

GENERAL ORDER 81.1.1

Communications Administration

GENERAL ORDER CROSS-REFERENCE: None.

SUMMARY

Establishes communications responsibilities.

DISCUSSION

None.

POLICY

I

Communications is a component of the Patrol Division. The watch commander is responsible for direct operational supervision.

II

COMMUNICATIONS FUNCTIONS

A. Radio Communication Functions:

1. The communications officer shall control radio traffic and manage the radio network.
2. Dispatch emergency and non-emergency calls for service in accordance with the communications manual's priority schedule.
3. Provide service for all police field units by relaying requests for service and pertinent information.
4. Record and track officer locations and activity in CAD.
5. Ensure calls for service, received by the dispatch center, receive an appropriate response.
6. Assign the appropriate number of officers to specific calls.

B. Telephone Communications Functions:

1. Promptly answer emergency, 9-1-1 transfers, alarm and communications lines and take appropriate action.
2. Answer non-emergency lines when Records staff is not available

C. Teletype and automated data communication functions:

1. Know and understand all functions of the computer system and be capable of using them, including the CAD function.
2. Manage the Department's teletype system.
3. Complete all requests by field personnel for computer inquiries, including:
 - a. Wanted or stolen status of persons, property and vehicles.
 - b. Send and receive teletype messages.
 - c. Run computer criminal history requests.
 - d. Initiate requests for Department of Motor Vehicle information as requested; correctly interpret response.
 - e. Frequent checking of the printer for incoming messages.

D. Business & Residential Alarms:

1. Confirm location of incoming alarm and dispatch officers as appropriate.

E. Emergency Operations

1. Ensure all communications equipment is in working order and obtain necessary repairs by promptly notifying the appropriate personnel.
2. Continue communications operations in the event of equipment failures through proper use of backup systems.

III

All Department radio use shall comply with Federal Communications Commission regulations.

Richard L. Lewis
Chief of Police