 Recording Information** - A record shall be maintained within Communications containing all pertinent information obtained for each call for service received. Information received will be organized and logged utilizing the Computer Aided Dispatch (CAD) system to include the following:

- A. Control number(s)** - The CAD system automatically assigns a unique call number and an incident number for each call for service created.
- B. Date and time of request** - The CAD system assigns a time stamp and date to every call for service entered into the system. Time-frame of the incident will be obtained during Key Questions of the ProQA Dispatch Protocols.
- C. Name and address of complainant, if possible** - During Case Entry, the address of the incident, the caller’s name and phone number will be obtained. The address will be provided to responding units as part of dispatch and the name and number will be provided per request by responding unit(s).” How the call is handled will be notated in the section for procedure.
- D. Type of incident reported** -The Telecommunicator shall select the type of incident based on the callers statement provided from “Okay, tell me exactly what happened”.

- E. Location of incident reported** — Communications shall attempt to obtain from the complainant the location of the incident to include in the call for service.
- F. Identification of officer(s) assigned as primary and backup** — Communications will dispatch a call for service to unit(s) utilizing their call number in the CAD system and by radio transmission. The primary and backup units are selected via the CAD system.
- G. Time of dispatch** - The time is selected through the CAD system.
- H. Time of officer arrival** - The time is recorded in the CAD system upon the officer's arrival. This can be recorded/logged via radio communications, telephone or via the MDC/Computer.
- I. Time of officer return to service** - The time is recorded in the CAD system upon the officer's arrival. This can be recorded/logged via radio communications, telephone or via the MDC/Computer.
- J. Disposition or status of reported incident** - Disposition codes shall be utilized in the CAD system at the conclusion of a call for service.

#### **81.2.4 Radio Communication Procedures**

- A. Methods and Circumstances Requiring Communications by Field Personnel** - As a matter of routine procedure, field units will transmit the following information to Communications on their assigned talk group:
  1. Current location when requested by Communications or a supervisor.
  2. Arrival, departure to and from, location and/or status changes in regard to an assigned call.
  3. Location and status while away from their assigned vehicle.
  4. Respond to all status checks when called.
  5. Changes in vehicle status.
  6. Traffic stops to include the following
  7. License State, if not North Carolina
  8. Tag number
  9. Location of traffic stop
  10. Vehicle description
  11. Other relevant information
  12. Location, circumstances and status updates in regard to any self-initiated activity.
  13. Information pertaining to hazards requiring prompt attention.
  14. A request to change radio talk-groups.
  15. Any situation requiring an officer to leave the city limits.
  16. Ride along information to include name of subject and time of completion.
  17. Requests for service truck or wrecker utilizing the company of the motorist's choice or the next available firm on the rotation list.
- B. Recording of Status of Field Personnel When Out of Service** - All field units shall inform Communications when going in service and out of service and the same shall be logged in the CAD system.
- C. Methods Used for Identifying Field Personnel during Communications** - Radio call sign is to be used whenever the radio users access the radio system. Radio users will begin each radio transmission by stating their radio call sign followed by New Bern.

Example: "Staff One, New Bern"

If a radio user is operating a piece of equipment that has been issued a radio call sign such as a fire apparatus or an EMS vehicle, the radio user will use the radio call sign designated to that piece of equipment when transmitting on the radio system.

Example: "Engine Five, New Bern" or "Medic One, New Bern"

By referring to a radio call sign that has been exclusively provided to only one radio user a level of safety and accountability can be established.

- D. Communications with Interacting Agencies** - Communication with other jurisdictions can be achieved through a variety of sources including mutual aid frequency (if available) or a console patch which will link an outside agency to an available Talk Group. Communications of a law enforcement nature can also be relayed via use of Division of Criminal Information (DCI) switched or administrative messages.

Communications can execute requests from officers in regard to other City-wide agencies or departments, such as Public Works or the Fire Department, or from external agencies such as the Department of Transportation or Emergency Medical Services (EMS) depending on the call for service or the situation encountered.

**E. Criteria for Assignment of Number of Field Personnel in Response to Incident**

The criteria for the number of officers assigned to a call for service or incident are based on the priority dispatch response level.

A recruit officer in field training should be considered a "student" officer. The recruit is neither a partner in a 2-officer unit nor a back-up for the FTO. A FTO with a recruit should be considered as a 1-officer unit when dispatching calls for service.

**F. Call for Service Priority System –**

**Echo** – Highest Priority represents the most time critical that requires an immediate response via lights and sirens i.e., Officer down/needs assistance or Active Shooter.

**Delta** – Emergency calls with high probability of death or serious injury. Emergency need for law enforcement to ensure safety of both citizens and first responders. Dispatch is preceded by an Warble tone. Officers will respond using lights and sirens. One primary unit and one backup unit are required. Additional units at the discretion of the patrol supervisor i.e., Breaking and entering in progress, shooting just occurred and robbery just occurred.

**Charlie** – Urgent calls for service with potential for personal injury or damage to property. Charlie responses are characterized by an urgent need for LEO response that has not reached a delta level. In general, should not be used unless information is received to upgrade the response to Delta/Echo or at the discretion of the patrol supervisor. At least one primary unit and one back up will be dispatched, i.e. shoplifter detained and cooperative, verbal only domestic/disturbance and intoxicated person.

**Bravo** – CFS where there is not an immediate need for LEO. No threat to personal safety or property damage. At least one primary unit and one back up unit will be dispatched. More units at the discretion of the patrol supervisor. These calls can hold if units are busy. Officers will respond normal traffic without lights and sirens i.e. larceny past occurrence, assault past

occurrence.

**Alpha** – Lowest priority, call can hold for CPD assigned officer. No lights and sirens i.e. non-criminal/civil issues/civil standby.

**Omega** – Alternative responses or follow ups (citizen assist)

**G. Presence of Patrol Supervisor at the Scene for Purpose of Assuming Command –**

As frequently as possible, the Patrol Team Supervisor should respond to incident scenes, both routine calls and emergency situations, for the purpose of observing and evaluating the performance of the officers under their command. Additionally, incidents of a serious nature will require the presence of a patrol supervisor for the purpose of assuming command.

When the Patrol Team Supervisor checks on scene, they should log with Communications the transfer of command, the location of the command post and staging area (if different from the incident location) and communicate hazards and personnel/equipment needs.

While supervisors should respond to any incident that requires on-scene supervision and direction, a supervisor shall respond and assume the role as the Incident Commander until relieved by proper authority, to all incidents that fall into the following categories:

1. Motor vehicle crash involving a police vehicle, or a motor vehicle owned or leased by the City of New Bern and under the operation of any police department employee.
2. Any incident in which the action of an officer resulted in injury or death to another person.
3. Armed robbery or strong-armed robbery where the victim has sustained serious personal injury.
4. Arson and suspected arson.
5. Bomb threat and found explosive device.
6. Civil disorder.
7. Criminal and traffic homicide and potential homicide.
8. Felony child abuse.
9. Hazardous material spill.
10. High-risk situation such as hostage or barricaded subject.
11. Incident of racial, religious, or ethnic violence.
12. Major burglary or breaking & entering.
13. Officer involved firearm discharge.
14. Police pursuit.
15. Rape.
16. Code 16 / Suicide.
17. Code 21 / Suspicious and unattended death.
18. Motor vehicle crash in which injuries appear to be life threatening or obviously fatal, or if the roadway will be closed for an extended period of time.

**H. Responding to field personnel emergency or activated emergency alarm -**

The emergency button on portable or mobile radios should be activated only when immediate assistance is required, and voice transmissions are not possible. If an officer activates their emergency button on either their portable or mobile radio, Communications will attempt to contact the field unit by voice; if they do not immediately respond, the situation will be handled as a field unit requesting immediate help.

In the event that a field unit activates the emergency button accidentally they should immediately notify

Communications of the error.

**81.2.5 Access to Resources** - Communications personnel are often required to contact agency members both on and off duty. Access to information numbers can be ascertained through the department's Intranet page and through other means as noted, which includes access to the following:

- A. Officer in Charge:** Each patrol shift has an assigned patrol supervisor/Sergeant along with a mid-shift Lieutenant.
- B. Duty Roster of All Personnel:** Up to date listing of each personnel and their assignment.
- C. Telephone Number of Every Agency Member:** Up to date listing available to all personnel of each agency member's on and off duty contact numbers.
- D. Visual Maps Detailing Agency's Service Area** - access to this information is also obtainable through the CAD system in addition to a collection of paper maps using Geographic Information System (GIS) data.
- E. Officer Status Indicators** - Communications shall maintain a continuous awareness of the status and location of all patrol units operating on the assigned group through the CAD system.
- F. Procedures for Procuring Emergency and Necessary External Services** - Communications shall have available at all times emergency contact information for outside agency resources that includes, but is not limited to:
  - 1. Various public safety agencies within North Carolina;
  - 2. Public utilities;
  - 3. North Carolina Department of Transportation;
  - 4. Various local social service agencies;
  - 5. MCAS Cherry Point

Communications shall also receive, process, and dispatch all calls for police, fire and emergency medical service (EMS) throughout the City of New Bern.

- G. Tactical Dispatching Plans** - Communications shall maintain a working knowledge and access to tactical response plans to efficiently handle all emergency situations. These plans include but are not limited to department procedures regarding Special Response Team (SRT) call outs, hurricane preparedness plans, city emergency operations plan, alarm response, etc.

If Communications is notified of an active shooter situation that is on-going in a school or other public/commercial facility Communications shall, without delay, dispatch as a priority call all available units to the scene.

### **81.2.6 Victim/Witness Calls**

- A. Judge Characteristics of Each Call** - Communications personnel shall use good judgment and proper communication skills when answering telephone calls to quickly determine whether the call is an emergency or non-emergency call as well as the type of service required or requested. The Communications center will utilize Priority Dispatch to assist in determining whether an emergency or non-emergency response is required.



**B. Inform the Caller of Agency's Response –**

1. Communications shall inform the caller that units will be enroute as soon as possible or contact other public service agencies and relay information as required.
2. If Communications has received a call and obtained sufficient information to determine that the call was referred to the City of New Bern 9-1-1 center in error, Communications personnel shall immediately transfer the call to the appropriate agency and will stay on the line with the caller until the connection is confirmed.

**C. Responding to Citizen's request for information**

The Communications Center will respond to a citizen's request for information. They will direct them to the appropriate authority unless they have the ability to find a resolution to the request of information.

**81.2.7 Victim/Witness Requests for Information – N/A**

**81.2.8 (CALEA 81.2.7) Recording and Playback** - Communications records all incoming and outgoing telephone calls received at the 9-1-1 consoles and all radio transmissions with the use of a computerized recording system. The system provides immediate playback capability of all telephone calls received or placed from the five operator positions.

**A. Recordings Retained for a Minimum Period of Ninety Days** - North Carolina General Statute Chapter 132-1.4 section (i) shall be met or exceeded to in reference to retention of recordings.

**B. Secure Handling and Storage for Recordings** - The recording system stores audio recordings on its own hard disk and is configured with a retention period of 730 days. That system uploads all recordings to the Central Archiving System which is also configured with a retention period of 730 days. Access to the recording system is limited to communications staff due to secure handling requirements. Amendments of original recordings cannot be performed by any member of the communications staff as set by software limitations of equipment. Recorded copies may be amended / redacted by the Technology and Records Unit only using editing software in accordance with all applicable laws and regulations.

**C. Criteria and Procedures for Reviewing Recorded Conversations** - Historic / archived retrieval of telephone and radio communications through the computer recording system is available by request to the Communication Civilian Unit Supervisors or Support Services Section Manager only via the following procedure:

1. Submission of written request to the Support Services Section Manager or Communications Civilian Unit Supervisor(s).
2. Recording will be placed on a secured network drive by the Communications Civilian Unit Supervisor(s) within a 24 - 48-hour time frame unless operational commitments dictate otherwise.
3. All prepared copies of recordings will be copied on compact disk (CD), or if for internal use may be placed on a secured network drive.
4. Dissemination of recordings via electronic mail will not be authorized due to sensitivity of information and size of the files.

