

**East Lansing Police Department
Policy & Procedure**

Subject: Communication Protocols	ELPD Policy #: 300-14
Effective Date: March 1, 2022 Revised Date:	Distribution: Departmental
MACP Accreditation Standard: Communication	MACP Standard: 3.4.3

I. PURPOSE

This directive establishes requirements related to the use of radio communication by members of the East Lansing Police Department.

II. POLICY

It is the responsibility of Ingham County Dispatch Center(ICDC) to provide 24-hour continuous emergency services utilizing radio, telephone, and automated data systems (NCIC, LEIN, etc.) The ICDC has 24-hour continuous radio communications capability between the Center and police/fire personnel on-duty. The Communications Center uses 9-1-1 as the single emergency telephone number.

III. PROCEDURE

A. Radio Identification [3.4.3a]

1. Radio call signs are assigned to department members based on factors such as duty assignment (Patrol, Detective Bureau, etc.) or level of command. Dispatchers should identify themselves on the radio with the appropriate station name or number and identify the department member by his/her call sign. Members should use their call signs when initiating communication with the dispatcher. The use of the call sign allows for a brief pause so that the dispatcher can acknowledge the appropriate department member. Members initiating communication with other law enforcement or support agencies shall use their entire radio call sign, which includes the department station name or number.

B. Voice Radio Identification [3.4.3b]

1. All officers shall monitor the assigned primary emergency radio frequency on their portable unit and in their mobile unit.
2. The primary dispatch radio frequency shall be used to transmit and receive all radio communication. Dispatch can assign other talkgroups to be used for communication with other agencies in

Ingham County as necessary when other compatible frequencies are not available.

3. All units shall respond promptly to a call from the dispatcher and supervisory or command units in a clear understandable manner. A click of the microphone is not sufficient.
4. Radio-equipped units should listen briefly to radio traffic on their frequency before broadcasting to not interfere with other units. However, all units shall yield the frequency to units identifying "EMERGENCY" traffic.
5. Units shall advise the Dispatcher promptly of changes in location while on calls for service.
6. Patrol units shall notify the Dispatcher of the location of all traffic stops, check subjects, and other events for which they leave their patrol vehicle.
7. Cell phones shall not be used in place of radio communications.

C. Circumstances Requiring Additional Personnel [3.4.3c]

1. Radio operators shall immediately assign backup units on the following calls:
 - a. Disturbances involving verbal or physical aggression in progress or having just occurred.
 - b. Mentally ill subjects.
 - c. Open doors or windows.
 - d. Crimes against persons or property in progress or have just occurred.
 - e. Traffic stops involving possible drunk driving arrests, LEIN hits on wanted persons or stolen vehicles
 - f. Prowlers.
 - g. Alarms.
 - h. Accidents on the highway (US-127 or I-496)

- i. Upon the request of an officer or as directed by a command officer.
- j. If, after receiving the information on a call, the radio operator determines the officer may be in danger.

D. Circumstances Requiring Supervisor Notification [3.4.3d]

- 1. Notifying the Shift Commander or field supervisor of emergency activity, including, but not limited to:
 - a. Vehicle pursuits
 - b. Foot pursuits
 - c. Active violence
 - d. Incidents of serious injury or death

E. Officer Needs Assistance – Radio Duress Alarm Calls [3.4.3e]

East Lansing Police Department personnel and patrol vehicles are equipped with 3800 MHz radios. These radios, both mobile and portable, have an officer duress alarm. This duress alarm is to be activated by officers when in a threatening situation that requires immediate backup assistance. The duress alarm is to be considered an "officer needs emergency assistance" request.

F. When a duress alarm is activated, the following actions will be initiated:

- 1. Units will refrain from all unnecessary radio traffic.
- 2. Dispatch will check the status of the unit in alarm. If the unit in alarm, hit the button by mistake or the danger is no longer present, they will respond with that information. If the officer fails to respond, the activation will be considered a valid alarm and assume the officer is in a life-threatening situation.
- 3. All units will assume that the officer is in trouble and cannot safely relay information and attempt to locate the officer.
- 4. If the alarm is valid, officers will attempt to locate the threatened officer.
- 5. The officer under duress will attempt to advise Dispatch of the nature of the emergency/threat, if possible, without jeopardizing

themselves. Dispatch will advise the shift supervisor immediately for the required response.

6. If the alarm is invalid, Dispatch will advise the unit in alarm to reset their radio.
7. If the officer activated the alarm by accident or the threat is no longer present, they will reset their radio after responding to the status and advise Dispatch of the incident or error.
8. Upon receipt of the alarm, Central Dispatch will silence the alarm but will not reset it until assured the alarm is either invalid or the emergency is no longer present.

G. Misdirected and Abandoned 9-1-1 Calls [3.4.3f]

1. When receiving a misdirected call, the following procedures are followed by ICDC dispatchers:
 - a. Obtain the caller's name, address of the incident, and phone number.
 - b. Obtain the nature of the call if not already known.
 - c. Advise the caller that they are being transferred to the correct agency, but that the dispatcher will stay on the line with them until the connection with the agency has been made.
2. When receiving an abandoned 9-1-1 call the following procedures are followed by ICDC dispatchers:
 - a. Landline
 - i. Immediately attempt to call the number from which the 9-1-1 call was placed.
 - ii. If the telecommunicator can contact someone at the Abandoned 9-1-1 hang-up location and the person answering the telephone call advises that 'everything is ok', the telecommunicator shall assess the call in an attempt to determine if the person is telling the truth by utilizing training tools, techniques, tone of voice, background noises, and address history within CAD.

If the telecommunicator ensures there is no response required, the event shall be closed as handled by dispatch and no response is needed.

If the telecommunicator believes the person is NOT being honest or anything suspicious is determined, an event in CAD shall be created as a "911HU". The telecommunicator should outline in the narrative the details surrounding his/her decision. Public safety shall be dispatched.

- iii. If the telecommunicator is unable to contact anyone on call back, or the line is busy, an event shall be created for police response. Continued attempts to make contact shall be at a minimum of every five (5) minutes until an officer arrives on scene.
- iv. If on call-back contact is made with a cooperative adult and the dispatcher can determine the call was placed in error, this information shall be added to the remarks/notes of the event, and it may be closed out with the HBD disposition code.

b. Wireless

- i. Steps 1-2 shall be completed as described in above (Landline) section.
- ii. Depending on the type of LOCATION information received (ALI), dispatch shall follow the corresponding process:

WPH2 – If latitude and longitude is obtained on the wireless call, however, voicemail was received on attempt call-back; do not leave a voice mail. Send an SMS message via Smart911 utilizing ICDC's canned message to determine if there is an emergency and create an event for law enforcement to be dispatched immediately to the coordinates received via the 9-1-1 system.

If there is no response from the initial message after 5 minutes, the dispatcher shall send the secondary canned message to attempt follow-up.

Smart911, add a note/remark to the CAD event indicating this and close out the event and end the chat session through Smart911's canned message to determine if there is an emergency. Utilize in house resources (CAD related names, numbers, and event history) to attempt to locate contact/address information related to the wireless device's ANI. If address information is located, law enforcement shall be dispatched immediately. If no history is found related to the device's ANI and no response is received through ICDC utilizing Smart911 – If voicemail was received on attempt call-back; do not leave a voice mail. Send an SMS message via WPH1 or WRLS

In all situations where public safety is dispatched to an unresolved abandoned 9-1-1 call, TWO (2) officers shall respond.

IV. CANCELLATIONS

Authorized By:


Kim Johnson, Chief of Police