

## GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL

<b>Chapter 81</b>	<b>Communications</b>	
<b>Date Initially Effective: 11/30/94</b>	<b>By the Order Of:</b> <b>Mark Holtzman, Chief of Police</b>	
<b>Date Revised: 04/14/17</b>	<b>Date Reissued: 06/30/17</b>	<b>Page 1 of 13</b>

### 81.1.1 COMMUNICATIONS FUNCTION

CALEA Standard: 81.1.2, 81.2.1, 81.2.2

The function of the Communications System is to satisfy the immediate needs of the police department in effectively serving the public. The Communications System conveys information from the public to the Greenville Police Department through telecommunicators stationed in the Communications Center. The Greenville Police Department's primary source of communication is through two-way radio over the VIPER radio system.

The GPD Communications Center is a component of the Greenville Police Department. The Communications Center is staffed by four shifts. A lead telecommunicator and three telecommunicators are assigned to each shift and are under the command of the Communications Unit Supervisor. Minimum staffing for the Communications Center is three telecommunicators. The Communications Unit Supervisor reports directly to the Logistics Division Commander.

#### Operations of the Communications Center

The GREENVILLE POLICE DEPARTMENT COMMUNICATIONS CENTER PROCEDURES MANUAL is the written directive establishing procedures for performing telephone, radio, and automated data communications. GPD telecommunicators shall have access to this manual at all times.

The Greenville Police Department provides 24-hour telephone access to the Communications Center through a published, non-emergency telephone number and toll-free access via the 911 emergency lines. Calls received to the main incoming telephone number are rolled over to a sequence of additional lines when the listed number is busy.

The **911** emergency telephone number is displayed prominently in the telephone directory.

The police department works in conjunction with Relay North Carolina through the **711** Emergency number. 711 is a statewide telephone relay number that connects standard (voice) telephone users with deaf, hard of hearing and/or speech-disabled people who use text telephone (TTY or TDD).

The Communications Center has 24-hour two-way radio capability providing continuous communication with the police officers on duty. All GPD radio operations are conducted in accordance with Federal Communications Commission (FCC) rules and regulations, procedures, and requirements. The GPD Radio Communications System is engineered to produce 12 decibels or greater SINAD ratio to the radio receivers in 95% of the Department's service area. All FCC licensing is maintained by the North Carolina State Highway Patrol.

**Telecommunicator Responsibilities**

A detailed Telecommunicator job description shall be maintained in the Communications Manual and kept available for review by all Communications Center personnel. The Greenville Police Department Telecommunicator responsibilities shall include:

- Monitoring and operating two-way radios to maintain contact with police officers and other law enforcement agencies
- Receiving calls for service
- Dispatching police officers, Animal Protective Services, and Parking Enforcement to calls for service
- Coordinating communications between police officers in the field
- Answering requests from police officers for information
- Answering requests for emergency assistance from police officers in the field
- Routinely checking with police officers to determine their status and to see if additional backup is necessary
- Operating the Computer Aided Dispatch (CAD) system
- Providing information concerning the location of residences, businesses and streets.
- Operating computer terminals connected with the Division of Criminal Information (DCI), National Crime Information Center (NCIC), North Carolina Warrant Repository (NCAWARE), and the National Law Enforcement Telecommunications System (NLETS)
- Operating computer terminal connected with Pitt County 911 database
- Monitoring building security systems, cameras, and alarms.
- Monitoring automated communications with other agencies

**81.1.2 CALLS FOR SERVICE/COMPUTER AIDED DISPATCH/CALL MANAGEMENT**

CALEA Standard: 81.2.3, 81.2.4, 81.2.6

Telecommunicators receive incoming calls, obtain essential data, evaluate situations, and initiate appropriate responses. The telecommunicator receiving a call shall determine whether an emergency or non-emergency response is required. The telecommunicator receiving a call shall inform the caller of the Department's response including direct police service and/or referral to other agencies.

