

DIRECTIVE 81.2 COMMUNICATIONS OPERATIONS

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Rescinds: (Issue 07/28/2015)	CALEA Standards Referenced: 81.2.1; 81.2.2; 81.2.3; 81.2.4; 81.2.5; 81.2.6; 81.2.7; 81.2.8; 81.2.9; 81.2.10; 81.2.11; 81.2.12 & 81.2.13
Pages: 10	

This directive consists of the following sections:

- 81.2.1 24-Hour, Toll Free Service**
- 81.2.2 Continuous, Two-Way Capability**
- 81.2.3 Recording Information**
- 81.2.4 Radio Communication Procedures**
- 81.2.5 Access to Resources**
- 81.2.6 Calls for Service Information Victim/Witness Calls**
- 81.2.7 Recording and Playback**
- 81.2.8 Local/State/Federal CJI Systems**
- 81.2.9 Alternative Methods of Communication - N/A by Function**
- 81.2.10 Emergency Messages**
- 81.2.11 Misdirected Emergency Calls**
- 81.2.12 Private Security Alarms**
- 81.2.13 First Aid Instruction**

POLICY AND PROCEDURE:

The basic function of the Clermont County Department of Public Safety Services (CDPSS) is to satisfy the immediate information needs of the Miami Township Police Department in the course of its normal daily activities and during emergencies. The CDPSS conveys information received from the public to department personnel who respond to the call for assistance, to other law enforcement and public service agencies and to information storage facilities and retrieval subsystems.

81.2.1 24 Hour, Toll Free Service

The CDPSS provides 24-hour, toll free voice and TDD telephone access for emergency and non-emergency calls for service.

81.2.2 Continuous, Two-Way Capability

The CDPSS will maintain 24-hour two-way communication capability between the CDPSS and the Miami Township Police Department by which department members in vehicles or on foot may be in constant contact with CDPSS and with each other.

81.2.3 Recording Information

The CDPSS shall make a record of all calls for service, obtaining and recording relevant information of each request for service or self-initiated activity, to include:

- Control Number;
- Date and Time of Request;
- Name and Address of Complainant, if Possible;
- Type of Incident Reported;
- Location of Incident Reported;
- Identification of Officers Assigned as Primary and Backup;
- Time of Dispatch;
- Time of Officer Arrival;
- Time of Officer Return to Service;
- Disposition of Status of Report Incident.

81.2.4 Radio Communication Procedures

Methods and Circumstances Requiring Communications by Field Personnel

It is the responsibility of the CDPSS to effectively use the Computer Aided Dispatch system (CAD), the 800 Mhz radio system and the Mobile Data Computer system (MDC) to dispatch all routine and emergency police traffic in a timely manner.

Officers shall receive all priority 1, 2 & 3 calls for service by voice transmission as well as delivered to the MDC. Priority 4 calls may be assigned directly to the Mobile Data Computer without full voice dispatch. In this circumstance, a voice cue should be made to the assigned unit i.e. 7M11, a public service to your MDC.

Miami Township Police personnel will be required to communicate with the CDPSS under the following circumstances:

- When Going In and Out of Service.
- When going out at any private residence, including the officer's residence, not related to a call for service. (MDC Status Update)
- Upon Arrival and Clearance at the Scene of any Incident.
- Traffic Stops – Traffic Stops Require the Following Communications:
 - Location of Stop;
 - Vehicle Registration;
 - Description of Vehicle;
 - Number of Occupants.

- Officer Initiated Calls;
- As Directed by CDPSS and Department Procedure.

The CDPSS has adopted uniform signals and codes to describe certain types of calls. Personnel shall be knowledgeable of all codes and signals, however; personnel shall utilize plain language to convey their message unless the situation dictates otherwise i.e. communications in the presence of non-agency personnel that require discretion.

Recording Status of Field Personnel When Out of Service

Personnel shall notify the CDPSS when out of service; the CDPSS shall record the status in the dispatch system.

Methods for Identifying Field Personnel During Communications

Personnel shall be identified by the use of a personal identification number. When beginning transmissions through communication systems, personnel shall begin each of their transmissions with their personal identification number.

