

COLUMBUS POLICE DEPARTMENT



General Order 81: Communications

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Policy

The basic function of the communications system is to satisfy the immediate information needs of the law enforcement agency in the course of its normal daily activities and during emergencies. The latter situation places the greatest demands upon the communications system and tests the capability of the system to fulfill its functions.

81.2 Operations

81.2.1 24-Hour, Toll Free Service

The Bartholomew County Emergency Operations Center (EOC) provides 24 hour 9-1-1 telephone service for access to emergency services, which operates as toll free voice and has TDD or TEXT 911 capabilities.

81.2.2 Continuous, Two-Way Capability

The EOC has continuous radio communications capability between the Center and officers on-duty; officers who are in uniform are required by General Order 26.1.1(B)(5) to have a portable radio on their person. However, officers working assignments where they are not required to wear a uniform due to the nature of the duty they are assigned are not required to have a portable radio on their person.

81.2.3 Recording Information

The EOC shall be responsible for obtaining and recording relevant information of each request for service or officer-initiated activity. The primary officer is responsible for ensuring that all information recorded by the EOC is accurate. The information recorded shall include:

- A. Event number;
- B. Date and time of request;
- C. Name and address of complainant, if possible;
- D. Type of incident reported;
- E. Location of incident reported;
- F. Identification of officer(s) assigned as primary and backup;
- G. Time of dispatch;
- H. Time of officer arrival;
- I. Time of officer's return to service; and

J. Disposition or status of reported incident.

81.2.4 Radio Communication Procedures

A. Officers shall notify the EOC via two-way radio or telephone when:

1. Initiating official activity;
2. Out-of-service while on-duty; and
3. Available for service while on-duty.

B. The EOC is responsible for logging on-duty officers out-of-service when an officer notifies them as such. This information shall be kept on the CAD screen for immediate identification.

C. Officers should be identified during communications by their assigned badge number. If use of an officer's badge number is impractical, plain language may be used to identify officers during communications.

D. Communication with interacting agencies and/or units of other agencies should be done in plain language, 10 codes and/or Signal codes. In addition, the use of an officer's badge number for identification purposes is permissible assuming the officer identifies that he/she is from the Columbus Police Department.

E. The EOC has assigned nature codes in their CAD system that alerts dispatchers to identify incidents where the response of more than one officer is necessary. Despite this system, officers should recognize that at least one officer will be assigned to respond to an incident, and some incidents will require the response of more than one officer. The following types of incidents should require a response of more than one officer:

1. An assault or attempted assault on an officer;
2. High risk traffic stops (General Order 61.1.7(B));
3. During hours of darkness, a second officer should provide back-up on a traffic stop, unless disregarded by the primary officer or other exigent circumstances exist (General Order 61.1.7(A)(8)).
4. Any incident where active violence or a high potential for imminent future violence is reported;
5. A fleeing suspect; and

6. Other situations when the on-duty supervisor requires a multiple officer response.
- F. On-duty supervisors shall be required to respond to the following types of incident scenes for the purpose of assuming command;
1. A use of force incident by an officer (General Order 4.2.1);
 2. Motor vehicle accident involving a police department vehicle (General Order 41.3.2(B)(5)(b));
 3. Pursuit incidents (General Order 41.2.2);
 4. During unusual circumstances or major crisis incidents (General Order 41.2.4(E));
 5. When requested by a citizen; and
 6. Other situations when the on-duty supervisor requires his/her response for the purpose of assuming command.
- G. On-duty supervisors shall also be required to respond to a call for assistance from another officer or when an officer activates the panic alarm button on his/her portable radio, provided the panic alarm activation was intentional.

81.2.5 Access to Resources

The EOC will maintain information for, and have immediate access to:

- A. The officer in charge – Prior to the beginning of each shift the EOC shall be notified of the officer in charge of the next shift by an officer in charge.
- B. The roster of all on-duty personnel – Prior to the beginning of each shift, an officer in charge will notify the EOC of all uniform officers on duty, as well as the officer's shift assignments by area. In addition, on a daily basis, the officer in charge of the Detective Division will be responsible for providing the EOC a roster of the division's personnel on-duty and their times of assignment.
- C. The telephone number of every agency member.
- D. Visual maps detailing the department's service area;
- E. The status of on-duty officers, which will be maintained on the CAD system;

- F. A directory of community and area resources and services. Included in this directory are various public service agencies, medical and mental health services, and other public and private service agencies that may be called upon to assist and/or be used as references by personnel.
- G. A directory of tactical dispatching plans and procedures for the department.

81.2.6 Calls for Service Information Victim/Witness Calls

The following are the procedures to be followed by Emergency Operations Center dispatchers in responding to calls for information or services:

- A. Each dispatcher will judge the characteristics of each call to determine whether an emergency or non-emergency response is required by labeling it with a call type; call types are preselected as priority or not-priority in the call type database;
- B. Each dispatcher will keep the caller informed of the agency's response, whether that is a response from law enforcement or a referral to another agencies; and
- C. Each dispatcher will respond to victim/witness requests for information and/or services to include initial and subsequent requests.

