

# THURMONT POLICE DEPARTMENT

<b>GENERAL ORDER</b>	<i>Date Issued:</i> March 2, 2007	<i>Effective Date:</i> March 2, 2007	<i>Order No:</i> Chapter 37.1
<i>Authority:</i> Chief of Police			<i>Manual Page No:</i>
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This Directive is for internal use only, and other than as contraindicated here this Directive does not create or enlarge this Department's, governmental entity's, any of this Department's officers, and/or any other entities' civil, criminal, and/or other accountability in any way. This Directive is not to be construed as the creation of a standard of safety or care in any sense, with respect to any complaint, demand for settlement, or any other form of grievance, litigation, and/or other action. Deviations from this Directive, if substantiated, can only form the basis for intra-Departmental administrative action(s) (including discipline and/or termination).

## I. PURPOSE:

The purpose of this order is to establish the guidelines and procedures for the telephone and radio communications of the Thurmont Police Department.

## II. POLICY:

It shall be the policy of the Thurmont Police Department to train and educate its personnel in the use of all communications related equipment; as well as institute and maintain an efficient system for communications between the public and the Department; and units and individuals within the Department.

## III. PROCEDURE:

### A. Twenty Four Hour, Toll Free Telephone Access

1. The Frederick County Emergency Communications Center will operate 24 hours a day to provide continuous radio communications to on and off duty officers.
2. Twenty four hour telephone contact with the Emergency Communications center by the public is available. Telephone equipment is available to receive emergency calls for service from the hearing impaired.

**B. Emergency Telephone Number**

1. The Police Department maintains a single phone number to facilitate easy and quick contact from all citizens within its jurisdiction. The Police Department number is 301-271-0905.
2. The Police Department is also a party to the country wide 911 emergency phone system.
3. The Emergency Communication Center number for the Police Department is 301-694-2071 and will come into the ECC on a roll-down system so that if the primary line is busy, the call will automatically roll over to another available line. There will be a minimum of three lines on this system. More may be added if subsequent phone use surveys warrant.
4. The 911 phone number is prominently displayed in the telephone directory.

**C. Procedure to Perform Telephone, Radio, Teletype & Automated Data Communications Functions**

1. Radio Policy
  - a. Members of this Department shall utilize the police radio system only for the proper transmission of police related messages in accordance with FCC Regulations.
    - i. Members shall keep all messages as professional, concise, and complete as possible.
    - ii. At no time shall members of this Department misuse or disrupt the radio system by transmitting unauthorized or personal messages.
2. Radio Procedure
  - a. Radio calls should be dispatched in the following manner:
    - i. One Car Call – Call the car number; wait for the car to reply. Advise the car of the location of the call and the nature of the call. Wait for the car to reply and then acknowledge the car with the car number and the time.

Example: Dispatch: Frederick to 2304 copy (nature of call)  
Car: 2304, go ahead  
Dispatch: (Location) for (details of call).  
Car: 2304, 10-4  
Dispatch: 2304 at (time)

- ii. Two Car Call (use alert tone, if appropriate) – Call both car numbers; wait for both cars to reply. Advise immediately of the location of the call and the nature of the call. Wait for both cars to reply, then clear both cars with the time.

Example: Dispatch: Frederick to 2304 and 2305  
Cars: 2304, go ahead; 2305, go ahead  
Dispatch: Location for a (nature of call)  
Cars: 2304, 10-4; 2305, 10-4  
Dispatch: 2304 & 2305 at (time).

- iii. Clearing Cars – dispatcher should clear cars giving the car number and the time.

- iv. Use of the alert tone – the alert tone shall be used prior to the dispatch of the following calls:

- (1) All crimes in progress
- (2) Major disturbances
- (3) The activation of a 10-3

- v. Dispatchers will notify the patrol supervisor of all alert tones and the supervisor will acknowledge whether they will respond to the incident.

