


The Tarrant County College District Police Department

GENERAL ORDER

	SUBJECT	GENERAL ORDER NUMBER
	COMMUNICATIONS	426.00
	CALEA STANDARDS	EFFECTIVE DATE
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APPROVAL	REVISION DATE	PAGES
Shaun Williams, Chief of Police		20

Policy Statement - Department members will operate the various components of the communications system in compliance with local, state, and federal guidelines. Standardized radio and telephone procedures are essential for providing effective service to the community and ensuring officer safety.

426.01 - DEFINITIONS

Major Incident - any of the following:

- death or serious bodily injury of police employee, other district employee, any person in police custody, or of any person alleged to be caused by a district employee;
- significant damage to district property;
- significant damage to non-district property alleged to be caused by a district employee;
- severe weather conditions or disasters;
- events requiring significant deployment of department personnel and/or equipment; and
- any other incident or event that is likely to generate media or citizen inquiries.

426.02 - TELEPHONE SYSTEM

- A. The TCCD Police Department Communications Center monitors all incoming telephone lines for both emergency and non-emergency calls. **A 81.3.3**
- B. The Department's single emergency telephone number is (817) 515-8911. **A 81.2.1 and 81.2.2**
- C. When a call is received for an emergency service this Department does not normally provide, or when the request is for service outside this jurisdiction, the Communications Operator receiving the call will evaluate all pertinent information, contact the appropriate agency, and relay information.: **A 81.2.12**
- D. When misdirected non-emergency calls are received by the Communications Center, Communications Operator will provide callers with the telephone number of the appropriate resource, if available. Of the number is not available, the Communications

Operator will transfer the call to the TCC College Information switchboard at 817-515-8223.

426.03 - CONTINUOUS, TWO-WAY CAPABILITY A 81.2.2

- A. The department will maintain 24-hour two-way radio capability providing continuous communication between the Communications Center and on-duty Patrol Officers.
- B. The Communications Component shall have sufficient personnel to maintain a staff of Communications Operators on duty 24 hours a day, 365 days a year.
 - 1. The on-duty Communications Operator shall assist officers in the field by relaying needed two-way communications.

426.04 - OBTAINING / RECORDING INFORMATION

- A. Calls for service are received a number of different ways: telephone calls from citizens, walk-ins to the Department, and calls initiated or received by Department members.
- B. Upon receiving a call for service, the Communications Operator or other Department member will attempt to gather as much relevant information as possible to assist responding officers in locating the call, anticipating conditions to be encountered at the scene, and enhance officer safety.
- C. As the information is being obtained, it will be entered into the CAD system. The CAD system automatically assigns a call number to all entries and captures the date and time the call for service is entered. A 81.2.3 a. and 81.2.3 b.
- D. The Communications Operator will also obtain/record, to the extent possible, all other information required by CAD, to include:
 - 1. Name, address, and telephone number of complainant; A 81.2.3 c.
 - 2. Type of incident reported; A 81.2.3 d. and 82.3.2 a.
 - 3. Location of incident reported; A 81.2.3 e. and 82.3.2 b.
 - 4. Identification of officer(s) assigned as primary and back-up units; A 81.2.3 f.
 - 5. Time of dispatch; A 81.2.3 g.
 - 6. Time of officer arrival; A 81.2.3 h.
 - 7. Time call cleared and officer return to service; and A 81.2.3 i.
 - 8. Disposition or status of incident. A 81.2.3 j.

426.05 - COMMUNICATION WITH OTHER AGENCIES A 81.2.4 d.

- A. When communication with other agencies is necessary, Communications Operators will usually contact the other agency and relay the information back to the officer.

- B. When operational needs require direct communication between officers of the Department and personnel of other agencies, all officers will advise the Communications Center that they are switching to another radio channel. (See Appendix A)

426.06 - COMMUNICATIONS PERSONNEL ACCESS TO DEPARTMENT RESOURCES

- A. The on-duty Patrol Supervisor(s) will ensure that he/she is immediately available to Communications personnel. **A 81.2.5 a.**
- B. At the beginning of each shift, the Communications Center will be provided with a copy of the Daily Duty Roster submitted by each Campus. The Daily Duty Roster includes all personnel for the shift, assigned district(s), assigned vehicle, and special assignments if any. **A 81.2.5 b.**
- C. Copies of a list providing the home telephone numbers and addresses of all Department members are maintained in the Communications Center and accessible to all Communications Operators. Also, the computerized user data file contains the home telephone information, as well as other contact information. Department members will treat this data as **CONFIDENTIAL** information to be used for law enforcement operations only. **A 81.2.5 c.**
- D. The official map of the Department's (campus) service area is maintained in the Communications Center and is updated as changes occur. Also, the CAD system provides building and other information. **A 81.2.5 d.**
- E. The CAD system provides a listing of available officers and their status indicators. **A 81.2.5 e.**
- F. A listing of telephone numbers of providers of emergency and other services is maintained in the Communications Center and is accessible to all Communications Operators. **A 81.2.5 f.**
- G. The Department Emergency Management Plan and Safety Procedures are accessible to Communications personnel. **A 81.2.5 g.**

426.07 - IMMEDIATE PLAYBACK CAPABILITY **A 81.2.8 a.**

- A. The Communications Center shall have the capability of immediate playback of messages received by phone and radio while continuously recording phone and radio transmissions. Playback capability only includes the previous HOUR of transmissions.