5. All copies of recordings will be provided to the requesting party in accordance with guidelines listed above.
6. Upon completed review of copied recordings for internal agency use, the recording will be placed in the appropriate personnel file or must be destroyed.

**81.2.9 (CALEA 81.2.8) Local/State/Federal CJI Systems** - Communications has access to local, state, and federal law enforcement computer systems through the State Bureau of Investigation Division of Criminal Information (DCI) computer terminal. The DCI terminal is used to access in-state SBI criminal record information, the National Crime Information Center (NCIC), the National Law Enforcement Telecommunications System (NLETS), various other local, state, or national criminal justice systems and applications, and limited international information from certain countries and international police agencies through INTERPOL. Policies and procedures pertaining to the DCI system are contained within DCI Operations and Security manual.

**81.2.10 (CALEA 81.2.9) Alternative Methods of Communication - N/A BY FUNCTION**

**81.2.11 (CALEA 81.2.10) Emergency Messages** - Delivery of emergency messages in reference to next-of-kin of deceased subjects, seriously injured, or seriously ill persons will be handled with the assistance of the communications personnel who will dispatch the appropriate personnel to deliver such messages. Communications personnel are not to deliver messages themselves without the direct approval from the Support Services Section Manager or designee.

- A. Request to Other Agencies: Requests for emergency notification to other agencies are sent to the appropriate agency via a DCI message, by Communications personnel. The request will only be made after the investigating officer has confirmed that they have made direct contact with the appropriate agency and provided sufficient information and with prior approval from a sworn supervisor.
- B. Request from Other Agencies: Requests that are received from other agencies in reference to making emergency notifications must be confirmed by a DCI message from the requesting agency. If request is received by telephone, the Telecommunicator will request that the agency send confirmation by a DCI message. The request will then be assigned to the Operations Division.

**81.2.12 (CALEA 81.2.11) Misdirected Emergency Calls** - When a misdirected 9-1-1 call for service is received, the following procedure shall be utilized to ensure immediate and efficient handling of the call for service:

- A. The Call Taker shall obtain the required information and enter it into the Computer Aided Dispatch (CAD) system.
- B. After the Call Taker has obtained sufficient information to determine that the call was referred to the City of New Bern 9-1-1 in error, they shall immediately transfer the call to the appropriate agency and will stay on the line with the caller until the connection is confirmed.
- C. In calls where medical or fire assistance is needed and there would be a multiple agency response, for example, if one agency would be responsible for dispatching medical or fire services while another would investigate the incident, the call will be transferred to the agency that would be responsible for providing medical or fire assistance as the priority.
- D. The Call Taker shall identify himself/herself to the other agency receiving the transferred call and advise them of the error, after which the Call Taker may then disconnect.

- E. In cases where the caller is disconnected prior to transfer or transfer to the appropriate agency is not possible, the call taker shall take the necessary information and relay it to the correct agency's Communications center immediately upon terminating connection with the caller.
- F. When receiving and relaying calls for service for another agency or requesting another agency respond to a call for service for the City of New Bern, all communications should normally be communicated via the telephone to avoid miscommunication. In addition, personnel handling such a call shall obtain at a minimum; callers name, call back information and nature of call for service.

**81.2.13 (CALEA 81.2.12) Private Security Alarms** - No commercial, private or fire alarms will be allowed to dial directly into Communications; therefore, all commercial and private residential alarms should be monitored by a central alarm company. The use of auto dialers is strictly prohibited. Calls for service regarding alarm activations, either audible or from an alarm monitoring company will be handled as priority two (2) calls. When available, two (2) officers will be dispatched to alarm activation calls. When the alarm activation call is received from an alarm monitoring company the Call Taker will obtain the following information to be entered into the CAD system:

- A. Address of the alarm activation.
- B. Resident or Business name.
- C. Monitoring service name and phone number.
- D. Operator name or ID number.
- E. Area of entry or motion detection activation.
- F. Request that a key holder be notified.

Communications, and the police department, shall adhere to the New Bern, North Carolina - Code of Ordinances: Sec. 30-37. Automatic dialing fire department telephone number prohibited.

**81.2.14 (CALEA 81.2.13) First Aid over Phone** - In July 2017, New Bern Police Department Communications became certified in Emergency Medical Dispatch. All Telecommunicators are certified in CPR and can provide CPR instructions via telephone. All Telecommunicators are re-certified biennially.

**81.2.15 Procedures when radio console outages occur.**

- A. When more than one console is involved, immediately contact Communications International (CI) at 855-244-4457.
- B. If it is a confirmed power outage, immediately dispatch an officer to Wind Hill Tower to ensure the generator has started. If not call Graham (public works) at 252-639-7507 or 252-665-0021.
- C. Contact Communications Civilian Unit Supervisor, Support Services Manager and Services Captain to advise them of the situation.
- D. To use the back-up radio system (DURACOMM) you will switch on the on button.

- E.** Contact Ira Whitford at Craven County Emergency Services and request a Viper Channel. You will be able to use the Viper to talk to FD as they all have Vipers. Ira will contact the state and get the assigned VIPER channel.
- F.** If only one console is affected, check to make sure the power is still on.
- G.** Perform a shut down on the radio console. Bring it back up.
- H.** Perform a radio check to insure it is operational. If ok, let CI and the Communications personnel know it's back operational.

### **81.2.16 Procedures for Telecommunicators to request CIT officers.**

A situation in which an individual's safety and health are threatened by behavioral health challenges; to include mental illness; developmental disabilities; substance use; or overwhelming stressors. A crisis can involve an individual's perception or experience of an event or situation as an intolerable difficulty that exceeds the individual's current resources and coping mechanisms and may include unusual stress in their life that renders them unable to function as they normally would, which may make them a danger to self or others.

- A.** Notify shift Sergeant or Lieutenant of a need for CIT trained Officer on scene.
- B.** TC's will when available, dispatch a Specialized CIT officer to known, or possible, crisis incidents. When a Specialized CIT officer is not available, TC's will dispatch two units and a Specialized CIT officer shall be dispatched as soon as possible.
- C.** Calls that appear to involve an individual in crisis shall be dispatched Immediately as priority 2/Charlie level response.
- D.** If a Specialized CIT officer is on a lower priority call, he/she should be reassigned to the crisis incident.
- E.** When requested the TC will contact either RHA @ 844-709-4097 or IFS @ 866-437-1821 and have them contact the CIT Officer on scene.

### **81.2.17 Answering 911 And Administrative Calls**

Instructions describing the policies set forth for the Telecommunicator to answer both 9-1-1 and administrative phone calls.

- A.** As a representative of the New Bern Police Department Communications Center, the Emergency Communication discipline and the initial contact for all public safety agencies within New Bern and surrounding areas, it is the 9-1-1 Call takers responsibility to show the utmost professionalism and courtesy in verbal exchange at all times. Rude and unprofessional verbal conduct on the telephone will not be tolerated. This includes but is not limited to sarcasm, cursing, belittling, abusive language, or any behavior that reflects badly on the New Bern Police Department or the 9-1-1 Center. As representatives of this agency, you are representing the agency and the County, as a whole. All calls will be handled as follows:
  1. 9-1-1 is for emergencies only. It is not for information; by design, 9-1-1 Call takers do not give out phone numbers (jail, records, pizza hut, bank, locksmith, tow trucks, etc.) to the general

public; giving out phone numbers conditions the general public to call 9-1-1 for situations other than emergency situations which is counterproductive to the nature of 9-1-1.

2. It is ok to use discretion, determining when there is a need to give out a law enforcement agency phone number (ARP, front desk, FD, etc.) or transfer a caller. Knowing that your action does condition the callers; once callers are transferred or given a number, callers will call and ask for phone numbers or to be transferred to a number with the expectation that it will be done.

**B.** 9-1-1: Answering an emergency line and invoking the PPDS process.

1. When answering the 911 call for help, the TC will respond with New Bern 911, what is the Address of your emergency?
2. Verify the address
  - a. The address should be where the incident occurred or is occurring. The address should also be verified by one of the following: common name, ANI/ALI or by having the caller repeat it back.
3. Obtain the caller's name and phone number
4. Verify the Phone Number.
  - a. The phone number should be verified by one of the following: ANI/ALI or by having the caller repeat it back.
5. "Okay, tell me exactly what happened".
6. Open ProQA by call type.
7. The address and phone will automatically populate in ProQA from CAD.

**C.** Once case entry is completed, continue with the Key questioning process as presented in the ProQA form.

**D.** The proper terminology for answering a non-emergency line will be:  
"New Bern Communications, How can I help you?"

**E.** The following are non-emergency/business lines for agencies within communications:

1. 633-2020
2. 633-2021
3. 633-2022
4. 633-1313 Fire
5. 633-1314 Fire

### **81.2.18 Handling 9-1-1 Open Line Calls**

The standard procedure when receiving 9-1-1 Open line and stay-on-the line calls into the New Bern Police Department - Communications 9-1-1 Center. This Standard Operating Procedure ensures proper disconnect of

all calls for help in an effective and efficient manner, once the call is complete. The 9-1-1 TC will use the Priority Dispatch exit card to end all ProQA calls.

- B.** Stay on the line with the caller (as time permits, if other lines ringing you may disconnect). In the situation in which the caller wants to stay on the line for safety reasons, advise: “I will stay on the line with you as long as I can”. “Let me know when they (paramedics, officers, firemen) are right there with you / the patient.” As soon as the TC hears that the responder is talking to the caller, advise the caller to speak with the officer and disconnect the line. Note in the CAD, remarks, the line has been disconnected. Caller is speaking with the emergency responder.
- C.** Open Line: In the situation in which the answered 9-1-1 call is open and there is no verbal interaction between caller and TC, but there is noise in the background that causes the TC to give pause to the open line call, thereby sending a responder to check on the unknown situation. The TC (time permitting) will await the arrival of responder. When it shows that the responder is on premise in the remarks of the call, the TC shall release the line and document the release responder on scene, in the remarks field.
- D.** When CAD remarks indicate that officers have arrived on scene, note in remarks that 9-1-1 is disconnecting due to arrival interface of officers on scene, as showing in the CAD remarks.
- G.** Note: If the caller is in the house and there is an unwanted or an armed intruder present, follow the DLS (Dispatch Life Support) for caller in danger in protocol.

### **81.2.19 Handling 9-1-1 Hang Up Calls**

Standard procedure for handling 9-1-1 OPEN LINE/911 HANG UP calls, coming into the New Bern Police Department 9-1-1 Center. It is designed to ensure that all 9-1-1 TC’s are using consistent procedures.

- A.** When verbal verification is available when someone gives a location and hangs up, these calls will be handled as follows:
  - 1. The TC will verify the address given.
  - 2. The TC will initiate a CAD with Unknown as the CAD call type and in the narrative entry note: received a phone call via 9-1-1, caller advised address and hung-up phone; if applicable, note the TC could hear screaming/banging/howling, etc. in the background.
- B.** The ED recognizes that it is an unknown situation and requires a two-officer dispatch.
- C.** When a verbal verification is not available, the TC will immediately attempt to call the number back and advise the caller New Bern Police Department Communications had received a 9-1-1 call from that number and are calling back to verify that caller’s status.
  - 1. If everything sounds ok, thank the caller and hang up.
  - 2. If the TC believes there is a good reason, get the address/location and send an officer to conduct a check welfare.

