
	<b>Florida State University Police Department</b>	
<b>Communications Procedures</b>		
Revision Effective Date: 09/05/17	<b>General Order 1101</b>	Attachments: Language Identification
Rescinds/Amends: Rescinds: 14-33 (3/26/14), 11-33	Distribution: Department-Wide  Pages: 15	CFA Reference: 14.03; 25.02; 25.06; 25.09

**Communications Procedures Policy**

Efficient procedures for handling communications, particularly pertaining to toll-free emergencies, on a “24/7/365” basis, is an essential element of the law enforcement function. It is further essential that two-way radio communications are maintained on a “24/7/365” basis between the FSU PD’s Communications Section and sworn members on duty. Hence, it is the explicit policy of the FSU PD that decisions regarding immediate assignment of field personnel to calls for service shall be the responsibility of the Communications Section and shall be adhered to by all FSU PD employees. The assignment decisions may be overridden by a supervisor of higher authority, who shall assume responsibility for the assignment change.

***Procedure***

**A. Calls for Service and Routing of Calls**

When calls for service are received from the public, communications personnel will determine whether the call is of an emergency or non-emergency nature. If the call is of an emergency nature, it will take precedence over non-emergency calls.

Routing of Calls for Service. All incoming Priority 1 and Priority 2 calls require immediate radio traffic from the Communications Section to sworn personnel in the field [CFA 25.09 A]. In accordance with the provisions of General Order titled, “Responding to Routine and Emergency Calls,” the Police Communications Officer (PCO) will ensure that a minimum of two officers (or units) are sent to Priority 1 calls, manpower permitting. Regarding Priority 2 calls, the Shift Supervisor shall be responsible for determining the feasibility of sending two officers (or units), manpower permitting. Priority 3 calls and any other calls regarding complaints shall, under normal circumstances, also require immediate radio traffic from the Communications Section to sworn personnel in the field and the sending one officer (or unit) to the scene. However, depending upon the amount of radio traffic between the Communications Section and sworn personnel in the field and/or personnel non-availability due to more serious Priority 1 or Priority 2 calls, communications personnel shall first confer with the shift supervisor for instructions regarding the immediacy or short delay regarding the initiation of radio traffic [CFA 25.09 A.].

Determination of which units to be routed to a call shall be the responsibility of the PCO and shall be handled as follows:

1. The primary zone unit(s) will be sent to all calls in its respective zone unless it is already engaged.
  - a. If the primary zone unit(s) is occupied, any other unit available in that zone shall be sent.
  - b. If the other units in that zone are unavailable, the nearest available zone unit shall be sent.
2. If a unit(s) can reduce response time to a call because it is nearer than a dispatched unit, the closer unit shall advise Communications of their location. PCOs shall then have the option of sending the closer unit.
3. The responding unit(s) receiving the assignments has the responsibility of evaluating the assigned call and determining whether additional resources are needed.
4. When a unit(s) is assigned to an incident, unless there is a request for assistance, or the need for assistance is obvious, no additional unit(s) will respond unless directed by Communications or a supervisor [CFA 25.09 E.].
5. Traffic stops are not considered dispatched calls. If an available Officer does not announce he/she is en-route to the traffic stop, where there may be a problem (i.e. a vehicle suspected of being involved in a serious crime, stolen vehicle etc.) a "Back-up" unit will be sent. Officers making traffic stop(s) after dark will have an available officer sent to the traffic stop if no officer has already announced he/she is en-route to the stopping Officers location. Officers initiating traffic stop(s) have the decision of canceling the "Back-up", however the supervisor can still have the "Back-up" unit respond.
6. Information pertaining to calls received and dispatched shall be recorded by the CAD System, and is part of the event/dispatch screen. Specific information to be recorded at the time of a request for service shall include:
  - a. Date and time of request;
  - b. Name and address of complainant (if possible);
  - c. Type of incident reported;
  - d. Location of incident reported;
  - e. Description of suspect(s) and clothing description.
  - f. Time of dispatch;
  - g. Time of officer's arrival;
  - h. Time of officer's return to service; and
  - i. Disposition or status of reported incident.
7. For calls of an emergency nature, the PCOs shall refer to the appropriate section of the Tactical Dispatching Plans books.