426.08 - RECORDING OF RADIO/TELEPHONE TRAFFIC

- A. All radio transmissions and telephone conversations involving the Communications Center will be recorded. All recordings will be retained for at least thirty (30) days. **A 81.2.8 a.**
- B. Whether through physical security or computer security, all recordings shall be secure from unauthorized access. All precautions shall be taken to ensure safe handling of the recording media (if applicable). **A 81.2.8 b.**
- C. At no time will the recorder be turned off, except for repair or maintenance.

426.09 - RECORDING REVIEW A 81.2.8 c.

- A. Only the Communications Manager or a designee of the Communications Manager or Chief of Police will perform a recording review.
- B. Personnel requesting copies of recordings will do so through their supervisor in writing. The request will advise which area (phone, radio) needs monitoring; which traffic is pertinent; date and time incident starts and ends (times can be approximate); and the need to leave time lapses in the copy of the recording. This request will be directed to the Communications Manager.
- C. All Public Information requests will be processed in accordance with applicable department and/or district procedure.
- D. Upon receipt of any request made from outside the Department, the Communications Manager will research the information and review the findings with the Chief of Police and the TCC District Attorney prior to review or release to the requesting person or agency.
- E. Recordings will be made during regular office hours unless it is of immediate concern to a public safety agency.

426.10 - CRIMINAL JUSTICE INFORMATION SYSTEMS A 81.2.9

- A. Communications personnel will operate the TLETS / TCIC / NCIC system according to the policy and procedures set forth by the FBI and the Texas DPS Rules and Standards.
- B. Communications Operators will also broadcast 'Attempt to Locate' information from other outside agencies about stolen vehicles, missing persons, robberies, in progress calls, etc. when information in teletype is in the area of a TCCD Campus.

426.11 - EMERGENCY MESSAGES A 81.2.11

- A. The delivery of emergency messages is a legitimate law enforcement function and will be handled as any other call for service.
- B. Communications Operators will make every effort to validate the emergency through another law enforcement agency, hospital, coroner, or other competent source.
- C. For the purposes of this policy, the kind of events that are considered emergencies are:
 - 1. The death or fatal, serious, and/or incapacitating injury of a relative or close associate.
 - 2. A life threatening emergency - when the person to be notified has particular expertise needed to manage the emergency.
 - 3. Any other emergency situation that requires a law enforcement notification because of distance, the need for timely delivery, unavailability of telephone service, or when there is an indication that the person receiving the message may be adversely impacted by the message and require assistance.
- D. Emergency messages will generally be delivered by the on duty patrol unit assigned to the district in which the person receiving the message is located.
- E. All other non-emergency messages that may involve interruption of classes will be directed to the Vice President of Student Services for that campus.

426.12 - POLICE RESPONSE SYSTEM **A 41.2.1**

- A. **Prioritizing Calls for Service.** It is the policy of the TCCD Police Department to evaluate and prioritize calls for police service to more effectively and efficiently use field personnel.
- B. **Call Dispatch System.** Calls for police service will be dispatched according to the standards provided in this Order.
- C. **Changing Dispatch Priorities.** On all calls, where there is a high expectation by the caller of a rapid police response, Communications Operators may raise the priority of the call. If there is some question about what kind of police response is appropriate, Communications Operators should always use their best judgment and err on the side of the caller, i.e., send a police unit when in doubt. Communications Operators cannot downgrade a call priority classification without supervisor approval.
- D. **Field Response Modes.**
 - 1. **Priority One Response** is operation of a marked police vehicle exercising the authorities and subject to the limitations specified in the General Order on Emergency Vehicle Operations. Priority Three Response dictates emergency lights and siren in continual use. Classification of a call as “emergency” for dispatch purposes does not alone justify Priority Three response. Priority Three response is authorized only for calls that involve immediate threat to human life or violent crimes in progress.
 - 2. **Priority Two Response** is operation of a marked police vehicle exercising the authorities and subject to the limitations specified in the General Order on Emergency Vehicle Operations. Priority Two Response dictates urgent response with emergency lights with intermittent siren use to clear traffic and intersections.
 - 3. **Priority Three Response** is operation of a police vehicle in compliance with all traffic regulations. Priority One response is to be used for all calls that do not involve immediate threat to human life or violent crimes in progress.
 - 4. **Changing Response Mode.** Dispatched officers may upgrade Priority Three response to Priority One response when their immediate knowledge of a situation justifies it. They may decrease Priority One response to Priority Three response when their immediate knowledge of a situation or weather or road conditions justifies it. Supervisors may, based on their knowledge and experience, direct increase or decrease in response priority classification. No change in response mode will be exercised by an officer or supervisor until the intent to do so is broadcast to and receipt is acknowledged by the dispatcher.

