

**SENECA FALLS POLICE DEPARTMENT
GENERAL ORDER**

General Order: 540	Rescinds: New Issue
Subject: Communications	NYS Accreditation: 43.2, 55.1, 55.3, 55.4
Effective Date: 07/01/2013	
By Order Of: Stuart W. Peenstra, Chief of Police	

I. PURPOSE

The purpose of this policy is to provide guidelines for the use of the police radio, telephone system and e-JusticeNY messaging.

II. POLICY

The Seneca County E-911 Emergency Communications Department hereinafter referred to as 'E-911' is designated as the agency responsible for radio communications and the dispatching of calls for service.

RADIO SECTION

I. POLICY

- A.** All assignments by the dispatcher shall be considered an authoritative order. Any discrepancy regarding an assignment (other than clarification needed to interpret a message) should be reported by the employee to his supervisor after responding to the call. However, upon dispatch, the shift supervisor may direct the dispatcher to reassign the call when warranted.
- B.** Officers are responsible for all calls until completion of their tour of duty or until relieved by the on-coming shift. Employees shall not hold or "pass on" assignment at shift change without supervisory approval. The dispatcher will then be notified by the supervisor to reassign the call to the next shift.
- C.** Personnel may be directed to perform police tasks without regard to patrol area or assignment, as needs dictate.
- D.** On duty personnel shall maintain radio contact on the primary channel with the E-911 Center at all times unless otherwise specified by the dispatcher.
- E.** All radio transmissions shall be conducted in such a manner as to reflect a professional image and make efficient use of airtime. No personal conversation, slang names, discussions, or interference with communication is allowed.
- F.** Calls for service shall be prioritized by the dispatcher unless otherwise directed by a patrol supervisor or command officer.
- G.** Questions regarding procedures, laws, etc., shall be made to the field supervisor, NOT the dispatcher.

II. PROCEDURE

All Seneca Falls Police Department sworn personnel shall use the designated primary frequency for all communications. Alternate frequencies are available for use only when the communication may be sensitive in nature or officers do not want to interfere with communications on the primary frequency.

III. TERMINOLOGY AND USAGE

A. "Ten Codes"

All personnel should use the concept of "plain language" when dispatching or acknowledging calls. "Ten codes" are used for very common or special circumstances; in these cases, either the ten code or its plain language equivalent may be used. The ten codes are as follows:

- 10-4 Affirmative
- 10-8 Available/Clearing the Scene
- 10-15 In Custody
- 10-23 Arriving on Scene
- 10-27 Driver License information
- 10-28 Vehicle registration information
- 10-29 Check records for wanted
- 10-38 Traffic Stop
- 10-41 In Service (beginning tour)
- 10-42 Out of Service (ending tour)
- 10-55 Intoxicated Operator
- 10-99 Wanted Person Check

B. Disposition Codes

As the Seneca Falls Police Department makes its own Records Management System (RMS) entries disposition codes are not required to be conveyed to the E-911 Center. Concise plain language dispositions to calls for service are to be made, e.g. Matter Adjusted, Warning issued, Civil Matter etc.

C. Situation Found

When the situation found is a different type of incident from what was dispatched, the officer will advise the dispatcher of the change in incident type.

IV. FIELD UNIT COMMUNICATIONS PROCEDURES

Communications between Field Units and Dispatchers

- A. When called by the dispatcher, patrol officers will respond on the radio with their assigned shield number. In an effort to expedite response times, nothing herein shall prevent an officer with providing his/her location upon receiving a dispatch call for service.
- B. The employee assigned to the incident will advise the dispatcher of his/her arrival at the scene using police radio. Other responding employees will also advise of their arrival. If the employee changes location, he will inform the dispatcher of the new location. At times it may be necessary to notify E-911 of arrival, change of location via telephone which is acceptable however the radio communication shall be the primary source of communication.
- C. Employees will advise the dispatcher if they are switching to an alternate channel and also upon the return to the primary channel.
- D. Field units returning to service will do so on the primary frequency by calling the dispatcher and, when acknowledged by the dispatcher, will use the term "clear" or 10-8 to indicate a return to service.
- E. All units calling out of service for non-dispatched assignments will do so by first advising the dispatcher. Information given to the dispatcher will include:

1. The location.
 2. The reason for being out of service, i.e.; follow-up investigation, walk-up complaint, violator, etc.
 3. Location and telephone number if the unit will be out of radio contact.
- F. The dispatcher will monitor and periodically check on the status of an officer when on assignment. This will be recorded electronically by the dispatcher.
- G. All marked and un-marked patrol vehicles utilized by the Seneca Falls Police Department will be equipped with a radio system capable of communicating with the E-911 Center and other patrol units within the County.
- H. All communication made between officers via the two-way police radio shall follow the same procedures and maintain the same professionalism as when communicating with the E-911 Center.