- b. When members of this Department are called by the dispatcher over the police radio system, they shall promptly reply according to established practices and procedures. If after several attempts by the dispatcher, an officer does not respond, a patrol supervisor is to be notified immediately.

- c. Officers are responsible for maintaining contact with the ECC at all times during their tour of duty. ECC personnel are responsible for being cognizant of officers' status and location.

- i. All officers are required to carry a portable radio with them at all times while on duty. All officers must maintain contact with the ECC, unless other arrangements have been made with the approval of the supervisor.

- d. Registration and operator license information, traffic stops, wants and warrants, disabled vehicles:

- i. OLN Information – (10-27's) – Officers should advise the ECC they need a driver's license record check, wait for the dispatcher to reply, then advise the dispatcher of the state the check is to be run in, operator license number (OLN) or the name and date of birth of the subject.

- (1) A wanted check (10-29) will be run on each requested 10-27.

- (2) A 10-27 check will be made of any out of state entries on a MD driver's record through the state of entry.
- ii. Registration Information – (10-28's) – Officers should advise the ECC they need a vehicle registration check, wait for the dispatcher to reply, then advise the dispatcher of the state the check is to be run in and the vehicle license number or the vehicle identification number (VIN). A wanted check (10-29) will be run on each requested 10-28.
  - iii. Wanted Check – (10-29's) – Officers should advise the dispatcher they need a wanted check, wait for the dispatcher to reply, then advise the dispatcher of the name and date of birth for the subject to be checked and, if not already known to the dispatcher, the location where the subject is stopped.
  - iv. ECC's response with active warrant/stolen vehicle information:
    - (1) When advising officers that a person and/or vehicle they have stopped is entered as a wanted person or stolen vehicle, dispatchers will use the following radio response in the interest of officer safety:

Advise the unit that they are 10-75 with 10-99.  
Ask back-up units to switch to an alternate channel (dispatch 2, tactical, etc.) and dispatch them to assist.
    - (2) After the officer is advised of the 10-99, in order to prevent alerting the wanted subject until a back-up unit arrives, the officer will:

Take appropriate safety precautions.  
Obtain additional information from the dispatcher as needed.
    - (3) When possible and/or practical, officers shall wait for the arrival of a back-up unit before attempting the actual arrest of the subject(s).

### 3. Holding Calls and Alternate Channels

#### a. Holding Calls

- i. All calls for service requiring two cars to be dispatched, as set forth below, will be dispatched immediately.
- ii. All motor vehicle collisions will be dispatched immediately.
- iii. All other calls will be dispatched immediately if the appropriate area car is available. If the appropriate area car is not available, the ECC will notify the supervisor.

b. Alternate Channels

- i. The Communications Center and all Police Department vehicles will be equipped with three banks of communications groups. Each communications group has sixteen radio channels for monitoring and transmitting.
- ii. These channels may be used for alternate dispatch, special details, or unusual situations as circumstances dictate.
- iii. These channels will be used in accordance with standard procedures and FCC regulations as outlined in Section C of this general order.

4. Two Car Calls

- a. Two officers, when available, will be dispatched on the following types of calls; if available, a K-9 unit shall be the back-up unit.
  - i. Any crime in progress
  - ii. Alarms (not residential)
  - iii. Disturbances involving intoxicated or disorderly subjects
  - iv. Family disturbances
  - v. Neighbor troubles/peace officer calls where, in the judgment of the dispatcher or supervisor, two officers are necessary.
  - vi. Mental Subject Investigations
  - vii. Open door/window calls
  - viii. Officers calling for help or assistance
  - ix. Any crime, which just occurred where there exists a need to respond directly to the scene and check the area for suspects. One car will report directly to the scene; one car will check for suspects.
  - x. Calls involving weapons.
  - xi. Any call where, in the judgment of the dispatcher or supervisor, there exists a need to send two units either because of the known serious nature of the call or insufficient information, and for the safety of responding units, two cars are believed necessary.

xii. Upon request of the unit being sent if, based on his/her judgment a need exists to send two or more units.

xiii. The supervisor may decide based upon available information how many units should be sent on any call and whether a supervisor will respond.