**B. Field Personnel Responsibility**

Field personnel have the responsibility to keep Communications Section advised of their status.

1. Whenever field personnel initiate an activity, they shall advise Communications Section of the location, nature of their activity, and whether additional assistance is necessary [CFA 25.09 A].

When communicating with the shift supervisor at Headquarters, the field officer may request that an additional number of officers be dispatched to the scene. The number of officers to be dispatched depends upon the urgency of an incident in terms of officer safety, public safety, and whether the situation is in-progress or has recently occurred [CFA 25.09 E].

2. All field personnel have the responsibility to maintain radio communications with the Department while on duty, unless directed otherwise by a supervisor.
3. Employees required to have radios in their possession while on duty shall use their identification number when using the police radio. Each sworn officer shall be assigned a unique, three-digit identification number based upon rank and seniority [CFA 25.09 C]. The radios of sworn employees are equipped with an automatic signal that provides a lighted indicator at the communications console when the employee's radio transmit key is depressed.
  - a. When transmitting to the Communications Section, employees shall verbally address Communications using their identification number and the words, "to Headquarters" [CFA 25.09 C].
  - b. Communications shall verbally reply by using the call number (101) of the unit calling.
4. Field personnel have the responsibility of notifying Communications Section of their status including, but not limited to [CFA 25.09 A].
  - a. Arrival and clearance of a call;
  - b. Out of Service for breaks and/or meals;
  - c. Out of Service at the end of the tour of duty.

**C. Inter-Agency Communication [CFA 25.09 D]**

In order to utilize the inter-city radio channel to communicate with the Tallahassee Police Department during special events (parades, football games, etc.) members shall:

1. Obtain authorization from the shift supervisor to switch to Channel 10A to conduct radio traffic with TPD on their special events channel (10A).
2. Switch to channel 10A and attempt contact with the TPD unit. Personnel switching to channel 10A shall monitor the channel for a short time to ensure that they do not interrupt another transmission.
3. When the exchange is complete, the member shall return to the primary channel and inform Communications.

**D. Supervisory Response [CFA 14.03]**

The Shift Supervisor shall be contacted by Communications Section and will respond to the scene and assume command on:

1. Calls classified as "in progress";

2. All potentially volatile situations, i.e., gas leak, bomb threat, sexual battery, etc.

Access to the Officer in Charge. Communications personnel shall have immediate access via radio or telephone to the Patrol Division Shift Supervisor or other designated officer in charge [CFA 25.06 A].

**E. Duty Roster and Personnel Information [CFA 25.06]**

Information that is available to Communications personnel is as follows:

1. Duty roster showing status and assignment of shift personnel is available in the CAD system portion of the Spillman program [CFA 25.06 B].
2. Visual maps detailing the Department's service areas [CFA 25.06 E].
3. Officer status indicators via CAD system.
4. Telephone numbers for FSUPD members are available in the Spillman Records System [CFA 25.06 C]
5. Written procedures and telephone numbers for emergency service agencies are located within a notebook in Communications [CFA 25.06 D].
6. Tactical dispatching plans. These are located in hard-copy book form within the Communication Section.

**F. Victim/Witness Calls**

Communications Section personnel must monitor victim/witness calls carefully to ensure that the response is appropriate to the circumstances.

1. Those calls requesting information about the victim/witness program shall be carefully judged to ensure that they are not emergencies. If an emergency response is necessary, an officer shall be dispatched. The shift supervisor shall immediately be advised of the circumstances and reasons for dispatching an officer.
2. After verifying that the call is of a non-emergency nature, the caller may be transferred to the appropriate number within the Department or other organization.
  - a. Communications Section shall provide referral services regarding the appropriate community or Department resources available to victims via telephone twenty-four hours a day.
  - b. The University's Victim Advocate is available twenty-four (24) hours a day.
  - c. A directory of community services shall be readily available to the communications section personnel for referring witnesses/victims in need of medical attention, counseling, and emergency financial assistance.
  - d. Victim referral services shall also be available at the Panama City Branch Campus.

