

COMMUNICATIONS

STANDARD NO(S):

NYSLEAP 43.2-4, 55.1-2

REFER TO:

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DATE:

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I. OBJECTIVE:

To define the Seneca County Department responsible for Communications and procedures for radio, telephone, teletype communications, alarm monitoring, misdirected emergency calls and data communications.

II. POLICY:

It shall be the policy of the SCSO to utilize the Seneca County Emergency Communications Department, hereinafter referred to as the E-911 Center, an independent department within the framework of Seneca County Government, as the primary operations center. The E-911 Center is responsible for all radio, telephone, teletype, alarm monitoring, misdirected emergency calls for not only the SCSO, but for all law enforcement agencies, fire departments and emergency medical services within Seneca County and operates 24 hours per day, 7 days per week.

III. DETAILS:

- A. Every member and employee of the SCSO is assigned a unique three digit number to be used as either a shield number, radio call number, or personal identification number. Members and employees of the SCSO when using any radio frequency under the authority of the SCSO are required to use their assigned unique three digit number in any and all radio transmissions.
- B. E-911 Center dispatchers conduct administrative and operational duties as outlined in the "Policies and Procedures" of the Seneca County E-911 Emergency Communications Department. Excerpts from the E-911 Center's "Policies and Procedures" which have an impact on SCSO operations are referenced in this policy.
- C. **Function** - The function of the E-911 Center shall be to receive and process information communicated by radio, telephone, teletype, data transmission, alarm systems, or by individuals who appear in person at either the E-911 Center,

Seneca County Law Enforcement Center, or any other law enforcement agency.
(E-911 P&P 1.4)

D. Security -

1. Access - The E-911 Center is located on the basement floor of the Seneca County Office Building, located at 1 DiPronio Drive, Waterloo, New York 13165 in space to which the public has no access. A backup E-911 communications center, located at 44 W. Williams Street, Waterloo, NY 13165, is available for use in the event that the primary E-911 center is either out of service or is needed to be put out of service and is, also, secured from public access. In an effort to assure the uninterrupted operation of the E-911 Center, entry is prohibited unless permission is given by the Senior Dispatcher on duty and the entry is job related. (E-911 P&P 1.4)

Any SCSO member on official duty is authorized to enter the E-911 center and may do so by speaking into the intercom at the E-911 center, identifying themselves and if permitted, will be able to enter and access the E-911 center. (E-911 P&P 1.4)

2. Equipment - Equipment associated with the E-911 Center is located within the E-911 Center and subject to the same restricted access. Off-premises equipment, identified as the backup E-911 communications center and remote radio relay sites, are all limited access to authorized personnel only. (E-911 P&P 1.4)
3. Alternative resources - An automatic generator provides a back-up power supply to the E-911 Center in the case of a power failure. The generator is tested monthly as per the Policies and Procedures of the Seneca County Emergency Communications Department. (E-911 P&P 1.4)

E. Personnel - Members of the E-911 center assigned to perform duties associated with the above functions are referred to as "E-911 Dispatchers" and are supervised by a "Senior Dispatcher" directly and by the "E-911 Coordinator" indirectly. The E-911 Coordinator is responsible for establishing the rules, regulations, policies, directives and other memoranda which govern the operations of the E-911 center and its employee's. E-911 center dispatchers are provided with documents constituting the required procedures, mentioned below, and shall have immediate access to tactical dispatching plans. (E-911 P&P 1.4)

F. Responsibilities of E-911 Center Employees - (E-911 P&P 1.4)

1. E-911 center employees are required to report for duty 5 minutes prior to the assigned shift in order to receive a briefing on pertinent activities from the previous shift.