5. Use of Telephone

- a. General telephone policy – at all times when talking on the telephone, dispatchers shall conduct themselves in a professional, pleasant and businesslike manner.
- b. Incoming calls
  - i. Dispatchers shall endeavor to answer incoming calls within three (3) rings.
  - ii. The person answering the telephone shall answer “Frederick County Emergency Communications,” their title or rank and then their last name.
  - iii. Dispatchers shall be courteous to the public and tactful in the performance of their duties, obtaining as much information as possible from the complainants and attempting to convey to the public their desire to serve the public in whatever way possible. Dispatchers will assess the characteristics of the complainant and decide on the appropriate call type. Dispatch will advise the complainant of the Department’s response to the call.
- c. Transferring calls – When transferring calls to other sections, the caller will be advised the call is being transferred, if appropriate to what section, and given the telephone extension in case they are disconnected during the transfer.

6. Use of CJIS

- a. The ECC is equipped with a CJIS terminal giving the Department access to MILES, NCIC, and criminal history files.
- b. A great deal of information is currently available via the CJIS terminal. A HELP screen is accessible to assist in obtaining this data.
  - i. Hit Confirmation (Request/Respond)
  - ii. Message Switching
  - iii. NLETS
  - iv. NLETS Criminal History Records Information
  - v. Motor Vehicle Administration

- vi. Warrants
  - vii. Missing Persons
  - viii. Unidentified Persons
  - ix. NCIC Criminal History
  - x. NCIC CCH/CCF Dissemination Log
  - xi. Vehicle
  - xii. Tag
  - xiii. Stolen Articles
  - xiv. Stolen Guns
  - xv. Stolen Securities
  - xvi. Stolen Boat
  - xvii. Division of Correction
  - xviii. Identification Index
  - xix. MD Criminal History
  - xx. Parole and Probation/DDMP
  - xxi. Parole Commission
  - xxii. MD Handgun Registration/Permits
  - xxiii. MILES/NCIC/NLETS ORI
  - xxiv. Weather Information
  - xxv. MILES System News
- c. Only fully trained and certified CJIS operators are permitted to use and operate the CJIS terminal. Personnel who will handle departmental records or have access to automated criminal history records terminals will be subject to a background investigation before employment to ensure the security and confidentiality of the Records Section. The background investigation will consist of fingerprint clearances through the

MILES/NCIC; local criminal history check; local, state and federal warrant checks; an extensive background check; and, will include a polygraph examination. These procedures are necessary to ensure that persons will not be hired that may pose a threat to the security and confidentiality of departmental and automated records systems.

- d. The CJIC terminal is to be used only in accordance with the guidelines established by CJIS, as outlined in the CJIS and NCIC manual. No member of the department shall send any unprofessional or non-police related message via the CJIS terminal.
- e. Dissemination of CJIS Information
  - i. Information obtained from CJIS shall ONLY be disseminated to law enforcement or criminal justice personnel.
    - (1) Officers/Police Department employees
    - (2) Agents of other law enforcement agencies
    - (3) Court employees – court use only
    - (4) State’s Attorney’s Office – criminal justice use only
    - (5) Upon direction of the Chief
  - ii. Information MAY NOT be disseminated to private individuals or private security police.
- f. Sanctions
  - i. Improper access, use or dissemination of CJI is serious and may result in administrative sanctions.
  - ii. Sanctions for CJIS network terminal agencies may include, but are not limited to: purging of Hot File records entered into NCIC files, restricting CJIS network access and suspension/revocation of the agencies’ terminal access to the CJIS network, and state and federal penalties.
  - iii. Administrative sanctions may be imposed on individual violators. Such sanctions may include, but are not limited to, mandatory retraining and/or re-certification of TACs, terminal operators, or practitioners.
  - iv. Individual violators are also subject to criminal prosecution when their actions constitute violations of applicable state or federal law.
  - v. Thurmont Police employees who violate this policy and their user agreement as an authorized CJIS operator may be subject to Administrative Disciplinary action to be determined by the Chief of Police.