3. If the Communications Section employee has reason to believe that the presence of an officer at the scene is necessary to avoid injury, one shall be sent even though one has not been requested.
4. Calls received from persons outside the jurisdiction of this Department shall be transferred to the appropriate agency. In case of a life-threatening emergency, in an adjoining or contiguous jurisdiction, a FSU Police Officer should be dispatched until relieved by the appropriate agency with jurisdiction.

**G. Emergency Notification, Misdirected Calls, and Private Security Alarms**

If a call for an emergency notification is received it will be delivered under the following circumstances:

1. Death, serious injury, or serious illness of family member;
2. An attempt to locate missing individuals at the request of family member;
3. Assisting other law enforcement agencies in delivering death/serious injury messages; Delivering warrants or making arrests.

**H. Misdirected calls are those calls intended for other jurisdictions [CFA 25.05].**

1. All misdirected emergency calls received in the communications section will be immediately re-routed to 911.
2. Misdirected non-emergency calls will be re-routed to the proper jurisdiction transferring the caller to non-emergency phone numbers.

**I. Private Security Alarms.**

There are private residential or business security alarms on the Florida State University campus. These companies receive the alarm signal and notify the FSUPD Communications Section of the alarm activation. A majority of the security alarms are received through the Intrusion Alarm System (IAS) or the Card Access System (C Cure System) located in the Communications Section.

**J. Telephone Calls for Service including Text Teletype and Relay services, TTY and TDD; Call Backs and other Outgoing Calls**

All incoming calls, whether on emergency or non-emergency lines shall be answered promptly to determine if a need for Department services exists

1. Department employees shall fully identify the Department when answering the telephone and say "Good morning, afternoon, or evening, how may I help you?"
2. All incoming calls to, and outgoing calls from the FSU PD Communications Section are recorded. When an outgoing call is placed to a number that has not called into the Communications Section for assistance, upon the called party answering the phone, the call taker will state that

they are on a recorded line. If the called party states he/she does not want to be recorded, the call taker will inform the Shift Supervisor of the situation so arrangements can be made to call the party back on a non-recorded line. (Refer to FS 934.03(2)(g)2).

3. If it is necessary to transfer a call, the caller shall be informed prior to the transfer and offered the direct number for future reference. The Department employee shall stay on the line long enough to verify that the transfer is completed successfully. If the transfer cannot be made, the employee shall offer to transfer the caller to another number, or offer to take a message.
4. If the call for service is to report a crime or incident, an incident or report number shall be assigned and an officer shall be dispatched.
5. Calls received by other members of the Department requesting calls for services shall be referred to Communications Section for assignment of an incident or case report number.
6. Department Communications Section members are not trained to provide first aid instructions via telephone. EMS should be contacted, and Sworn Officers dispatched to handle the situation. [CFA 25.11]
7. In situations when a disable person would have access to a telephone, officers must provide persons who are deaf or hard of hearing the opportunity to place calls using a teletypewriter (TTY) also known as a telecommunications device for deaf people. [CFA 25.02]

The procedure for incoming calls on the TTY phone;

- a. When the TTY phones rings the communications operator should turn and answer the phone, "FSU Police, Phone for the hearing impaired may I the machine on and answer may I help you".
  - b. If no response, place the handset on the receiver and type "FSU Police may I help you". Wait for a response. If no response; type the message again.
  - c. If no one answers the typed message take the handset off the receiver and say FSU Police phone for the hearing impaired may I help you.
  - d. If you get no response you can terminate the call and turn the machine off.
8. Officers must also accept telephone calls placed by persons who are deaf or hard of hearing.

**K. Obtaining Services for non-English speakers**

In the event an interpreter is needed for a non-English speaking person the procedure will be as follows;

1. For emergency telephone calls the communications operator will attempt to identify the caller, the nature of the call, the location, and a call back telephone number. An officer will be dispatched to the location to assess the situation and collect information to determine if an interpreter is needed. The Shift Supervisor will assist the communication operator with facilitating the procedures outlined in 2 and 3 below.