426.13 - SERVICE CALL DISPATCH

- A. Calls for service will be classified and dispatched as specified in Appendix B and the following sections. **A 81.2.6 a.**
- B. Communications Operators will advise the victim/witness/reporting person of the department’s response, including direct law enforcement response and/or referral to other agencies. **A 81.2.6 b.**

426.14 - ASSIGNMENT OF UNITS **A 81.2.4 e.**

- A. **Unit Selection.** Communications Operators will make every effort to obtain all information that has a bearing on how many and which units are dispatched on a call. Dispatch personnel are responsible for providing the proper unit(s), including needed back-ups and supervisors, on a call. The dispatcher may assign units from other districts as required.
1. **Back-ups.** A back-up unit will be dispatched on calls indicated in Appendix C. An officer, supervisor, or dispatcher may initiate dispatch of a back-up on any other call when there is reason to believe additional personnel are needed because of potential hazard or to handle the situation. **A 81.2.4 e. and f.**
 - a. If no unit is available when a back-up is required or requested, the dispatcher will broadcast the need for a back-up unit. If no units immediately clear, the dispatcher is to dispatch the nearest unit and notify the supervisor. The supervisor will make the decision to contact any other mutual aid department for assistance.
 - b. On any call a supervisor or the primary dispatched officer may disregard a back-up unit at their discretion. After a scene is secure and additional personnel are no longer needed, the primary dispatched officer will clear additional units. Supervisors will insure that officers are not taking unnecessary risks by not using back-up units when needed; and that officers are properly trained and supervised in the use of back-up personnel. **A 81.2.4 e.**
 2. **Supervisors.** A supervisor will be dispatched at the same time as the primary officer and will respond and assume command on the types of calls so designated in Appendix C. **A 81.2.54.**
- B. **Response Procedure.** Officers will respond to calls for service or assistance without undue delay and will not fail to respond unless relieved by competent authority. Response will be prompt and direct by the most practical known route. Officers will not tend to other matters such as traffic stops when dispatched on an emergency call unless there is a threat to life or property that requires immediate attention, and then dispatch is to be notified so another unit can be dispatched.

426.15 - RADIO COMMUNICATIONS POLICY

- A. **FCC Rules.** Rules, regulations, procedures and requirements of the Federal Communications Commission shall be complied with to their full extent. **A 81.1.2**
1. All transmissions shall be limited to the minimum practical time.
 2. Priority shall be given to communications involving potential harm to persons or property.
 3. **Prohibited transmissions.**
 - a. Vulgar, abusive, or offensive language.
 - b. Unnecessary or unnecessarily lengthy communications.
 - c. Transmitting prior to monitoring the channel.

B. Operational Responsibilities.

1. Administrators are responsible for compliance with established radio procedures by personnel within their command. Supervisors are responsible for correcting errors and deviations in their areas.
2. The Communications Manager, in conjunction with the administrators, is responsible for the establishment of new or improved radio procedures.
3. The Communications Manager has primary responsibility for all procedural operations in the Communications Center and dispatch points other than those involving actual radio procedures.
4. The dispatcher on duty has direct responsibility for assuring that all radio communications are in compliance with FCC requirements.

426.16 - COMMUNICATIONS PROCEDURES

A. Field Personnel Responsibilities. Field Personnel are responsible for:

1. remaining in radio contact unless the operational situation prohibits use of the radio or the officer is designated as unavailable; **A 81.2.4 a.**
2. using the correct radio channel for all transmissions;
3. transmitting short, clear, concise messages at all times without inflections of humor, sarcasm or disgust;
4. responding to calls in the manner established by the department; and
5. ensuring their status is accurately reflected by police radio where necessary or appropriate. **A 81.2.4 b.**

B. Precaution for Safety during Subject Pursuit. All officers at the scene of a major incident potentially involving a subject pursuit will advise Dispatch of their presence. **A 81.2.4 a.**

C. Checking In and Out With Dispatch **A 81.2.4 a.**

1. **Shift Start and End.** Information regarding personnel assigned to a patrol shift will be provided to the Communications Division at the start of each shift. Any officer checking on or off duty outside of regular shift change will notify Dispatch immediately.
2. **Stopping Vehicles.** Officers preparing to stop a vehicle will notify the dispatcher of their intent to stop. "Officer ID (ie. 236) traffic" pause; when dispatch acknowledges the message, the officer will give the stop location, vehicle license number, vehicle state, vehicle make, vehicle model, and number of the occupants of the vehicle. If officers have reason to believe that assistance might be needed, they will ask for back-up. The dispatcher will check on the officer's safety and possible need for assistance when an officer has been out of service with a stopped vehicle for longer than ten minutes.

D. Plain English. Personnel will use plain English on all radio. Use of vague, non-descriptive call titles should be strictly limited. The title that best describes the incident should be used.