**D. Access to Police Department Resources**

The Communications Unit will have available at all times:

1. Daily Duty Roster – includes police command, supervisor, officers on duty and their assignments.
2. Personnel Roster – includes the names and telephone numbers of all Police Department personnel. (\*\*At NO time shall phone numbers or home addresses of personnel be given over the radio\*\*)
3. Monthly Assignment Schedule – includes assignment and day off schedule for all personnel.

**E. Emergency Contacts**

1. The Communication Center will maintain a listing of all telephone numbers for emergency service agencies within Frederick County.
2. Frequently through providing for the safety and security of the county, services external to the Sheriff's Office are required.
3. Services that are used by the Police Department, as needed and as appropriate, without supervisory approval include:
  - i. Frederick County Fire/Rescue Services
    - (1) Emergency medical treatment and transport
    - (2) Fires
    - (3) Hazardous materials incident
    - (4) Collisions with trapped victims
    - (5) Collisions involving the leakage of flammable substances
    - (6) Natural gas leaks
    - (7) Wires down or arcing
    - (8) Flooded basements
    - (9) Explosives

- ii. Tow Services from the County tow list as established and maintained in the ECC.
- iii. Allegheny Power
  - (1) Wires down or on fire; poles down or damaged
  - (2) Natural gas leaks
- iv. Bell Atlantic
  - (1) Wires Down
  - (2) Poles down or damaged
- v. Protective Services/Social Services
  - (1) Assistance with abuse cases (child, elderly)
  - (2) Abandoned or neglected children
- vi. Medical Examiner's Office (must be notified by Maryland State Police)
  - (1) Investigation of suspicious deaths
  - (2) Investigation of fatal collisions
  - (3) Notification of any death in which a physician is unavailable or declines to sign the death certificate.

**F. Misdirected Emergency Calls**

- 1. In the event there is a question of jurisdiction on a call for service, a Police Department unit shall be dispatched to verify the location, and determine the appropriate jurisdiction to handle the incident and render any assistance that may be needed. In such cases, the ECC shall also notify other appropriate agencies.

**G. Special Attention and Hazardous Conditions: Collection and Dissemination of Information**

- 1. A law enforcement hazard is any situation, person, property, or place that may create or contribute to an incident calling for some police or law enforcement action.
- 2. Information regarding current and ongoing hazards may be received by the Police Department from various sources. However received, should the information be considered of interest or value to patrol units in the field, it will generally be passed on to them over the radio or telephone contact, as appropriate. The information may also be

posted on the patrol division bulletin board.

3. Severe weather bulletins received by communications from the U.S. Weather Bureau will be broadcasted over the police radio to inform patrol units in the field. Patrol officers may also be responsible for advising the ECC of severe road and weather related conditions which they encounter during patrol.