2. When there is a need for a Spanish speaking interpreter, the officer and/or communication operator will contact the Shift Supervisor for internal resources, if there is no FSUPD member that can assist, a request will be made to the Tallahassee Police Department or the Leon County Sheriff Office.
3. For all other instances where an interpreter is needed the Florida State University International Center maybe contacted. The international center is a resource comprised of a diverse group of students and staff from numerous foreign countries. The officer may use the "Language Identification Flashcard" located on the FSU PD Intranet to identify the language the person speaks and reads to determine the type of interpreter needed.

**L. Reports/Information Received by Mail and Walk-In Reports**

Reports of crimes or informational reports received by mail shall be routed to the appropriate division commander to determine the type of response.

Persons who come to the Department in person to file reports shall be referred to an officer or investigator.

**M. Radio Procedures**

It is important to remember that the radio represents the only contact with the Department for the majority of time personnel are in the field. Most assignments are by radio. Every member assigned to the field will have access to radio communications. Field personnel rely upon the radio for assistance and protection. The communications operator's role is to provide high quality communications services. Communications operators and field personnel have other responsibilities in addition to monitoring the radio. Radio communications shall be conducted in a clear, brief business-like manner using prescribed procedures.

1. Proper use of the Department's communication equipment is the responsibility of all members and will be conducted in a manner that is efficient, effective and lawful.
2. Department members shall not willfully damage or permit communication equipment to be damaged.
3. Department members must always be aware that persons other than law enforcement personnel may monitor police communications frequencies. Keeping this in mind, members must keep some items confidential and not broadcast information that may be detrimental to the police mission. This is important to remember when members find unsecured building conditions or receive information about alarm systems that are not functioning properly. Information of this nature should be relayed by telephone and not broadcast over the police radio. Due to the unsecured nature of cell phone communications, a landline should be used when practicable.
4. Members shall not audio record or disclose for other than official purposes, the contents of any radio communication without the express permission of the Chief.
5. All Department members shall adhere to the following while using radio equipment.

- a. Remain calm.
- b. Before attempting to use the radio, determine whether it is in use. Members shall not attempt to override others except in an emergency.
- c. Members in an emergency status shall transmit "10-33". All other personnel shall cease transmissions unless their transmission relates to the declared emergency or another emergency. The emergency radio status shall remain in effect until the emergency is cleared by Communications Section.
- d. Speak in a normal tone. Do not shout.
- e. Hold the microphone close to the mouth and avoid covering it with the hands.
- f. Speak in a clear, concise manner at a rate of speed that is clearly understood.
- g. Keep messages brief and to the point. Do not use excessive language or unnecessary repeats. Use ten and signal codes whenever possible.
- h. Use the phonetic alphabet for spelling unusual names or locations.

<b>A - Alpha</b>	<b>H - Hotel</b>	<b>P - Papa</b>	<b>V - Victor</b>
<b>B - Bravo</b>	<b>I - India</b>	<b>O - Oscar</b>	<b>W - Whiskey</b>
<b>C - Charlie</b>	<b>J - Juliet</b>	<b>Q - Quebec</b>	<b>X - X-ray</b>
<b>D - Delta</b>	<b>K - Kilo</b>	<b>R - Romeo</b>	<b>Y - Yankee</b>
<b>E - Echo</b>	<b>L - Lima</b>	<b>S - Sierra</b>	<b>Z - Zulu</b>
<b>F - Foxtrot</b>	<b>M - Mike</b>	<b>T - Tango</b>	
<b>G - Golf</b>	<b>N - November</b>	<b>U - Uniform</b>	

