

	ELGIN POLICE DEPARTMENT 151 Douglas Avenue Elgin, Illinois 60120	
Effective Date: 08/05/02	STANDARD OPERATING PROCEDURE	Revised Date: 11/16/12
Chief of Police: 	Communications Operations, 81.2	
Cross Reference: SOP 55.2 Victim/Witness Assistance Operations SOP 81.1 Communications Administration Communications Training Manual	Policy Sections: 81.2.1 Emergency Telephone Number 81.2.2 Radio Capabilities 81.2.3 Control System 81.2.4 Radio Use 81.2.5 Resource Materials 81.2.6 Victim/Witness Calls 81.2.7 Recording 81.2.8 L.E.A.D.S. and N.C.I.C. 81.2.9 Radio Frequencies 81.2.10 Emergency Notifications 81.2.11 Emergency Call Routing 81.2.12 Alarm Monitoring/Response 81.2.13 Alternate Call Receipt Procedures 81.2.14 Emergency Medical Dispatch 81.2.15 Alternative Methods of Communications	

PURPOSE

The purpose of this policy is to establish guidelines for the operations of the Emergency Communications Center.

POLICY

It is the policy of the Elgin Police Department to provide guidelines for telecommunicators. In addition, a separate manual governing procedures unique to the communications center is maintained.

PROCEDURES

81.2.1 EMERGENCY TELEPHONE NUMBER

The Emergency Communications Center shall provide emergency 9-1-1 telephone service, to include voice and TDD access, 24-hours a day. The department shall implement and sustain an effort to inform the public of the number to include:

- A. Display on marked police vehicles.
- B. Publicize on cable TV.
- C. Publish in city newsletters and department brochures.

81.2.2 RADIO CAPABILITIES

- A. The Emergency Communications Center shall maintain a 24-hour two-way radio communication system. This will involve staffing 24-hours each day. Telecommunicators are responsible for maintaining radio communications between field units and the base, between police and fire agencies, and other agencies and personnel as needed.
- B. Each police vehicle shall be equipped with an ISPERN and IREACH radio capable of communicating with other agencies.
- C. Every officer shall have a portable radio capable of two way communications.

81.2.3 CONTROL SYSTEM

The department shall utilize a control system based upon incident records, each being assigned a unique, sequential number to log all calls for service that members respond to or handle. Incident numbers are

automatically generated by the Computer Aided Dispatch (CAD) system. Telecommunicators are responsible for including all obtainable information for the incident record as indicated in the Communications Training Manual.

81.2.4 RADIO USE

The following shall serve as guidance for communications and patrol personnel in performing their duties:

- A. Officers shall keep communications personnel advised of their status, such as: available for calls (10-8); busy unless urgent (10-6); out of service (10-7). When an officer initiates a traffic stop, field contact, etc., the officer shall advise the telecommunicator of the location, nature of call, status, and whether a backup is necessary.
- B. Communications personnel shall log the status of units that are unavailable or assigned to a call.
- C. All personnel shall use the full call indicator for each unit when referring to the specific unit number. Acceptable call indicators are call sign, beat or badge number.
- D. When contacting another agency on the radio, Elgin personnel will identify themselves by an Elgin call sign or badge number.
- E. Elgin units shall be assigned to calls based upon their beat or district of assignment and their availability, as recommended by the Computer Aided Dispatch (CAD) System.
- F. The CAD system is pre-programmed to recommend units based on call type and availability by beat. Telecommunicators must be prepared to modify the CAD recommendation if it is not appropriate. If there is a question, a supervisor should be consulted. When determining the number of personnel to assign to a call, the telecommunicator shall consider the nature of the call and its relative danger or significance. Any calls involving disturbances, weapon involvement or likelihood, or in progress misdemeanors or felonies, a minimum of two (2) officers shall be dispatched.
- G. Patrol shift supervisors shall monitor radio traffic to determine if additional personnel are required and may respond to calls or direct other personnel to respond, as required. It is advisable to coordinate with communications to avoid resource conflicts. The shift supervisor may downgrade a call or respond in lieu of, or in addition to other units assigned. Shift supervisors shall, in all cases, respond to the scene of serious violent crimes. It is the telecommunicator's responsibility to ensure a supervisor is aware of such instances. In the case of a shift supervisor being unavailable, he/she shall designate a member to respond and assume a supervisory role.

