

GENERAL ORDER

PORT WASHINGTON POLICE DEPARTMENT

SUBJECT:		Radio and Communications	NUMBER:	9.1.1
			ISSUED:	12/23/2009
SCOPE:	All Police Personnel		EFFECTIVE:	12/23/2009
DISTRIBUTION:		General Orders Manual	<input type="checkbox"/> RESCINDS	
			<input type="checkbox"/> AMENDS	
REFERENCE:			WILEAG 3 RD EDITION STANDARDS: 9.1.1, 9.1.2, 9.1.3, 9.1.4, 9.1.6, 9.1.10, 9.1.11, 9.1.14	

INDEX AS: Backup Radio System
 Communications Procedures
 Dispatch Procedures
 Federal Communications Requirements
 Radio Procedures

PURPOSE: The purpose of this Order is to:

1. Establish standard procedures for radio and emergency telephone communications and set forth rules governing the use of radio and emergency telephone equipment.
2. Define the responsibility of police units, command and supervisory personnel, and personnel assigned to duties as call takers at the front desk as related to the operation of the police radio and telephone communications systems.
3. Define the department's expectations of telecommunicators at the Ozaukee County E911 Center as well as setting forth policy on physical access to the Center by department employees.

This Order consists of the following numbered sections:

- I. INTRODUCTION
- II. OZAUKEE COUNTY E911 COMMUNICATIONS CENTER
- III. SQUAD ASSIGNMENTS
- IV. RADIO PROCEDURES
- V. DISPATCH RESPONSIBILITIES

- VI. TELEPHONE CALLS
- VII. RECORDED PHONE CALLS AND RADIO TRANSMISSIONS
- VIII. WARRANT CONFIRMATION

I. Introduction

- A. The Ozaukee County E911 Communications Center (Dispatch) is located within the Ozaukee County Sheriff's Department at 1201 S. Spring St. telephone 262-284-5575, Fax 262-284-8490. The Dispatch Center is designed and designated as a secured environment and access is limited to authorized personnel. The Center comes under the control of the Ozaukee County Sheriff's Department. It serves the Ozaukee County Sheriff's Department and the City of Port Washington Police, Fire and EMS on a full-time basis. The Center's radio operations are conducted in accordance with FCC procedures and requirements

II. Ozaukee County E911 Communications Center

- A. The Center provides 24-hour service for receiving emergency and non-emergency calls, dispatching, and continuous radio communication with member police, fire and EMS agencies.
- B. A Dispatch Supervisor is in charge of the day-to-day operations of the Center with oversight by the Sheriff's Office Captain of Operation. All complaints or concerns regarding Dispatch will be placed in writing by a supervisor and forwarded to the Dispatch Supervisor.
- C. In the absence of the Dispatch Supervisor, a dispatcher will be responsible for making routine decisions. In the event that emergency conditions occur, the Ozaukee County Sheriff or his designee will be authorized to assume temporary supervisory control of dispatch when the Center's supervisor(s) are not available.
- D. The Dispatch Supervisor is responsible for ensuring that security measures are in place for the dispatch center, including equipment protection, back-up resources and alternate power source.

- E. In the event that the Ozaukee County E911 Communications Center becomes inoperable, the back-up E911 Public Safety Answering Point (PSAP) is the City of Cedarburg Police Dispatch Center. In the event of an “800” trunking radio system failure, the ICALL Mutual Aid Channel is the designated “back-up” channel for the Port Washington Police Department.