- E. **Disposition codes.** The disposition of all service calls will be indicated by one or more, as appropriate, of the following codes. **A 81.2.3 j.**

- | | |
|-----------------------|-----------------------------|
| 1. Cancelled Event | 6. Report Cancelled Officer |
| 2. Handled by Officer | 7. This call cancelled |
| 3. Issued Citation(s) | 8. Unable to Locate |
| 4. Made Arrest | 9. Verbal Warning Issued |
| 5. Report Made | 10. Written Warning Issued |

- F. **Phonetic Alphabet.** The phonetic alphabet specified in Appendix D of this General Order is to be used for spelling out names, for the first letter of a name or a place, and whenever initials are used.

- G. **Vehicle descriptions** are copied most rapidly and most accurately when presented in an 'anticipated' order. The following order will be used to broadcast information on a vehicle reported to be stolen. Before broadcasting, be certain that all information is correct. Preface doubtful portions with "believed to be". Precede stolen vehicle descriptions with the following:

- "Reported stolen"
- Place stolen (Arlington or the general location in Arlington; street address is not necessary)
- Time and date stolen (Exact time only if within the past hour or so, "this A.M." or "this P.M." or approximately (time) for less than 24 hours, no time given for more than 24 hours)

- C** Color (two-tone is given as "black over red", multi-tone as "white over red over white")
- Y** Year of manufacture (only the last two digits are necessary)
- M** Make (use sub-names when applicable, such as Nissan Maxima, Buick Regal)
- B** Body style (2-door or 4-door; "convertible", "station wagon", "hardtop"; avoid "sedan" or "coupe")
- A** And
- L** License
- S** Serial number or motor number (seldom broadcast on a "Wanted" type general broadcast)

Other data that would make identification easy (supply only usable data, not minute items that only serve to confuse)

- H. **Radio Call Numbers.** Personnel will identify themselves during radio transmissions by their assigned radio call number. **A 81.2.4 c.**

- I. **Radio channel designations** and use / restricted use will be as specified in Appendix A of this General Order. **A 81.3.4**

426.17 - NOTIFICATIONS **A 41.2.4**

- A. **Administrative.** Department and district administrators will be promptly notified of major incidents as is outlined in Appendix C below. This allows initiation of administrative and/or legal support procedures and provides information on the incident to an

administrator likely to receive media or citizen inquiries and/or citizen complaints. Administrative notice generally does not require on scene response.

1. The supervisor first responding to the scene, or a designee, will initiate notice via cellular telephone to the Campus Commander. Administrative notification will follow the chain of command, with each person notified determining if the next higher level of authority is to be notified and making such notification as necessary.
- B. **Operational.** Notices to other department and District segments having an operational role in a specific event will be initiated through the Communications Component at the direction of the field supervisor. Dispatch will log notifications and ETA's in the text of the call on the CAD system. Operational notifications include, but are not limited to:
- Chief of Police
 - Assistant Chief of Police
 - Captain
 - Lieutenant(s)

426.18 - ALARM RESPONSE A 81.2.13

- A. Communications Operators will monitor district panic alarms on a 24-hour basis. All Fire Alarms are monitored by a District approved outside contractor.
- B. When an alarm site is activated, the Communications Operator will dispatch the appropriate personnel according to policy and procedure set forth in these General Orders.

426.19 - FACILITIES AND EQUIPMENT

- A. **Restricted Access to Communications Center.** Access to the Communications Center is limited to personnel assigned to perform duties in the Support Operations and those within their immediate chain of command. Others may be granted access on an individual basis by the Communications Operator for business purposes. A 81.3.1 a.
- B. **Equipment Responsibility.** The Field Operations Supervisor has primary responsibility for operation of all police-owned mobile equipment. The Communications Manager has primary responsibility for operation of all base station equipment. In the event of portable or mobile radio problems, the field supervisor will contact the Communications Manager for repair or resolution.
- C. **Back-Up Resources.** Should the Communications Center system become inoperable, the radio system will revert to the Fort Worth System 2. In the event the NCIC/TCIC system is inoperable, necessary requests can be routed to a mutual aid Department. Cellular telephones are available for the Communications Center and Patrol Supervisor for additional back-up communications. A 81.3.1 c.
- D. **Security of Transmission Lines, Antennas and Power Sources.** Transmission lines, Antennas, and Power Sources are maintained in secure areas and are only accessible by keyed access. A 81.3.1 d.

- E. **Alternate Power Source.** The Communications Center has a generator in the event that the electrical power should be interrupted. **A 81.3.2**
 - 1. The TCCD Office of Facilities Management is responsible for the inspection and test of the generator at least monthly. The Physical Plant shall maintain documentation of the generator tests.
- F. **Multi-channel Mobile and Portable Radio Equipment.** The department maintains radio contact with all mobile units at all times when the units are in service. The department has the capability to be in radio contact with mutual aid law enforcement agencies in the adjacent cities/counties as well as state channels for Law, Fire, Medical, Air and Tactical. **A 81.3.4 and 81.2.10**

426.20 - EMERGENCY MEDICAL DISPATCH **A 81.2.14**

- A. TCCD Personnel are prohibited from administering emergency medical instructions over the telephone or radio.