81.2.5 RESOURCE MATERIALS

Communications personnel shall have immediate access to:

- A. Daily schedules indicating the on-duty personnel, their call signs, unit numbers and assignments.
- B. Resource directories and manuals as outlined in Standard Operating Procedure 81.1, Communications Administration.
- C. A map of police and fire jurisdictions. If any question arises, the telecommunicator shall consult the Engineering Department or the appropriate shift supervisor.
- D. Visual officer status indicators, as denoted in CAD system by color, or acronym. In the event there is a CAD system failure, telecommunicators shall revert to the former status card means of unit tracking as described in the Communications Training Manual.
- E. Procedures for the proper handling of incidents by communications personnel as developed and distributed by supervisory personnel.
- F. The City of Elgin's Emergency Operations Plan.

81.2.6 VICTIMS/WITNESSES CALLS

- A. Communications will occasionally receive calls from victims/witnesses in need of information or service. It is important to ascertain if their call is of an emergent nature, or requires referral to an informational entity or service organization. Proper interview techniques, as described in the Communications Training Manual, shall be employed to assure appropriate assessment of the response type needed.
- B. Additional procedures to employ when dealing with this type of call are outlined in SOP 55.2, Victim/Witness Assistance Operations.

81.2.7 RECORDING

- A. The communications center shall be equipped with a recording system allowing for the recording of all incoming and outgoing telephone calls, as well as radio transmissions between communications personnel and field units, officers communicating car-to-car or person to person and radio traffic between the base station and other fixed or mobile radio stations.
- B. The system operates 24-hours a day.
- C. The recordings will be retained for 90 days.
- D. The recordings shall be preserved on a secure hard drive. Maintenance of the recordings shall be the responsibility of the emergency communications director or designee.
- E. Tecommunicators have access to recordings. Only the emergency communications director, supervisors and the emergency medical dispatch coordinator can save and make copies of the recordings.
- F. Others wishing to review recordings must receive approval in advance from their supervisor.
- G. All recording copies, review, or preservation requests must be approved by a communications supervisor.
- H. The communications center is equipped with a digital data recorder at each work station which allows for immediate playback of 9-1-1, radio and telephone conversations. This system may be utilized at any time, for official purposes only, without obtaining prior approval.

81.2.8 LEADS and NCIC

- A. The department has entered into certain agreements with other law enforcement information services. These systems shall be monitored at all times for incoming information and messages, and consist of the Law Enforcement Agencies Data System (LEADS) administered by the Illinois State Police and the National Crime Information Center (NCIC) administered by the Federal Bureau of Investigation.
- B. All personnel shall be required to adhere to all LEADS and NCIC guidelines and use these systems for official/law enforcement purposes only.
- C. When unsure of the appropriate use of these systems, personnel shall consult with a communications supervisor or leads coordinator prior to entering information, sending messages or conducting inquiries.

81.2.9 RADIO FREQUENCIES

- A. The Elgin Police Department participates in a radio network which allows communications with other police units on various talk groups. Other city work groups, such as the fire department and public works, may also be contacted via this radio network.
- B. Officers in all marked and unmarked units may communicate by radio with area units and the Illinois State Police on the Illinois State Police Emergency Radio Network (ISPERN).

- C. All officers and communications personnel shall be trained in the radio system's capabilities as part of their initial training and orientation.

81.2.10 EMERGENCY NOTIFICATIONS

- A. Occasionally the communications center will receive requests to make notifications of an emergency nature. These may originate from citizens, hospitals, schools, the coroner's office, or another emergency service organization. Examples include, but are not limited to:
 - 1. Death notifications.
 - 2. Relative of sick person from hospital or out of town relative.
 - 3. Parent of child involved in crime or injured.
 - 4. Recovered property by outside agency.
- B. Verification of the authenticity of the request is paramount since we are not only acting on behalf of another agency/person, but are representatives of the city of Elgin. It is important to:
 - 1. Verify the identity of the caller.
 - 2. Request a printed request when possible, via LEADS teletype or fax.
 - 3. Obtain and confirm the call back number of the requestor.
 - 4. Obtain the exact nature of the request.
- C. If confirmation of the above cannot be obtained, telecommunicators should check with a supervisor prior to proceeding with the notification.

81.2.11 EMERGENCY CALL ROUTING

- A. Recognizing there are times when the jurisdiction of a given complaint is unclear, telecommunicators shall dispatch the appropriate Elgin units until or unless confirmation can be made that the call is outside the corporate limits of Elgin.
- B. If a telecommunicator receives an obviously misdirected emergency call for service, the telecommunicator shall:
 - 1. Transfer the call to the appropriate agency, and if call volume allows, stay on the line until the transfer is completed.
 - 2. When a call transfer is not possible, obtain pertinent information, such as location of occurrence, nature of complaint, caller name, a call back number, and other information needed, as described in the Communications Training Manual, based on the given call type.
 - a. The telecommunicator shall then inform the caller of what they intend to do, and request the caller contact the appropriate agency to answer any additional questions that agency may have.
 - b. The telecommunicator shall then immediately relay the information received to the appropriate agency via telephone or radio.

