

Texas Fire Chiefs Association
DOCUMENT SUBMISSION FORM

Candidate Department: Coppel Fire Department

Best Practice Standard: 9.02
(insert the Best Practice Standard you are working on - example "1.01")

Proofs of Compliance Submitted:
--Copy of communication center security policy

Submitted By: Gregg Loyd	Date: 10/1/2013
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Evaluator's Review

Evaluator:

Date Accepted:



COPPELL POLICE DEPARTMENT

GENERAL ORDER
NO. 400.003

EFFECTIVE DATE:
10-01-92

REVISED DATE:
07-01-06

SUBJECT: COMMUNICATIONS CENTER

I. ORGANIZATION AND MANAGEMENT

- A. The Communications Manager is responsible for the operation of the Communications Center, including the management of personnel and all associated equipment.
- B. The Communications Manager will be under the direct supervision a Lieutenant.

II. RESPONSIBILITIES OF THE COMMUNICATIONS CENTER & DEPARTMENT MEMBERS

- A. The Communications Center will be responsible for all radio initiated activity to include:
 - 1. Dispatching of calls for service for Police, Fire, Emergency Medical Service, and other city services on an emergency basis;
 - 2. Responding to officer requests for information;
 - 3. Maintaining records of calls and requests; and
 - 4. Making inter-agency and intra-agency contact as requested.
- B. The Communications Center will be responsible for the following telephone communications:
 - 1. Incoming emergency calls;
 - 2. All E-911 calls routed to Communications Center;
 - 3. Non-emergency calls routed to Communications Center;
 - 4. Outgoing calls at the request of field units; and
 - 5. Other telephone communications as needed.
- C. Communications Center personnel shall be responsible for all teletype communications initiated by other members of the department. This will include:
 - 1. TLETS II;
 - 2. Department computer systems; and
 - 3. Mobile data terminals.
- D. Communications Center personnel shall monitor alarm systems installed in the Communications Center. Alarms calls received will be dispatched as any other call for service.
- E. Communications Center personnel shall process bond paperwork for subjects in custody in the Coppell Police Department holding facility and subjects held in other jails. Processing includes
 - 1. Clearing warrants.
 - 2. Preparing bond forms.
 - 3. Collection of money.
 - 4. Processing attorney bonds.

- F. A written Essential Job function form shall be provided to each new member to outline specific duties and responsibilities. Each member will read and understand assignments. Public Safety Dispatch Supervisors and the Communications Manager will keep on file a copy of the essential job functions. These essential functions should serve to standardize service, reduce errors, and aid in training.

III. COMPLIANCE WITH FEDERAL COMMUNICATIONS COMMISSION STANDARDS

The Coppell Police Department and the Communications Center shall comply with all standards and regulations issued by the Federal Communications Commission.

IV. ACCESS TO CRIMINAL JUSTICE INFORMATION SYSTEMS

The Coppell Police Department will provide the equipment necessary to receive and transmit information (i.e., stolen vehicles, etc.) to/from federal, state, and local criminal justice systems including, but not limited to the following:

- A. Regional Systems;
- B. Texas Crime Information Center;
- C. National Crime Information Center.

V. COMMUNICATIONS CENTER ACCESS & SECURITY

- A. Access to the Communications Center shall be restricted to the following members:
 - 1. Public Safety Dispatchers
 - 2. Communications Manager
 - 3. Command Staff
 - 4. Police Supervisors
 - 5. Police Officers
 - 6. Central Records members
 - 7. Warrant Officers
 - 8. Others as necessary for official City business.
- B. Only those persons authorized by this General Order will be allowed access to the equipment located in or assigned to the Communications Center. Repair or maintenance personnel will be accompanied by Department members at all times while in the Communications Center.