426.21 – ALTERNATIVE COMMUNICATIONS **A 81.2.10**

- A. Conditions and/or circumstances may dictate the utilization of communication systems other than the police radio. These systems include, but are not limited to the following:
 - 1. **Blackboard.** Students, who have subscribed to this service, will receive emergency information via text messaging authorized by District administration.
 - 2. **Email.** Emergency information, as well as Crime Alert Bulletins, are disseminated to the campus community via mass emails through the District System.

426.22 – VIDEO RECORDINGS / CAMERA SYSTEMS

- A. Immediate Playback Capability
 - 1. The Communications Center shall have the capability of immediate playback of video recordings while continuously recording video.
- B. Recording of Camera Systems
 - 1. All camera systems throughout the District will be recorded. All recordings will be retained for at least thirty (30) days.
 - 2. Whether through physical security or computer security, all recordings shall be secure from unauthorized access. All precautions shall be taken to ensure safe handling of the recordings (if applicable).
 - 3. At no time will the recorder be turned off, except for repair or maintenance.
- C. Recording Review
 - 1. Only the Communications Manager or a designee of the Communications Manager or Chief of Police will perform a recording review.
 - 2. Personnel requesting copies of recordings will do so through their supervisor in writing. The request will advise which camera; which video is pertinent; date and

time incident starts and ends (times can be approximate); and the need to leave time lapses in the copy of the recording. This request will be directed to the Communications Manager.

3. All Public Information Requests will be processed in accordance with applicable department and / or District procedure.
4. Upon receipt of any request made from outside the Department, the Communications Manager will research the information and review the findings with the Chief of Police and Tarrant County College District Legal Counsel prior to review or release to the requesting person or agency.
5. Recordings will be made during regular office hours unless it is of immediate concern to a public safety agency.

426.23 – PANIC ALARMS

- A. Panic alarms have been placed in offices throughout the District and are monitored in the Police Communications Center. Panic alarm activations will be responded to in the following manner:
 1. Once activated, the alarm will send a signal to the Police Communications Center.
 2. The Police Communications Operator will acknowledge the audible alarm within the system
 3. The Police Communications Operator will dispatch an officer to investigate the alarm and a CAD event will be created.
 4. The Police Communications Operator will call the phone extension associated with the alarm to check welfare of the employee.
 5. The Police Communications Operator will give the responding officer (s) an update on the contact made.
 6. Once the call has been cleared, the Communications Operator will clear the alarm from the system.
 7. Any maintenance alarms (ex. low battery, missing device) received by the Communications Operator will be reported via email to the Communications Manager.
 8. The Communications Manager will create an iservice desk request to report the trouble with the system.

426.24 – CODE BLUE ALARMS

- A. Code Blue Systems have been placed throughout the District and are monitored in the Police Communications Center. Code Blue Alarm activations will be responded to in the following manner:

1. Once activated, the Police Communications Center will receive a call directly from that device.
 2. The Police Communications Operator will have the capability to speak directly to the caller.
 3. The Police Communications Operator will obtain the nature of the call and dispatch an officer accordingly.
- B. Code Blue devices will be tested monthly by the midnight shift Communications Operators. The Communications manager will forward the monthly report to the telephone services department.

426.25 – ELEVATOR ALARMS

- A. Each elevator throughout the District has been equipped with an emergency call button. Call button activations will be responded to in the following manner:
1. Once activated, the Police Communications Center will receive a call directly from that device.
 2. The Police Communications Operator will have the capability to speak directly to the caller.
 3. The Police Communications Operator will obtain the nature of the call and dispatch an officer accordingly.
- B. Elevator Alarms will be tested monthly by the midnight shift Communications Operators. The Communications Manager will forward the monthly report to the telephone services department.

Tarrant County College Police Department

General Order 426.00 APPENDIX A

MULTI-AGENCY RADIO COMMUNICATIONS

- 1) **Purpose.** The purpose of this General Order is to guide police department personnel in the inter-jurisdictional use of radio communications.
- 2) **Use of another agency's channel.** Accessing another agency's radio channel can be utilized for mutual aid situations; emergency situations such as felony pursuits, officer needs assistance, search operations, fire and accident scenes, and tactical operations; warrant service; K9 operations; disseminating felony suspect information; notification of a call for service in their jurisdiction; and pre-arranged activities such as sports or community events.
- 3) **Professionalism, Efficiency and Plain English.** Radio communications will be conducted in the most professional and efficient manner possible recognizing that many different agencies may be utilizing and monitoring radio traffic. Personnel will use "plain English" to avoid confusion or miscommunication. Signal codes and 10-codes will not be used. Radio traffic should be kept to an absolute minimum given the number of people utilizing a channel and the circumstances necessitating the use of this function.
- 4) **Non-police related functions.** Personnel will not use the multi-agency function for non-police related business. Casual and unnecessary conversations, channel surfing as well as monitoring are strictly prohibited.
- 5) **Supervisory Approval.** Personnel may modulate at the direction of the communications officer if requested by other agency, or; personnel must receive approval from a TCC PD supervisor before utilizing another agency's channel.
- 6) **Going to another agency's channel.** Personnel will adhere to the following format when going to another agency's channel:
 - (a) Personnel shall identify themselves and which agency they are attempting to contact using the following format: Agency name and call sign to agency name, (Example: Tarrant County College PD 236 to Fort Worth PD or Arlington PD).
 - (b) After receiving acknowledgement from the host agency the unit will ask, "Is the channel open?" This will allow the host agency's dispatcher the opportunity to determine if the unit can continue with the radio traffic. If the channel is not clear, personnel will wait until the host channel clears channel for assistance.