Calls for service are entered by communications personnel and recorded in the CAD System. A unique call number is automatically assigned to each call for service by the CAD system. The current date and time are automatically generated when a call for service is entered. When answering a call for service, communications personnel shall request, and enter into the CAD system: the name and address of the complainant, if possible; the type of incident reported; and the location of the incident reported. Once an address is entered into CAD, the system will verify that the address is a valid address within the city limits. If verification is not obtained, the CAD system will indicate by a change to the screen color. An override option is available in unusual circumstances where an address will not verify immediately, allowing personnel to enter a call for service and provide the appropriate police response.

Once the call for service has been entered into the CAD system a primary unit is selected for dispatch automatically, and the secondary unit is automatically recommended or can be selected by the telecommunicator. Once the telecommunicator dispatches units to a call for service, or the officer self-dispatches, the time of dispatch is recorded for each individual unit. Any subsequent change to a unit's status (arrival on scene, in-custody, return to service, etc.), generated by either a telecommunicator or an officer, automatically time stamps the change with the current time. At the conclusion of the call for service, a disposition or status must be assigned in the CAD system by either the officer or a telecommunicator.

The Call Management System has been established to standardize the method for handling calls for service. The implementation of this system is intended to provide better service to the citizens of

Greenville by making the most effective and efficient use of personnel when prioritizing, dispatching, recording, and responding to calls for service. The system outlines the appropriate procedures for dispatching calls for service and identifies the three levels of call prioritization.

#### **Levels of Call Priority and Procedures for Dispatching**

A telecommunicator shall:

- Follow uniform guidelines that will be used for the prioritization of calls for police service.
- Handle reports of criminal activity, calls for service, and citizen requests in the timeliest, most efficient, and effective manner possible.
- Determine the type of assistance required and assign to police personnel by established call criteria.

All incidents, in which a police officer's presence is required, will be given one of three priority levels that will determine when a police officer should be dispatched. The prioritization and response time for each call must follow the Call Management System to ensure consistency throughout each shift and zone.

- A. Priority One – Urgent. Priority One includes the following call types:
- Threat to Life, Serious Injury, Perception of Threat, or Fear
  - Crimes against Persons (In Progress or Just Occurred)
  - Injured Persons
  - Accidents (Possible Personal Injury)
  - Crimes against Property (In Progress)
  - Accidents Involving Traffic Hazard
  - Unusual Circumstances
1. The call-taker will immediately forward the call to channel one for dispatch.
  2. The call-taker will maintain telephone contact with the reporting person, telling them that an officer has been dispatched, until assistance arrives.
  3. The shift officer or closest available officer will be dispatched immediately.
  4. If all officers are busy, dispatch will pull an officer from a lower priority call. The officer will inform the citizen of the need to return at a later time to complete their original call for service.
  5. The call-taker will continue to gather additional pertinent information for channel one to relay to responding officers.
- B. Priority Two – Normal: Are not necessarily of an urgent nature; however, they should be dispatched as soon as possible. Calls in this category usually require fact gathering and result in a written report.
1. The call-taker will enter a Computer Aided Dispatch (CAD) call for service and route it to the appropriate telecommunicator.
  2. All Priority Two calls will be dispatched within 30 minutes of receipt.
  3. The telecommunicator will dispatch the assigned zone officer to the call.
  4. If resources are not available within 30 minutes from the receipt of the initial call, a Telecommunicator or Supervisor shall call the individual back.
  5. If no officer is available after 30 minutes from the receipt of the call, the FOB supervisor shall be notified to determine dispatching options.
  6. A Priority Two call may be upgraded to a Priority One at any time by a telecommunicator or supervisor based upon additional information received.
- C. Priority Three – Non-Emergency Response/ Telephone/or Routine Response: Includes any call for service in which a substantial delay in response would not have an adverse impact on a

complainant or police investigation. This type of request can involve requests for information, directions, or complaints that can be handled by a routine officer response or over the telephone, unless the caller requests an officer to respond. Calls of this nature may include the following:

- Parking Violations
  - Traffic Complaints
  - Loitering
  - Requests for Transportation
  - Delivery of Messages
  - Officer Initiated Calls
  - Tele-serve or Walk-In Complaints
1. The call-taker will enter a CAD call for service and route it to the appropriate telecommunicator.
  2. Priority Three calls require dispatching as soon as available.
  3. The telecommunicator will determine the appropriate action needed, such as:
    - a. Handling the call over the telephone
    - b. Handling through Tele-serve (Alternative Reporting Program), or
    - c. Dispatching the assigned zone officer to the call
  4. Priority Three Calls may also be officer initiated, which require no dispatching.
  5. A Priority Three call may be upgraded to a higher priority level at any time by a telecommunicator or supervisor based upon additional information received.

The Department is committed to zone integrity in order to provide adequate police presence within each designated zone. The only exceptions to this rule are:

- Priority one calls for service where all available resources are currently unavailable within the call origination zone
- Priority two calls for service where an outstanding call has been pending for more than 30 minutes and the supervisor has authorized another zone's personnel to be assigned
- Supervisor's Discretion

#### **Field Operations Bureau (FOB) Supervisor Responsibilities**

FOB Supervisors are responsible for the call management and efficient response of personnel during their tour of duty. This includes the planning, organizing, call management, and direction of personnel during their shift, with emphasis on community and problem-solving policing.

FOB Supervisors will:

- Monitor and maintain awareness of all radio communications
- Maintain a good working knowledge of the Tele-serve (Alternative Reporting Program) and Call Management System
- Be cognizant of calls for service that could fall in the alternative reporting program and reassign as needed
- Maintain awareness of pending calls for service for patrol officers and take appropriate action
- Monitor pending CAD calls for Information Desk personnel to ensure timely response
- Upgrade or downgrade call for service priorities as necessary

### **81.1.3 RADIO COMMUNICATIONS**

CALEA Standard: 81.2.4

The GPD uses clear speech and the Ten-Signal Code to conduct radio communications between police officers and the Communications Center and with other law enforcement agencies in the general area.

**Dispatching Units**

The dispatching of a police officer carries the authority of an order. To facilitate effective dispatching and minimize response time, police officers will remain in their assigned zones until directed by the Communications Center or the on-duty supervisor. A supervisor may modify the dispatching of a police officer. Enabling officers to self-dispatch silently and electronically will reduce the amount of radio traffic. However, telecommunicators shall not utilize the self-dispatching function in situations that would compromise officer safety as the sole method of transmitting the call.

Police officers are assigned and can be identified by permanent radio call numbers. Shift supervisors will provide the Communications Center with the name, call number, and zone assignment of each police officer under their command prior to the beginning of each shift's tour of duty.

The Communications Center shall call for specific police officer(s) and shall expect that the police officer(s) acknowledges the transmission. Police officers should not acknowledge radio transmissions intended for other police officers. A police officer that is closer to the location of a call for service than the assigned police officer should notify the Communications Center. The call for service may then be reassigned. Police officer(s) shall notify the Communications Center upon arrival at the scene and the telecommunicator shall make an entry in the CAD System on the time of arrival. The police officer shall notify the Communications Center upon completion of the call and return to service. The telecommunicator shall make an entry in the CAD System of the police officer's return to service. A permanent record of the status of police officers while they are out of service is retained through the CAD System.

A police officer that is not dispatched to a call for service, but responds to the call, shall inform the Communications Center of the response. When a police officer is dispatched or responds to back up the primary police officer on a call, a CAD System entry shall be made under the same call number.

Incidents requiring the dispatch of backup officers:

- Police Officer(s) Calling for Assistance
- Crimes in Progress
- Domestic Disturbances
- Alarms
- Calls Involving a Weapon
- Fights
- Calls Involving Large Crowds or Loud Parties
- Supervisor or Telecommunicator Determines Need for Additional Officers

Police officers that have knowledge or pertinent information about a pending call for service should transmit the information to the Communications Center so the telecommunicator can dispatch additional police officers if necessary. When police officers conduct activities that are not a call for service, the police officer shall notify communications and the telecommunicator shall update the officer's status.