2. The off-going Senior Dispatcher should direct the shift change order for the sign-out and sign-in to ensure that adequate staff is signed into Vesta and Aries during the shift change period.
3. Upon commencing duty, the Dispatcher shall ascertain the identities of on-duty road patrol officers, where they are assigned and the current status of each. The dispatcher shall also determine if there are any fires or emergency medical service units active at that time.
4. Once the previous shift has been relieved, the Dispatcher is responsible:
 - a. To answer all telephone calls to determine what type of assistance the caller acting as the complainant or calling for someone else needs.
 1. If police assistance is requested, (It is not ever the dispatcher's role to determine whether or not a violation or crime has been committed. At any request for police response, an officer will be sent or notified of the request or complaint.) to prepare a record of the complaint and dispatch the appropriate patrol unit in accordance with E-911 center SOP, and,
 2. If administrative call, to direct the caller to the appropriate source from which they may receive the needed assistance.
 - b. To answer calls on the county's fire and emergency telephones, determine what assistance is needed, (e.g. fire, rescue, emergency medical) then dispatch the appropriate service to the scene.
 - c. To keep the appropriate Dispatcher informed of any serious or unusual happenings, and if any are among those occurrences described in the SOP, to make all notifications as indicated in E-911 P&P 4.2
 - d. To be aware that all E-911 center equipment is functioning properly and to report any problems promptly to the Dispatch Supervisor;
 - e. To complete all emergency teletype work arising from the shift;
 - f. To serve as an answering service for other county agencies, such as Department of Social Services, Highway Department, Community Counseling, Codes, Waterloo Police Department, Buildings & Grounds, etc., which are unmanned during nights and weekends, and to make notifications to their personnel, if appropriate;
 - g. To respond to radio calls from officers and to accommodate their requests;
 - h. To respond to radio calls from county emergency service units and to accommodate their needs;

- i. To be knowledgeable of all applicable rules, regulations and procedures affecting the E-911 center, including Federal Communications Commission procedures and requirements; and,
- j. To perform other tasks necessary to the daily operation or upon the request of duly authorized command personnel.

G. Operational resources - (E-911 P&P 1.4) The procedures which provide specific guidance for the Communications Officer are contained in the following publications:

1. Seneca County E-911 Center's Standard Operating Procedures Manual,
2. Local procedural manuals which may be adopted for use such as those of the Seneca County Fire Service and the ambulance services and etc.

H. Informational resources - Through the E-911 Center's ARIES system, E-911 Dispatchers have immediate access to the following information systems:

1. eJusticeNY (eJusticeNY Integrated Justice Portal, formerly NYSPIN) These files contain law enforcement information including references to stolen articles, stolen vehicles, wanted or missing persons and descriptive information regarding parolees
2. DCJS (Division of Criminal Justice Services) Maintained by the New York State agency DCJS, these files contain the criminal histories of all persons arrested in the state, as well as providing access to criminal records in all other states.
3. DMV (Department of Motor Vehicles) These files contain information pertaining to vehicle registration, insurance carriers, drivers licensing and operators driving records, etc.
4. NCIC (National Crime Information Center) Maintained by the Federal Bureau of Investigation, these files enable inquiries concerning persons or property in various categories.
5. NLETS (National Law Enforcement Telecommunications System) Located in Phoenix, Arizona, this system provides the user with access to criminal justice and vehicle information submitted by police agencies in all 50 states and the territories.
6. ARIES CAD (Computer Aided Dispatch) System - The E-911 center has in place a computerized data system which includes a "street detail file" accessible to the E-911 dispatchers. By entering the name of any street or

road within the county, the Communications Officer can display the following information:

- a. Other names by which the street is known,
 - b. Names of crossroads or landmarks,
 - c. Range of house numbers on that street,
 - d. Names of emergency and other service providers, including fire, rescue, ambulance, telephone, electric and gas, and
 - e. Any specific comments which will assist the responder in providing the requested service.
7. VESTA PALLAS Phone System, is an "info file" which contains specific information concerning the procuring of essential services outside the SCSO. These services are:
- a. Environmental services supplied by the Department of Environmental Conservation, Region 8 Headquarters in Avon, New York, for hazardous material incidents.
 - b. Helicopter and aircraft services supplied by the Onondaga County Sheriff (for searches), Medivac (for medical emergencies) and the New York State Police.
 - c. Towing services supplied by commercial operators.

In addition to the computer capability, E-911 dispatchers also have ready access to the following lists and publications:

8. The National Directory of Law Enforcement Administrators, Correctional Institutions, and Related Agencies. This document, which is updated annually, contains the addresses and telephone numbers of all municipal, county and federal agencies having criminal justice responsibilities.
9. Telephone numbers for the military service branches, used to verify AWOL status of arrestees.
10. Local lists and directories to provide 24-hour contact with SCSO members as well as personnel of the District and County Attorney's Offices.
11. Indices providing telephone numbers for emergency service agencies within SCSO's jurisdictional area.
 - a. Monthly on-call lists are provided by the Department of Social Services and Home Health Care staffed by county nurses, and

- b. Other lists identify persons and services concerning public utilities, coroners, roads and highways, probation supervision, and forest lands.