- i. Use standard pronunciation of numbers, giving all numbers first as individual numbers, preferably in groups of three, then repeat, reading the numbers as a whole. EXAMPLE: The number 262413 should be read, "two, six, two, (pause) four, one, three."
  - j. Department members shall not switch to any radio channel other than their assigned channel without advising Communications. Members responding to an incident being handled on a channel other than their assigned channel shall switch to that channel by stating, "Request 10-55." Following authorization, they may change channels.
  - k. When calling the Communications dispatcher, Department members shall use their identification number and wait for acknowledgment before proceeding.
6. Department members shall not make unnecessary, superfluous or unidentified radio transmissions. All radio transmissions, regardless of their nature, shall be restricted to the minimum practical transmission time.
7. Department members shall use the police radio within the guidelines of the Federal Communications Commission and Departmental General Orders.
- a. Supervisors and Communication Section personnel are charged with the responsibility to take appropriate action when any Department member violates these rules/procedures.
  - b. Department members shall not transmit information other than for a police or public safety purpose.
  - c. The use of profane, indecent or obscene language is not permitted. Such language may be determined to be a violation of FCC regulations.



- d. No Department member shall unlawfully or maliciously interfere with other radio communications.

**N. Radio Channel Assignment**

All Department employees shall be familiar with the assigned radio channels.

1. Channel #1(FSUPD-1) is the primary channel used for day to day operations by the Patrol and Investigations Divisions.
2. Channel #2(FSUPD-2) is the "secondary" channel. It is to be used for radio traffic that does not need to occur on the primary channel. Channel #2 is also utilized for special details (underage drinking details, surveillance, etc.)
3. Channel #3 is the FSU OPS channel. This channel is used for special events (football games etc).
4. The radio frequency WSL555 is utilized by parking enforcement and SAFE Connection employees.

**O. Radio Roll Call [CFA 25.09 F]**

Emergencies. For those times when some personnel may not have radios equipped with an emergency alert switch, an emergency roll call may be used when an unidentified employee requests help. The dispatcher shall activate the "alert" tone and announce "All units stand by for emergency roll call." The "alert" tone is a high pitched tone which is used by communications to alert all employees that an urgent radio message is pending. When the alert tone is sounded, all non-emergency radio transmissions shall cease until the urgent message is completed. The "alert" tone may also be used to attempt to contact employees who fail to respond to calls from the communications section. The dispatcher shall contact each employee by broadcasting his or her ID number only. Employees shall acknowledge with their ID number and location. The dispatcher shall send sworn personnel to check on those employees who do not answer.

Non-emergencies. A non-emergency roll call may be used to account for units during times of slow activity or failure of the CAD system. The dispatcher shall announce "All units stand by for a roll call." The dispatcher shall contact each employee by broadcasting his or her ID number only. Employees shall acknowledge with their ID number and location. The dispatcher shall send sworn personnel to check on those employees who do not answer.

**P. Activity and Status [CFA 25.09 B]**

1. A record of the initial status of each officer and any changes in status shall be maintained by the PCO, either in the CAD system or on paper. This is designed to ensure the safety and well being of each officer by monitoring the location and the length of time at a call.
2. At all times when an officer is on duty, the PCO shall log where the officer checks out either for calls or routine checks.
3. Verifying member status: [CFA 25.09 F]

- a. Traffic Stops: If an officer has not been in touch with communications within two (2) minutes of initiating a traffic stop, the communications operator will check on the status of the officer. The communications operator will check on the officer again in five (5) minutes.
- b. In-progress Calls: If an officer has not been in touch with communications within two (2) minutes of arriving at an in-progress incident, the communications operator will check on the status of the officer. The shift commander may request that the communications operator not make such contact when officers are responding to alarm calls or other incidents where the radio traffic might endanger the officer or citizens.
- c. The communications operator will check the status of a member after one (1) hour if the member has not made any radio transmissions. After the member status has been checked the communications operator will enter the check into CAD resetting the member's activity timer.
- d. The communications operator may check on the status of a member at any time when there is any reason to believe that the member may need assistance.

**Q. Disposition Codes**

Employees coming into service from either a dispatched call or a self-initiated call shall provide the appropriate disposition code. Additionally, employees changing their location while continuing work on a call shall advise communications section of the change.