Police officers responding to calls for service, or supervisors, may direct the Communications Center to dispatch additional police officers as determined necessary.

**Radio Communication Access**

Police officers shall be provided with the means for constant radio communication through use of portable transceivers. All enforcement personnel shall be assigned a portable transceiver. In addition, each marked police vehicle shall be equipped with an in car mobile radio.

**Radio Procedures**

Police officers shall report to the Communications Center by radio:

- When beginning and ending their tour of duty
- Upon arrival at the scene of an incident
- Upon arrival and completion of extra-duty assignments
- Before leaving their patrol cars for other duties
- When making vehicle stops (as outlined in GPD Policy and Procedures Manual, Chapter 61, Traffic)
- When making pedestrian/suspicious person stops
- When becoming unavailable for service
- When returning to service

Police radio Channel 2 shall be used by police officers for administrative purposes.

**Alert Tones**

The Greenville Police Department uses alert tones to advise police officers of important communications broadcasts. Telecommunicators shall adhere to the following procedure when using alert tones:

1. Alert Tone 1 – Used when broadcasting an APB, stolen, wanted, or missing announcements. Alert Tone 1 may also be used when trying to get the attention of an officer who is not responding to the radio.
2. Alert Tone 2 – Only used in emergency situations. Alert Tone 2 will be used when 911 dispatches an emergency police, fire, or EMS call.
3. Alert Tone 3 – Used for Inclement Weather Broadcasts

**81.1.4 ACCESS TO RESOURCES**

CALEA Standard: 81.2.5

The Communications Center shall at all times have immediate access to:

- A. Current duty roster:
  1. The CAD system designates all units that are both “in-service” and “out of service”
  2. The on-duty Watch Commander will provide a daily shift roster including supervisor in charge along with corresponding assignments for Field Operations Bureau personnel
- B. The personnel roster, to include the names, residential addresses and both work and residential telephone numbers of all Department personnel
- C. Current maps, showing the city limits, service area and zones
- D. A listing of telephone numbers for emergency service agencies.

**External Resources**

Communications Center personnel shall utilize the rotation log located in the Communications Center when requesting a wrecker unless directed otherwise. If the rotation log is not used to request a wrecker, the Communications Center personnel should indicate the reason when entering wrecker dispatch information into the CAD system. (For Example: Owner’s Request, or Wrecker On-Scene)

Communications Center personnel should not be utilized to procure cabs for individuals except as follows:

- When an individual has been the victim or witness of a crime, and a cab would be part of any assistance provided to them on that basis
- When an individual is stranded, and has no other means of contacting a cab for emergency transportation
- When it is necessary to contact a cab, the Communications Center personnel should contact the first available cab company located in the telephone directory. The name of the cab company should be entered into the CAD system when recording the dispatch information.

Communications Center personnel should utilize the telephone numbers stored in the CAD system for procuring emergency and necessary external services to the agency. This may include other agencies such as the N.C. Department of Transportation, railroad lines, or Greenville Utilities.

**Police Officer Status Indicators**

Police officer status indicators are constantly displayed on the telecommunicators' CAD status screen. By monitoring the police officer status indicators, telecommunicators should know where and how long each police officer has been out on a call for service and which units/officers are available to receive calls for service.

**Tactical Dispatching Plans**

The COMMUNICATIONS CENTER PROCEDURES MANUAL shall contain tactical plans that outline Communications Center dispatching procedures for emergency situations and tactical operations. The Communications Center will maintain a copy of the CITY OF GREENVILLE EMERGENCY MANAGEMENT PLAN that outlines various Department responsibilities and lists the names of key personnel to contact during a disaster or emergency situation.

**Emergency Response Team (ERT Situation)**

In high-risk situations where the ERT has been dispatched, the Communications Center will remain the coordination point until such time a tactical on-scene command post can be established. Most ERT communications will be conducted on a separate frequency.