Communication with Interacting Agencies

The CDPSS and Miami Township personnel maintain communication with interacting agencies via the 800Mhz radio system or mobile data computers, if the agency is a participating member in the CDPSS.

The Miami Township Police Department provides for inter-jurisdictional radio communications by maintaining a LEERN (Law Enforcement Emergency Radio Network) radio channel in each police vehicle utilized for patrol or investigative purposes.

Assignment of the Number of Field Personnel In Response to an Incident

The following situations shall require the dispatch of two police units:

- Any Crime in Progress;
- A Report of Unknown Trouble;
- A Report of a Domestic Problem;
- A Report of an Officer Needing Assistance;
- An Incident Where the Suspect has Recently Fled the Scene;
- Security Alarm Activation;
- Disturbance Involving Intoxicated or Disorderly Persons;
- Report of Disorderly Crowd;
- Incident Involving the use or Possible use of a Weapon;
- On Scene Arrest for a Felony or Violent Misdemeanor;
- Open Building Calls or when such Incident is Found.

- Any other call where in the opinion of the dispatcher or police supervisor, there exists a need to send two officers either because of known serious nature of the call or insufficient information is known to adequately pre-assess the situation and for the safety of responding officers, two or more units are believed necessary.

Supervisors who monitor an initial radio dispatch of a one-officer unit to any of the above listed situations shall immediately request another unit to be dispatched, should the CDPSS not automatically dispatch a second unit.

Supervisors or responding officers may request a back-up unit on initial dispatch or when they initiate a detail for any situation for which they know or suspect another unit may be needed to assist.

Circumstances Requiring Patrol Supervision at a Scene for Assuming Command

The following incidents shall require the supervising officer to be called to the scene:

- Death Reports;
- Incident where an Officer is a Victim;
- Incident Involving an Aggravated Offense;
- Upon Request of the Complainant;
- Anytime an Officer Requests the Supervisor;
- Use of Force Incidents;
- Traffic Crash Involving Township Owned Vehicle.

Responding to Field Personnel Emergency Request for Assistance

Miami Township personnel have permanently assigned radios which have a unique identifier entered in the computerized dispatch system. Radios have an Emergency Request for Assistance button. When an emergency request for assistance is received, the CDPSS will immediately identify the unit from the radio number and attempt contact on primary channel. If no contact is made in 2 attempts, it should be considered an 'Officer in Trouble' situation and multiple units will be dispatched to the officers' location. Attempts will continue to be made on all channels until contact is made or officers reach the scene.

If contact is made and the officer advises it is an accidental alarm, the dispatcher will advise the officer to reset his alarm. Officers and CDPSS are aware of reset procedures.

Anytime an officer requires immediate additional assistance they must use the 800MHz radio either by voice transmission or by pressing the emergency request for assistance button.

81.2.5 Access to Resources

CDPSS personnel have immediate access to at least the following departmental resources:

Officer In Charge

The Officer in charge is identified by his/her call number on MDC login prior to shift.

Duty Roster of All Personnel

The Duty Roster is created by the CDPSS from officer MDC logins prior to each shift. The officers' call number details district assignments. Officers working special details shall notify the CDPSS on their arrival. The CDPSS shall enter the information into the computerized dispatch system.

Residential (Personal) Telephone Number of Every Agency Member

The Support Services Supervisor will forward to the CDPSS a roster of all department personnel. The roster shall include employee name, badge number, personal telephone number and if applicable, department cellular phone number. The Support Services Supervisor shall notify the CDPSS when any changes occur in the personnel roster.

Visual Maps Detailing Agency Service Area

The CDPSS maintains and provides to personnel visual maps of the department service area.

Officer Status Indicators

The CDPSS maintains a computer aided dispatch system, which provides personnel with the status of on duty units.

Written Procedures and Telephone Numbers, External Services to the Agency

The CDPSS maintains written procedures and telephone numbers for procuring emergency and necessary external services for the Miami Township Police Department to provide law enforcement and other related services. Such resources include but are not limited to:

- Fire and Rescue Service Agencies;
- Emergency Medical Services;
- Animal Control Agency;
- Social and Welfare Services;
- Other Police Agency Services;
- Motorist Assistance Services.

Tactical Dispatching Plans

The CDPSS maintains and provides access to personnel of tactical dispatching plans adopted for use by the Miami Township Police Department.