I. Recordings - All voice communications into and out of the E-911 Center via telephone or radios are recorded on a continuous 24-hour recording system known as Exacom Computerized recording system. This system allows for the preservation of recorded information on CD's which are stored in the E-911 Center's Coordinators office for a minimum of one year, after which the discs are reused. (E-911 P&P 11.1)

Each phone line into the center and each radio frequency are recorded on an individual channel on the disc. In addition, there are automatic playback recorders, "call checks," connected to the phone lines.

1. The E-911 center has developed procedures for the handling of these CD's which are outlined in E-911 center policy and procedures # 11.1 which state the following:
 - a. The current CD tapes which are labeled A Deck and B Deck are removed from the recorder upon reaching full capacity of 95%. Both CD's are placed in the locked cabinet located in the E-911 Coordinators Office where they remain until needed for play back of phone calls or radio transmissions or until they are erased and reused.
 - b. In the event a recording needs to be reviewed, the reviewer must execute a form which serves as a chain of evidence form and shows the date of the recording, the channel being reviewed, and the reason for the review, the date of the review, and the signatures of the reviewer and the 911 Dispatcher providing the recording. Recording review forms are kept on file in the 9-1-1 Center.
 - c. A member of the SCSO below the rank of Investigator or Sergeant is required to have the approval of a supervisor in order to review a recording.
 - d. The Seneca County Fire Coordinator and EMS Coordinator have frequent need to review the recordings. These officials will be permitted to do so at any time with the completion of the regular review form.
 - e. In order to assure safe handling of all recordings, a Dispatch Supervisor or E-911 Coordinator will provide technical assistance anytime a recording is reviewed, on a time available basis.
2. The use to which recorded radio transmissions and/or telephone conversations may be put are:
 - a. As evidence in criminal or civil proceedings and by subpoena.

- b. To determine if proper procedures were followed by E-911 members where there have been allegations to the contrary.
- c. As illustrative material for Communications Officer training, and

The Recording Room must remain locked at all times. Only authorized personnel are allowed in the Recording Room. Shift Supervisors from each shift will check security and temperature of Recording Room at least once during shift.

J. Incident Request Procedure - (E-911 P&P 11.2) the following describes the means by which documentation or recordings of an incident involving either the Emergency Communications Department, or any agency served by the E-911 center may be reviewed. The process by which the requests are processed is outlined as follows:

1. **Agencies Requesting Information** – Any agency served by the Emergency Communications Department has privilege and right to access either documentation, or recordings of incidents dispatched, coordinated or monitored by the Emergency Communications Department. Any requests must originate from an officer of the organization requesting the information.

The form entitled “Request for 911 Incident Information” must be used to document the request, and shall document the receipt of requested material by personnel receiving such documents or tapes. There will be no financial charge to any agency served by the E-911 Center for such services. These forms are available to any SCSO member by contacting the E-911 Center directly.

Unless said information is required on an emergency basis, the request form shall be completed by the requestor and submitted to the E-911 Coordinator. The requested material, if available, shall be made available within seven days of the request. In the event that the material is needed on an emergency basis, any supervisor of the Emergency Communications Department shall have the authority and right to access the subject information with the approval of the E-911 Coordinator

Statistics shall not be subjected to completion and approval of the “Request for 911 Incident Information Form”, but instead shall be made readily available to the agencies served by the E-911 Center.

2. **Information Requested by Court Order** – Incident information, including recorded and documented information, may also be requested by court order. In such case, the request shall be granted without the completion of the “Incident Review Request Form.” The requested information shall be

relinquished only directly to the judge or official requesting such information, or an employee or representative of his/her office.

A District Attorney or municipal attorney for any municipality in Seneca County, acting on behalf of the County or municipality shall also be entitled to incident information.

Those agencies or individuals described in this section shall submit either a subpoena or a written request for incident records which includes a clear description of the records or CD's requested. The subpoena or request shall serve as documentation in lieu of completion of the "Request for 911 Incident Information Form."

3. **Information Requested by the General Public** – All other persons or agencies which have not been described in Sections 1 or 2 requesting information shall be required to submit a written request for such information to the Seneca County Attorney. Information shall be retrieved and compiled only following the receipt by the E-911 Coordinator of written instructions from the Seneca County Attorney to do so. Following the accumulation of such information, all documents and tapes requested shall be turned over to the Seneca County Attorney who will be responsible for forwarding of such material to the requestor. Note that any attorneys who are not acting on the behalf of a municipality in Seneca County are subject to this section of E-911 Center policy and procedure.

