	POLICY & PROCEDURE	SERIES # 1401	PAGE 1 OF 7
	<p style="text-align: center;"><b>EMERGENCY COMMUNICATIONS CENTER (ECC)</b></p>		EFFECTIVE DATE <b>03/08/2021</b>
			OVERSIGHT <b>Support Services</b>
DISTRIBUTION <b>ALL MANUALS</b>	AMENDS/SUPERSEDES/CANCELS P&P #1401 dated 01/02/19.		

I. PURPOSE:

To establish guidelines for Emergency Communications Personnel for all phases of employment in the Public Safety Communications and Information Centers.

II. POLICY:

It is the policy of the Hampton Police Division that all Communications personnel will be proficient in their assigned duties and responsibilities, and perform such duties in a professional, courteous and confidential manner.

III. PROCEDURE:

A. Personnel assigned to the Public Safety Emergency Communications Center (ECC) or the Central Records Information Center shall strictly adhere to Federal, State, and Local laws as well as Federal Communications Commission, (FCC) regulations governing Telecommunications Privacy. Duties and functions include access to Virginia Criminal Information Network (VCIN), Virginia Dept. of Motor Vehicles (DMV), National Crime Information Center (NCIC), and National Law Enforcement Telecommunications System (NLETS). Access is authorized under the direct supervision of the Virginia State Police. The Hampton Police Division is under agreement with the Virginia State Police to operate the system **exclusively for Criminal Justice Purpose only**. Any unauthorized dissemination of information on the part of the employee could result in termination and/or grounds for criminal prosecution.

B. STATEMENT OF UNDERSTANDING

Personnel assigned to the Public Safety ECC or the Information Center are employed under a twelve (12) month probationary period. The twelve-month probationary period shall be calculated from the date the employee successfully completed the E911 Tele-Communications Specialist-I course and/or the date of assignment to full duty, i.e.: assigned to a shift, special assignment, etc. Personnel will remain in compliance with the State of Virginia's Department of Criminal Justice 911-Emergency Communications Standards, City of Hampton Personnel Policies Manual, the Hampton Police Division's Policies and

APPROVED:  
CHIEF OF POLICE



Procedures, Rules & Regulations as well as any other rules, policies or regulations applicable to their employment. The Hampton Police Division and the City of Hampton reserves the right to terminate personnel for violations of policy and procedure, rules and regulations and/or other just cause.

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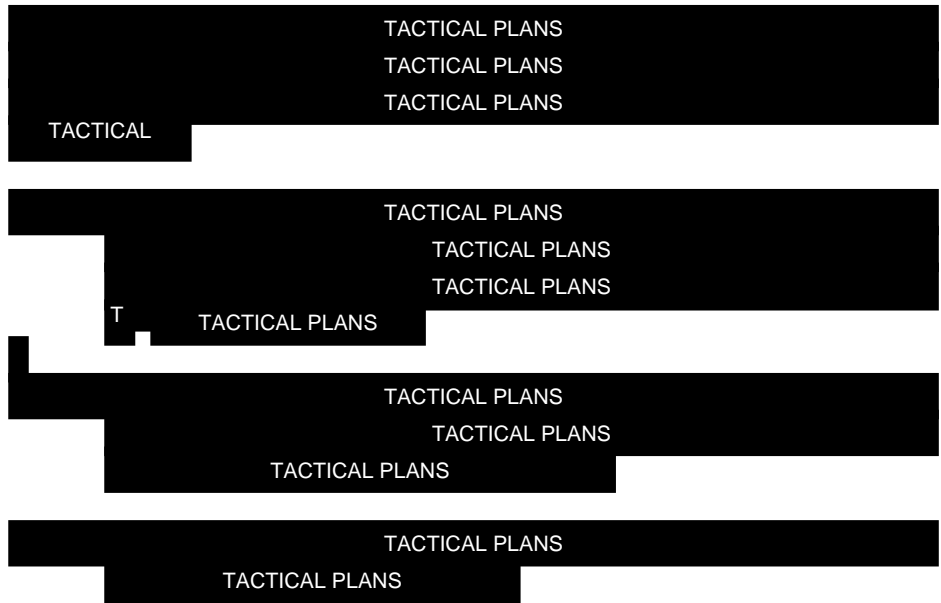
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D. PUBLIC SAFETY COMMUNICATIONS CENTER RESPONSIBILITIES

1. The Public Safety Emergency Communications Center is responsible for:
  - a. Radio Communications – serves as net control for all radio communications of the Police and Fire Division, and the City of Hampton.
  - b. Telephone communications – serves as the central console for receiving calls for police and fire/EMS services (emergency and non-emergency).