81.2.6 Calls for Service Information Victim / Witness Calls

Judging Characteristics to Determine Emergency or Non-Emergency Response

The CDPSS maintains call guides for use in evaluating call handling and response. The computer aided dispatch system also provides call prompts for Priority 1 calls.

CDPSS personnel shall evaluate the type and nature of all calls; seek all pertinent information to enhance the safety of the responding units, determine the type of response necessary and assist in anticipating conditions likely to be encountered at the scene.

Informing Caller of Response and/or Referral to Other Agencies

CDPSS personnel will notify the caller of the response of the Miami Township Police Department or if more appropriate, referral to another agency or social service agency for assistance.

When appropriate, CDPSS personnel will keep the caller on the phone, to provide reassurance and/or obtain additional information for the responding units.

Victim/Witness Requests for Information

The Miami Township Police Department makes the following victim/witness assistance information available 24 hours a day by the agency directly:

- Emergency or routine response as needed to calls for assistance or information.
- Crime Victim Information Packet:
 - Your Rights & Responsibilities as a Crime Victim;
 - Victim Information & Notification Everyday (VINE);
 - Clermont County Victim Assistance Brochure;
 - Crisis Information Service Directory & 24-Hour Hotline Resources.

It is the policy of the CDPSS to maintain a current list of telephone numbers of emergency service agencies. These numbers are immediately available to all personnel in the CAD Dialer File.

81.2.7 Recording and Playback

Recording Retention

The CDPSS maintains a Dynamic Instruments System to record all incoming and outgoing radio traffic on the primary radio frequencies, and to record all 911 and 7-digit lines used in operations. These recordings are maintained for three months. CDPSS also maintains Mobile Data Computer logs for a period of ninety days. The CDPSS maintains sufficient data recording tapes to allow for the retention of recorded material indefinitely, upon request.

The CDPSS also has the capability of immediate playback of recorded telephone and radio conversations.

Secure Handling & Storage for Recordings

Access to recording and mobile data computer logs is restricted to CDPSS center personnel.

Criteria and Procedures for Reviewing Recorded Conversations

CDPSS responds to any request for release of information that is deemed a public record and in their keeping. The CDPSS makes every attempt to process all requests within 72 hours of the request.

81.2.8 Local/State/Federal CJI Systems

The CDPSS utilizes and participates in available criminal justice information systems to include: Law Enforcement Automated Data System (LEADS) and the National Crime Information Center (NCIC).

The Miami Township Police Department utilizes and participates in available criminal justice information services to include: Law Enforcement Automated Data System (LEADS). The LEADS system is interfaced with other state and federal systems. Other systems that will be used by Miami Township Police include the National Law Enforcement Telecommunication System (NLETS), and National Crime Information Center (NCIC).

The LEADS system is owned and operated by the State of Ohio. Access to the system is maintained by paying an annual service fee and obeying all rules and requirements as established by policy and or newsletters.

The LEADS system shall be available for the use of all members of the police department that meet the following criteria.

- Member must be properly trained by the Terminal Agency Coordinator (TAC) or the assistant TAC.
- Member must successfully receive a passing grade on the LEADS Certification test.
- Member must have a need to access the data due to job function.

The Terminal Agency Coordinator (TAC) is a position appointed by the Chief of Police. The TAC is responsible for the daily functions of the LEADS/ NCIC System. The TAC shall be responsible for the following:

- Attend all LEADS Training scheduled by the LEADS Administrators.
- Disseminate information from training, videos, newsletters, and other sources that are required review by all operators.
- Participate and aid in all audits conducted by LEADS Auditing.
- Act as a liaison between the CDPSS Center and the Police department in LEADS/NCIC related matters.
- The TAC/Assistant TAC shall aid in all required LEADS/NCIC validation processes.
- The TAC shall assure all new operators are fingerprinted on an applicant card. The applicant card shall be sent to BCI & I for a criminal history check.
- Train new operators in the proper use of the LEADS/NCIC system.
- All other functions of the TAC as outlined in the LEADS manual.