- 1. This procedure shall apply even though no report may be generated. In instances where more than one report will be generated by the original responding sworn member, only one code shall be given for each report.
- 2. Communications Section is responsible for ensuring that all updated information given is entered into the CAD system.
- 3. Shift supervisors are responsible for ensuring that proper verification notices are completed in a timely manner.
- 4. The Disposition Code List : (Spillman)

CFA	Cleared False Alarm
CI	Cleared by Investigator
COA	Cleared by Other Agency
CRO	Cleared by Responding Officer
DV	Domestic Violence
DVR	Domestic Report to Follow
DVS	Domestic Supervisor Review
NAT	No Action Taken
NIR	No Investigation Required
RBL	Review by Lieutenant
RBS	Review by Supervisor

RTF Report to Follow  
RTO Returned to Officer  
UND Under Investigation

R. **Emergency/Serious Call Information Broadcast**

To disseminate relevant information to personnel on calls of an urgent nature that may result in the apprehension of a suspect, communications shall broadcast details of the suspect(s) description, mode and direction of travel and time lapse. Updated information shall continue to be broadcast on pertinent channels until the arrival of the dispatched unit(s).

1. The dissemination of relevant information shall include, but not be limited to the following types of calls:
  - a. In-progress calls;
  - b. Felonies that have just occurred;
  - c. Armed subjects;
  - d. Hit and Run accidents;
2. **BOLO Broadcasts**. Communications shall broadcast BOLO (**Be On the Look Out**), information on all pertinent channels. When dispatching a BOLO, the alert tone shall be activated and the transmission will be broadcast with all applicable information, including but not limited to the following:
  - a. Type of crime or incident;
  - b. Location of the crime or incident;
  - c. Time of occurrence;
  - d. Vehicle description;
  - e. Description, location and direction of travel of suspects;
  - f. Description of person(s) involved;
  - g. Weapon(s);
  - h. Any other necessary information.
3. When the BOLO information is no longer valid, the BOLO shall be canceled by communications personnel. The BOLO broadcast shall mention the incident or crime, when the original BOLO was given out, that the BOLO is being canceled and the concluding events.
4. Communications is equipped with a teletype system that can broadcast BOLO information to other law enforcement agencies. Broadcasts of this type shall follow the guidelines set by the Florida Crime Information and National Crime Information Centers, (FCIC/NCIC).

S. **Emergency Radio Traffic**

Emergency radio traffic, "10-33", means that all radio transmissions on the primary channel will be limited to broadcasts relating to an incident requiring emergency traffic. All other transmissions, except emergencies, are prohibited until employees are notified that the restriction has been cleared. Radio traffic not related to the emergency shall be diverted to another channel.

Emergency radio traffic may be initiated by either communications personnel or by members of the Department.

1. Circumstances which justify employees in the initiation of emergency traffic include but are not limited to the following:
  - a. Major crimes in progress;
  - b. Vehicle or foot pursuit;
  - c. Any other situation where there is imminent peril to employees or other persons.
2. Communications personnel shall ensure notification to the shift commander or shift supervisor(s) when an emergency traffic situation exists.
3. Initiation of Emergency Traffic.
  - a. The member of the department initiating emergency traffic will broadcast a brief explanation of the reason, location and request "10-33" traffic.
  - b. If notification is from a field unit, communications personnel shall respond with the appropriate alert tone and announce to all pertinent channels and units that the station is on "10-33" traffic on channel \_\_\_\_ . The shift commander or shift supervisor shall be contacted by communications personnel and briefed on the situation.
  - c. Notification of emergency traffic initiated by communications personnel. Communications personnel shall dispatch the field units, give a brief explanation of the reason, location, etc., and upon arrival of the field units, will call "10-33", emergency traffic. The shift supervisor will be advised of the situation and reason for emergency traffic.
  - d. The Shift Supervisor shall monitor the radio and evaluate the necessity to continue emergency traffic.
  - e. Communications personnel shall notify and update members of the department concerning the status of the situation and or the need to continue the emergency traffic. If emergency traffic is still needed, communications personnel will ensure the restrictions are maintained until the emergency traffic is lifted.
  - f. The initiating member, communications personnel or the shift supervisor may cancel emergency traffic. The communications personnel shall announce to all pertinent channels that channel \_\_\_\_ is clear of "10-33" traffic, and state the time
4. Priority Radio Transmissions. Priority radio transmissions may be utilized by department employees to indicate an immediate need to transmit urgent information for incidents that do not require emergency traffic. Priority may also be used by communications when multiple units are calling to determine whether or not a unit has an urgent message. Employees shall call communications using their ID number and "priority".