### **81.2.20 Handling 9-1-1 Wireless Disconnect Procedures**

Standard procedure for handling all 9-1-1 wireless calls, coming into the New Bern Police Department 9-1-1 Center via cell phone that disconnects and WPH2 is available. When a response is needed, this SOP is designed to ensure that all 9-1-1 ED's are consistent in the handling of these types of calls. No Priority Dispatch Protocol currently covers this event. Cell 911HU/OL, are not handled in the same way as a landline HU/OL. Landlines have a dispatchable address and a response can be sent to a specific address. A cell phone location is a relative guesstimate based upon GPS without verbal confirmation and sometimes having an attached phone number information that helps as a starting point when verbal verification is not available.

- A.** Hang-ups that do not provide verbal address verification and someone is on the open line sobbing, rambling, yelling, howling, advising of an incident, etc., and there is no ANI/ALI and the line disconnects. These will be handled as follows:
1. The TC will verify the estimated/WPH2/ location presented.
  2. The TC will Launch EPD ProQA, enter in the remarks about what was heard in background and select protocol 134 (Unknown) and dispatch 2 units.
  3. Upon calling the phone number back, if pertinent information is obtained, update the existing information for the call. Select PPDS 125-D-1, describing what was heard on the call.
  4. The TC will manually enter "PUBLIC SERVICE" into the CAD Code type field (for a check welfare call). This is based on verifiable address vicinity and the location is an estimation based upon wireless WPH2 information.
  5. Enter any remarks that are germane to the call and accept the call into CAD for dispatch.
- B.** NOTE: If you call the number back and speak to someone with a bona fide 9-1-1 call, select the proper Priority Dispatch discipline (EMD, EFD,EPD) Chief Complaint and launch the PROQA and begin the protocol

### **81.2.21 Alternate Dispatch Relocation Procedures**

To provide all Telecommunicators (TC's) with approved procedures and practices for the safe and effective shutting down of New Bern Police Department Communications and relocating to Craven County Communications in the event of a Natural disaster or equipment malfunction.

- A. SHUT DOWN PROCEDURES:**
1. Notify the Communications Chain of Command, Information Technology (IT) and New Bern Police Department personnel of impending relocation and reason why.
  2. Advise Craven County Communication via radio, you are shutting down New Bern Communications and enroute to Craven for operations.
  3. Contact DCI and have them route our messages to Craven before shutting down.
  4. Notify the Patrol Shift Supervisor that while you are off the air, they will need to monitor DCI until the center is reconstituted at Craven County.

5. All ED's must sign out of their phone console so they can sign back in at Craven. Once you are signed in at Craven, the phones (633-2020/2021/2022) are automatically switched.
6. If possible and safe, one ED will remain and all others log out of all computers within Communications. Each Telecommunicator will grab their headset and proceed directly to Craven County Communications located at 411 Craven St. When up and running, last ED will log out at New Bern and proceed to Craven

## **B. Start Up Procedures**

1. When you arrive at Craven County Communications, go to the back door and lift the phone, Craven TC's will allow you entry. Notify DCI that you have relocated and they can send messages to CRC1 (far right) and CRC5 (under the TV).
2. When you enter Craven County Communications, New Bern's consoles are on the right under the cameras. We have the center and far right consoles. The laptops are located to the right of each computer and the KVM switch is underneath the monitors.

If you did not sign out of your phone console prior to departing NBPD Communications, you can log in using the following:

1<sup>ST</sup> Sign in is 0001/PW 1234

2<sup>nd</sup> sign in is 0002/PW 5678

3. The third ED, (if available) may log onto the computer located in the supervisor's office at Craven County Communications. (Only CAD and phone are available in this office). The KVN switch in this office will have to be set to 1.
4. Plug in headset to phone jacks under the console.
5. We have access to New Bern 800 radio and EMS via their radio console. There is a switch in Craven's server room that when flipped will allow for FIRE dispatch.
6. Notify NBPD when you are operational at Craven.

## **81.2.22 Disconnection and Call Back Procedures**

Each 9-1-1 TC performance expectations in the area of handling Calls with abrupt disconnections. In situations in which the caller intentionally disconnects a call, this SOP will provide a standard procedure.

**A.** The procedure for handling the following calls coming into the New Bern Police Department Communications 9-1-1 Center:

1. Domestic situation in which the caller cannot speak freely or has to hang up abruptly;
2. A caller is whispering the nature of the 9-1-1 Emergency and does not feel safe to speak normally.



3. The caller is using some type of disguise (example: pretending to be ordering a pizza) so that the person on scene with him/her will not be aware that he/she is speaking with 9-1-1.

- B. When the TC **should not call back**, the TC will annotate in the remarks of CAD, “due to possible danger on scene, based upon hearing \_\_\_\_\_, I am not calling back”. Work to ensure proper handling of all 9-1-1 calls for help that have UVI components, in a safe, effective, efficient, and expedient manner, working to not further jeopardize the safety of callers or responders.
- C. Depending on what the TC thinks is the reason for the call they may begin with case entry questions, in order and phrased as shown in ProQA, to obtain the following information:
- D. 9-1-1 what is the address of the emergency?
- E. Okay, tell me exactly what happened.

Once the 9-1-1 TC verifies location, and enters it into the CAD, the TC will select the proper CAD code based on information ascertained. Factors such as whispering, the caller starts talking and hangs up abruptly; caller using verbal disguises, indicates that the caller shall not be called back for further information once the line is disconnected, because calling back could further jeopardize the caller’s welfare, leading to a possible catastrophic outcome, based upon the in-progress situation on scene. Utilize the **Caller in Danger (CID)** protocol. Make sure that what was heard and the fact that you are not calling back for further information is clearly defined in the remarks of CAD.

**81.2.23 NCIC Hit Confirmation** - When a patrol officer requests a NCIC/DCI check, all on-duty Telecommunicators when possible will simultaneously perform the NCIC/DCI check to ensure accuracy. The telecommunicator who runs a person, item, or vehicle in NCIC and receives a hit in NCIC will ensure that the hit is not based on a sound-ex response. Any NCIC hits will be confirmed by a second telecommunicator prior to advising the requesting officer that an NCIC hit was received and confirmed for a wanted person, stolen item, or stolen vehicle prior to the officer taking an enforcement action such as an arrest made, or a citation issued.

**81.3.1 Communications Center Security** - Communications is classified as a “RESTRICTED AREA” and only authorized personnel are allowed access to the facility. All Communications personnel are responsible for maintaining the security of the facility at all times. Restrictions apply, in part, due to the confidentiality of phone records and other resources maintained within Communications.

A. **Limit Access to Communications Center to Authorized Personnel** - The main entrance to the Communications is controlled by an electronic lock where only employees who have card access to the Communications console operations area are permitted. Non-employee guests will be escorted at all times while in the Center.

Access to Communications shall be limited to Communications personnel, authorized sworn personnel, and those persons granted access by the Communications personnel on duty. Access to the center will not be allowed for the sole purpose of engaging in personal conversation. Visits of a personal nature shall not be allowed while a Telecommunicator is at his / her workstation.

B. **Protect Equipment**

**Proactive Scenario:** Available personnel, during an unusual event occurrence, will be directed to obtain/procure plastic sheeting, packing tape, plywood, sandbags, sand, shovels, rope and basic hand tools. The plastic sheeting/tape will be used to cover and seal computers, electronic equipment, files,

and records within the Communications Center. Liaison with public works will be required for the installation of window and door coverings.

**Reactive Scenario:** Available personnel will be directed to provide immediate protection of essential computers, records, and files in the Communications Center.

- C. **Provide for Back-up Resources** - Communications has immediate access to a **back-up radio system**. The back-up system provides continuous radio communications with law enforcement, fire and EMS personnel in the event of a failure in the primary radio system. Communications also has access to a **back-up telephone system** should the primary phone system fail. If all telephone systems fail, telephone calls into Communications will be re-routed to Craven County Communications
- D. **Provide Security for Transmission Lines, Antennas, and Power Sources:** Secured by fencing and security cameras that are monitored at all times.

**81.3.2 Alternate Power Source** - The department has two alternate power sources consisting of one stand-by diesel powered generator located on site and also a Uninterruptable Power Supply (UPS), which serves as a battery back-up in case of generator failure to power Communication systems. The alternate power sources should be tested monthly with a full load test to be conducted annually. This information is to be documented on the monthly inspect checklist.

**81.3.3 Telephone System – N/A**

**81.3.4 (CALEA 81.3.3) Mobile/Portable Radios - Also see [Section 81.2.2](#), [Section 81.2.4.C](#)**

**Radio System:** All Departments in the City of New Bern operate on a digital 800-megahertz trunked radio system for all two-way radio communications. All departments are separated by the system into individual talk groups to handle day to day operations. The system is maintained to meet or exceed the Association of Public Safety Communicators Organization’s (APCO) 33 standards designed for public safety systems of this type.

**Radio Issuance:** Designated employees of the City of New Bern are issued or have access to a portable radio. Designated city vehicles have a mobile radio installed by an authorized manufacturer representative. All portable and mobile radios have access to both the primary and back-up radio systems.

**Radio Maintenance:** Radio equipment shall be maintained in accordance with the manufacturers specifications and department policy. Any malfunctions or system alarms shall be reported to the Support Services Section Manager, or designee, immediately so that appropriate corrective action can be taken to minimize disruption of radio communications.

### **81.3.5 Server Room Overheating**

Establish procedures when experiencing overheating issues in the New Bern PD Server room located on third floor, 601 George Street.

- A. Check the Server room periodically to check the temperatures; if it is unusually warm (>80) notify IT Staff at 252-639-2785 or by email and immediately send e-mail advising the Services Division Lieutenant and Captain.

- B.** Open the door and ensure the big AC unit is operational, if not turn on fans to allow room to begin ventilating.
- C.** Also contact the on-call IT department at 252-639-2780.
- D.** If after hours/weekend, contact the on call Public Works person to notify them the air conditioning is not working. If you cannot get in touch with the on-call, notify utility control.
- E.** If no response within 15 minutes from IT and Public Works, contact Support Services Manager or designee immediately.

### **81.3.6 Say Something Anonymous Reporting System**

To provide a standard procedure for how tips are received regarding the new Say Something Anonymous Reporting System (SS-ARS). This is a 24/7 application, website and crisis center for people to report someone who is either indicating they are going to hurt themselves or others.

#### **A. Procedure**

1. Public secondary schools and up (grade 6 and up) shall operate an anonymous tip line that allows students to call anonymously to give information to a central processing center.
2. [saysomething@newbernc.gov](mailto:saysomething@newbernc.gov). The link designated for New Bern Police Department to receive the tips.
3. When a tip is received, the TC will categorize, CAD and deliver the tip the appropriate Patrol Team Leader.

#### **B. Criteria**

1. There is a threat of substantial bodily harm or death.
2. Tip/Event is imminent, in-progress, just happened, actionable NOW.
3. Tip information is credible (clear, convincing and evidence provided)
4. Suspect has the means/intent to carry out the threat
5. Past tip submissions associated with an at-risk individual

### **81.4.1 EMD/EFD/EPD Priority Dispatch System Use**

Call receiving and dispatch for assistance shall be provided in a standardized manner following approved Priority Dispatch System (PDS) protocols for caller interrogation, assigning determinant codes, and providing post-dispatch and pre-arrival instructions.

## **A. Purpose**

To provide all Telecommunicators (TC's) with approved procedures and practices for safe and effective Emergency Dispatching. Those procedures and practices include interrogating the caller; assigning an accurate determinant code; providing telephone assistance; and communicating necessary information to police personnel and other responders.

## **B. Priority Dispatch System (PDS) Protocols**

1. A flip-card file, containing PDS protocols for Emergency Dispatching, is provided as a back up to the computer based PROQA. *ProQA*<sup>™</sup> shall be loaded at each call-taking position.
2. These protocols provide standardized interrogation questions; post-dispatch instructions; pre-arrival instructions, and priority dispatch determinant codes.
3. The protocol flip-card file shall be kept within reach of each call-taking console at all times and be available for each discipline used by an individual ED.
4. EMD/EFD/EPD protocols have been approved by all Department Heads and the New Bern Police Department Services Division Lieutenant and Captain.
5. The protocols will be used on all incoming calls where assistance is requested unless specifically stated otherwise by the local agency authority.