VI. RECORDING OF RADIO TRANSMISSIONS & EMERGENCY TELEPHONE CALLS

- A. All radio transmissions and emergency telephone lines shall be recorded on the equipment installed in the Communications Center. Recordings will be kept for 180 days. Recordings of unusual occurrences shall be kept until they are no longer needed. Records, which may have evidentiary value, will be forwarded to the Criminal Investigation Division.
- B. Access to the tapes of radio transmissions shall be limited to those persons who have a specific need for the information. This shall include, but is not limited to, the following:
 - 1. Dispatchers
 - 2. Communications Manager

3. Command Staff
 4. Detectives
 5. Patrol Officers and Supervisors.
- C. Those persons who wish to review recorded conversations must have approval from a supervisor. The recording containing the conversation will be obtained from the Public Safety Dispatch Supervisor on duty. Extreme care shall be exercised to ensure against erasure. Dispatchers and sworn personnel may review these tapes in an emergency situation.
- D. Recorded transmissions and conversations shall not be released to any person outside the Department without the approval of the Chief of police or without a court order. This will not apply to recordings used for training purposes if approved by the Communications Manager.

VII. SECURING EXTERNAL SERVICES

- A. The Communications Center will make immediate contact with the Fire Department and EMS by means of radio or direct phone line.
- B. Contact with other city services, such as Public Works, Water Department, or Animal Control may be made by radio or phone depending on the day of the week or the time of day.
- C. In the event of the need for a wrecker, the Officer will request the dispatcher to obtain one. The dispatcher will contact the wrecker service and obtain an estimated time of arrival. If requested by a owner/driver of a vehicle, an Officer may cause a wrecker service to be contacted other than the service which has contracted with the City; however, in the event of an arrest or seizure initiated by an Officer, a City contract wrecker must be dispatched. The Communications Center will maintain a record of all City contract wreckers dispatched to include:
1. Date and time of dispatch;
 2. Date and time of arrival;
 3. Location of call, and
 4. Nature of call.
- D. A phone listing of commonly used external services, such as Salvation Army, Red Cross, telephone service, power companies, animal shelters, etc., will be kept on file in the Communications Center.
- E. Dispatchers will make a telephonic request for external services when instructed to do so by field units or supervisors. this will be done in the most expedient manner possible, and the unit will be notified when the request has been completed. An estimated time of arrival shall be obtained, if appropriate.
- F. A list of Municipal, County, State and Federal law enforcement agencies will be maintained along with other governmental services such as Child Protective Services, Department of Health and Human Services, Poison Control, Mental Health & Mental Retardation, etc.

VIII. RECEIVING TELEPHONE CALLS

- A. Phone calls received on the regular emergency lines and E-911 will be monitored 24 hours daily and will be screened to determine if an actual emergency exists. Each call for service request will be recorded and assigned an identifying number. The identifying number will be unique to a particular call and will serve as the basis for filing and retrieving subsequent reports of the incident. Every attempt will be made to obtain the following information:

1. Date and time of the request for service;
 2. Name and address of complainant;
 3. Nature of the incident reported;
 4. Location of the incident reported;
 5. Suspect or vehicle descriptions;
 6. Involvement of any weapons or intoxication;
 7. Presence of any injuries; and
 8. Any other information unique to that particular call that may assist the responding police officer, firefighter, or City employee.
- B. The call will then be dispatched to the appropriate field unit. As the call progresses, the following information will be recorded:
1. Time of dispatch;
 2. Time of unit arrival;
 3. Time of unit clearance;
 4. Disposition of the call; and
 5. Other information relevant to the call.
- C. Should the call for service require an ambulance or other fire department apparatus, the following information should be recorded:
1. Time of request;
 2. Time of arrival;
 3. Time of clearance; and
 4. Location of transportation for victim(s).
- D. Should a call be received on the regular emergency line which is intended for another agency, the Dispatcher should:
1. Attempt to provide the caller with the proper phone number; or
 2. In the event of an emergency, obtain as much information as possible and then contact the appropriate agency.
- E. Calls received on the E-911 emergency number will be screened to determine if there is an actual emergency. Emergency calls will be handled in the same manner as described above. Calls which are not an emergency will be referred to a non-emergency or administrative number. Requests for service involving the Fire Department or Emergency Medical Service will be dispatched as described above. Dispatchers should be able to determine the level of response (emergency or non-emergency) necessary for a particular call for service. Other alternatives may be recommended such as referral to other agencies or service providers, such as, public utilities, phone company, etc.
- F. Calls received on the E-911 system by this agency that should have been routed to another public safety agency will be transferred as required.