III. Squad Assignments

- A. At the beginning of each shift, officers will sign on to the CAD system using their respective star number and password along with their shift and beat designator. The shift supervisor will fill out a CAD log of the squad assignments, which will include the officer in charge, duty roster and beat assignments of all on-duty personnel, along with the portable radio number, squad number, and any other additional information for each officer. In the event the CAD system is down, the shift supervisor should fax this information to Ozaukee Dispatch at 262/284-8490.
- B. Each portable radio and squad has its own unique unit identifier assigned to it. During radio transmissions, a unit identifier number is displayed at the dispatch center. It will be the responsibility of the individual officer to notify dispatch if there is a change of vehicle or portable radio during the shift.
- C. Calls for service and other assignments will be dispatched based upon assigned beat areas, complexity of call, and resource request by officer. Dispatch will start assigning calls to the shifts at the following times:

Day Shift	5:45 AM
Early Shift	1:45 PM
Late Shift	9:45 PM
Swing Shift	Start Times Vary
- D. If all patrol squads are out of service, the calls will be given to the shift supervisor. The shift supervisor will:
 - 1. Handle the call; or,
 - 2. Advise the dispatcher to hold the call for the next available patrol squad; or;
 - 3. Call for mutual aid.

IV. Radio Procedures

- A. The Port Washington Police Department is on the Ozaukee County 800 MHz radio system. The primary dispatch talk group for Port Washington Police Department is OZS PD. All contacts between Port Washington squads and Dispatch will take place on OZS PD. If this talk group is not available, then another available talk group designated by Dispatch will be used for all initial contacts. There are several talk groups available that are shared by Ozaukee County law enforcement agencies that may be used in an emergency.
- B. Law Tac 1 is authorized for use during vehicle pursuits or other dynamic emergency incidents in which there is likelihood that the incident will cross jurisdictional boundaries. County Wide mutual aid talk groups (the Mutual Aid talk groups used, when there is a total radio system failure) are the same talk groups that should be used when we have other jurisdictions involved in an incident in our County. There has been no designation of a specific Mutual Aid talk group to be used. In the case of the presidential visits, the talk group was decided during the preparation meetings prior to the visits. PWPDP operates on ICALL during a radio system failure.
- C. Radio call numbers shall be used to identify officers during radio transmissions; the Dispatch Center will be identified by using "Ozaukee". When communicating with another dispatch center or with squads from other jurisdictions, officers are to use their agency name, squad number and talk group identifier for clarity (i.e. Port 401 to Saukville Dispatch on OZS NET).
- D. When referring to various talk groups over the radio, personnel will use the name of the talk group (i.e. SKP DISP, GRP DISP, CEP DISP, MQP DISP, etc.)
- E. Calls for service, enforcement activities, and other vital information are to be communicated by radio. Officers will keep Ozaukee Dispatch advised of their current status at all times and notify the dispatcher when they arrive at calls and when they are back in service. Officers must also advise the dispatcher of any relevant information and the disposition for all assignments.

All officers will give their specific location during traffic stops, while at a call for service, and during breaks.

- F. Assignments and radio transmissions are to be communicated using the commonly accepted Association of Public-Safety Communications Officials (APCO) 10 codes.

- G. Officers shall not request the identity of a complainant over the radio. The MDC is a more appropriate device for sending and receiving that type of information.

V. Dispatch Responsibilities

- A. Dispatch will obtain and generate a CAD record of relevant information for calls for service and self-initiated activity, to include:
 - 1. Date and time incident reported.
 - 2. Name, address and phone number of complainant, whenever possible.
 - 3. Incident type and location.
 - 4. Officers assigned, primary and backup.
 - 5. Time of dispatch, officer arrival, and time completed.
 - 6. Disposition.
- B. Calls for service and other assignments will be dispatched based upon assigned beat areas, complexity of call, and resource request by officer. Dispatchers will record when an officer is on an assignment, out of service or available, and are responsible for ensuring that an officer's current status is reflected in CAD. A supervisor will be dispatched to an incident upon request of on-scene personnel and is to be notified of pending calls when no squads are available.
- C. The Port Washington Police Dept. will follow the alarm response protocol of the Ozaukee County Sheriff's Department.
- D. Dispatch will query local, state and federal criminal justice information systems upon officer request.
- E. Dispatchers are responsible for monitoring talk groups throughout the county and advising squads of major crimes, incidents or other information that occur in other jurisdictions, which may be relevant to, or impact, police operations. Officers should scan to assure they get this information.
- F. The Dispatch center maintains service area maps, procedures and telephone numbers for procuring emergency and necessary external services. Dispatchers are responsible for referencing these materials as necessary or upon officer request. Dispatchers are to follow tactical dispatching plans implemented by Dispatch Center management.