**Emergency Radio Procedures**

Radio traffic on certain frequencies may be restricted or moved to other frequencies as needed. During emergency situations, the Field Operations Bureau Commander or the Watch Commander may restrict the types of calls for service that the Police Department will respond to. The telecommunicators shall be responsible for informing the Watch Commander of the volume of pending calls for service. The Watch Commander shall decide when calls for service will be held and when normal operations will resume.

**Emergency Alert and Recall**

The Field Operations Bureau Commander or Watch Commander may initiate an emergency alert and recall of personnel. This would be done to provide additional personnel resources for a major disaster, civil disturbance, or similar emergency situation. The Watch Commander shall be responsible for informing the Communications Center of the size and scope of the recall. When notified of a recall situation, the Lead Telecommunicator, or the senior telecommunicator in the absence of the Lead Telecommunicator, shall notify the Community Services Supervisor and the Logistics Division Commander, and recall additional telecommunicators as advised. The Watch Commander shall provide qualified personnel as requested for the Communications Center until the Community Services Supervisor or additional telecommunicators arrive.

**Stolen Vehicle Information**

The Communications Center shall broadcast verified information about stolen vehicles as soon as the information is received from the police officer conducting the primary investigation and as outlined in the COMMUNICATIONS CENTER PROCEDURES MANUAL. The police officer conducting the primary investigation will be responsible for ensuring that the information about a stolen vehicle is entered into the NCIC/DCI computer network.

**81.1.5 COMMUNICATIONS CENTER VICTIM/WITNESS ASSISTANCE**

CALEA Standard: 81.2.6

Telecommunicators will provide, as necessary, a response to request for information and/or assistance requested by victims and or witnesses who contact the police department. The assistance may be

provided by the Special Victims Unit or through information concerning referral services to callers in need of assistance beyond the scope of the Greenville Police Department.

Additional information concerning procedures, resources, and personnel responsibilities relative to victims or witnesses is provided in the GPD Policy and Procedures Manual, Chapter 55.

### **81.1.6 RECORDING PROCEDURES**

CALEA Standard: 81.2.7

All telephone lines and radio channels used by the Communications Center for police, fire/rescue, and 911 calls are recorded on network storage. Unrecorded telephone lines and radio channels are not allowed in the Communications Center other than interagency monitoring.

All recorded information is retained on secured network storage for one year. At the conclusion of the year, the network storage is automatically cleared and begins a new recording.

In the event of a failure of the recording equipment the Communications Unit Supervisor and Logistics Division Commander shall be notified immediately.

#### **Reviewing Recorded Conversations**

Information contained on the network storage can be reviewed by using the multi-channel playback software located on the computer in the Communications Unit Supervisor's office. Review of the information contained on the network storage shall be in accordance with the following procedures:

- Information contained on the network storage is provided for GPD personnel in conjunction with official business.
- Requests by GPD personnel to review information contained on the network storage shall be forwarded to the Communications Unit Supervisor through an Audio Extract Form.
- The Communications Unit Supervisor shall provide the requested information to the requesting GPD personnel through a wave file or by transferring the information to a compact disc, as soon as practical upon receiving the request.
- Requests from the media shall be referred to the Public Information Officer.
- Requests from defense attorneys and individuals outside of the agency shall comply with the requirements of N.C.G.S 132-1.4A and procedures described in Chapter 83.

#### **Immediate Playback Capability**

The Communications Center has immediate playback capabilities by using software that is installed on a computer located at each console. The telecommunications consoles record each radio and telephone conversation and allows for immediate playback to assist telecommunicators in the event a message is missed or misunderstood.

### **81.1.7 COOPERATION WITH OTHER COMMUNICATION SYSTEMS**

CALEA Standard: 81.2.8, 81.2.10, 81.2.11, 81.2.12

The Greenville Police Department recognizes the importance of obtaining and sharing information with other agencies. The effectiveness of crime prevention, intervention, and investigative efforts depends heavily upon the quality and timeliness of information resources. Therefore, this Department supports and participates in the following:

#### **Statewide Criminal Investigations System**

The Greenville Police Department participates in the North Carolina Division of Criminal Information system.

