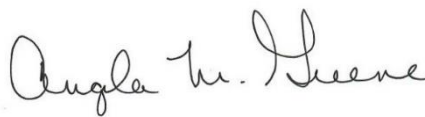
	LEXINGTON POLICE DEPARTMENT POLICY AND PROCEDURE GENERAL ORDER	Distribution	General Order Number
		ALL PERSONNEL	10.03
		Original Issue Date	Reissue/Effective Date
		01/06/2024	01/06/2024
Order Title: COMMUNICATIONS - ADMINISTRATION	Accreditation Standard:	Section	
	81.1.2; 81.2.5; 81.2.8; 81.3.1; 81.3.2; 81.3.3 VLEPSC: ADM.24.01; 24.03	10	
		Rescinds:	
Section Title	 Angela M. Greene, Chief of Police		
SUPPORT AND TECHNICAL SERVICES			

This General Order is for departmental use only and does not apply in any criminal or civil proceeding. This General Order should not be construed as creation of a higher legal standard of safety or care in an evidentiary sense with respect to third party claims. Violations of this General Order will only form the basis for departmental administrative sanctions. Violations of law will form the basis for civil and criminal sanctions in a recognized judicial setting.

I. PURPOSE

The purpose of this general order is to establish a written directive that provides the procedures and guidelines regarding the administration of the Lexington Police Department’s radio communications via the Rockbridge Regional Public Safety Communications Center.

II. POLICY

The Lexington Police Department shall coordinate with the Rockbridge Regional Public Safety Communications Center, which shall be responsible for radio communications, telephone communications, teletype, and automated data communications, CCTV monitoring, alarm monitoring, and other duties as determined.. The Lexington Police Department will maintain direct control of the VCIN (Virginia Criminal Information Network) system and comply with all statutes related to Criminal History records information. The Rockbridge Regional Public Safety Communications Center Manager is responsible for monitoring activities related to NCIC and VCIN. The Chief of Police, or designee, is the position in the agency responsible for the communications function.

III. DEFINITIONS

Communications System: Conveys information from the public to the Lexington Police Department through the Dispatch personnel to the field officer who responds to the call for assistance, to other law enforcement, emergency services and public service agencies, and to the Records Unit.

ID or Radio Number: This is the number assigned to members of this Police Department for the length of their assignment, by rank or position, and will be used as the officer's radio call number and as a badge number.

RMS: Record Management System where Communications Unit personnel enter information into a computerized database. This information is then relayed to personnel as necessary.

NCIC: The National Crime Information Center is a computer system controlled and operated by the Federal Bureau of Investigation in Washington DC, that gives law enforcement agencies access to information on warrants, criminal histories, stolen property, and missing persons statewide and nationwide.

VCIN: The Virginia Criminal Information Network is the state-wide system used by law enforcement personnel to maintain law enforcement- related information across the state of New Hampshire.

IV. PROCEDURE

A. General

1. All radio operations of the Lexington Police Department/Rockbridge Regional Public Safety Communications Center will be conducted in accordance with Federal Communications Commission (FCC) procedures and requirements. All mobile, fixed and portable transmitting equipment shall be licensed in accordance with the FCC procedures and requirements and licenses will be renewed as required.
2. The Dispatch Personnel shall utilize the VCIN System and NCIC system, as well as the CAD and RMS systems to provide current Criminal Justice System information to the Officers and Authorized Personnel of the Lexington Police Department.
3. The Rockbridge Regional Public Safety Communications Center will be equipped with a map of the jurisdiction, with the patrol districts outlined.
4. The Rockbridge Regional Public Safety Communications Center will be equipped with a listing of telephone numbers for emergency and necessary external services, which will be immediately available to communications personnel. This information is available through CAD/RMS System, as well as console binders, rolodex, and notices.
5. Communications personnel will have immediate access to the shift supervisor, a duty roster for each shift, and the telephone number of every Department member.
6. Communications personnel will have access to SOPs regarding the dispatch and deployment of specialized units and tactical dispatch plans through the CAD/RMS system.
7. Visual status indicators of all on-duty personnel are available through the Dispatch Console.

B. 24-Hour Communications

1. The Department will maintain a 24-hour two-way radio capability providing continuous communication between the Communications Center and officers on duty.
2. Sworn Officers are issued Departmental Portable Radios for use.
3. Each vehicle controlled by the Lexington Police Department and used by Sworn Personnel shall be equipped with a mobile radio.
4. The Lexington Police Department incorporates a multi-frequency capable radio system.
 - Multichannel mobile radios are installed in all marked patrol cars, vehicles assigned to the Detective and administrative vehicles, enabling communications with other law enforcement agencies and emergency Services.

C. Security and Access to the Communications Center

1. Access to the Communications Center will be restricted to:
 - Communications personnel;
 - Department personnel, other than Communications personnel, who are required to enter the Communications Center on necessary business;
 - Other necessary personnel, when authorized by a supervisor.
2. Security to the Communications center is provided by several locked doors. The public will not have access to the entrance to the communications center. The entrance door will be kept closed at all times. All windows exposed to public access will consist of bullet-resistant material.
3. A CCTV system provides video surveillance of the interior and exterior of the building.

D. Communication Equipment

1. All antennas are secured by vendor installed security measures, in an effort to protect the equipment as well as provide security for transmission lines, antennas and power sources.
2. The main radio transmitter is located at the Rockbridge Regional Public Safety Communications Center.

3. A backup radio transmitter is located in a secure structure on Brushy Mountain in Lexington.
4. The Department will have and maintain a diesel-powered generator to provide an alternate source of electrical power that is sufficient to ensure continued operation of emergency communications equipment in the event of the failure of the present power source. The following maintenance procedures will be maintained with regard to the generator:
 - a. Tests will be conducted in conformance with manufacturer specifications, or at a minimum monthly, and documented;
 - b. A test under full load will be conducted at least once per year;
 - c. Document anytime the generator is actually put into service; and
 - d. Maintain a record of all maintenance and repair activities.
 - e. Access to the generator will be limited for security purposes.
5. Uninterrupted Power Supplies are utilized to provide a continuous source of power during both normal conditions and during the time delay for the generator to power up on loss of normal AC Power or low voltage incidents.

E. Damaged or Malfunctioning Equipment

1. Any person assigned to or working in the dispatch area shall report damaged or malfunctioning equipment to the Communications Director, in writing, before the end of their shift.
2. In the event of an emergency, such as failure of telephone lines or a radio channel, the person on duty shall immediately notify the shift supervisor.
3. Telephone numbers for various technical service agencies are available in dispatch.
4. It will be the responsibility of the Communications Director to cause the maintenance of all equipment used in the communications center. Included are the equipment necessary to obtain access to local, state, and federal criminal justice and crime information systems.

F. Emergency Access Telephone System

1. The Rockbridge Regional Public Safety Communications Center shall have a 911 emergency access telephone system which shall provide:
 - 24-hour toll-free calling from any telephone within the City phone exchange to the Rockbridge Regional Public Safety Communications Center,

- A single emergency telephone number (911) for the entire geographical area within the City's jurisdiction,
 - Separation of emergency telephone calls from non-emergency calls.
 - Operation of a 911 P.S.A.P. (Public Safety Answering Point)
2. The Lexington Police Department shall have separate telephone numbers for routine telephone communications.
 3. The Alleghany 911 is designated as the 911 PSAP backup for the Rockbridge Regional Public Safety Communications Center.