## **C. Interrogation**

1. On receipt of a call requiring a Fire Response, the TC will obtain the address location, the phone number of the caller and Select FIRE in the CAD Code and PROQA EFD will launch at this point. The TC should ask the caller, "Tell me exactly what happened". The TC will then immediately go back to CAD, select the proper CAD Code and then click on the vehicle icon to launch the Fire run card and accept. Once the TC has completed this, go back to PROQA EFD and continue with your case entry and Key Questions. If call is for a Medical response you will use "medical" in the CAD call type to launch your EMD.
2. All attempts to obtain Case Entry and Key Question information from the caller will be made by utilizing good communication techniques and reading the questions verbatim as written in the protocol and only altered if clarification is needed. Per IAED rules, you may move on after two attempts if caller does not answer the question.
3. In a scenario in which an ANI-ALI shows one address but the caller advises a different address, it is permissible to ask the caller "My system shows this address (read your ANI-ALI) can you confirm your address?"
4. If the scripted protocol question is not understood, or the caller does not initially provide an answer, the TC may re-phrase the question in an appropriately clarified form.
5. Questions may only be omitted if the answer is obvious or has already been clearly provided.
6. TC's may adjust the script to address first party callers. (e.g. "How old are you?" vs. "How old is he/she?").

7. For languages other than English, the TC will CAD a call for an unknown type to prevent delay of dispatch and while using a translator to ask the protocol questions and provide all instructions contained in the protocol, whenever possible.

**D. Determinant Codes and Responses**

1. The EMD/EFD/EPD interrogation protocols will be used to select and enter the applicable PDS determinant code in the designated field of the CAD call-entry screen.
2. Response configurations and modes will not be altered at this time by the use of the PDS unless an obvious override is necessary.

**E. Relay of Information to Responding Units**

1. The following shall be the minimum information given to all responding personnel for EMD/EFD/EPD purposes:
  - a. The location of the incident
  - b. The Chief Complaint
  - c. PDS Determinant Code
  - d. Safety issues
  - e. The age, status of breathing and the consciousness of patients for EMD users.
2. The following shall be the minimum information to be given to all responding personnel for EFD purposes:
  - a. Address of Emergency
  - b. What Type of Building is involved
  - c. Type of Alarm and any known zone
  - d. Location of nearest Hydrant
3. Any critical incident information that the call taker receives via K/Q interrogation after initial dispatch of responders, and prior to their arrival on scene will be passed on to responding units. This includes any responder safety information and drastic changes in scene circumstances or patient condition.

**E. Post-Dispatch Instructions**

1. The TC giving PDIs will follow the protocol, giving instructions appropriate to each individual call, and avoiding free-lance information.
2. PDIs, will be given to the caller whenever *possible* and *appropriate* to do so.

**F. Pre-Arrival Instructions (PAIs)**

1. PAIs, shall be provided directly from the scripted text listed on each PAI Panel in the protocols. The ED giving PAIs will follow the script, avoiding free-lance information, unless it enhances and does not replace the written protocol scripts.

2. PAIs, shall be provided to the caller whenever *possible* and *appropriate* to do so.

#### **81.4.2 EMD/EFD/EPD Incident Address Verification**

Address verification shall be completed in a standardized manner following approved practices and procedures as contained in this policy.

##### **A. Purpose**

To provide all Emergency Telecommunicators (TC's) with approved procedures and practices for obtaining and verifying an accurate and complete address and phone number.

##### **B. Procedure**

###### **1. Answering The Emergency Phone Lines**

All emergency phone lines will be answered in the following manner: "New Bern 911", what's the address of the emergency?"

If the caller is unable to provide a numeric address, the TC will ask caller for landmarks or other information that would provide a location address.

###### **2. Cad System Entry And Verification**

The TC will enter the address or location provided by the caller into the CAD system using the most accurate information available from the caller (This could be a numeric address, intersection, business, landmark, etc.)

Where ANI/ALI information is available AND the caller is calling from the exact location where help is needed, the ED will verify the address information obtained by using the ANI/ALI screen, accepting the address given by the caller ONLY when the ANI/ALI information exactly matches the caller's information. If there is no ANI/ALI match, the ED will verify the address using step C (below).

Where ANI/ALI information is not available OR the caller is not at the actual location where help is needed, the TC will verify the address (or location) by stating the following: "Please repeat the address/location for confirmation."

- a. For all residential (or suspected residential) locations where there is no ANI/ALI information OR ANI/ALI information does not match the exact location given by the caller, the TC will ask "Is this a house or an apartment?" and correctly enter this information into the CAD incident.
- b. For all non-residential locations, the ED will obtain all necessary access information, which may include: building name, business name, floor number, office or suite number, specific entrance instructions, and intersection or street segment (for roadway incidents).
- c. Once the TC has entered the address/location into the CAD system, he/she will geo-verify the entered address/location by ensuring that CAD returns a valid address or location AND it matches the initial information entered and obtained from the caller.

- d. The TC will then ask for and verify the phone number using the same process described above in B and C.

### **81.4.3 Case Entry Procedures**

The purpose of protocol 81-C-3 is to advise each Call taker of performance expectations in the area of Case Entry of the Priority Dispatch System. In the Priority Dispatch System for which the New Bern Police Department Communications 9-1-1 Center adopted standard as of (Jul 2017.) Case Entry functions as ‘primary caller interrogation’. It directs the TC’s to collect essential information for initial processing and classifying of the call event. Based upon approved policy, questions in Case Entry must be asked as written.

#### **A. Procedure**

1. For all 9-1-1 emergency calls, ask the initial case entry question within the Priority Dispatch System (PDS), "9-1-1, what is the address of the emergency?". The initial question to be asked when answering a 9-1-1 call for help. The two forms of address verification for the Case Entry process are Verbal verification and Ani/AlI verification. Verbal verification is obtained by asking the caller for their address in a manner that does not lead them to the answer (i.e., no "leading questions.") ANI-ALI verification is provided through the phone system's software. If the call is for a vehicle accident, you may ask if any injuries, how many vehicles involved and if in the roadway first to decide which PDS you will use.
  - a. Ask for residence address
  - b. Ask for Apartment number; building number
  - c. Ask for business
  - e. Ask for landmarks
  - f. Ask for cross streets
  - g. Ask for direction of travel
  - h. Ask for Mile Markers
  - i. Ask for Exits
  - j. Do use the XY coordinates to assist with address verifications, both with the initial verification and when faced with a challenge with the caller’s verification.
  - k. Be prepared to use commonplace verifications. Such as: McDonalds Neuse, Harris-Teeter MLK, Or Walmart MLK etc.
2. ‘Okay tell me exactly what happened.’ The short and concise response that is entered into this field, shall clearly define the Chief Complaint selected.
  - a. Deviation: In a call that is being processed, if there is a confrontation between two parties, once the question ‘Okay tell me exactly what happened’, has been asked then the Call taker “may” ask for the relationship. “What is the relationship between the victim and the offender (Caller is victim, ask “what is your relationship with offender”), so that the Call taker can document the information accurately, thereby, processing the call under the correct chief complaint initially.
3. Next, ask for the phone number assigned to the caller’s location (If cell, just get current location)
4. Finally, ask for the caller’s name. If he or she wishes to remain anonymous, that is acceptable.

### **81.4.4 EMD/EFD/EPD Caller Management and Customer Service**

Telecommunicators shall handle all calls for emergency assistance using established caller management and customer service practices. It's understood that not all callers will be calm and/or cooperative. TC's will anticipate those situations and respond as trained professionals, following protocols to the best of their ability and providing emotional care and comfort to callers.

## A. Procedure

### 1. Caller Reassurance and Explanations

- a. Once Case Entry is complete, or whenever necessary to maintain caller focus, the TC will use reassuring statements and brief explanations.
- b. Politely but firmly focus the caller on answering all questions *as you ask them*. If callers lose their focus, get agitated or uncooperative; say, **"It's important I get this information so we can get the right help to you."** Repeat this as often as necessary *using repetitive persistence*.

### 2. Coping with Distressed, Hysterical, Aggressive and Abusive Callers

- a. It is recognized that some callers will be highly distressed, uncooperative and, at times, abusive. Callers behave this way because they are frightened and feel helpless. When faced with these callers, the TC will maintain a professional demeanor and caring approach.
- b. The TC will remain calm and courteous at all times. Maintain normal speaking volume and a professional, caring voice tone, avoiding yelling, and any display of anger or contempt.
- c. Whenever possible, the TC will give clear, brief explanations as to what he/she is doing and why.
- d. The TC will continually reassure callers that he/she is there to help. It may be necessary to repeat this.
- e. The TC will whenever possible, obtain and use a caller's first name or title (Jane, Bill, Mr. Jones, Mrs. Stevens, etc.).
- f. The TC will use 'REPETITIVE PERSISTENCE.' *Give the caller an action, followed by a reason for complying with the action.* Repeat this, using exactly the same phrasing, and in a calm level voice, as often as is necessary until the caller listens and cooperates.
- g. The TC will, when necessary, use 'POSITIVE AMBIGUITY (promise only what you can deliver).' Do not 'lie' to the caller, even if motivated by kindness. Do not make promises or create unrealistic expectations for the caller.
- h. During pre-arrival instructions, the TC will give the caller firm but gentle encouragement.
- i. When the caller is unable to answer questions after the TC makes multiple attempts to employ sound caller management techniques, the TC will calmly ask the caller to speak to someone else.



- j. The TC will never make any statements that foster or create feelings of helplessness, guilt or panic in a caller.
- k. The TC will never threaten a caller in any way, or engage in any discriminatory, derogatory or demeaning behavior toward the callers, patients, family members or bystanders, explicitly or implicitly, through language, attitude, or voice intonation.

3. **Caller management for Third Party Calls**

- a. The TC will *not* assume that third party callers know nothing, even if they say they know nothing.
- b. The TC will always attempt to ask all Case Entry and Key Questions of third-party callers when possible.
- c. Once the TC has made TWO attempts to gather information without success, he/she may choose to terminate the call, once it has been determined that the caller has no further information **and** cannot or will not get close to the incident

**81.4.5 EMD/EFD/EPD Emergency Dispatcher Certification**

Staff employed in the position of Telecommunicators are required to have an initial EMD/EFD/EPD certification and to maintain this qualification through the re-certification process for each discipline.

**A. Purpose**

To inform all Telecommunicators (TC's) acting as Emergency Dispatchers (ED's) of the requirements for certification and re-certification.

**B. Procedure**

1. **Emergency Dispatcher Certification**

- a. All current and future personnel employed by New Bern Police Communications in the position of (911) Communication Center Dispatcher as a TC-1 are required to be certified as an Emergency Dispatcher (ED) through the International Academy of Emergency Dispatch (IAED).
- b. New Bern Police Department Communications will provide the necessary training and re-training opportunities to facilitate obtaining and maintaining this certification.
- c. In the event that an employee does not pass the certification examination on the first attempt, he/she will be provided with supportive training based on feedback received from the IAED. Any TC student who does not pass the certification exam will then be required to take the re-test, conducted by the IAED via telephone.
- d. Should the Communications Operators still be unsuccessful in passing the First re-test to a 90% score, they will have to attempt a second retest also conducted via phone by IAED. This retest

will require a 100% passing score. If they do not pass on this attempt, they will then be required to attend another complete EMD/EFD/EPD training course.