81.2.7 Recording and Playback

The EOC has the capability of immediate playback of recorded telephone and radio conversations while it maintains a continuous recording of radio transmissions and emergency telephone conversations within the EOC.

- A. Although the EOC has the capability to immediately access recording for approximately four years, depending on the size of the wave files, all recordings are required to be retained for a minimum period of ninety (90) days;
- B. The archived recordings will be located in a secure location within the EOC, and only accessible by EOC supervisors.
- C. All requests for reviewing recorded conversations must be made to the Director or Deputy Director of the EOC. Once the request for the recording has been received, the recording will be sent to the requesting officer via e-mail or CD. However, a request may be made to an EOC supervisor if the urgency of a situation requires the recording be obtained immediately. This allows for immediate playback accessibility to officers.

81.2.10 Emergency Messages

The EOC will accept and deliver emergency messages to the appropriate public safety agency in a timely manner. Each dispatcher will make a determination on the timeliness of the delivering the message based on call volume, call types and any other factor that should be considered.

81.2.11 Misdirected Emergency Calls

The EOC will immediately transfer misdirected emergency calls received on 9-1-1 system to the proper public service agency.

81.2.13 First Aid Over Phone

The EOC authorizes its employees to provide emergency medical instruction over the telephone or radio. All employees are Emergency Medical Dispatcher (EMD) certified and are required to complete 24 hours of training every 2 years in order to maintain their certification. In addition, the EOC employees will follow approved emergency medical guidelines or materials.

81.3 Facilities and Equipment

81.3.1 Communications Center Security

Security measures for the EOC are in place to:

A. Access to the EOC is regulated by the EOC's Standard Operating Procedure 2.12.

B. Protect Equipment:

1. The EOC Director is responsible for making sure that all equipment is protected by its location and placement.
2. Surge protectors, uninterrupted power sources, and other measures to prevent damage to equipment have been purchased and are in use for equipment needing an electric power source,
3. The EOC has a maintenance agreement on their Uninterrupted Power Source (UPS), where the equipment is checked annually. They also have a maintenance agreement on their back-up generator, where the equipment is checked on a semi-annual basis.

C. Provide for back-up resources:

1. In the event of a telephone failure, the EOC has two back-up (MEVO) telephones that can accept wireless 9-1-1 calls and wireline 9-1-1 calls are switched to the Johnson County Dispatch Center.

2. In the event of a complete failure, the Johnson County Dispatch Center serves as the EOC's back-up dispatch center.
3. Portable radios are available in the event of a radio console failure, or the loss of the console antenna.
4. There are numerous in-house computers located in the EOC in the event of an individual computer failure.
5. The EOC is connected to an Uninterrupted Power Source (UPS) battery power supply. Working in conjunction with the UPS is a back-up generator.

D. Provide security for transmission lines, antennas and power sources:

1. Transmission lines are buried underground feed to the EOC, and lines used for radio communication run underground to the radio tower. The transmission lines are then secured by a fence that is kept locked.
2. Antennas - The radio tower is located behind the EOC. It is protected by;
 - a. A chain linked fence with a locked gate.
 - b. A lightning rod field that grounds the tower and headquarters.
 - c. A security light that lights the area of the antenna.
3. Power Sources - The Uninterrupted Power Source is located in the EOC electronics' room. The gas-powered back-up generator is located outside the EOC building and is secured within a chain-linked fence with a locked gate.

81.3.2 Alternate Power Source

The EOC has an alternate source of electrical power that is sufficient to ensure continued operation of emergency communication equipment in the event of a failure of the primary power source, which is described in General Order 81.3.1. A documented inspection and test of the alternate power source will be completed at least monthly, and tested or operated under full load at least once a year.

Acceptance by Columbus Police Department Captain's Board:

Date: _____

Jonathan L. Rohde, Chief

Attest:

Matthew Todd Harry, Deputy Chief

Sandy LaBarbera, Chief's Secretary

Michael Richardson, Uniform Captain

Brian Wilder, Administrative Captain

Acceptance by Columbus Board of Public Works and Safety:

Date: _____

Jim Lienhoop, Mayor

Attest:

Mary Ferdon, Member

Luann Welmer, Clerk-Treasurer

John Pickett, Member

Jim Strietelmeier, Member


Brenda Sullivan, Member

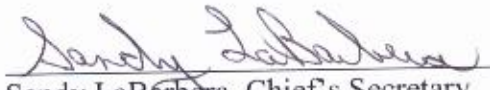
Acceptance by Columbus Police Department Captain's Board:

Date: 12-18-2017


Jonathan L. Rohde, Chief

Attest:


Matthew Todd Harry, Deputy Chief

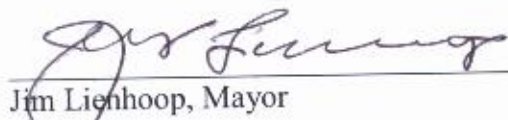

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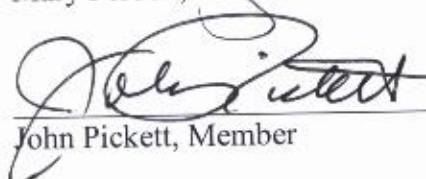
Date: 12/19/2017



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