- G. Calls received on an administration line which are transferred to the Communications Center will be handled as described herein in Section VII (A).
- H. Private security alarm calls received by the Communications Center via telephone will be dispatched as any other call.

IX. DISPATCHING CALLS FOR SERVICE

- A. Calls for service will be attached the following priorities:
 - 1. Emergency priority calls are limited to the following:
 - a. Assist Officer/emergency;
 - b. Shooting in progress;
 - c. Cutting in progress.
 - 2. Priority 1 is any call requiring an immediate Police or Fire Department response. These calls will be dispatched immediately.

Examples:

Assault in progress	Domestic disturbances
Barricaded person	Fights
Bomb threats	Lost or found child
Burglar and robbery alarms	Major Accident
Burglary in progress	Person with a weapon
Criminal Trespass in progress	Sexual assault reported or in progress
Death investigations	

- 3. Priority 2 is any call requiring expeditious response. These calls may be held up to 10 minutes.

Examples:

Indecent exposure	Open door or window
Intoxicated persons	Reported assaults
Minor accidents	

- 4. Priority 3 is any call which does not involve a threat to life or property and which a delayed response would not adversely affect the outcome. These calls may be held up to 2 hours.

Examples:

Animal ordinance violations	Parking violations
Lost, found, or abandoned property	Reported burglaries and thefts
Non-emergency messages	Reported criminal mischief

- B. Calls will be held only if no personnel are available to respond or if higher priority calls are received which would take precedent over calls with a lower priority. Every effort should be made to dispatch calls as soon as possible.
- C. All calls for service will be dispatched through radio transmissions when possible. Calls containing information of a sensitive nature may be dispatched via MDC, pager and / or telephone. Examples would include bomb threats, sexual assaults (not in progress), death investigations or any other call that in the Public Safety Dispatcher's deems should not be broadcast to the public. The call will not be considered successfully dispatched until the dispatcher receives enroute and at scene notification. The

Patrol supervisor on duty will be notified of any call dispatched via MDC, pager and/or telephone. If there is a question concerning how a call should be handled, the dispatcher will contact the Senior Public Safety Dispatcher on duty or in their absence the Patrol Supervisor.

X. OFFICER INITIATED ACTIVITY

- A. A record shall be made of all officer-initiated activity. This would include, but is not limited to, the following:
 - 1. Traffic Stops;
 - 2. Follow-up Investigations;
 - 3. Pedestrian stops;
 - 4. Suspicious person(s) or vehicle(s);
 - 5. Lunch breaks;
 - 6. On-view investigations and arrests; and
 - 7. Administrative duties.
- B. A permanent record of officer activities shall be maintained by the Communications Center for at least two years.
- C. A record of back-up officers assigned to assist a primary officer on any call for service shall be documented on the same record.

XI. EMERGENCY MESSAGES

Upon the receipt of a request for the delivery of an emergency message, the Dispatcher will obtain the information as described above. The call will be assigned to the officer as soon as possible. Upon completion of the call, the dispatcher will note whether the message was delivered in person or by other means (note left at residence, message left with neighbor, etc.). Dispatchers will re-contact the complainant, if requested to do so, to confirm the delivery of the message. Emergency messages may include, but are not limited to the following:

- A. Death notification;
- B. Severe illness notification;
- C. Overdue motorists; and
- D. Other situations deemed an emergency by the Patrol Supervisor.

XII. DISPATCHER SHIFT ASSIGNMENT & BRIEFING

- A. Dispatchers will be assigned shifts by the Communications Manager. Modifications in shifts normally assigned may be required periodically to allow for staffing shortages. In the absence of the Public Safety Dispatch Supervisor, the Patrol Supervisor will serve as the first-line supervisor for the Communications Center.
- B. Oncoming Dispatchers will be briefed by the dispatchers they are relieving. Any relevant information, such as stolen vehicle reports or other serious crimes shall be passed on to other agencies and patrol personnel at least once per shift, or as needed.