The following information will be obtained and recorded for all calls for service and self-initiated activities:

- 1) Incident number;
  - 2) Date and time of request;
  - 3) Name and address of complainant, if possible;
  - 4) Type of incident reported;
  - 5) Location of incident reported;
  - 6) Identification of officer(s) assigned as primary and backup;
  - 7) Time of dispatch;
  - 8) Time of officer arrival;
  - 9) Time of officer return to service; and
  - 10) Disposition or status of reported incident.
- c. Teletype and automated data communications – The Information Center and Records Sections serve as the central locations for inputting and receiving of NCIC and VCIN data.
2. In the normal course of events, any information or assistance requested of the Public Safety ECC that falls outside of specified routine duties will

be channeled directly through the Public Safety Communications Center Commander for appropriate action. In the absence of the Emergency Communications Commander the Emergency Communications supervisor will act in his/her absence.

3. Emergency Communications supervisors will be directly responsible to the Commander of the Communications Center. The effective and efficient operation of the 911 system shall be the responsibility of the Communications Commander.

#### E. TELEPHONE CONSOLE OPERATIONS

##### 1. Enhanced 911 (E911) and Wireless 911 (W911)

- a. Enhanced and Wireless 911 is an emergency telephone number that is incorporated into the Emergency Communication Center telephone system. Each phone console is equipped with the Automated Number Identification Display Screen (ANI), and an Automatic Location Identification Display Screen (ALI).
- b. Transfer speed dial buttons are located on the phone console for instant activation which permits telecommunicators to transfer calls quickly to pre-selected services (i.e.; Non emergency lines or other Public Safety Agencies).

##### 2. HEARING IMPAIRED (TDD) CALLS

- a. All emergency 911 lines and non-emergency administrative lines are capable of accepting TDD calls.
- b. Each console has a TDD interface within the telephone system.

##### 3. EMERGENCY MANAGEMENT-EMERGENCY MESSAGE REPORTING

- a. The Emergency Communications Center will report all emergency messages to the Office of Emergency Management in a manner that allows sufficient time for proper notification and reaction to the message.
- b. Messages from the State Department of Emergency Services will be received over the VCIN (teletype) circuit or Division email. The Communications Center is responsible for monitoring these circuits and ensuring that message traffic received from the State Department of Emergency Services is promptly forwarded to the Office of Emergency Management.

##### 4. TEXT to 911

- a. In lieu of voice communications, callers may opt to contact the ECC via SMS messaging, also called *texting*. Calls received via

SMS Messaging will come in on the Intrado Viper system. Text messages will only be received when logged into the system.

Call-takers can reply to a 911 text by typing a manual message or by use of pre-set messages. All correspondence from the call-taker should be in plain language (no “texting” lingo, shortcuts and/or acronyms). Dispatchers may ask the caller if they can speak to them by phone when necessary.

- b. Calls received via MMS Messaging will come in via email to the “Police Comm Supervisors” and “Police Crime Analysis” distribution lists. Any data received in the message via SMS Messaging will still come in on the Intrado Viper system. Not all phone carriers support MMS Messaging into 911 centers, therefore, an error message received on the caller’s phone is not necessarily malfunctioning equipment in the 911 center.
- c. If it is determined that Language Line services are needed, a voice call will be placed to the caller and then transferred to the Language Line.
- d. It may not be possible to transfer a text message conversation to another PSAP because some do not have the capability to take text messages. If a text message is received and it is determined that the emergency is occurring in another jurisdiction, the call can be transferred to them if it is known that they can process calls by text message. If it is unknown whether or not the other jurisdiction can take the text message, begin to handle the call as if it was for Hampton. Contact will also be made with the other jurisdiction to determine if the text message can be transferred to them.