K. Status Checks – (E-911 P&P 2.2) are a procedure implemented by the E-911 Center to ensure Officer Safety by checking on an Officer via radio at various time intervals as outlined in E-911 Center policy and procedure # 2.2 as outlined below:

1. All Officers on an "In Progress" call with a possibility of violence, or aggression of any type will be checked every five minutes.
2. All Officers on a Traffic Stop will be checked every five minutes.
3. All SCSO Officers will be checked every 30 minutes from 10:00 p.m. through 6:00 a.m..
4. If an Officer does not answer, the status check will be checked twice more, and if;
 - a. The Officer is on an "In Progress" call with a possibility violence E-911 dispatchers will send the closest car and will advise the on-duty Road Patrol Sergeant.
 - b. The Officer is on a "Traffic Stop"; E-911 dispatchers will send the closest car to the location of the traffic stop and will advise the on-duty Road Patrol Sergeant.

- c. The Officer is not on a complaint; E-911 dispatchers will advise the Road Patrol Sergeant and send the closest car to the direction of the last recorded complaint.

L. Alarms - Alarm monitoring is an important function of any law enforcement agency, since it can provide instant and continuous notification of a crime in progress; however, to be effective the alarm system must meet the standard of reliability.

(E-911 P&P 7.1) The E-911 Center has established a uniform procedure for the handling of residential and business alarms, including bank, direct line, medical and fire alarms.

1. Alarm types are designated as perimeter, interior, outside bell, robbery, fire, medical or other.
2. Alarms may be received via telephone from an alarm/security company, by an automatic tape dialer or from an officer or civilian who has become aware of an audible alarm sounding outside a building.
3. Upon receipt of an alarm, it will be considered as bona fide, e.g., a crime in progress, until information to the contrary is received.

The E-911 Center pursuant to policy and procedure # 7.1 outlined above have differing operational responses and activities in dealing with Bank, Business, Residential, Fire and Medical alarms.

M. Public access - The telephones at the E-911 Center are manned 24 hours a day by trained E-911 dispatchers. Telephone service in Seneca County is provided by numerous companies and is divided between two different area codes.

1. In order to provide toll-free calling to areas outside the county seat of Waterloo, New York the E-911 Center maintains an 800 number (800-458-0886). Callers from all areas of the county can dial 911, toll-free, to secure emergency services or can use the 800 number, also toll free, for other business.
2. Telephone numbers to be used in calling the E-911 Center are printed prominently in area directories and appear on all police, fire and ems vehicles in Seneca County.

N. Misdirected emergency calls - Municipal boundaries and police jurisdictions are not always clear to the caller who is further stressed by an emergency. The E-911 dispatcher receiving an emergency call, and recognizing that it was intended or should have been made to another police agency, shall, nevertheless, obtain all necessary information for processing the complaint and then relay it to the appropriate agency. In those instances where the caller is obviously

distraught, the E-911 dispatcher will endeavor to keep the caller on the line while obtaining details of the caller's location, name, telephone number and nature of the emergency. If, in the judgment of the E-911 dispatcher, it appears that the situation could deteriorate, one should attempt to keep the caller on the line while relaying information to the proper jurisdiction by radio, if possible.

Having obtained the critical information and determining that the caller is in no immediate danger, the E-911 dispatcher should ask the caller to remain on the line while the call is patched through to the appropriate agency.

If it can be determined that a misdirected call is not of an emergency nature, the caller is transferred to the agency having jurisdiction, and the E-911 Dispatcher remains on the line until it is determined that the call transfer has been complete.

1. Complaints from the Villages of Seneca Falls and Waterloo (which have their own police agency, but are within the County of Seneca) will be received by the E-911 dispatcher. Calls received for service within those municipalities will be directed to the police department having jurisdiction.

O. Reporting - Because of its communications functions, the E-911 Center is in the best position to be aware of incidents when and where they occur. In order to collect this information systematically, so that it may be considered in making management personnel decisions, the E-911 Center, as part of their monthly report, includes a tabulation of incidents by agency and makes that information available to any law enforcement agency in Seneca County.