#### **H. Patrol Officers Radio Communications**

1. Each Patrol Officer in the field is provided a mobile radio in their assigned vehicle as well as a portable radio. The 800 MHZ radio system is a trunked system utilizing five (5) transmitters which are controlled by a microprocessor. The system is shared by Frederick City and Frederick County Public Works, Emergency Management, Brunswick Police Department, Thurmont Police Department and the Frederick County Sheriff's Office. The system operates with multiple sub-fleets or talk groups which allows the sharing of the system by many agencies without interference. The design of the system is quite flexible and can allow all of the radios on the system to communicate with each other in times of large incidents or disasters.
2. The Police Department is currently assigned three banks of communications groups. These communications banks include: Dispatch 1, 2, 3, 4, MSP B Ops, MSP B Tac, Traffic, SST, Admin, SRO, Special, CID, Judicial, Command, Animal, and Talk Around. Dispatch 1 has been designated as the primary talk group to communicate with the ECC. The radios are also equipped with a conventional frequency to talk from unit to unit within the range of 800 MHZ transmissions.
3. Each radio has a search function that should be turned on when the system is fully operational with the north and south repeaters. The radios will automatically search for a signal from the north or south repeaters if the unit loses the signal from the primary signal at Gambrill. This feature allows the officer to move through the areas of limited reception without constantly switching the radio from receiver to receiver. When operating on the conventional channels, (north or south) the trunked features such as emergency and call paging are currently not available.
4. Radios are equipped with a scan function that allows the radios to select tow or more talk groups to scan and receive transmissions on all activated channels. Use of this feature should be limited when officers are subject to call from Dispatch 1 talk group. If the radio is scanning, there is at least a six (6) second delay in returning to the "home" talk group and could result in missed calls or broken transmissions during busy times.
5. The ECC console operator will normally monitor only one sub-fleet. This monitored sub-fleet will be Dispatch 1. All communications to the console should be initiated on this talk group.

The console can communicate on all talk groups but can "select" one talk group on selected audio. The console can also call alert, initiate emergency calls and patch talk

groups together. The console and certain mobile units can also communicate with all talk groups at one time.

6. Mobile and portable radios are equipped with red colored emergency activation buttons. When depressed, a code number is sent to the console operator at the ECC. The activation is silent to the sending unit. The emergency activation also locks out receipt of voice transmission to the sending unit's radio. The ECC maintains a list of radios and the officers assigned to both mobile and portable radios.
7. When using a spare vehicle and/or radio officers will notify the ECC immediately. The officer will tell the ECC that he/she will be operating the vehicle temporarily should they receive an emergency signal.
8. Each mobile and portable radio has a three position communications bank selector and a 16 position channel selector which can be switched to any of the available frequencies listed by switch position number as follows:

Communications Bank A:

- a. Dispatch One – Normal operating channel for patrol units.
- b. Dispatch Two – For lengthy transmissions, license checks, name checks, other miscellaneous information, and a secondary dispatch channel when directed by the ECC.
- c. Dispatch Three – Alternate channel for operations as directed by ECC.
- d. Dispatch Four – Monitor and transmit / Frederick City Police
- e. MSP B Operations – Monitor and transmit / Maryland State Police
- f. MSP B Tactical – Monitor and Transmit / MSP – Frederick tactical channel
- g. Traffic – Utilized for traffic assignments, details, parades, etc.
- h. SST – Utilized for tactical communications and SST missions
- i. Admin – Sheriff's Office Administrative communications
- j. SRO – School Resource Officer communications channel
- k. Special – Utilized for communications of Special Events
- l. CID – Criminal Investigations communications channel
- m. Judicial – Courthouse deputies and judicial operations

- n. Command – Emergency management during major events
- o. Talk Around – Unit to Unit close proximity communication

### **I. Radio Communications Procedures**

Operational efficiency and officer safety is enhanced when dispatchers, supervisors, and fellow officers know the status of officers such as; their locations, the nature of incidents, and developments in their investigations. Officers shall communicate with the ECC upon arrival at the scene of an incident, when clearing the scene, when making vehicle or pedestrian stops, reporting incidents, and other times deemed appropriate by the officer.

1. Members of the Police Department shall utilize the police radio system only for the proper transmission of law enforcement related messages and will strive to keep all messages as professional, concise, and complete as possible. At no time will members of the Police Department misuse or disrupt the radio system by transmitting unauthorized or personal messages.

Officers assigned to patrol will be responsible for maintaining contact with the ECC at all times during their tour of duty, and they are required to carry their issued portable radios with them at all times when away from their vehicle, unless unusual circumstances exist or with the approval of a supervisor. Personnel will reply promptly when called by the EDD according to established policies and procedures.

Names of officers should not be transmitted over the police radio system. They will be referred to by their assigned vehicle number.