- (c) If the channel is clear, personnel will state the reason they are calling on the channel and what, if any assistance is needed. (Example 1: "A bank robbery just occurred on I-20 east of the city line. Suspects went west on I-20. Advise when you're ready to copy suspect information". Example 2: "I'm on the scene of an injury accident eastbound on I-30 just inside your east City limits. You'll need 2 units and EMS."

- 7) **Clearing from another agency's radio channel.** After business is concluded on another agency's channel, personnel will advise the host agency's dispatcher when they are clearing from the channel. They will also advise TCC PD dispatch when returning to their primary TCC PD channel.
- 8) **Air Unit.** The supervisor in charge of the emergency may request the assistance of an air unit. If an air unit is available, the air unit will direct the officers involved on the same frequency. Officers engaged can talk directly to the air unit but are to keep their transmissions to an absolute minimum.
- 9) **Important considerations.** The following are considerations that officers must understand when using the multi-agency function.
- (1) Emergency buttons in vehicles and on portables are not recognized when switched to another agency's channel.
 - (2) When dispatch services are required to patch radio frequencies, it is not instantaneous. Radio patches will be directed by TCC dispatch.
 - (3) Arlington dispatch will make every effort possible to monitor Arlington radio traffic on another agency's channel.
 - (4) Mobile radios usually have a greater range than portable radios, resulting in the ability of vehicle radios to access TCC dispatch at a greater range. This, along with the fact that an employee may need to utilize their portable radio when out of the vehicle, should be considered when deciding whether to change their portable or mobile radios to an alternate channel.
- 10) **Complaints.** Complaints involving inter-agency radio communications are encouraged to be resolved at the field supervisor level as soon as possible after the complaint is made known. A TCC PD Administrator (Lieutenant or above) will be notified of any inter-jurisdictional problems or complaints.
- 11) **Mutual Aid.** Nothing in this General Order supersedes the Emergency Management Plan.
- 12) **Radio Equipment Alteration.** There are no alternate parts authorized for use with this radio to include antenna, microphone, and or batteries. Only issued equipment and accessories shall be used with this radio. Any unauthorized accessory can and will cause permanent damage up to and including rendering the radio unusable. Personnel altering any issued accessory will be held responsible.
- Violations of this General Order may lead to investigations and disciplinary action up to and including termination.**

CALL DISPATCH CLASSIFICATIONS AND METHODS

GENERAL ORDER 426.00 APPENDIX B

CLASSIFICATION	FACTORS	DISPATCH METHOD
EMERGENCY <i>immediate, emergency police response</i>	<ul style="list-style-type: none"> ▪ immediate threat to life ▪ violent criminal act in progress ▪ suspect pursuing citizen ▪ imminent critical danger ▪ violent incident has just occurred and there is a high expectation by the caller of a rapid police response or a likelihood of suspect apprehension ▪ unknown call by an excited caller 	<p>If all district units are busy, need for units to clear for Emergency call will be broadcast.</p> <p>If no units clear, nearest unit from another district will be dispatched</p> <p>Call type and location via radio supplements</p>
PRIORITY 1 <i>immediate police response</i>	<ul style="list-style-type: none"> ▪ non-violent criminal offense in progress ▪ criminal offense just occurred ▪ suspects in the area or just left scene ▪ criminal offense imminent ▪ recent (non-delayed) injury reported ▪ imminent non-critical injury ▪ potential violence or imminent danger ▪ public disorder occurring ▪ citizen's arrest with suspect resisting 	<p>If all district units are busy, need for units to clear for call will be broadcast. If no units clear after 5 minutes, need to clear will again be broadcast. If call is violent and indicates imminent threat of injury to person or damage to property and no units clear after second broadcast, nearest unit from another district will be dispatched.</p> <p>Call type and location via radio supplements</p>
PRIORITY 2 <i>reasonable police field response</i>	<ul style="list-style-type: none"> ▪ delay not likely to result in further injury, loss of property, or adversely affect investigation ▪ no offense in progress ▪ delay not likely to result in criminal offense ▪ witness on scene with suspect information ▪ no reason to believe suspect within distance to locate ▪ time limitation on contacting complainant ▪ situation may eventually be hazardous ▪ citizen's arrest with suspect not resisting 	<p>If district unit is busy; another unit will be dispatched out of district to respond.</p> <p>If all district units are busy, the Supervisor will be contacted and advised of call holding.</p> <p>Call type and location via radio supplements</p>
PRIORITY 3 / AS AVAILABLE <i>as available basis by the primary call unit</i>	<ul style="list-style-type: none"> ▪ delay not likely to adversely affect investigation ▪ will not result in substantial inconvenience to citizen ▪ no change in physical evidence expected ▪ suspect description unknown ▪ suspect not near ▪ victim or complainant has checked residence or building for suspect 	<p>If district unit is busy; another unit will be dispatched out of district to respond.</p> <p>If all district units are busy, the Supervisor will be contacted and advised of call holding after 20 minutes.</p> <p>Call type and location via radio supplements</p>