P. Mercy Flight - A Canandaigua firm known as Mercy Flight has the capability of transporting ill or injured persons, via a specially equipped helicopter, to a medical center for treatment. Seeking to minimize lost time in responding to a medical emergency, Mercy Flight has offered to place their equipment on stand-by when requested to do so. They estimate that this action can save 4 to 5 minutes, and can be cancelled without cost if no actual flight is made.

Consistent with its responsibilities in dispatching emergency services, the E-911 Center may place Mercy Flight on stand-by. Once EMS personnel have arrived at the scene, any decision to request an actual flight will be made by the appropriate EMS technician.

In the case of emergency situations not requiring the presence of the EMS, the decision to request the assistance of any helicopter service, including Mercy Flight, may be made by the Sergeant or any superior officer in command at the scene. See paragraph F(7) above.

Q. E-911 police dispatching policy - Telephone calls that originate within Seneca County and that are made by dialing 911, are received in the E-911 Center, regardless of the nature of the emergency, i.e. police, fire or medical. The following procedures were developed by the committee that addressed this matter and have been endorsed by the Seneca County 911 Advisory Board and

contained in a *“Memorandum of Understanding, Seneca County E-911 Center, Procedures for requests for police services, Nearest Available Unit Concept, approved May 8, 2009”*

1. The E (enhanced) 911 system shall be under the control of the Seneca County E-911 Emergency Communications Department and will handle all calls for police services in the unincorporated areas of the county. Under certain circumstances, responses to calls from a municipality having its own police agency will be dispatched to that agency in accordance with existing agreements. (See "Jurisdiction," ¶ B, this Manual.)
2. Calls will be assigned to either a SCSO car or a New York State Police (NYSP) car, using the "closest car concept," in the following manner:
 - a. Routine, non-emergency calls for police service will be dispatched to the closest car available, whether county or state, that is assigned to patrol coverage in the post that the call for service is located. This determination of the closest post car will be made using a “radio polling” of available on-duty police Officers in relation to the location of the routine, non-emergency call for service. Should a particular police agency be requested by the caller, only that agency's Officer will be sent unless they have notified the E-911 dispatcher they would not be available for the complaint, in that event, the other County-wide police agency will be dispatched.
 - b. If both the SCSO and NYSP units are unavailable the Sheriff's Patrol Sergeant will be notified and so noted on the job record. The sergeant will decide whether to assign another unit from another post or hold the job until one of the post units becomes available.
 - c. Calls for service received from a NYSP station are handled by the NYSP unless the officer is unavailable and requests the closest car handle the call. (E-911 P&P 2.1)
 - d. Emergency calls (PI Crash, crimes in progress, etc.) will be dispatched using the “closest car” system without regard for the post the unit is assigned to.
 - e. This E-911 Center policy and procedure has been implemented in order to afford the citizens of Seneca County the best possible police response to their calls and in order to meet the closest car standards as set forth by the New York State 911 Board.
3. By resolution number 285-06, dated 11/14/06, the Seneca County Board of Supervisors has provided for an Operational Review Board to oversee the Seneca County Emergency Communications Department procedures and to resolve differences wherever possible. The review board is known as the 911 Board and membership is comprised of representatives of the following agencies or departments:

Seneca County Manager
Seneca County Department of Emergency Services
E-911 Coordinator
New York State Police
Seneca County Sheriff's Office
New York State Park Police
Interlaken Police
Seneca Falls Police
Waterloo Police
Seneca County Fire Chief's Association
North Seneca Ambulance
South Seneca Ambulance
Department of Environmental Conservation

4. Dispatch procedures shall be reviewed at least annually, but in an ongoing manner by the 911 Committee as necessary or when any dispute among the parties needs to be resolved. Any complaints regarding dispatch policies and procedures will be resolved by the 911 Committee. (E-911 P&P 2.1)
- R. Terroism Alerts** – Within the E-911 Center there is a NYSPIN/eJustice link to the state-wide Terror Alert System. In the event an alert is transmitted the E-911 staff must read the alert. If there is an incident or imminent threat affecting Counter Terrorism Zone 11 (Ontario, Livingston, Wayne, Yates and Seneca Counties) as well as Rochester or Monroe County, the E-911 Coordinator shall be notified immediately and the E-911 Coordinator will make notifications to Law Enforcement Officials.
- S. Suspicious Airborne Activity** – The E-911 Center is prepared to receive information about emergencies occurring on an aircraft or concerning an aircraft that is being operated in a suspicious manner, suggesting a possible terrorist threat. Procedures are in place for the immediate notification of the North American Aerospace Defense Command (NORAD).
- T. Vehicle Pursuit** - SCSO members should refer to “**Vehicle Operations**” in the LEMOI for specific procedures concerning SCSO policies and procedures with regards to vehicle pursuits.