## 2. **Recertification**

- a. Telecommunicators are required to maintain current ETC certification as mandated by the IAED. This currently requires completion of at least 24 hours of Continuing Dispatch Education per two-year period for each discipline. An additional 12 for a total of 36 for all ED-Q certified ED. If you have all 3 disciplines simultaneously you would need and additional 12 cde per discipline for a total of 48 hrs. ED-Q would need 60 cde hours. You must achieve a passing score in an open book IAED examination at two-year intervals for each discipline.
- b. New Bern Police Department Communications will maintain CDE records and a record of ETC certification status.
- c. Details of CDE requirements are contained in a separate CDE-specific policy.

## 3. **Certification Expiration, Revocation or Suspension**

- a. In the event that An Telecommunicator's IAED certification expires or becomes void due to suspension or revocation, the employee will be denied ability to continue call-taking responsibilities until such time as the certification is reinstated or renewed.

### **81.4.6 Priority Dispatch CDE process, Roles, and Responsibilities**

The Continuing Dispatch Education (CDE) process shall follow a standardized procedure as detailed below and as required by the National Academy of Emergency Dispatch to meet EMD, EFD and EPD re-certification standards.

#### **A. Purpose**

To provide all dispatch personnel with ongoing education and skills maintenance for the use of the Priority Dispatch System. Such Continuing Dispatch Education processes shall be sufficient to meet the requirements of the National Academy of Emergency Dispatch for re-certification.

#### **B. CDE Program Management**

1. The Dispatch Review Committee (DRC) shall be responsible for defining the topics that the CDE program will address.
2. Appropriate CDE topics may be identified in three ways:
  - a. As a result of the DRC's recommendations (based on the QIU's findings)
  - b. Via direct requests for further action by the QIU
  - c. Via requests from TC's

3. The QIU Coordinator shall be responsible for scheduling educational opportunities as necessary to address the needs identified above.
  - a. Delivered by qualified personnel (as defined by the DRC)
  - b. Adequate in their content / format to address the identified learning need / objective
  - c. Relevant to TC's and their associated work
  - d. Attended by all TC's
5. The QIU Committee shall be responsible for ensuring that appropriate records for the CDE program are maintained in the QIU filing system and for each TC individually.
6. The QIU Committee is responsible for ensuring that a CDE Lesson Plan is completed.

**C. Meeting IAED Re-Certification Requirements**

1. The QIU Committee shall be responsible for ensuring that all TC s have adequate opportunity to meet IAED re-certification requirements.
2. If it appears likely that an TC will not meet IAED re-certification requirements, the QIU Committee must inform that individual's Supervisor at the earliest opportunity.
3. TC's are ultimately responsible for ensuring that they attend sufficient educational opportunities to meet IAED re-certification requirements. They must alert their Supervisor of any likely problems in this area.

**D. Types of CDE**

1. The following are acceptable formats and their associated maximum hours for CDE:
  - a. Workshops and seminars (16 hours minimum / maximum)
  - b. Attendance at planning and management meetings (e.g. DRC) (8 hours maximum)
  - c. Quality assurance and case review (8 hours maximum)
  - d. Review of (medical, fire or police) related audio, video and written materials (4 hours maximum)
  - e. Public education (4 hours maximum)
  - f. Protocol review (4 hours maximum)
  - g. Miscellaneous, such as ride-a-longs and work experience (4 hours maximum)
2. The minimum CDE requirement in any given year shall be 12 hours of completed CDE per ED, at least eight hours of which shall be didactic (designed or intended to teach) in nature.
3. In addition to the CDE hours, types, and topics discussed above.
4. The bulk of the subject matter accepted as fulfilling IAED requirements must be directly related to the science of Emergency Dispatch and the use of the that discipline. However, other related material will be considered by the IAED for its relevance.

**E. CDE Program Objectives**

1. Development of a better understanding of telecommunications and of the TC’s specific roles and responsibilities.
2. Improving skill in the use or application of all component parts of the protocol, including interrogation and prioritization.
3. Providing opportunities for discussion practice of skills, and for constructive feedback of performance.

**81.4.7 Priority Dispatch Protocol Compliance; Performance Management and Remediation**

It is the policy of the New Bern Police Department Communications to comply with the Priority Dispatch System (PDS) protocols. Telecommunicators are required to meet regular minimum performance/compliance requirements as detailed below. Remedial training and education will be provided for Telecommunicators that do not meet minimum compliance levels.

**A. Purpose**

To provide clear Telecommunicator performance requirements and minimum compliance levels and identify areas for remedial training and education for individuals not meeting minimum levels.

**1. Compliance**

Each individual Telecommunicator is required to meet the following average PDS compliance levels:

	<b>ACE</b>			
High Compliance				
Compliant				
Partial Compliance	10%			
Low Compliance	10%			
Non-Compliant	7%			
<b>Percentage of Deviation Accepted</b>	Critical Deviation	Major Deviation	Moderate Deviation	Minor Deviation
<b>Individual Performance Benchmark</b>	3%	3%	3%	3%

Each Telecommunicator shall achieve and maintain the compliance rates detailed in this policy. A dispatcher not maintaining these rates in any given month may be subject to remedial training and/or implementation of a performance improvement action plan.

This policy does not exclude the need for discipline when considering individual cases of gross negligence and/or gross improper behavior, or cases of persistent failure to use the protocol system and/or in the manner trained. This policy does not exclude any other existing progressive disciplinary process.

**B. NFPA 1221 7.4.1 levies the following Protocol compliance requirements:**

1. Ninety-five (95) Percent of Alarms received on emergency lines shall be answered within 15 seconds and ninety-nine (99) percent of all alarms shall be answered within forty (40) seconds
2. Compliance to 7.4.1 will be evaluated monthly using data from the previous month
3. With the exception of the call types identified in NFPA 7.4.2.2 ninety (90) percent of emergency alarm processing, must be completed within sixty-four (64) seconds and ninety-five (95) percent of all alarm processing shall be completed within one hundred six (106) seconds.
4. Emergency Alarm processing for the following call types shall be completed within ninety (90) seconds ninety (90) percent of the time and within one hundred twenty (120) seconds ninety-nine (99) percent of the time.
  - a. Calls requiring Emergency Medical Dispatch questioning and Pre-Arrival Instructions
  - b. Calls requiring Language translation.
  - c. Calls requiring use of a TTY/TDD or other relay service.
  - d. Calls of criminal activity that require information vital to responder safety
  - e. Hazardous material incidents.
  - f. Technical rescue
  - g. Calls that require determining the location of the alarm due insufficient information
  - h. Calls received by text message
5. All timekeeping devices not capable of being synchronized with the master time source shall be maintained with sixty (60) seconds of the master time source.
6. Quality Assurance/Improvement; Communication centers shall establish a quality assurance /improvement program to ensure the consistency and effectiveness of alarm processing.

**C. Progressive Discipline vs. Quality Improvement**

1. When compliance becomes a progressive discipline versus quality improvement problem, the quality improvement unit will identify the individual to the Communications Director/Supervisor (Support Services Lieutenant).
2. All on-line remedial training shall be handled by the individual's direct supervisor or a qualified Telecommunicator or training officer.
3. All progressive discipline is handled according to current policy and via the chain of command for the individual concerned.

**D. Trigger Points for additional review and action plan**

1. An Telecommunicator may be subject to progressive disciplinary action after sufficient remedial training and performance improvement interventions have not yielded desired results. Progressive disciplinary action may result from any of the following:
  - a. Partial compliance above 10% for two out of three months.
  - b. Low compliance above 10% for two out of three months.

- c. Non-compliant above 7% for two out of three months.
- d. Case Entry, Chief Complaint, Key Question, Dispatch Life Support, Final Code, and/or Customer Service Deviation (Critical, Major, Moderate, and/or Minor) above 3% for two out of three months.

#### **81.4.8 Maintaining Current EMD/EFD/EPD Priority Dispatch System Standards**

The New Bern Police Communications Center will utilize the most current Emergency Dispatch practices by implementing the latest version of the Priority Dispatch System (PDS) within one year of its official release by the National Academy of Emergency Dispatch (IAED). New Bern Police Department Communications will provide all of its certified Telecommunicators (TC's) with the necessary training to use the latest version of the PDS.

##### **A. Purpose**

To provide all TC's the latest version of the PDS protocols and necessary training in order to keep up-to-date with the most recent standards in emergency dispatching. As new research and technologies become available in emergency dispatching, TC's will require trainings, protocols and practices to deliver the best possible service to the community.

##### **B. Procedure**

1. The International Academy of Emergency Dispatch will notify New Bern Police Department Communications when a new release of the PDS is available for use.
2. New Bern Police Department Communications will acquire the new releases of Priority Dispatch System protocols for all TC positions, and schedule a date for on-line use of the new system or versions.
3. The Steering Committee will evaluate and approve the use of all new versions of the PDS.
4. All TC's, Quality Assurance, Dispatch Review Committee (DRC) and Steering Committee personnel will be given the necessary training to use any new version of the PDS.

**These provisions apply to Medical, Fire and Police protocol systems.**

#### **81.4.9 Duplicate Incidents; Multiple Callers for Same Event**

When more than one call is received for the same incident, the TC (s) must complete the Case Entry interrogation for each discipline needed, then determine if a complete ED interrogation is required, based on the caller's answer to Case Entry questions. **Duplicate Incidents; Multiple Callers for Same Event**

##### **A. Purpose**

To provide all Telecommunicators (TC's) with a standard procedure for handling incidents where multiple calls are received by TC for (potentially) the same event. Traffic accidents, shootings, assaults, and injuries in public places, are common events that generate multiple calls from different callers but for the same event.

## B. Procedure

**\*\* These procedures may be suspended upon declaration by the on-duty supervisor or senior dispatcher of “EMERGENCY RULE” until situation is under control\*\***

1. The TC shall answer every emergency call with the expectation that the caller will be reporting new information not yet received from previous callers, including those cases where an incident record may already exist for the address/location provided by the caller.
  2. The TC will complete Case Entry according to standard Priority Dispatch System procedures for EMD, EFD or EPD.
  3. Before determining a reported event to be a duplicate of an active incident, the TC **must** confirm that the address/location and incident description is the same as an existing incident already entered in CAD. (Note: more than one shooting, traffic accident, Hazmat event, or any other injury or illness may occur in close proximity to each other, requiring a separate incident and response).
  4. When the caller is a third-party caller (not in the immediate vicinity of the event/victim), and the TC determines the event to be a duplicate incident, *and* no new information is offered by the current caller during the Case Entry interrogation, the TC may terminate the phone call once Case Entry interrogation is completed.
  5. If new information is provided by the caller during Case Entry, the ED must complete the Key Question interrogation, and assign a final coding according to standard Priority Dispatch System procedures for EMD/EFD/EPD.
  6. When the caller is a first or second-party caller (either a victim/patient or someone with the victim/patient), the TC must complete the Key Question interrogation, assign a final coding, and provide DLS instructions according to standard Priority Dispatch System procedures for EMD/EFD/EPD.
  7. In situations of extreme call volume in the emergency call center, the TC may suspend Pre-Arrival Instructions (PAIs) and suspend or discontinue Post-Dispatch Instructions (PDIs) once Case Entry, Key Questions and final coding are completed. Specifically, if there are unanswered emergency calls waiting in the 9-1-1 queue, the TC will make every effort to answer those calls after any case(s) currently being processed are given a Final Determinant Code and the needed first responders are notified (or will be immediately notified by a co-worker).
1. The following are the acceptable reasons for ED’s to suspend or discontinue the PROQA interrogating:
    - a. Mass Casualty Incidents (while both phone and radio traffic extreme).
    - b. Extreme weather conditions.
    - c. Emergency situations affecting comm. Center operations.
    - d. In progress Assault/Robbery/Home Invasion calls.