T. **Florida Crime Information Center, (FCIC)/ National Crime Information Center (NCIC)**

FCIC and NCIC requests and procedures are as follows:

1. Criminal History Requests. Sworn Department employees may request a summary of a subject's criminal record by requesting a "Criminal History" from communications. Sworn employees will provide the same information as for a wanted person inquiry. Because criminal summary

requests may take additional time to process, they should only be requested when necessary. Criminal History information cannot be transmitted over the radio unless an issue of officer safety is in question. Criminal Histories released to a department member via printouts or telephone must be entered into the Secondary Dissemination Log. Officers must sign the log in order to receive the information.

2. Wanted Person Inquiries. When making wanted person inquiries, sworn department employees will notify communications, advising "10-65, 10-29 P". When communications acknowledges, the following information shall be provided:
  - a. First name, middle name or initial, last name
  - b. Race / Sex;
  - c. Date of Birth.
3. Driver License Inquiries. When making driver license inquiries, sworn department employees will notify communications, advising "10-65 DL Check", as well as how the information will be given, either by name and DOB or by DL number and what state the driver license is from.
4. "HIT" Notifications. A hit does not necessarily indicate an individual is wanted. Hits consist of a verity of reasons i.e. Protection Orders, Probation Status, Inmate release status, Sexual Predator/ Offender Status, etc.) If a reply indicates a person is signal 99 or "wanted" then a hit confirmation must be obtained from the entering agency. The officer is informed that the suspect is possibly Signal 99 and to standby for confirmation.
  - a. Sworn department employees in contact with a suspect shall be advised immediately of any "hit" notification by communications in such a manner that the suspect is not made aware of the notification.
  - b. If the employee is out with a wanted person, communications ask the officer to secure his/her radio by advising 10-35.
  - c. If a positive match exists, communications shall advise the appropriate "Signal-99" signal and send additional back-up units as necessary.
  - d. Communications shall inform the officer that additional information concerning the type of crime; bond or other pertinent details are available if needed.
  - e. Communications will teletype the originating agency for verification of the "hit" as active. A computer "hit" shall not be used as the sole basis for an arrest until it is verified by the originating agency.
  - f. Communications will clearly state whether a Capias, Summons or Warrant has been issued. If a Warrant has been issued, the communication officer must confirm both the wanted status and the extradition instructions.
  - g. If a Capias has been issued, the officer will affect an arrest.
  - h. If a Summons has been issued, the officer will notify the subject of the existing summons. No arrest will be affected.

## **U. Records Retention**

All logs, recordings, tapes and records received and maintained by Communications Section shall be filed and retained under the provisions of state law and management and records retention program.

### ***Glossary***

PCO – Police Communications Officer

TDD- Telephone Device for the Deaf. A special device that allows people who are deaf, hard of hearing or speech impaired to use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.

TRS- Telecommunications Relay Services. The TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. We would not text using this system. We would be contacted by an interpreter who would be texting the individual and relaying the information to us via telephone.

### ***Indexing***

BOLO (Be on Look Out)

Communication Inquiries, Hit Notifications

Communications, Access to Duty Roster

Communications, Access to Officer in Charge

Communications, Access to Personnel Information

Communications, Calls for Service

Communications, Disposition Codes

Communications, Emergencies

Communications, Emergency Notification

Communications, Emergency Traffic

Communications, General Procedures

Communications, Interagency

Communications, Intercity Radio Frequency

Communications, Non-emergencies

Communications, Personnel Identification Number

Emergencies, Communications

Interpretation Services

Emergency Traffic

Language Translator

FCIC

NCIC

Non-English Speaker

Radio Operational Channels

Radio Procedures

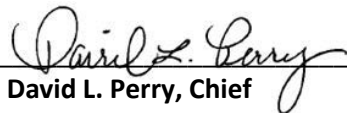
Radio Procedures, Field Personnel Responsibilities  
Radio Roll Call  
Radio Transmissions, Phonetic Alphabet  
Radio Transmissions, Unauthorized  
Radio Transmissions, Unnecessary  
Records Retention, Communications  
Reports by Mail  
Recorded Line  
Security Alarms, Private  
Service Calls, Routing  
Victim/Witness Calls  
Walk-In Reports