- G. Circumstances requiring the notification of key personnel (such as Fan Outs), emergency notifications, or the need to contact off-duty personnel, contact will be made by Ozaukee County E911 Communications Center personnel.

VI. Telephone Calls

- A. Emergency 911 calls are received at the Dispatch Center. The enhanced 911 System will allow the dispatcher to see the address from where the call originates. For hang-up calls and calls where there is no response, the dispatcher will attempt to call back the number. (Squads are dispatched even if contact is made on call-back.) If no response is received, a squad will be sent to investigate. If it is determined that an emergency does not exist, the officer will inform the caller that 911 lines are to be used only for emergencies. Dispatchers will promptly route misdirected emergency calls to the appropriate agency following Dispatch Center procedures.
- B. All administrative phone calls for the police department will be handled at the Port Washington Police Department. The 262-284-2611 and 262-284-4071 lines have call transfer capabilities and are programmed for call transfer to the Dispatch Center.
- C. If desk personnel (Records Clerks) receive a routine call for service, they are to transfer the call to the Dispatch Center. If an emergency call is received, they may transfer the call or obtain all necessary information and inform the Dispatch Center via radio.

VII. Recorded Phone Calls and Radio Transmissions

- A. The Dispatch Center has the ability to record all incoming phone calls and radio transmissions along with immediate playback capabilities.
- B. Recordings are maintained in a secure location at the Justice Center's phone/computer room for a minimum 120 days. If a recording is needed for evidence or investigative purposes, a written request must be submitted to the Dispatch Supervisor. The Dispatch Supervisor or designee will make the recording available on the appropriate medium.
- C. The following information must be contained in the request:
 - 1. Date
 - 2. Approximate time of call

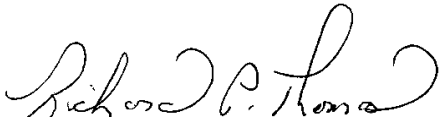
3. Type of call (i.e. radio or phone)
4. If radio, the talk group the call was on

IX. Warrant Confirmation

- A. When the Dispatch Center receives a warrant confirmation, the dispatcher will notify the officer and forward the information to desk personnel (PWPD Records). Desk personnel will be responsible for any follow-up notifications. Desk personnel are responsible for completing TIME System data entry files and cancellations.
- B. Dispatch will use the code 10-99 when relaying wanted information to officers and code 10-89 when advising officers that sensitive information is available. When a dispatcher receives a CIB or NCIC hit, or has sensitive information, the dispatcher will advise the officer, using the appropriate code, and wait for the officer to request the information before reading it over the air.

APPROVED:

DATE:



5/3/10

Chief Richard P. Thomas

Revised 5/3/10
Revised 4/29/10

Policy reviewed and adopted by Ozaukee County E911 Communications Center.

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Capt. David Guss – OZSO

Wendy S Maechtle
Wendy Maechtle – OZSO
Dispatch Supervisor

Date 05-04-10

Date 05-06-10

Attachment: PWPD 800 MHz Portable/Mobile Radio Scan List Assignments

PWPD Portable/Mobile Scan List

PT WASH OZS PD
PT WASH OZS DISP
PT WASH OZS NET
PT WASH OZS COMM
PT WASH PWP C/C
PT WASH PWF CMD
PT WASH SKP DISP
PT WASH GRP DISP
PT WASH CEP DISP
PT WASH MQP DISP
PT WASH PWP DET1
PT WASH PWP TAC1
PT WASH PWP TAC2
PT WASH SPC EVEN
PT WASH LAW TAC1