### 81.4.10 Overriding PDS Software Final Coding Recommendation

The Telecommunicator (TC) may override the ProQA recommended coding to a higher priority when the caller spontaneously reports a serious sign, symptom, situation or condition not identified by the standard protocol questioning, where that situation or condition may require a more urgent response than the one assigned to the

ProQA-recommended code for that case. Or when the suspects such a situation exists due to conflicting, ambiguous, or suspicious information provided by the caller.

**A. Purpose**

To provide TC’s with a defined procedure for overriding the standard PDS Determinant Code when the TC suspects a more serious condition or situation exists.

**B. Procedure**

1. The ProQA software will display the recommended determinant coding immediately after all Key Questions have been answered on the button in the upper right-hand portion of the screen, next to the word “SEND”. (e.g. “SEND: 69-D-1).
2. When the TC in his or her judgement, believes that a higher determinant coding is necessary based on the conditions stated in this policy, he/she will select the override determinant code from the override codes highlighted in yellow on the lower portion of the screen.
3. The TC will make a special note in the text of the case explaining his/her rationale for the upgrade.

**81.4.11 EMD/EFD/EPD Priority Dispatch Protocol use for Combined Incidents**

For any incident requiring an emergency response from multiple public safety entities (EMS, FIRE, POLICE or SHERIFF DEPT. etc.), the TC shall first invoke the Priority Dispatch System protocol (EMD, EFD or EPD) that best provides for safety and scene stabilization. This includes gathering information, initiating a response and providing instructions to protect callers, victims, bystanders, and responders from injury or harm, particularly for cases involving serious crimes or hazardous conditions. Once primary safety concerns and scene stabilization issues are addressed, the TC will use a second Priority Dispatch protocol whenever necessary, to gather further information, determine the correct coding, assign responses, and provide instructions to callers.

**A. Purpose**

To provide a standardized procedure for call taking and protocol use in situations requiring a combined response from multiple public safety agencies: local EMS, fire, police, sheriffs, lifeguards, transit security, state police, federal and provincial authorities, etc. Whenever the caller(s), victim(s), patient(s), bystanders or first responders are in any danger from violent or threatening persons or scene hazards, it is the first responsibility of TC to provide sufficient interrogation and instructions to protect lives, as well as secure and maintain the safety of all involved.

**B. Procedure**

**Combined Law Enforcement/EMS Cases with Danger Present:**

1. For incidents requiring both police and EMS responses, the TC will immediately invoke the Police Priority Dispatch System (EPD) for all cases reported as:



- a. Assaults, sexual assaults, shootings, stabbings, suicide attempts, violent or disruptive psychiatric events, dangerous animal attacks, homicides or attempted homicides, riots, fights, suspected terrorist attacks, SWAT team cases and any other cases involving violent crimes and In-Progress or just occurred crimes where suspects may be present.
2. When an EMS response is required, the TC will invoke the (EMD) Medical Priority Dispatch protocol, *following* the completion of all necessary EPD questions, dispatch coding, and instructions. EMD questions answered via the EPD interrogation are considered obvious. TC's are not required to ask those questions a second time.
3. The TC will assign the correct EMD coding to the case and provide all necessary post-dispatch and pre-arrival instructions when it is safe to do so.
4. For cases where a serious crime is in progress or just occurred, and there is a patient/victim who needs medical attention, EMS responders will be directed to 'stage' a safe distance from the incident scene until law enforcement personnel have secured the scene for other responders.

**C. Combined Law Enforcement/EMS Cases with No Immediate Danger Present:**

1. For crimes with injuries or illness, where there is no immediate danger present, such as past criminal events where the assailant is gone or cases where the crime occurred at a different location, the TC shall first use the Emergency Medical Dispatch (EMD) protocol and complete all EMD questions, dispatch coding and instructions *before* invoking the (EPD) protocol. For example:
  - a. A sudden cardiac arrest, unconscious or potential heart attack case.
2. Accompanied by some past criminal activity (chronic drug addiction, child neglect, endangering a minor, stolen property, etc.) would call for using the EMD protocol first.

**D. Combined Fire/EMS Cases with Fire or Hazard Present:**

1. For incidents requiring both a fire and EMS response, the TC will immediately initiate the Emergency Fire Dispatch (EFD) for all cases reported as occurring now, involving:
  - a. Fires, natural disasters, hazardous materials incidents, major transportation accidents, structural collapse, entrapments, land or water rescues, or any incident that requires and immediate response from specialized fire apparatus to contain hazards or protect life.
2. When an EMS response is required, the TC will initiate the (EMD) protocol *following* the completion of all necessary EFD questions, dispatch coding, and instructions. EMD questions answered via the EFD interrogation are considered obvious and are not required to ask again. The TC will assign the correct EMD coding to the case and provide all necessary post-dispatch and pre-arrival instructions when it is safe to do so.

**E. Combined Fire/EMS Cases with No Fire or Immediate Hazards Present:**

1. For fires or fire incidents where there is no immediate danger present and EMS ambulance is requested, the TC shall first use the EFD protocol, and complete all EFD questions, coding and instructions before invoking the proper (EMD) protocol. For example:
  - a. A serious injury traffic accident with a minor gasoline spill, or a car fire that has been extinguished with a serious burn victim, would receive EFD interrogation, coding, and instructions before EMD interrogation, coding and instructions.
2. When a fire response is required, the TC will invoke the EFD protocol *preceding* the completion of all EMD questions, coding and instructions. Any EMD questions already answered through interrogation will be EFD considered obvious, and ED's are not required to ask those questions a second time.
3. The TC will assign the correct EFD coding to the case and provide all necessary post-dispatch and pre-arrival instructions when it is safe to do so.

**F. Combined Law Enforcement/Fire Cases with Criminal Risk to Responders:**

1. For incidents requiring both a law enforcement and fire response, the TC will immediately invoke the Emergency Police Dispatch protocol for all cases determined to be:
  - a. Riots or mob actions (including those with looting, arson, explosions, release of toxic materials, persons trapped, etc.)
  - b. Suspected terrorist acts (including those with explosions, release of toxic materials, hostage situations, use of weapons of mass destruction, etc.)
  - c. SWAT Incidents (including those involving trapped victims, explosions, fires, or release of toxic materials, etc.)
  - d. Any incident where suspected criminal activity may interfere with firefighters' actions.
2. When a fire response is required, the TC will initiate the EFD protocol *following* the completion of all EPD questions, coding and instructions. Responding fire units may be required to stage at a safe location until law enforcement has secured the scene for firefighter activities. EFD questions answered via EPD interrogation are considered obvious and TC's are not required to ask those questions a second time.
3. The TC will assign the correct EFD coding to the case and provide all necessary post-dispatch and pre-arrival instructions when it is safe to do so.

**G. Combined Law Enforcement/Fire Cases with No Criminal Risk to Responders:**

1. For all incidents *not suspected* to be any of the above, the TC will immediately initiate the EFD protocols where criminal suspects pose no immediate risk to firefighters or firefighting activity. For example:
  - a. Fires intentionally set with suspects gone or in custody by security, etc.
  - b. Intentional releases of toxic materials with suspects gone or in custody by security, etc.
  - c. Rescues and persons trapped with suspects gone or in custody, etc.

2. When a law enforcement response is required, the TC will initiate the EPD protocol *following* the completion of all EFD questions, coding and instructions. EPD questions answered via the EFD interrogation are considered obvious, and call takers are not required to ask those questions a second time.
3. The TC will assign the correct EPD coding to the case and provide all necessary post-dispatch and pre-arrival instructions when it is safe to do so.
4. Upon implementation of EPD, for vehicle accidents in a PVA, without injury the TC will complete case entry and verify whether vehicles are blocking the roadway.

#### **H. New Bern Police Department Specific Rules for Use of PDS**

1. For vehicle accidents, Call takers may ask if there are injuries and if in the roadway as the first questions to determine which PDS is used.
2. New Bern Police Department has determined on MVC's in PVA with no Injuries, EPD protocol 131 will be the primary PDS used.
3. On MVC's in the roadway or with injuries, EFD Protocol 77 will be the primary PDS used.
4. On a suicidal subject who has not harmed him/herself and wants to go to The hospital, EPD Protocol 127 will be the primary PDS used

#### **81.4.12 PDS Emergency Rule**

In situations of extreme call volume in the emergency call center, the TC may suspend Pre-Arrival Instructions (PAIs) and suspend or discontinue Key Questions, final Determinant coding, and Post-Dispatch Instructions (PDIs) once Case Entry is completed. Specifically, if there are unanswered emergency calls waiting in the 9-1-1 queue or several ringing due to a major incident. The TC will make every effort to answer those calls after any case entry currently being processed is completed and the needed first responders are notified (or will be imminently notified by a co-worker).

#### **A. Purpose**

To ensure that TC's complete the minimum EMD/EFD/EPD Priority Dispatch System requirements for a safe and effective response during situations of *extreme* system overload.

#### **B. Procedure**

##### **1. Emergency Rule Situations**

Every attempt should be made to complete the interrogation sequence; at a minimum Case Entry, information will be correctly obtained, and an attempt at final Determinant Coding is finished.

The following are the acceptable reasons for TC's to suspend or discontinue the PDS protocol:

- a. Mass Casualty Incidents (while both phone and radio traffic extreme).
- b. Extreme weather conditions

c. Emergencies effecting comm. Center operations.

## 2. **Tracking of Emergency Rule Cases**

The TC must record all incidents where he/she applies the Emergency Rule.

A report will be generated at the beginning of each month to determine the number of emergency rule calls recorded in the CAD for the previous month.

## 3. **Releasing the Caller**

When faced with an Emergency Rule situation, the TC will release the caller with the following statement (or similar).

- a. An EMD example, “I need to hang up now to take another call, the paramedics are on their way. If he/she gets worse in any way, call us back immediately.
- b. An EPD example, “I need to hang up now to take another call, the police have been notified, if the situation gets worse in any way, call us back immediately.
- c. An EFD example, “I need to hang up now to take another call, the fire department is on the way. If the situation gets worse in any way, call us back immediately.

### **81.4.13 PDS Quality Improvement Process, Roles, and Responsibilities**

The quality improvement process shall follow a standardized procedure as detailed below and as required by the National Academy of Emergency Dispatch to meet accreditation standards.

#### **A. Purpose**

To provide all dispatch personnel with the necessary understanding and skills as they relate to the efficient and effective provision of quality assurance for the Priority Dispatch System. Such quality assurance processes shall be sufficient to meet the requirements of the National Academy of Emergency Dispatch for accreditation New Bern Police Department Communications as a Dispatch Center of Excellence (ACE).

#### **B. Procedure**

##### **1. Quality Improvement Case Review**

- a. Sampling of approximately 25% of the calls in each discipline per week are randomly selected and evaluated by the Quality Improvement Unit.
- b. An approximately equal number of calls shall be reviewed for each individual TC in each discipline.
- c. Minimum protocol compliance levels will be set and issued in a separate “Incremental Compliance Policy.”

## 2. **Case Review Feedback Process**

- a. Completed Case Evaluation Records (CERs) generated by the AQUA ASCENT database will be reviewed by the “Q” and the TC within 7 working days.
- b. Both the Q and the TC may add their comments to the forms and then both must sign it.
- c. When circumstances dictate, the Supervisor will develop an action plan and document this on the remedial Action Plan form. A deadline for completion of the action plan will be given by the QIU. Action plans may be necessary if remedial training is required. Remedial training will be 30 working days in length and during the training the supervisor and TC will meet weekly to discuss progress.
- d. Supervisors may use the form to request further QIU follow-up or action if required. Examples of QIU action include requests for a particular Continuing Dispatch Education topic to be covered, a letter of commendation be submitted, or that a problem be raised at the Dispatch Review Committee meeting.
- e. Completed forms must be returned to the QIU within 30 days of receipt by the Supervisor.
- f. The QIU must be informed of the completion of any action plan noted on the form.
- g. A copy of the completed form will be kept by the QIU in the TC’s personal file.