**Access to Information Systems**

The Greenville Police Department has access to local, state, and federal Criminal Justice Information Systems by means of the Department of Criminal Information (DCI), National Law Enforcement Telecommunications Systems (NLETS), National Criminal Information Center (NCIC), North Carolina Warrant Repository "NCAWARE", Pitt County 911 Data Base, and the Computer-Aided Dispatch (CAD) System.

**Radio Systems**

The Greenville Police Department Communications Center has access to the statewide law enforcement mutual aid radio system through the North Carolina State Highway Patrol VIPER trunked radio system.

**Emergency Notifications**

Emergency notification calls shall be handled as calls for service. Procedures for accepting and delivering emergency messages are outlined in the COMMUNICATIONS CENTER PROCEDURES MANUAL as well as Chapter 55 Victim/Witness Assistance of the Greenville Police Department Policy and Procedures Manual. The GPD shall make notifications to the appropriate person(s) to deliver messages in the event of:

- Death
- Serious injury
- Emergency situations

**Misdirected Emergency Calls**

In the event the Communications Center receives a call for service that should be directed to another police or fire department, it should be determined first if the call is an emergency. If the call is not an emergency, the caller is given the correct agency's phone number. If an emergency telephone call is misdirected, the telecommunicator should get the telephone number and address of the caller, then transfer the call to 911 and stay on the line until they pick up the call.

**Private Security Alarms**

The Greenville Police Department shall respond to private security alarms within its jurisdiction. Communications Center personnel should dispatch no less than two police officers to respond to all alarm calls unless exigent circumstances exist.

**81.1.8 TELE-SERVE /RECEPTION DESK PROCEDURES**

CALEA Standard: 82.2.5

Police headquarters, as well as sub-stations have a reception desk that is staffed intermittently by either a desk officer, a Community Service Clerk, civilian personnel or volunteers. The reception desk provides an additional means of communication for the public to correspond with the Police Department. Among other tasks, personnel staffing the reception desk are responsible for receiving donations and handling specific types of calls for service.

**Donations**

Any donations received at a reception desk for the Police Department should be documented utilizing the *Perishable/Non-perishable Goods Charitable Donation Form (GPD 38:05-17)*. The form should be completed with all information, to include verification of the contributor's identification. Completed forms should be forward to the Field Operations Bureau Staff Support Specialist. The form will be maintained by the Staff Support Specialist for a period of 30 days before being purged.

**Tele-Serve**

Tele-serve is an alternative reporting program that establishes a standard method of handling routine calls for service in lieu of an on-scene response by a patrol officer. This program increases the availability of proactive patrol through the use of more efficient reporting procedures. This method is available in

select crime or incident reporting categories under specific conditions and upon agreement of the citizen. Calls for service will still be dispatched when a citizen requests an officer response.

#### *Telecommunicator Responsibilities*

When a telecommunicator screens an incoming call for service and determines the call can be handled by a Tele-serve call, the information shall be entered into the CAD, and transferred to the appropriate Community Service Clerk or desk officer. If no one is currently available to handle a Tele-serve call, but will return prior to the end of the workday, the caller will be advised that a Community Service Clerk or desk officer will return the call as soon as possible. The telecommunicator will try to obtain a time frame as to when the complainant will be available for a return call. If the caller requests a police officer to respond, the telecommunicator shall dispatch a police officer to the call for service.

In the event the call requires I.D. work, the telecommunicator shall make the caller aware of this information. An officer should be dispatched unless, the caller declines to have an officer respond for I.D. work, or a supervisor makes a decision to not have an officer respond. This information shall be included on any supplements or incident reports that are completed.

Tele-serve may be used in the following instances:

- Crime reports outlined in this directive
- Citizen requests for information and advice
- Giving information to police officers
- Reporting problems that require police attention at a later time.