2. Whenever a field unit is dispatched to a call for service, the exact location, nature of the call, and any other pertinent information will be transmitted to the unit which, when clear on the information, will acknowledge receipt of the information with their unit number and a 10-4 response.

Upon arrival at the scene the responding unit shall transmit their unit number and the code 10-23 to inform the dispatcher. When clearing the scene the unit will advise the dispatcher accordingly by transmitting their unit number and code 10-24, if they have finished and are returning to an in service status they will indicate their in service status with a 10-8.

3. When making a stop of a vehicle or pedestrian, the unit will inform the dispatcher of the location and any other pertinent information, such as vehicle description, the vehicle's registration number. Upon clearing the stop, the unit shall inform the dispatcher by giving their unit number and code 10-24 along with a disposition if they remained in service. If held out of service code 10-7 with a disposition will be appropriate.
4. The ECC will computer log radio transmitted activities of Police Department personnel

on and off duty.

**J. Calls for Service**

1. Calls for service will be recorded in the computer aided dispatch (CAD) system. The information, to be recorded at the time of a request for service, will include:
  - a. Location of Call
  - b. Complainant's Name
  - c. Complainant's Address
  - d. Complainant's Phone Number
  - e. Call Type
  - f. Comments – any additional information available at the time, i.e., cautions, descriptions, direction of travel.

**K. Assignment of Complaint Control Numbers**

1. A unique number will be assigned to each call for service in the CAD system.
2. This number will begin with the year (i.e. 2007000000) and a following number.
3. The CAD system provides the following information on a computer generated screen:
  - a. Control Number
  - b. Date and Time of Request
  - c. Name and Address of Complainant or Caller
  - d. Location of Incident
  - e. Type of Incident
  - f. Officer assigned to the call and any additional units
  - g. Time of Dispatch and arrival
  - h. Time of Return to Service
  - i. Disposition

- j. Call details and comments

**L. Calls for Service Information**

1. The ECC will obtain as much information as possible on a call for service. The amount of information necessary will depend on the nature of the call. The ECC should gather sufficient information in consideration of officer safety and anticipating conditions to be encountered at the scene.
2. Suspect information and other comments which will aid the officer in responding to the call should be listed in the "Remarks" field in the CAD system.
3. Communications personnel will be precise and to the point when disseminating information to the responding unit(s).

**M. Administrative Tasks**

1. When officers conduct activity other than calls for service, the ECC will log that activity into the computer, using the same procedures as entering calls for service data. Included in these entries will be nature, location, disposition and times of the activity.
2. These administrative activities include:
  - a. Court or State's Attorney's details
  - b. Prisoner details
  - c. Ongoing investigations
  - d. Vehicle and equipment service
  - e. Traffic stops
  - f. Training
  - g. Selective Enforcement
  - h. Foot Patrol and physical stops
  - i. Warrant service
  - j. Other administrative duties
  - k. Patrol checks

**N. Record of Back-Up Officers**

1. Any time an officer is dispatched or responds to assist the primary officer on a call, an entry will be made into the computer indicating that a backup officer is responding. The event number will be the same as the primary officer's event number.
2. Back-Up Officers will be dispatched to calls for service whenever additional manpower is required for the following reasons:
  - a. To ensure the safety of the primary responding officer.
  - b. To adequately and effectively handle multiple tasks required at a scene.
  - c. To control escalating situations.
  - d. To assist with the apprehension of suspects.
  - e. When the original officer requests backup.
3. The originally assigned officer may cancel the backup unit, but only after arriving on the scene and making careful appraisal of the situation.
4. When backup units are required or requested, backup units should be dispatched according to computer recommendation. Another officer may acknowledge a closer location at which time the first backup unit may be canceled by the dispatcher.
5. The supervisor may alter these guidelines and assign additional backup as situations dictate.