## 3. **QIU Database / Individual TC Compliance Reports**

- a. Compliance data for individual TC’s will be generated from the AQUA ASCENT database. It is then sent to Shift Supervisors on a monthly basis. Data on individual TC’s performance will be treated as confidential; viewed only by the QIU and the necessary administrative training staff.
- b. Action plans will be utilized when necessary, based on average and/or cumulative compliance scores. A deadline for completion of the action plan will be given.
- c. Supervisors may use the form to request further QIU follow-up or action if required.
- d. Completed forms must be returned to the QIU within 30 days of their receipt by the Supervisor.
- e. The QIU shall be informed of the completion of any action plan noted on the form.
- f. A copy of the completed form will be kept by the QIU in the ETC’s QIU file.

## 4. **QIU Database / Shift Compliance Reports**

- a. Compliance data for each shift overall may be generated from the AQUA database and posted on the Priority Dispatch System bulletin board in dispatch at monthly intervals by the QIU.

- b. Shift compliance scores may be reviewed by administrative staff, and corrective action taken when necessary.
- c. The QIU will be informed of the completion of any action plan.
- d. A copy of each Shift Compliance Report will be kept by the QIU in the Shift's QIU file.

**5. QIU Database / Dispatch Summary Compliance Reports**

- a. A Quality Improvement Summary Compliance Report will be generated from the AQUA database and copied to each member of the Dispatch Review Committee at monthly intervals. The Steering Committee will receive quarterly updates on monthly (center-wide) compliance.
- b. The DRC will review the Quality Improvement Summary Compliance Reports at monthly intervals. The DRC will identify performance issues and recommend actions for performance improvement.
- c. The Steering Committee will review the Dispatch Summary Compliance Report at quarterly intervals. The Steering Committee will evaluate and approve any policy changes and resource allocation plans proposed by the DRC.

**6. Dispatch Feedback Reports**

- a. These forms will be made available to all field personnel who respond to EMD, EFD and EPD calls for service. They will be utilized to provide feedback from the field to dispatch in the event of exemplary dispatcher performance or if a case proves problematic.
- b. Completed forms will be forwarded directly to the QIU via the internal mail system.
- c. Upon receipt of a form, the QIU will review the audio tape of the relevant call and evaluate the case for protocol compliance.
- d. A reply to the initiator of the query or feedback will be provided within 14 days of receipt of the form by the QIU.
- e. Copies of the completed Dispatch Feedback Reports will be kept by the QIU in the relevant TC's file and in a file dedicated to the completed Dispatch Feedback Reports.
- f. Copies of Dispatch Feedback Reports will be distributed by the QIU to the Communications Director, the employee (TC) identified in the report and the communications centers shift supervisor.

**81.5.1 Fire Alarms (EFD Protocol 52)**

TC's answering a call for Service for a FIRE ALARM shall follow the below procedures.

**A. Purpose**

To ensure the TC follows the proper procedures in obtaining the necessary information to dispatch appropriate Fire response.

## **B. Procedure**

Complete case entry questions as shown below, to obtain the following information:

1. “*New Bern*” 9-1-1 what is the address of the emergency?
  - a. The ED may clarify by asking for the Business name (if appropriate)
2. What is the phone number you are calling from? If the Alarm Co provides the business number here you do not have to ask for it in Key/Questions as it will be obvious. You may ask for it at this time.
3. What is your name or operator number?
4. Okay, tell me exactly what happened?
5. What type of building/structure is involved?
7. Are you at that location now?

## **C. CAD Requirements**

EFD Protocol’s will be loaded in CAD as follows:

1. Address (Name of Business if appropriate)
2. Phone Number
3. Once you have address and phone number go to call type and select FIRE ALARM RESIDENCE/FIRE ALARM BUSINESS, tab once and in The PROQA dialog box select PROQA Fire, which will launch your PROQA
4. At this point you will click on the vehicle ICON which will launch your FIRE Run Card
5. On the Run Card, click on “Fire” and then click on “accept”

## **81.5.2 Fire Drills**

An ED answering a call for Service for a FIRE Drill shall follow the below procedures.

### **A. Purpose**

To ensure the TC follows the proper procedures when receiving a call from an unknown subject regarding a Fire Alarm Drill at a known location i.e. school, hospital.

### **B. Procedure**

When the TC receives a call from a subject “advising” that they will be conducting a fire drill at a known location:

1. Politely advise the caller they must call their Fire Alarm Monitoring Company to advise them of the fire drill request.
2. In the event the TC gets a call from the Fire Alarm Monitoring Company and they do not advise it was a drill it will be treated as an actual fire and we will dispatch a full fire response
3. If the caller argues with the TC, advise the caller to contact the on duty station chief at New Bern Fire Department (NBFD) station 1



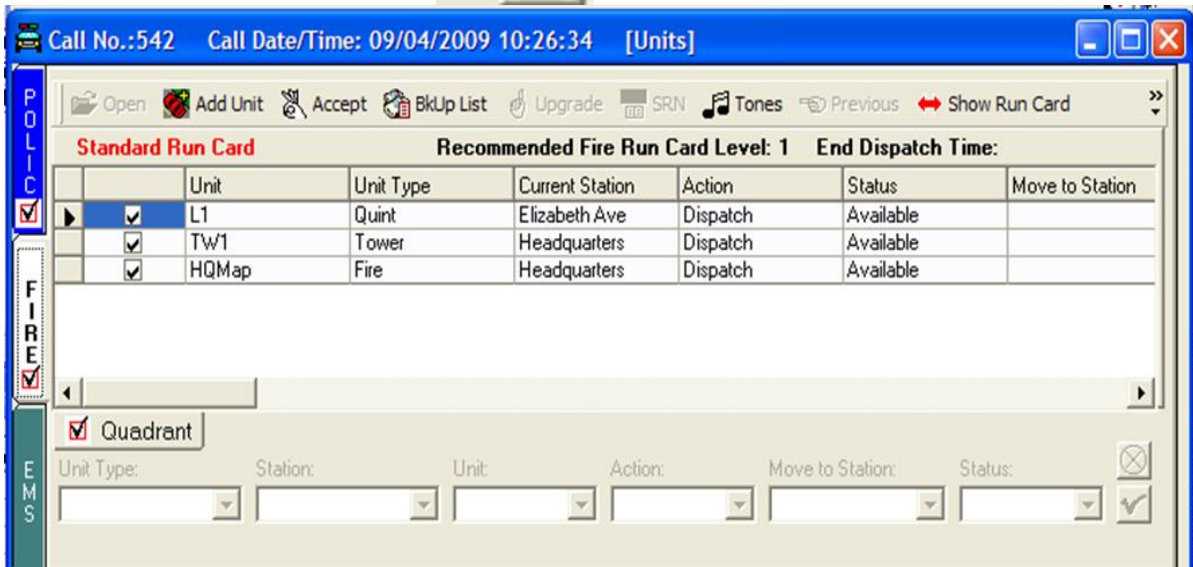
### 81.5.3 Fire Dispatch Procedures

The purpose of the policy is to provide the Telecommunicators with the proper procedures for dispatching fire calls. The procedure is designed to give you an understanding and serve as a guide to properly dispatch Fire personnel and apparatus. Realizing that each situation is unique, these procedures should be followed unless circumstances dictate otherwise.

#### A. Purpose

90 Second Rule: 99% of the time all fire calls will be cadded and dispatched within 90 seconds from receipt and answer of phone call or request or 60 seconds 90% of the time. Ref: NFPA 1221 STANDARD

1. Start CAD and enter Fire in the CAD call type, this will launch your EFD PROQA. In case entry when you have gotten to “Tell me exactly what happened” you will then go back to CAD and enter the correct type of “FIRE Call type” i.e. structure fire, vehicle fire
2. Once you have changed the CAD call type to the correct Fire call type you can select the “Unit Recommendation” icon on the right of the CAD screen indicated by the icon.



3. Select FIRE STN ALT
4. Once the FIRE STN ALT clears, on FDANNOU you will give the following **Pre-Announcement: “(Units), (type of call), (address)”**

**Example: “Ladder 1, Tower 1, (Structure fire), (123 Main St).”**

**RESPOND TO (GIVE NAME (ONLY IF BUSINESS), ADDRESS AND CROSS STREETS) FOR A REPORTED (GIVE TYPE OF CALL). REPEATING. RESPOND TO (GIVE NAME (ONLY IF BUSINESS) & ADDRESS AND CROSS STREETS) FOR A REPORTED (GIVE TYPE OF CALL).**

5. Once all units have checked enroute, give the determinant level (i.e This is a BRAVO RESPONSE) and direct the responding units to switch to a FD TAC Group you have available. Hydrant Locations are to given to responding units at this time. The first unit on scene will advise you who will be “COMMAND” and give a condition status.

#### **81.5.4 Confined Space Entry Procedures**

The purpose of this procedure is to provide Telecommunicators with the proper steps for handling a confined space entry/exit.

##### **A. Confined Space Entry.**

1. When receiving a call for a confined space entry, gather the following information:
  - a. Address of the confined space entry
  - b. New Bern Fire-Rescue must be notified of all confined space entries made in the city limits, or on city property located outside of the city limits. From time-to-time, you might be given confined space notifications outside of New Bern. Treat these all the same.
  - c. Name of the supervisor on site.
  - d. Contact number of the supervisor on site
  - e. Number of persons entering the confined space
  - f. Estimated time of the confined space entry
2. After entering the address, name & telephone number of the supervisor into the CAD, select as the call type “Confined Space.”
3. Manually dispatch TK1 (Truck 1) in the CAD onto the call as a placeholder unit. DO NOT do a unit recommendation. You do not need to place TK1 on scene. In the event of an actual confined space situation, refer to EFD protocol 54.
4. Entry Announcement:
  - a. After dispatching TK1 to the call, prepare for the radio announcement
  - b. Select FDANNOU talk group
  - c. Select and hold Pulse Tone TX for 3 seconds
  - d. State the following:

Attention all units and stations, attention all units and stations, be advised of a confined space entry at \_\_\_\_\_ (address). Confined space entry at \_\_\_\_\_ (address). \_\_\_ person(s) for \_\_\_\_\_ (time frame). New Bern time of entry, \_\_\_\_\_ (time).

Example:

Attention all units and stations, attention all units and stations, be advised of a confined space entry at 601 GEORGE ST. Confined space entry at 601 GEORGE ST. 1 person for 2 hours. New Bern time of entry, 0800 hours.

## **B. Confined Space Exit**

### 1. Exit Announcement:

- a. When the personnel call back advising that they are closing out, or exiting, the confined space, prepare for the exit announcement
- b. Select FDANNOU talk group
- c. Select and hold Pulse Tone TX for 3 seconds
- d. State the following:

Attention all units and stations, attention all units and stations, be advised that the confined space entry at \_\_\_\_\_ (address) is complete. Confined space entry at \_\_\_\_\_ (address) is complete. New Bern time of exit, \_\_\_\_\_ (time).

Example:

Attention all units and stations, attention all units and stations, be advised that the confined space entry at 601 GEORGE ST is complete. Confined space entry at 601 GEORGE ST is complete. New Bern time of exit, 1000 hours.

2. Clear the call with a disposition of “C” and print the call to Headquarters station.

## **81.6.1 Priority Dispatch System Obvious/Expected Death**

TC’s will handle obvious death and expected death cases by following EMD protocol and local procedures approved by the system Medical Director.

### **A. Purpose**

To provide TC’s with a medically approved process for potential obvious death and expected death situations.