The following policy and procedure entitled “Vehicle Pursuit” (E-911 P&P 7.8) defines the responsibility of the E-911 dispatcher when an officer or deputy calls out with a vehicle chase.

BACKGROUND:

1. When a motor vehicle pursuit is initiated, the pursuing member will immediately report same to the dispatcher by stating the member has a pursuit and advise the following:

- a. Member's assigned radio call number
 - b. Reason for pursuit (member will clearly articulate this)
 - c. Route, direction of travel and areas being approached (to be reported as frequently as safety permits.)
 - d. Description of pursued vehicle and license plate number
 - e. Number of occupant(s) and description
 - f. Weapons involved, if any
 - g. Speed of pursuit
 - h. Operation of pursued vehicle, e.g. reckless, slow, etc.
2. All employees on the same channel will refrain from radio transmissions during the pursuit except for short transmissions of their locations as safety permits.

DISPATCHERS SHOULD ATTEMPT TO GET THE ABOVE INFORMATION IF NOT PROVIDED. OFFICER SAFETY TAKES PRIORITY.

PROCEDURE:

When an officer or deputy calls out with a pursuit, the dispatcher will:

1. Move all Routine traffic to the TAC 2 frequency leaving the pursuit vehicles on the main radio frequency.
2. Create a CAD incident
3. If a patrol supervisor has not called out in command of the pursuit, make all attempts to notify supervisor. This supervisor shall be solely in charge regardless of what geographic area the pursuit enters until or unless relieved by a higher-ranking authority
4. Accurately status all units involved in the pursuit
5. Notify surrounding police agencies, if pursuit may enter their jurisdiction
6. Run the plate in NYSPIN e-justice interface and broadcast the information as soon as time permits.
7. When the pursuit is terminated, the dispatcher will note the time and location of the stop
8. If the suspect is apprehended, the dispatcher will note "suspect in custody" on the event.

When a vehicle pursuit extends beyond the boundaries of the jurisdiction in which it was originally started, the dispatcher will:

1. Notify the appropriate dispatcher or dispatchers that a chase is in progress and which car is currently calling the chase.
2. Advise other dispatcher to notify the Town(s) toward which the pursuit is progressing.
3. Advise other responding units that they should signal the chase frequency.

U. Domestic Violence/Family Trouble - Members will respond to every request for police assistance in a domestic dispute and will treat these calls in the same manner as any other offense, in progress or after the fact. Whenever practicable, at least two officers will be dispatched on domestic violence complaints.

The following policy and procedure entitled “Family Trouble” (E-911 P&P 7.7) defines the responsibility and procedures of the E-911 dispatcher:

1. When dispatching personnel to a family trouble call, two cars will be sent.
2. The E-911 dispatcher taking the call will attempt to obtain as much information as possible. This information will be relayed to the responding officers. This information should include:
 - a. Any information that would be helpful in locating the residence, i.e. house description, vehicles in the driveway, landmarks, specific location on the road.
 - b. Whether the suspect is present and, if not, the suspect's description and possible whereabouts. If suspect left in vehicle; get description of vehicle, direction of travel and a license plate, if possible.
 - c. Whether weapons or dangerous instruments are involved. If the dispatcher is made aware that there are weapons at the residence, ascertain where those weapons are at the time.
 - d. Inquire should be made regarding other threats to officer (e.g. dogs);
 - e. Whether medical assistance is needed at the scene;
 - f. Whether there are children present and, if so, their ages and their physical and emotional status;
 - g. Whether the suspect or victim is under the influence of drugs or alcohol;
 - h. Whether the victim is in possession of a current protective or restraining order
 - i. Complaint history at that location;
 - j. Identity and relationship of caller (i.e. victim, neighbor, child).
3. The computerized registry for orders of protection is to be checked prior to the arrival of the officers and this information relayed to them.

4. Response to a domestic incident complaint will not be cancelled based solely upon the complainant's request. The responding officers shall be advised of the request, and directed to continue their response.
5. Once the officers are on scene, status checks will be done every 5 minutes unless the officer advises that they are all set.

V. Other E-911 policies and procedures -

The E-911 Center has various other written policies and procedures which govern such functions as: Administrative, Operational, Technical and Record Keeping.