**O. Immediate Playback of Recorded Telephone & Radio Communications**

1. The Communications Center will have attached to each of the primary emergency phone positions a playback capability that will record each phone conversation and allow for immediate playback.
2. The radio position will be equipped with a playback machine that will record each radio transmission and allow for immediate playback.
3. These playback recorders will serve to assist dispatchers in the event a message is missed or misunderstood and the dispatcher needs to listen to the conversation immediately to determine what was said.

**P. Recording of Radio & Telephone Conversations**

1. All telephone and radio transmissions will be recorded. The recording system will be maintained in the Communications Center. The media will be retained for at least one

hundred and ninety (190) days.

**Q. Criteria & Procedure for Review of Recorded Conversation**

1. All recorded telephone and radio transmissions are accessible to sworn personnel, law enforcement agencies, and other public agencies as well as the general public through the following procedures:
  - a. Any sworn member of this agency may request a CD recording of the information transmitted over police radio or recorded telephone lines from the Communications Center. Requests will be honored in reference to the following:
    - i. Administrative Review
    - ii. Investigation
    - iii. Court Use
    - iv. Training Purposes
  - b. Members will complete a brief memorandum explaining what information is needed.
  - c. Any written request must be approved by the member's immediate Supervisor. It will then be forwarded to the Director of Emergency Communications through the chain of command.
  - d. All requests must be received in Emergency Communications at least seven (7) days prior to the date needed. Any exception to the seven (7) day rule must be approved by the deputy Chief of Police.

**R. Tactical Dispatching Plans**

1. The Communications Center will maintain a copy of the Town's Emergency Operations Plan. This plan outlines various department responsibilities and key personnel in a disaster or serious emergency situation.
2. The Center will also maintain the Police Department tactical call out plan. This plan outlines various responsibilities and key personnel for the Police Department in a disaster or serious emergency situation.
3. Special Services Team (SST) Situation
  - a. In a SST situation, the Communications Center will maintain control and remain the communications coordination point until such times as a command post can be established.

- b. Most SST communications will be made on the SST frequency.
  - c. The on scene commander is responsible to see the Communications Center or the personnel in the command post is provided with a roster of personnel on duty for the special situation, their location and radio identification number, and a map of the affected area.
4. Emergency radio procedures
- a. Standard radio procedures are to be utilized in emergency situations, except that radio traffic on certain frequencies may be restricted or moved to other frequencies as needed.
  - b. The Chief of Police or designee may restrict the type of calls that will be responded to by the Police department in an emergency situation. An example of this would be holding lesser priority calls for a period of time while a tactical emergency or county wide emergency (i.e. weather related) is handled. The Communications Center is responsible for keeping the Chief of Police or designee aware of call load status. The Chief of Police or designee is responsible to decide when calls will be held and when normal operations will resume.
5. Emergency alert and recall
- a. The Chief of Police or designee may initiate an emergency alert and recall of personnel. This would be done to provide additional manpower resources for a major disaster, civil disturbance, or similar emergency situation.
  - b. The Chief of Police or designee is responsible to inform the Communications Center of the size and scope of the recall.

#### **S. Accepting & Delivering Emergency Messages**

- 1. Emergency notification calls, either from citizens or other law enforcement agencies, will be handled as a call for service.
- 2. These calls will be judged by the call type as the priority they will receive.
- 3. In the event of a death notification, a supervisor will be notified. The shift supervisor may wish to personally deliver such a message, or assign the call to another officer with instructions on delivery of the message. Such messages should be handled discretely and tactfully, bearing in mind the feelings of the person receiving the message.

#### **T. Dissemination of Stolen Vehicle Information**

- 1. When information is received in the Communications Center, which would warrant

dispatching a unit on an auto theft investigation, the primary dispatcher will broadcast a brief description of the reported stolen auto at the time of the dispatch. This broadcast should include the phrase “possible stolen” as well as the last known location or direction of travel of the vehicle if known.

2. Verified information will be broadcasted by the primary dispatcher as soon as such information is received from the assigned unit.
3. In addition to being entered into MILES/NCIC, information concerning stolen vehicles will be placed on the roll call board for dissemination to all officers coming on duty.