A call for service may be handled by tele-serve if it is determined that all of the following circumstances exist:

- There are no suspects on the scene or specific suspect description
- There are no witnesses at the scene to be interviewed, other than the caller
- The incident is not in progress
- There are no injuries
- There is no threat of imminent danger or injury to the caller
- Physical evidence does not appear obvious to the caller
- Reporting party is 16 or older
- The immediate presence of a police officer at the scene will not increase the chances of resolving the problem or solving the crime
- The citizen is receptive to accepting police services by telephone

The following categories of criminal offenses may be handled by tele-serve:

- Anonymous, harassing, and threatening telephone calls
- Larcenies (with the exception of auto-larceny)
- Damage to property
- Information reports such as incidents reported for insurance purposes only
- Supplemental investigations or reports
- Incidents where the victim refuses to prosecute (excluding a domestic incident)
- Forgery
- Fraud
- Found Property
- Identity Theft
- Other as directed by the on-duty supervisor

For incidents that involve no suspects, witnesses, or information for follow-up and an incident report is not required (i.e. gas drive-off, lost property), the Telecommunicator or Community Service Clerk (CSC)

will generate a CAD call for service, enter all pertinent information, dispatch themselves to the call, and provide the complainant with the incident number.

*Community Service Clerk/Desk Officer Responsibilities:*

- Review the CAD database to identify pending calls.
- Contact with the complainant must be made before the end of the shift.
- Complete the appropriate incident or supplemental report.
- If sufficient suspect or vehicle information is available, forward to the Communications Center for broadcast
- Advise the complainant of the procedures required to obtain a copy of the report.
- Enter serial numbers for stolen items into NCIC if certified to do so. Otherwise, forward information to Communications for entry.
- Attach the NCIC entry printout to the incident or supplemental investigation.

If the Community Service Clerk or desk officer determines that a police officer should respond to the scene the following procedures shall apply:

- The Communications Center will be requested to dispatch a police officer to the scene
- Any additional pertinent call information will be added to the CAD by the Community Service Clerk or desk officer.
- The caller should be informed that a police officer is en route to the scene.
- The police officer dispatched to the scene will complete the incident report.

When exigent circumstances exist, the on-duty supervisor has the discretion to use the tele-serve function for calls for service not addressed in this directive.

*Criminal Investigations Bureau Responsibilities*

It shall be the responsibility of the Property Crimes Sergeant to review teleserve reports and identify crime patterns, trends, or need for additional follow-up actions.

### **81.1.9 EMERGENCY FIRST AID**

CALEA Standard: 81.2.13

Police Department personnel are not authorized to provide emergency first aid instructions over the telephone or radio. Employees shall maintain telephone contact with the caller until Pitt County 911 is notified and the caller is connected with 911.

### **81.1.10 COMMUNICATIONS CENTER SECURITY**

CALEA Standard: 81.3.1, 81.3.2, 81.3.3

#### **Facility Security Measures**

It is important that the public have access to Communications personnel in both emergency and non-emergency situations. The capability to maintain communication in all situations dictates that security measures be implemented to protect communications personnel, facilities, and equipment, back-up power sources, transmission lines, and antennas. Therefore, the Greenville Police Department shall adhere to the following security measures and procedures:

#### **Measures for Limiting Access**

The Communications Center is a restricted access area and must be secure at all times. The COMMUNICATIONS CENTER PROCEDURES MANUAL shall contain a list of persons having authorized access to the Communications Center. The Chief of Police shall authorize the permanent access list. Personnel not listed as authorized, may enter for official business at the direction of an on-duty supervisor

or lead tele-communicator. Authorized persons who enter the Communications Center shall leave promptly upon completion of business.

