

	POLICY & PROCEDURE	SERIES # 1408	PAGE 1 OF 9
	<b>DISPATCH OPERATIONS</b>		EFFECTIVE DATE <b>05/07/15</b>
			OVERSIGHT <b>Support Services</b>
DISTRIBUTION <b>ALL MANUALS</b>	AMENDS/SUPERSEDES/CANCELS P&P # 1408 dated 04/23/13.		

I. PURPOSE:

The purpose of this policy will be to establish the proper operational procedures to be followed while answering calls for service and dispatching units.

II. POLICY:

It shall be the policy of the Hampton Police Division to enter into the computer aided dispatching system all citizen requests for assistance and all officer initiated actions as prescribed in the following procedures.

III. PROCEDURE:

A. COMPUTER AIDED DISPATCH (CAD)

1. CAD NUMBER ASSIGNMENTS: The Communications Unit Commander will be responsible for assigning all new police employees proper CAD numbers. He The Commander will also be responsible for changing or updating CAD numbers as needed to enhance the operations of the system.
2. UNIT STATUS: Police units will be added into the computer during shift change or at other times which requires such action.
  - a. Any status change of a unit can be administered by the Telecommunicator responsible for the monitoring, updating or dispatching calls for service on the assigned talk group.
  - b. The status of a unit can be returned to an available status in one of the following two manners:
    - (1) If a unit is out of service on a self initiated call, the Telecommunicator would simply mark them back in service with no disposition needed.
    - (2) If the unit was committed to a call for service, a disposition must be provided by the unit in order to clear the complaint.

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APPROVED:  
CHIEF OF POLICE



(3) If the complaint was dispatched via the MDT (Mobile Data Terminal) see Section J, #2 of this policy.

3. RADIO CHANNEL IDENTIFICATION: Police radio channels are identified automatically by way of a timed recording broadcast which is mute to the dispatcher.
4. NATURE CODES: The CAD system routes calls for service by location and Nature-code. These areas must be populated before a call for service could be dispatched.
5. MALFUNCTIONING EQUIPMENT: In the event of a malfunction or failure of any equipment in the Communications Center, the Communications Supervisor will notify the appropriate agency or person to correct the failure. Documentation will be made in the ledger book of repairs. In the event of a major malfunction or failure, the Commander will be notified immediately by phone and an incident page sent.
6. POWER FAILURE: In the event of a power failure or computer failure, during which time the CAD system becomes inoperable, complaints will be handled manually on the appropriate forms until the computer system is fully restored.

All manual complaints will then be entered into the CAD system by the Communications Supervisor or their designee on the shift that is on duty at the time the computer system is restored.

#### B. USE OF 4-DIGIT NUMBERS TO IDENTIFY UNITS

1. In an effort to assist the dispatchers in making entries into the computer and to enhance the efficiency of our communications system, four digits will be used to identify patrol districts during radio transmission. The first number will be the shift number. For example:
  - a. Night Shift will use an 1000 series designation: An officer working District 201 during the night shift will contact Communications by stating, "1201 to Communications".
  - b. Day Shift will use a 2000 designation: An officer working District 201 during the Day Shift will contact Communications by stating, "2201 to Communications".
2. Units will retain their four (4) digit identifier throughout their shift, even when "cross dispatched" to another district.

3. The following alphanumeric identifiers will be utilized by officers not working a patrol district, when identifying themselves on the radio. All alphanumeric identifiers will be used following the officers assigned CAD number. (ex: 123Echo).

<b>ALPHA DESIGNATION</b>	<b>UNIT</b>	<b>VERBAL IDENTIFIER</b>
A - ALPHA	OFF DUTY	CAD# - ALPHA
C - CHARLIE	CIVILIAN	CAD# - CHARLIE
D - DELTA	DETECTIVES	CAD# - DELTA
E - ECHO	EXTRA DUTY	CAD# - ECHO
F - FOXTROT	FORENSIC (CSU)	CAD# - FOXTROT
G – GOLF	GANG UNIT	CAD# - GOLF
H – HOTEL	HOMELAND SEC.	CAD# - HOTEL
K - KILO	COMM. RELATIONS	CAD# - KILO
L - LIMA	LIMITED DUTY/ SPECIAL ASSIGNMENT	CAD# - LIMA
P - PAPA	PROFESSIONAL STANDARDS/ADMIN UNITS	CAD# - PAPA
R - ROMEO	SCHOOL RESOURCE OFFICER	CAD# - ROMEO
S - SIERRA	SIU	CAD# - SIERRA
4 T - TANGO	SWAT/MRT/CNT (Tactical & Crisis Negotiation Teams)	CAD# - TANGO
Z – ZULU	Real Time Information Center (RTIC)	CAD# - ZULU

Other agency’s officers utilizing HPD assigned Channels will use assigned alphanumeric prefixes and their agency assigned number to identify themselves when transmitting on Hampton Channels. (ex: Tango1234 would signify officer 1234 from Thomas Nelson Community College.)

Dispatchers and Officers will be provided a list of interoperable agency identifiers as they become available.

### C. DISPATCHING POLICE UNITS

1. Call Takers, Dispatchers and Officers are NOT AUTHORIZED to disregard a complaint of any kind. If the authenticity of a complaint is questionable, it will be brought to the attention of the Communications Supervisor immediately.
2. The Communications Supervisors and Commanders are the only personnel authorized to make discretionary decisions as to whether or not a unit will be dispatched in response to any complaint or request for assistance received in the Communications Center.
3. Dispatchers shall not hold or delay dispatch to the maximum time period allowed when other units are available in the immediate proximity. Units shall be dispatched in the following priority:
  - a) Patrol Units
  - b) Warrant/Community Relations Units
  - c) Investigative Services Units
  - d) Administrative Units.
4. When a complainant requests to see an officer, Communications will note that request on the initial complaint and the dispatcher will advise the responding officer to see the complainant.
5. Once Communications assigns a call for service to an officer via MDT, and it becomes evident that the officer has not acknowledged the call or marked en-route to the call within a 5 minute time frame, the CAD system will generate a visual signal to Communications making them aware the call has not been addressed. Communications will verbally contact the officer and make them aware of the assigned call. The officer will acknowledge via radio and handle the call appropriately through MDT operation.