Any time a text message is transferred to another jurisdiction, phone contact must also be made with that PSAP to ensure they received the information. The session should be kept open until contact is made with the appropriate jurisdiction in case they need additional information.

- e. For all SMS/MMS messages, a call will be created in CAD including all pertinent information for documentation purposes. These calls will be handled as traditional emergency/non-emergency calls that are received in the ECC.

## 5. TAPE RECORDING OF EMERGENCY TELEPHONE AND RADIO TRANSMISSIONS

- a. The Emergency Communications Center maintains a Voice Logging system that electronically records all administrative and emergency telephone calls and radio transmissions in the Emergency Communications Center on a 24 hour basis.

Telephone and Radio traffic to the Information Center is also recorded.

- b. Each console in Communications has the capability of immediate playback of either telephone lines or radio transmissions (to verify or obtain missed information). Communications employees shall follow the operating instructions for the Instant Recall Recorder.

- c. Recording (Record Keeping)

All recorded information will be maintained in accordance with Library of Virginia Retention Guidelines and the direction of the City Attorney.

- d. If it is necessary for a tape to be requested for an investigation or court purposes, the appropriate investigator or designee of the court should contact the Communications supervisor to request the tape.

## 6. ALARM MONITORING SYSTEMS

- a. The Emergency Communications Center does not monitor commercial or residential alarm systems. Alarm responses are originated by private security companies which monitor the alarms and contact the Communications Center by phone when an alarm is activated.
- b. Currently there are no policies or ordinances allowing the ECC to monitor commercial and/or residential alarms.

## 7. INFORMATION CENTER RESPONSIBILITIES

Personnel assigned to work in the Information Center will come under the supervision of the Central Records Supervisors. Employees within this center will handle non-emergency dispatch functions. The Information center will:

- a. Enter, retrieve, and update information on Virginia Criminal Information Network (VCIN) and National Crime Information Center (NCIC). The following lists some of the current databases for which Communications staff assumes management responsibility:
  - (1) Stolen cars
  - (2) Runaways
  - (3) Missing persons
  - (4) Stolen license plates
  - (5) Firearms clearinghouse entries
  - (6) Repossessions of vehicle documentation
  - (7) Towed vehicle file for city and private property

## 8. USE OF THE INFORMATION CHANNEL

- a. Unless their vehicle is equipped with an MDT all units, Patrol and Investigative, regardless of their status are directed to use the Information channel, when it is open for the following:
  - (1) License checks
  - (2) Stolen items checks
  - (3) Warrant checks
  - (4) Directory information
  - (5) Wrecker requests
  - (6) Notification of business owners
  - (7) Notification of public works of a hazard
- b. Officers who are going to use the Information channel will advise the telecommunicator on their primary channel that they are switching to the Information channel. Officers are encouraged to remain on the Information channel until they are given the results of their request.
- c. Upon completion of a transaction on the Information channel, the officer should return to their primary channel.

## 9. USE OF PRIMARY CHANNEL

- a. All units: Patrol and Investigative, regardless of their status, shall use their primary channel without going to the Information channel for the following:
  - (1) Calls for fire equipment
  - (2) Calls for ambulances
  - (3) Stolen auto checks on vehicles that they have stopped.
- b. Transmissions that will extend for a considerable length of time should be taken to a TAC channel if possible.

## 10. EQUIPMENT REPAIRS

- a. Individual officers are not authorized to take Communications portable radios to the repair shop without first being specifically authorized to do so by the Public Safety Communications Unit Commander. The Special Projects supervisor will be advised of all mobile radio equipment taken to be repaired.
- b. In the event a malfunction occurs with a hand held radio, the officer will bring the affected radio to the Emergency Communication Center to be deadlined. Officers whose portable radios are in repair may check out a loaner radio from the Information Center for the duration of their shift.





# Redaction Log

Total Number of Redactions in Document: 5

## Redaction Reasons by Page

Page	Reason	Description	Occurrences
2	TACTICAL PLANS	Records of law-enforcement agencies, to the extent that such records contain specific tactical plans, the disclosure of which would jeopardize the safety or security of law-enforcement personnel or the general public has been redacted pursuant to Va. Code §2.2-3706(B)(5).	4
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# Redaction Log

## Redaction Reasons by Exemption

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