GENERAL ORDER 426.00 APPENDIX C

CALL PRIORITIES AND ASSIGNMENTS					
CALL TITLE	SIGNAL	PRIORITY	BACK-UP	CHIEF	DETECTIVE
Accident - Minor	1	2			
Accident - Major	2	1			
Accident – Hit & Run	3	3			
Assault - Simple	4	2			X
Assault - Aggravated	5	1	X	X	X
Alarm - Panic	6	1	X		
Alarm - Burglary	7	2			
Alarm - Fire	8	1	X		
Burglary In Progress	9	1	X	X	X
Burglary	10	3			X
Bomb	11	1	X	X	
Deceased Person	12	1		X	
Demented Person	13	1	X	X	
Disturbance	14	2	X		
Deliver Message	15	3			
Abandoned Veh/Prop	16	3			
Burglary Motor Vehicle	17	3			X
Drugs	18	3			X
Drunk/Public Intox	19	2	X		
DUID	20	1	X		
DWI	21	1	X		
Fight	23	1	X		X w/injury
Fire	25	1	X	X	
Flag Detail	26	3			
Injured Person	27	1			
Found Property	28	3			
Lost Property	29	3			
Parking Violation Issued	30	3			
Hazmat	31	1	X	X	
Subject with Gun	32	1	X	X	
Officer in trouble	33	1	X	X	
Prowler	34	1	X		
Robbery	36	1	X	X	X
Shooting	37	1	X	X	
Suspicious Person/Vehicle	38	2			

Theft Recovery	39	3			X
Theft	40	3			X < 2000
Admin Duties	41	3			
Break	43	3			
Lunch	46	3			
Escort	47	3			
ILL Person	48	2			
Information	50	3			
Investigation	51	2			
Criminal Mischief	53	3			X < 2000
Kidnapping	54	1	X	X	
Missing Person	55	2			
Lock Door/Win/Gate	56	3			
Runaway	57	2			X
Runaway Recovery	58	3			X
Suicide	59	1	X	X	
Stolen Vehicle	60	3			X once verified
Assist/Backup	63	1	X		
Court Appearance	64	3			
Meetings	65	3			
Unlock Door/Win/Gate	68	3			
Off Campus	69	3			
Building Check	70	3			
Vehicle Maintenance	71	3			
Shred-It Unlock	72	3			
Special Detail	73	3			
Motorist Assist - Jumpstart	74	2			
Motorist Assist - Unlock	75	2			
Motorist Assist - Other	76	2			
Foot Patrol	77	3			
Unsecured	78	3			
Traffic Assignment	79	3			
Radar Assignment	80	3			
Warrant Arrest	81	2	X		
Verbal Altercation	82	2	X		
Warrant Assist	83	3			
					* any in-progress

PHOENETIC ALPHABET
GENERAL ORDER 426.00 APPENDIX D

PHOENETIC ALPHABET	
A – Adam	N – Nora
B – Boy	O – Ocean
C – Charles	P – Paul
D – David	Q – Queen
E – Edward	R – Robert
F – Frank	S – Sam
G – George	T – Tom
H – Henry	U – Union
I – Ida	V – Victor
J – John	W – William
K – King	X – X-ray
L – Lincoln	Y – Young
M – Mary	Z – Zebra