**Attachments**— Language Identification

MTC 09/05/17 Filed: General Order 1101


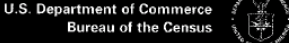
Title: Communications Procedures

Approved: \_\_\_\_\_

  
David L. Perry, Chief

Effective Date: \_\_\_\_\_ 09/05/17

# ATTACHMENT

 	
LANGUAGE IDENTIFICATION FLASHCARD	
<input type="checkbox"/> املاً هذا المربع اذا كنت تقرأ أو تتحدث العربية.	Arabic
<input type="checkbox"/> Խնդրում ենք նշում կատարել այս քանակությունը, եթե խոսում կամ կարդում եք հայերեն:	Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	Bengali
<input type="checkbox"/> សូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	Cambodian
<input type="checkbox"/> Matka i kahhon komu un taitai pat un sang i Chamorro.	Chamorro
<input type="checkbox"/> 如果您具有中文閱讀和會話能力，請在本空格內標上X記號。	Chinese
<input type="checkbox"/> Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen.	Creole
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	Croatian (Serbo-Croatian)
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	Dutch
<input type="checkbox"/> Mark this box if you read or speak English.	English
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بدرهستین، این مربع را علامت بگذارید.	Farsi

D-3309



<input type="checkbox"/> Cocher ici si vous lisez ou parlez le français.	French
<input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	German
<input type="checkbox"/> Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	Greek
<input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस गोले पर चिह्न लगाएँ।	Hindi
<input type="checkbox"/> Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	Hmong
<input type="checkbox"/> Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	Hungarian
<input type="checkbox"/> Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	Ilocano
<input type="checkbox"/> Marchi questa casella se legge o parla italiano.	Italian
<input type="checkbox"/> 日本語を読んだり、話せる場合はここに印を付けてください。	Japanese
<input type="checkbox"/> 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	Korean
<input type="checkbox"/> ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	Laotian
<input type="checkbox"/> Zaznacz tę kratkę jeżeli czyta Pan/Pani lub mówi po polsku.	Polish
<input type="checkbox"/> Assinale este quadrado se voce lê ou fala Português.	Portuguese

D-3309

<input type="checkbox"/> Însemnați această căsuță dacă citiți sau vorbiți Românește.	Romanian
<input type="checkbox"/> Поставьте этот квадратик, если вы читаете или говорите по-русски.	Russian
<input type="checkbox"/> Maka pe fa'ailoga le pusa lea pe afai e te faitau pe tusitusi i le gagana Samoa.	Samoaan
<input type="checkbox"/> Обележите овај квадратик уколико читате или говорите српски језик.	Serbian (Serbo-Croatian)
<input type="checkbox"/> Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	Slovak
<input type="checkbox"/> Marque esta casilla si lee o habla español.	Spanish
<input type="checkbox"/> Markahan ang kahon na ito kung ikaw ay nagsasalita o nagbabasa ng Tagalog.	Tagalog
<input type="checkbox"/> ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	Thai
<input type="checkbox"/> Faka'ilonga'i 'ae puha ko'eni kapau 'oku te lau pe lea 'ae lea fakatonga.	Tongan
<input type="checkbox"/> Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	Ukrainian
<input type="checkbox"/> اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانہ میں نشان لگائیں.	Urdu
<input type="checkbox"/> Xin đánh dấu vào ô này nếu quý biết đọc và nói được Việt Ngữ.	Vietnamese
<input type="checkbox"/> צייכנט דעם קעסטל אויב איר שרייבט אדער ליינט אידיש.	Yiddish

D-3309