#### **Measure for Protecting Equipment**

The Communications Center is located on the 3<sup>rd</sup> floor of the police department building. Access to the 3<sup>rd</sup> floor is via swipe card or access code only. The doors to the Communications Center are to remain locked at all times and are restricted by coded keypad. Security systems, cameras, and alarms shall monitor the building and grounds at all times. The Communications Center shall be equipped with viewers to display the camera images. All alarm systems throughout the building shall be monitored by the Communications Center. Should an alarm become activated, the activation shall be indicated in the Communications Center.

#### **Measures for Providing and Securing Backup Resources**

The Greenville Police Department alternate power source generator is automatically activated as a backup resource in the event regular power sources are disabled. The generator is located behind the Police Department building and is physically protected from tampering or vandalism by enclosed steel housing with locked access panels. The generator is a part of the grounds under surveillance and is viewed on the monitors in the Communications Center. In an emergency, when the alternate power source generator is activated, the on-duty FOB Shift Supervisor will be responsible for providing additional security to the generator by posting a guard at the generator.

In the event of a primary power failure, emergency power for the Greenville Police Department critical load is supplied by the uninterrupted power source (UPS), until the emergency generator comes on-line and assumes the load. The UPS is housed in the Communications Center and is protected by the security measures already in place for the Communications Center. This is an automatic operation and requires no action from the telecommunicator.

The City of Greenville Emergency Management Plan and this directive require that the backup communication equipment be tested on a weekly basis to ensure it operates as needed in emergency conditions. An automatic exerciser is installed on the generator. On a weekly basis, the automatic exerciser activates the generator for approximately thirty minutes in length. Any failures automatically generate an e-mail notification. Regular maintenance is performed on the generator by the City of Greenville's Public Works Department. The Logistics Division Commander or designee shall document any notice of problems on the Weekly Facility Inspection Report.

#### **Separating Emergency/Non-Emergency Calls**

The emergency telephone number for the Greenville Police Department is 911. 911 shall not be used for incoming administrative or outgoing telephone calls.

The Communications Center maintains emergency telephone lines to facilitate contact from all citizens within its jurisdiction. The Communications Center maintains separate phone lines for administrative and non-emergency use. The number 252-329-3937, comes into the GPD Communications Center on a rotary system. If the primary line is busy, the call automatically switches to the next available line. This feature ensures that incoming emergency calls dialed to 252-329-3937 do not receive a busy signal.

#### **Multi-Channel Capabilities**

All radio equipment has multi-channel capabilities with three (3) primary channels for use by sworn personnel and two (2) additional channels for Animal Protective Services and Parking Enforcement. Additional talk around and private channels are available for undercover, special operations or ERT activities.

In order to provide the proper coordination and deployment of resources in times of emergencies such as riots, fires, and natural disasters, the Greenville Police Department's mobile and portable radio

equipment has operational capability for two-way communications with other law enforcement agencies through the VIPER trunked radio system and patch-through capability with other public service organizations.

**Evacuation Procedures for Telecommunications Center**

In the event that there is a fire alarm activation or bomb threat in the Police/Fire Rescue Headquarters Building, all personnel will be evacuated. Communications Center personnel shall relocate to the Emergency Operations Center which shall be staged at Greenville Fire and Rescue Station 6. The following procedures will be followed during the evacuation:

- Upon notification of a bomb threat or a confirmed emergency that warrants evacuation, the Communications Center personnel will contact 911 Communications Center and advise that the GPD Communications Center is evacuating and have them transfer all calls to the assigned dispatch cellular phone.
- Log off all computers before leaving and inform the on-duty supervisor that Communications Center personnel are leaving the building.
- All portable radios, chargers, and extra batteries are to be taken, as time allows.
- Send out an alert on all channels to all units advising that Communications Center personnel are relocating to the Emergency Operations Center which shall be staged at Greenville Fire and Rescue Station 6 and that all non-emergencies lines will be unanswered until the transition is complete.
- One telecommunicator shall handle the incoming 911 phone calls and another telecommunicator shall dispatch using a portable radio during the evacuation process. For bomb threats, the Chief of Police or on-duty supervisor shall assume command and control and shall be authorized to issue the ALL CLEAR command.