#### **U. “10-3” Broadcast Signal**

1. The Thurmont Police Department supervisors and ECC are the only personnel authorized to place a “10-3” signal in effect over the radio. This practice should:
  - a. Eliminate confusion caused by monopolizing Dispatch #1.
  - b. Allow better on-scene coordination of critical incidents through the elimination of unrelated radio transmissions.
2. When a supervisor or dispatcher monitors a critical incident and deems it necessary to eliminate all other radio traffic, he/she will declare the “10-3” over Dispatch #1.
3. When the incident becomes stabilized and/or contained, the on-scene supervisor will immediately:
  - a. Instruct the dispatcher to lift the “10-3” signal on Dispatch #1.
  - b. Instruct all Police Department personnel directly involved in the incident to switch to Dispatch #2 for all on-scene radio communications. A “10-3” signal may also be placed on Dispatch #2.

#### **V. Mobile Data Terminal Access**

A mobile data terminal (MDT) is a communications device capable of receiving and transmitting data among units and the Emergency Communications Center (ECC). A MDT also provides direct user access to national, state and local computer databases and other users on the MDT system.

1. The MDT will be turned on and logged into the system at the beginning of each officers’ shift. The MDT will remain on at all times the officer is on duty. The MDT will be logged off the system at the end of each officer’s shift.
2. The MDT will not be used while the vehicle is in motion. The driver must focus attention on the safe operation of the vehicle.

3. Computer Aided Dispatch (CAD)
  - a. The MDT will be used in conjunction with radio communications and is not intended to be a replacement for voice dispatching.
  - b. The MDT may be used to reduce radio communications, enhance officer safety and provide a means of transmitting information and messages.
  - c. Communications personnel will continue to dispatch calls for service over the radio.
  - d. The MDT should generally be used by both officers and communications personnel to communicate non-urgent information which would otherwise draw on radio time.
    - i. If an officer chooses to use the radio instead of the MDT, communications personnel will respond to the officer on the radio.
4. NCIC, MILES, and MVA Databases
  - a. Information contained in the NCIC, MILES, and MVA databases is not public information and will be accessed for law enforcement purposes only.
  - b. Warrant information received from NCIC or MILES will not be considered probable cause for an arrest. The information must be properly verified and confirmed with the originating agency before any police action is taken.
  - c. Officers may only use the NCIC, MILES, and MVA databases after they have been properly trained and CJIS certified. Officers will only use the databases in accordance with CJIS policy.
  - d. Officers should use their MDT to conduct routine vehicle and/or person checks in order to relieve communications personnel workload and to reduce radio traffic.
5. Mobile Data Terminal Messaging Function
  - a. The MDT messaging function may be used to communicate with any other unit logged into the system.
  - b. All messages are recorded and are not to be considered private or secure. The following guidelines will be observed when using the messaging function:
    - i. Messaging will only be used for police related matters;
    - ii. Remarks detrimental to the image or reputation of the Department or any of its personnel is strictly prohibited;

- iii. Derogatory remarks regarding race, sex, ethnic, religious or any other groups are strictly prohibited.
- iv. Remarks containing degrading or unprofessional comments are strictly prohibited.

6. Mobile Data Terminal Security

- a. Information displayed on the MDT screen when NCIC, MILES or MVA is the active window is confidential. The utmost caution will be exercised to ensure unauthorized personnel do not view the information.
- b. Vehicles equipped with an MDT will be locked when not in operation or when not occupied by an authorized user.
- c. The MDT will not be removed from the vehicle unless authorized by the Chief of Police or designees.

**ATTACHMENTS:**

**DOCUMENT DATES:**

*Amended Date: 8/17/2011*

*Review Date:*

*Review Date:*

*Review Date:*

*Rescinds:*

*Order Written by: Lieutenant Shawn R. Tyler*

*Order Edited and Approved by: Chief Gregory L. Eyer*