PORTABLE READIO ZONES/CHANNELS GENERAL ORDER 426.00 APPENDIX E

Supervisor template only			Templates Covered					
			TCC_Supervisor_APX7000_Black1.5_101258-800490-5					
City and Department:			Tarrant County Community Col					
Template Name:			APX7000					
ZONE #	Z1	Z2	Z3	Z4	Z5	Z6	Z7	Z8
Name	TCC PD	Zone 2	ARLINGTON	LAW INTROP	FIRE INTROP	EMS INTROP	PW INTEROP	Zone 6
1	D-TCC-FW-1	D-TCC-FW-1B	APD-NORTH	LAW IO CALL	FIRE IO CALL	EMS IO CALL	PW IO CALL	NOAA-7-FTW
2	D-TCC-FW-2	D-TCC-FW-2B	APD-WEST	LAW IO IC-1	FIRE IO IC-1	EMS IO IC-1	PW IO IC-1	NOAA-1-DAL
3	D-TCC-FW-3	D-TCC-FW-3B	APD-EAST	LAW IO IC-2	FIRE IO IC-2	EMS IO IC-2	PW IO IC-2	NOAA-2
4	D-TCC-FW-4	D-TCC-FW-4B	APD-SOUTH	LAW IO 1	FIRE IO 1	EMS IO 1	PW IO 1	NOAA-3
5	D-TCC-FW-5	D-TCC-FW-5B	SOUTH T/A	LAW IO 2	FIRE IO 2	EMS IO 2	PW IO 2	NOAA-4
6	D-TCC-FW-6	D-TCC-FW-6B	AFD CHAN-1	LAW IO 3	FIRE IO 3	EMS IO 3	PW IO 3	NOAA-5
7	D-TCC-FW-7	D-TCC-FW-7B	AFD CHAN-2	LAW IO 4	FIRE IO 4	EMS IO 4	PW IO 4	NOAA-6
8	D-TCC-FW-8	D-TCC-FW-8B	AFD CHAN-3	LAW IO 5	FIRE IO 5	EMS IO 5	PW IO 5	TARRANT RACES
9	TCC-ARL-1	HURST PD1	AFD CHAN-4	LAW IO 6	FIRE IO 6	EMS IO 6	PW IO 6	Unprogrammed
10	TCC-ARL-2	HURST PD2	AFD CHAN-5	LAW IO 7	FIRE IO 7	EMS IO 7	PW IO 7	Unprogrammed
11	TCC-ARL-3	HURST PD3	AFD CHAN-6	LAW IO 8	FIRE IO 8	EMS IO 8	PW IO 8	Unprogrammed
12	TCC-ARL-4	HURST PD4	H-ALARM	LAW IO 9	FIRE IO 9	EMS IO 9		Unprogrammed
13	TCC-ARL-5	TCC-VHF T/A	H-FIRE-2	LAW IO 10	FIRE IO 10	EMS IO 10		Unprogrammed
14	TCC-ARL-6		H-FIRE-3					Unprogrammed
15	TCC-VHF		H-FIRE-4					Unprogrammed
16	NOAA-7-FTW							VHF VOTE RX
ZONE #	Z9	Z10	Z11	Z12	Z13	Z14		
Name	ARL-EVENT-F	ARL-EVENT-G	IATE INTERO	VHF INTEROP	Zone 2	TCC PD		
1	F-1	G-1	8-CALL90	V-CALL10	2TCC-FW-1	1TCC-FW-1		
2	F-2	G-2	8-CALL90D	V-TAC11	2TCC-FW-2	1TCC-FW-2		
3	F-3	G-3	8-TAC91	V-TAC12	2TCC-FW-3	1TCC-FW-3		
4	F-4	G-4	8-TAC91D	V-TAC13	2TCC-FW-4	1TCC-FW-4		
5	F-5	G-5	8-TAC92	V-TAC14	2TCC-FW-5	1TCC-FW-5		
6	F-6	G-6	8-TAC92D	V-FIRE21	2TCC-FW-6	1TCC-FW-6		
7			8-TAC93	V-FIRE22	1TARRANT-1	TCC-ARL-1		
8			8-TAC93D	V-FIRE23	1TARRANT-2	TCC-ARL-2		
9			8-TAC94	V-FIRE24	1INTEROP-4	TCC-ARL-3		
10			8-TAC94D	V-FIRE25	1INTEROP-5	TCC-ARL-4		
11			8-TAC95D	V-FIRE26	HURST PD1	TCC-ARL-5		
12			8-TAC96D	V-MED28	HURST PD2	TCC-ARL-6		
13			8-TAC97D	V-MED29	HURST PD3	TCC-VHF		
14			TXCALL1D	V-LAW31	HURST PD4	TCC-VHF T/A		
15			TXCALL2D	V-LAW32		NOAA-7-FTW		
16								

SIGNAL CODES

GENERAL ORDER 426.00 APPENDIX F

SIGNAL CODES	
1 Accident - minor	46 Lunch
2 Accident - major	47 Escort
3 Accident – hit & run	48 ILL Person
4 Assault -simple	50 Information
5 Assault - aggravated	51 Investigation
6 Abandoned veh/prop	53 Criminal mischief
7 Alarm - burglary	54 Kidnapping
8 Alarm - fire	55 Missing person
9 Burglary in progress	56 Secure door/window/gate
10 Burglary	57 Runaway
11 Bomb	58 Runaway recovery
12 Deceased person	59 Suicide
13 Demented person	60 Stolen vehicle
14 Disturbance	63 Assist/backup
15 Deliver message	65 Meetings
17 Burglary of motor veh	68 Unlock door/window/gate
18 Drugs	69 Off campus
19 Drunk/PI	71 Veh maintenance
20 DUID	73 Special detail
21 DWI	76 Motorist assist
23 Fight	77 Foot/bldg patrol
25 Fire	78 Unsecured
27 Injured person	79 Traffic assignment
28 Found property	80 Radar assignment
29 Lost property	81 Warrant service
30 Parking violation	
31 Hazmat	
32 Subject w/gun	
34 Prowler	
36 Robbery	MCRMV Laptop removed from veh
37 Shooting	MCINS Laptop placed in veh
38 Suspicious person/veh	MCDMG Laptop damage
39 Theft recovery	
40 Theft	
41 Admin	
43 Break	