V. SUPERVISORY RESPONSIBILITIES

Field Supervisors will:

- A. Monitor radio communications and correct violations or improper usage within their own command.
- B. Receive and investigate reports of radio communication violations by officers, forwarding completed investigations of these alleged violations through the chain of command to the Chief of Police.
- C. Report radio communication violations by dispatchers to the E-911 Supervisor or Coordinator.

VI. PORTABLE POLICE RADIOS

A. General

All on-duty, uniformed personnel shall carry issued portable radios in issued cases or on a belt attachment secured to their person, preferably utilizing hand-microphones. Non-uniformed personnel shall carry their radios in a responsible manner.

B. Care and Maintenance

Employees are responsible for the proper care of portable radios.

- Personally issued Department radios shall be assigned to the individual employee and will remain assigned to that individual regardless of change in assignment. They shall be charged on a regular basis so as to be operational at all times. Employees shall have these radios available for use at all times.

TELEPHONE SECTION

I. PURPOSE

The purpose of the Telephone Section is to establish and regulate the use of the telephones by department employees.

II. POLICY

- A. All telephone communications should be made in a businesslike manner. All personnel must remember that this may be the only contact people have with the department. It is incumbent on all personnel to represent the department in a professional fashion.

- B. Personnel will answer all telephone calls without delay. In the event that further communications cannot take place, it will be determined if an emergency exists. If it is not an emergency, the caller will be advised that he/she will be put on hold.
- C. All personnel will answer the telephone in the following manner. Give the department name, using the person's title and last name. An example of the procedure is as follows: "Seneca Falls Police Department, Officer Jones."
- D. Personnel answering the call will attempt to:
 - 1. Forward the call to the appropriate person, unit, or voice mailbox.
 - 2. Advise the person to call 911 to have an officer respond, if appropriate, or
 - 3. Answer questions, as able.

III. COMMUNICATIONS RECORDING DEVICE

- A. A recording device may be used to record incoming and outgoing telephone calls at the police department.
- B. The changing and storing of tapes and maintenance of the recording device will be the responsibility of personnel specifically authorized by the Chief of Police to perform this function.
- C. No personnel will monitor these tapes without specific authorization from the Chief of Police or a Police Sergeant.

IV. MISDIRECTED CALLS FOR SERVICE

In the event an emergency call for service is somehow misdirected to the Seneca Falls Police Department, whether by telephone, teletype or radio, the person receiving such call shall immediately notify the sender of such. Department personnel will provide the necessary assistance to properly route the call, including making direct contact with the proper agency if necessary. The on-duty supervisor will be notified of same as soon as possible.

V. ALARM MONITORING

The Seneca Falls Police Department does not provide alarm monitoring services. Persons requesting alarm monitoring shall be directed to seek the services of a private entity.

VI. MOBILE DATA TERMINALS/MOBILE COMPUTER TERMINALS

Members of the Seneca Falls Police Department have access via Spillman to the E- 911 Centers Computer Aided Dispatch program via a secure Virtual Private Network (VPN). Access to this system is primarily utilized to assist in the Data Entry portion of the RMS. The RMS is accessible via VPN from the mobile computer terminals and will be used for data entry as well as an investigative tool by officers.

VII. TELETYPE/E-JUSTICENY INTEGRATED PORTAL

The e-JusticeNY Integrated Portal is the program currently utilized for agency messaging, formally known as NYSPIN and Teletypes. The Seneca County E-911 Center will run all routine DMV Data requests as well as make Portal Entries/Messaging (teletype) for all initial entry, modification and cancellation for file types including: Wanted Person, Missing Person,

Repossessed Vehicle, Be on the Look out (BOLO), Attempt to Locate (ATL), Abduction, etc. When making such entries for the Seneca Falls Police Department the E-911 Center will do so under the ORI of NY0490100. Although rare, during the course of an investigation officers may be required to make their own entries, modifications or cancellations. When doing so, the officer will be logged in under their own user ID and will do so in accordance with the e-JusticeNY IJP policies and the agencies Use and Dissemination Agreement.