### **B. Obvious Death Definition**

1. For dispatch purposes ‘Obvious Death’ is defined as a patient’s condition that can be identified as incompatible with life, after all information has been obtained on the Case Entry protocol, and protocol 9 (Cardiac or Respiratory Arrest/Death). Resuscitative measures including PAIs for breaths and chest compressions will not be provided in any ‘Obvious Death’ and ‘Expected Death’ situation.
2. Once the TC determines the patient to be *not conscious* and *not breathing*, through proper application of the EMD System, the following conditions may be considered by the dispatcher to constitute ‘Obvious Death’:
  - a. Cold and Stiff in a warm environment
  - b. Decapitation
  - c. An explosive gunshot wound to the head.
  - d. Decomposition
  - e. Non-recent death (*confirmed* as being greater than six hours)
  - f. Severe injuries obviously incompatible with life
  - g. Incineration
  - h. Submersion (*confirmed* as being greater than 24 hours)

**The dispatcher must be sure that the presence of at least one of the above conditions is unquestionable. The TC must be specific.**

**Answers to all applicable questions on protocol card 9 to arrive at an ‘obvious death’ determination.**

3. Once the ED determines the patient to be *not conscious* and *not breathing*, through proper application of the EMD System, the following conditions may be considered by the dispatcher to constitute ‘Expected Death’:
  - a. Terminal Illness
  - b. DNR Order

**The TC must get specific answers to all applicable questions on protocol card 9 to arrive at an ‘expected death’ determination.**

### **C. Actions OF ED’S in the Event of Unquestionable Obvious Death or Expected death**

1. Code all obvious death cases as 9-B-1 and inform responders of specific obvious death condition determined.
2. Code all expected death cases as 9-Omega-1.

3. Do not provide PAIs.
4. If possible, keep the caller on the line and provide emotional support.

#### **D. Cases Requiring Pre-Arrival Instructions**

1. TC's shall attempt pre-arrival instructions on all cardiac/respiratory arrest cases where the obvious death and expected death determinants (9-B-1 and 9-Omega-1) are not applied.
2. When pre-arrival instructions are required (as defined in 'A' above), TC's are not to ask permission to give PAIs. *Do not say "Would you like me to tell you how to do CPR?"*
3. If the caller refuses to follow PAIs, say, **"The ambulance is on its way, but this is important to give the patient the best possible chance until it arrives."** *Repeat as necessary.*
4. If the caller still refuses to administer aid, ask if there is someone else you can speak to.
5. If no one else is available attempt to keep the caller on the line and provide emotional support. Make it clear that if they change their mind about providing patient care you will tell them exactly what to do.
6. Remain polite and courteous at all times.

#### **81.6.2 Priority Dispatch Obvious/Expected Death (No EMD)**

TC's will handle obvious death and expected death cases by following the PDS protocol and local procedures approved by the system Medical Director or Approving Authority.

##### **A. Purpose**

To provide TC's with a medically approved process for potential obvious death and expected death situations.

##### **B. Obvious Death Definition**

1. For dispatch purposes 'Obvious Death' is defined as a patient's condition that can be identified as incompatible with life, after all information has been obtained on the Case Entry protocol, and on the appropriate Chief Complaint. Resuscitative measures including PAIs for breaths and chest compressions will not be provided in any 'Obvious Death' and 'Expected Death' situation.
2. Once the TC determines the patient to be *not conscious* and *not breathing*, through proper application of the PDS System, the following conditions may be considered by the dispatcher to constitute 'Obvious Death':
  - a. Cold and Stiff in a warm environment
  - b. Decapitation

- c. Explosive gunshot wound to the head
- d. Decomposition
- e. Non-recent death (*confirmed* as being greater than six hours)
- f. Severe injuries obviously incompatible with life
- g. Incineration
- h. Submersion (*confirmed* as being greater than 24 hours)

**The dispatcher must be sure that the presence of at least one of the above conditions is *unquestionable*. The TC must get specific answers to all applicable PDS questions to arrive at an ‘obvious death’ determination.**

- 3. Once the TC determines the patient to be *not conscious* and *not breathing*, through proper application of the PDS, the following conditions may be considered by the dispatcher to constitute ‘Expected Death’:
  - a. Terminal Illness
  - b. DNR Order

**The TC must get specific answers to all applicable PDS questions to arrive at an ‘expected death’ determination.**

#### **C. Actions OF TC’S in the Event of Unquestionable Obvious Death or Expected death**

- 1. Code all expected death cases as 112-B-1.
- 2. Code all obvious death cases as 112-Omega-1 in Police, code as 72-A-2 in Fire, and inform responders of specific obvious death condition determined.
- 3. Do not provide PAIs.
- 4. If possible, keep the caller on the line and provide emotional support.

#### **D. Cases Requiring Pre-Arrival Instructions**

- 1. TC’s shall attempt pre-arrival instructions on all cardiac/respiratory arrest cases where the obvious death and expected death determinants (112-B-1 and 112-Omega-1) are not applied.
- 2. When pre-arrival instructions are required (as defined in ‘A’ above), TC’s are not to ask permission to give PAIs. *Do not say “Would you like me to tell you how to do CPR?”*
- 3. If the caller refuses to follow PAIs, say, **“The ambulance is on its way, but this is important to give the patient the best possible chance until it arrives.”** *Repeat as necessary.*
- 4. If the caller still refuses to administer aid, ask if there is someone else you can speak to.

5. If no one else is available attempt to keep the caller on the line and provide emotional support. Make it clear that if they change their mind about providing patient care you will tell them exactly what to do.
6. Always remain polite and courteous.

### **81.6.3 High Risk Pregnancy**

EMD's will handle all pregnancy, childbirth, and miscarriage cases by following the MPDS protocol and local procedures approved by the system Medical Director.

#### **A. Purpose**

To provide EMDs with a medically approved process for potential high-risk pregnancies.

#### **B. High-Risk Pregnancy Defined**

1. High-risk pregnancies are defined as situations where the patient/mother has any one of the following suspected conditions:
  - a. Premature Birth ( $\leq 20$  weeks)
  - b. Multiple Births ( $\geq 20$  weeks)
  - c. Bleeding Disorder
  - d. Use of Blood Thinners
  - e. Other (Refer to current Medical Director List)

#### **C. EMD Actions for High-Risk Pregnancy cases**

1. Once the presence of a high-risk condition has been confirmed, the EMD will code the case as a 24-D-5.
2. Pre-arrival instructions will be provided as indicated by the patient's condition and the DLS links in the EMD protocols. For premature or multiple births, the delivery instructions will be provided whenever possible and safe to give.
3. Whenever possible, keep the caller on the line for emotional support, and give exit instructions, if pre-arrival delivery instructions are not necessary.

### **81.7.1 OPEN CARRY/SUSPICIOUS (EPD PROTOCOL 129)**

#### **A. PURPOSE:**

The purpose of this policy is to advise each 9-1-1 ED on handling a CFS regarding an open carry complaint. The process of handling Calls in which a caller is advising of seeing a situation in which an individual has a gun on his/her person, or an outline of a gun; individual is not threatening/brandishing the weapon in a threatening manner but seeing the gun or the silhouette of a gun caused the caller to be alarmed.

The procedure is for handling the following CC 129-C-1G: Armed/Subject Calls coming into the New Bern Communications 911 Center, with no defined violations, but is an individual exercising his/her right to carry, for which this action alarms the caller.

Example: Caller advises of an individual walking around the parking lot with a pistol or what appears to be the outline of a pistol on his/her side. (Exercising Open Carry). This situation is causing fear/uneasiness for the caller, thereby causing alarm). This would be a CADDED Call.

Case Entry Question 3: Okay, tell me exactly what happened, will clarify what is occurring i.e.: Caller advises (describe) male/female walking around with gun or what appears to be a gun on his/her side. Caller advises that he/she can see a gun (open carry) or can see an outline of a gun (concealed); did not advise of gun in hand, brandishing or pointing it at someone.

This type of call will be CADDED and dispatched. The TC will annotate in the remarks of CAD, exactly what the caller said to make it a weapons incident. Work to ensure proper handling of all 9-1-1 calls for help that have a weapon component, in a safe, effective, efficient, and expedient manner, working to not further jeopardize the safety of callers or responders.

## **B. PROCEDURE**

The case entry questions shall be asked by the 9-1-1 TC, who answers the 9-1-1 call, in order and phrased as shown in ProQA, to obtain the following information:

1. 9-1-1 what's the address of the emergency?
2. Okay, tell me exactly what happened.
3. Once the 9-1-1 TC verifies location given, it will be accepted into the system by coding it according to what information was ascertained. Factors such as the weapon being seen or an outline of a weapon being seen by the caller will be documented so that the situation will not jeopardize the caller's welfare, or the welfare of the responders, thereby leading to a possible catastrophic outcome, based upon the in-progress situation on scene. Make sure that what is heard is clearly defined in the remarks of CAD.

### **81.7.2 Alarms at Federal Court (413-415 Middle St, New Bern)**

#### **A. Purpose**

To provide a standard procedure for handling all Federal Court alarms, located at 413-415 Middle St, New Bern.

#### **B. Procedure**

1. When you receive a call from the alarm monitoring co advising you of an alarm at



413 to 415 Middle St (Federal Court/Marshall's Office) the ED will CAD the call.

2. When the TC has the CAD sheet completed, click on the "Alert" icon and you will see an alert. Double click on the alert notifying you that "For any alarms or issues contact US Marshall Jon Payne 1 919-830-5122
3. Once he is contacted, he will make the necessary calls and respond to the bldg.

### **81.7.3 Road Rage EPD Protocol 132**

#### **A. Purpose**

The purpose of this policy is to provide Telecommunicator's (TC) of procedures regarding Chief Complaint (CC) 132-D-1G/K/E/M/O: Road Rage. Road Rage is 'Inappropriate driving actions accompanied by threats. This policy outlines the Department policy when a caller is following the driver.

#### **B. Procedure**

The case entry questions shall be asked by the 9-1-1 TC as follows:

1. 9-1-1 what is the address of the emergency?
2. Okay, tell me exactly what happened.
3. Complete the Case Entry questions. Once it is known that it is a Road Rage incident in which the offender is following the victims, the 9-1-1 TC will verify location, define what is occurring and selecting the applicable CC.
4. At this point the TC will advise the caller that department policy is "**you can follow the suspect only if it's safe to do so, continue to follow at a safe distance. Obey all traffic laws and do not make and contact with the driver of the other vehicle**
5. Complete CE and KQ, the TC will advise the caller that responders have been notified and will be in the area as soon as possible.

#### **B. STAY ON THE LINE:**

If the caller wants to follow, advise them of the following:

1. I will stay on the line as long as I can. What is your present location? (If 9-1-1 becomes inundated with calls, the 9-1-1 TC will advise the caller that they must release the call to answer other 9-1-1 calls and that units are being made aware of the situation. If time permits, you may ask the following.
2. Do you know the suspect?
3. Do you feel safe, to stop somewhere and meet an officer? If so, where?

4. All information will be added to the remarks of the CAD, advising responders of what is occurring.
5. Note: When intersections/locations change, the TC will update CAD to reflect the changes.  
Safety Disconnect: Offender no longer following.
6. Ask caller for a location to meet the officer for a report.
7. All Road Rage, 132-D-1G/K/B/O, are processed according to this PROTOCOL

#### **81.7.4 Handling Suicidal Callers**

##### **A. Purpose**

To provide all Telecommunicators with a policy describing process for handling both non-injured and injured suicidal Callers.

##### **B. Procedure**

1. When communications receives a call in which the caller advises they are contemplating suicide or feeling as if they want to harm themselves the TC will:
2. Dispatch Law Enforcement Officer to scene for scene safety.
3. If caller has not acted on the suicide or otherwise hurt themselves and do not require medical attention, LEO only.
4. If a Co-Respondent is on duty, and the scene is secure, they should be dispatched to assist LEO.
5. Transport the subject via LEO vehicle to hospital for self-commitment if subj does not need any other medical attention.
6. If the caller advises they have initiated an action causing bodily harm you will immediately begin EMD Protocol 25 and dispatch EMS to stage pending LEO arrival and scene is secured.