81.2.12 ALARM MONITORING RESPONSE

- A. The Emergency Communications Center shall monitor various police and fire related alarms. The system is maintained under contract with an alarm service company. Alarms are to be monitored by telecommunicators and the appropriate response shall be dispatched.

- B. Alarms which are telephoned or transmitted electronically to control locations other than the department and are subsequently telephoned into the department shall be dispatched accordingly.
- C. Delayed dispatch of either requires supervisory approval.
- D. The city exacts sanctions for excessive false alarms as described by city ordinance under Chapter 6.47.

81.2.13 ALTERNATE CALL RECEIPT PROCEDURES

- A. The Elgin Police Department receives incident and crime information by the following means:
 - 1. Anonymous Crime Line.
 - 2. Fax.
 - 3. Kiosk.
 - 4. Mail, postal or e-mail.
 - 5. Online reporting.
 - 6. Station reports.
 - 7. Tip411.
- B. Anonymous reports are investigated in an attempt to verify or negate the information as received.
- C. Calls concerning the following type of complaints may be transferred to the front desk:
 - 1. Private property or minor traffic crashes, if the damage is under \$500.00, both vehicles are drivable, and there is no report of injuries. Assuming both drivers are sober and licensed.
 - 2. Incidents that are past, in which the value in having an officer respond is lost due to the time lapse.
 - a. When possible, past drug complaints should be referred to the Drug Unit and past gang complaints to the Gang Unit by completing a suspected drug/organized crime complaint form.
 - b. Public Works should be offered, in lieu of a police response, in the case of past illegal dumping, unless the material dumped poses a hazard to the community.
 - 3. Offender information regarding gasoline theft is taken by telecommunicators and relayed to field units. The report is then taken over the phone by the desk officer.
 - 4. Burglary to vehicle or hit and run accident in which the victim vehicle has been moved.
 - 5. Nuisance complaints, in which no offender was observed, such as egg throwers. If recent, the telecommunicator should assign a squad to check the area.
 - 6. Criminal damage in which the damage is repaired prior to the citizen's first contact.
 - 7. Harassment by phone.
- D. It is impossible to forecast every possible scenario, so when in doubt, the telecommunicator should consult a supervisor.
- E. Informational call types such as DUIs or reckless driving complaints that are not being followed can be given out for information to all Elgin units, as opposed to assigning them to a particular unit, not knowing who may be near the place of occurrence. If the alleged offender is being

followed, the call should be dispatched to the nearest available area unit.

- F. Calls from neighboring jurisdictions, with the likelihood of crossing into the city, should be given out for information only. Unless, of course, the call is of a serious nature and the offenders route of travel is predictable. In these cases, it is advisable to stage Elgin units to increase the likelihood of an apprehension.
- G. When call volume exceeds the number of available units, a telecommunicator is vested with the authority to delay response, and assign officers to calls in order of priority. Bearing in mind, in-progress calls, or calls of a serious nature require notification to a supervisor.
- H. In situations where a telecommunicator receives sufficient calls to delay a response based upon service demands, the telecommunicator shall explain that on-duty personnel are unavailable for a non-emergency response and a unit will be dispatched as soon as possible.
- I. Shift supervisors shall be contacted by telecommunicators whenever a question arises concerning a delayed response or if another emergency call is received at a time when all on-duty personnel are handling other matters of equal priority.
 - 1. Shift supervisors shall make mutual aid decisions as necessary and may request assistance from neighboring jurisdictions.
 - 2. Communications will not assign an Elgin unit to respond outside the city limits without prior supervisory approval.

81.2.14 EMERGENCY MEDICAL DISPATCH

- A. All telecommunicators shall receive training and certification and will provide emergency medical dispatch instructions, as approved by the National Academy of Emergency Medical Dispatch.
- B. Training shall be conducted at regularly scheduled intervals, as mandated by the National Academy of Emergency Medical Dispatch, or as needed to ensure protocol compliance, whichever is greater.
- C. Oversight of and compliance with established protocols shall be ensured through the cooperative efforts of the emergency medical dispatch coordinator and communications supervisors.

81.2.15 ALTERNATIVE METHODS OF COMMUNICATION

- A. Electronic wireless communication devices, not including department radio transceiver of MDC, may be useful for field operations; however, they have inherent risks. These modes of communication are not monitored or recorded by the communications center. They may also be monitored by unintended audiences.
- B. Calls will not be dispatched by telecommunicators via electronic wireless communication devices except as an emergency measure in case of catastrophic equipment failure. Calls shall not be dispatched without the involvement of the communications center. Incident report numbers shall not be assigned by non-communications personnel.