The data accessed through LEADS, NCIC, NLETS and other intra-state systems is restricted to the use of authorized criminal justice agencies. The information is not to be sold, transmitted or disseminated to any non-law enforcement agency, non-criminal justice agency or unauthorized person. Criminal justice agencies include law enforcement agencies, Municipal Court, Common Pleas Court, Juvenile Court, Prosecutors, Adult Probation, and the Clermont County Department of Public Safety Services. Printouts that are disseminated to another agency shall be stamped with a stamp indicating whom the information was released to, the date released, the unit number and name of the person releasing the information.

Criminal History Printouts: LEADS operators must receive a passing grade on the test designed by NCIC in order to access the criminal history file. When retention of the criminal history information is no longer required, disposal will be accomplished in a secure manner so as to thoroughly destroy all elements of the records and preclude unauthorized viewing, access, or use.

Improper use or dissemination of information obtained through the Law Enforcement Automated Data System (LEADS), National Crime Information Center (NCIC) or National Law Enforcement Telecommunications System (NLETS) will result in departmental discipline in the form of counseling, reprimand, or dismissal depending on the individual circumstances. Other sanctions may include suspension of LEADS services and loss of terminal. The offender may be charged with criminal charges under

Ohio Revised Code section 2913.04, 2913.05, 2913.06, 2913.42, or any other section that prohibits the individual acts that are prohibited.

81.2.9 Alternative Methods of Communication – N/A by Function

Miami Township Police Department does not participate in Alternative Methods of Communication.

81.2.10 Emergency Messages

The delivery of emergency messages is a legitimate law enforcement function, therefore, the CDPSS upon receipt of information which may involve the delivery of an emergency message, will notify the appropriate jurisdiction.

Miami Township Police Department personnel will deliver emergency messages when any of the following conditions are met:

- Notification of next of kin, in the event of death or medical emergency.
- Notification to a person to make an emergency phone call concerning a death or medical emergency.
- Notification of next of kin in the event of a traffic accident, when it is necessary for the person contacted, to take some immediate action
- Notification to a person to request assistance for a stranded person.
- Any other situation in which the shift supervisor feels there is justification to deliver an emergency message.

81.2.11 Misdirected Emergency Calls

CDPSS provides for the prompt routing of misdirected emergency calls.

Should an emergency call be received at the Miami Township Police Department, the employee receiving such call shall immediately transfer the call to the CDPSS. Should an exigent circumstance exist that immediate transfer is impossible; the employee receiving such call shall obtain as much pertinent information as possible and immediately contact the CDPSS with information known.

81.2.12 Private Security Alarms

The CDPSS dispatches alarm drops from systems designed to terminate at remote monitoring stations. Upon receipt of an alarm in Miami Township, personnel will be dispatched. Should an alarm call be directed to the Miami Township Police Department building, the employee receiving such call shall transfer the call to the CDPSS.

The Miami Township Police Department shall respond to all reported security, fire and medical emergency alarms pursuant to the department's vehicle operation procedures.

False Alarm Reporting & Procedure

Officers shall investigate the origin of all alarms and report those security alarms that were activated due to system malfunction or operator error as a false alarm.

For the purpose of this policy, weather related alarm activation shall not be classified as a false alarm.

For the purpose of this directive, excessive false alarms shall be any false alarm of the same commercial or residential security alarm system within the township in the same calendar year after three incidents.

After three incidents, in a calendar year, responding officer will notify the Crime Prevention/Community Relations officer of the excessive false alarms. The Crime Prevention/Community Relations officer will make contact with the business owner/residential owner advising them of situation and work out a resolution to rectify the situation.

Officers investigating alarm activations that are determined to be false, shall report the false alarm on an Incident Report or via computerized data entry. The report shall contain the following information:

- Whether the Alarm is Business or Residential;
- Security or Fire Alarm;
- Name of Business/Residential;
- Exact Address of Business/Residence;
- Reason for Alarm Activation (if known); Weather, System Malfunction, Error by Owner/Employee or Unknown;
- Whether a Key Holder Responded;
- If the Perimeter was Checked for Security, What was Found.

81.2.13 First Aid Over Phone

CDPSS personnel are authorized to provide first-aid instruction over the telephone or radio in compliance with their Medical Priority Dispatch Implementation Policy. All CDPSS personnel must maintain current Emergency Medical Dispatcher certification and utilize approved emergency medical guidelines and materials.