It is the responsibility of Public Safety Communications personnel to ensure that all calls for service are handled in a timely fashion. This includes call handled via MDT.

### 6. ALTERNATIVE COMMUNICATIONS:

**Alternative communications devices such as cell phones, cell phone texting, blackberry, voice over internet and other similar technologies shall not be used for dispatching police units on complaints or for clearing complaints, except during times of complete radio failure.** Complaints shall be dispatched via police radio, recorded telephone lines or MDT so a record of the communication exists. Should radio failure occur, units will be dispatched via cell phone or landline.

#### D. DEFERRED DISPATCH

Deferred Dispatch is used to defer calls-for-service, from being dispatched to patrol units when the assistance required can be delivered by other means such as sending the dispatch to the Division Integrated Criminal Apprehension Program (ICAP) officer.

1. Citizen's calls for assistance are many times just requests for advice, directions, information, a remedy for a minor problem, or request for a minor incident report. Deferred Dispatch may be approved for many low priority calls.
  - a. Techniques of deferring calls-for-service from being dispatched to patrol units allows the Division to utilize its resources more economically while still providing our citizens with a proper level of police service.
  - b. The availability of patrol units to answer more serious situations would be enhanced through deferred dispatching techniques.
  - c. Patrol officers will be able to direct more attention towards directed patrol activities and investigations.

#### E. CALL PRIORITIZATION:

1. Call prioritization procedures have been established to evaluate and rank calls for police service by degree of severity. Call prioritization allows officers to be more responsive to high priority calls. The Police Division recognizes three levels of prioritization.

2. The three levels of Call Prioritization are:

Level 1 High	-	Dispatch Immediately
Level 2 Normal	-	Dispatch within 3-5 minutes
Level 3 Low	-	Dispatch within 5-15 minutes

- a. LEVEL 1: HIGH - IMMEDIATE DISPATCH

- (1) Threat to life or great danger of serious injury or major property damage.
- (2) Active felony, violent misdemeanor, or situations which may result in either.
- (3) Any crime in progress or crime scene where the suspect may still be present or close by.

- (4) Accident or illness that may result in substantial personal harm or death.
- (5) Any unusual incident that demands an immediate response.

b. LEVEL 2: NORMAL

- (1) Any calls which are not of an emergency nature, but which should be dispatched due to the nature of the request for service shall be handled through standard operating procedures.
- (2) Non-active felony, misdemeanor, or any other incident that is not in progress or just occurred with the suspect in close proximity and does not require an immediate investigation.

c. LEVEL 3: LOW

Calls in which a sustained delay in response would not have an adverse impact on the incident or reduce the quality of service to the community. Such calls may be delayed for a period not to exceed 15 minutes prior to dispatch or notification of patrol supervisor if no officer is available. It is not intended that all Level 3 calls be delayed for the maximum period of time specified.

- (1) In-house and telephone reports.
- (2) Officer initiated calls (i.e., appointment, personal)
- (3) Any incident that involves a minor violation or offense (i.e., noise complaints, loitering, etc.)

- d. All calls for service requiring the presence of an officer will be dispatched as soon as a unit is available. The dispatcher should remember that circumstances may change the priority level and act accordingly. It is of utmost importance to keep the complainant advised of the status of the call for service.

F. Dispatched Personnel: Personnel dispatched on a call for service will be obligated to handle the call and take appropriate reports. Dispatched personnel will not refer the complaint to an alternative handling procedure unless directed to do so by the Patrol Supervisor

- 1. Communications Personnel: Communications personnel will have the authority and responsibility to determine the type of call and priority code to

be assigned, determine unit available, and dispatch the appropriate unit. Communications personnel will, upon the dispatching of calls for service, provide business name information (if appropriate). Once the call is dispatched it will be incumbent on the dispatched unit to handle the call appropriately. Communications personnel will make every attempt to eliminate or reduce cross-dispatching of units. However, if another unit is in the immediate proximity and available for call, it may be dispatched to an adjoining district to assure prompt response. It is the responsibility of the individual dispatcher to keep the Communications Supervisor and the appropriate Patrol Supervisor apprised of any calls for service that are holding.

2. Communications Supervisor: The Communications Supervisor will have authority to insure that all complaints are answered promptly. He/She will have the authority to direct vehicles from one section of the city to another in order that waiting calls may be answered with reasonable time limits. In the event of a temporary reassignment from one sector to another by the Communications Supervisor, it will be his/her responsibility to insure that the appropriate Road Supervisor is notified of his/her decision. In the event that there is not a unit available to respond to waiting complaints, the Communications Supervisor will insure that proper notation is made on the complaint log, and the road supervisor is notified.

#### G. EMERGENCY MESSAGES

The Hampton Police Division will accept and utilized all available means to deliver legitimate emergency messages received through VCIN/NCIC:

1. ACCEPTANCE: The Communications Section, upon receiving requests for the delivery of messages, will verify the status of the request.

Emergency messages may include: notification of deceased persons, serious illness or attempts to locate missing persons.

2. DELIVERY: Once a request is received, every effort will be made to deliver the message.
  - a. The message will be delivered by Division Officers. At no time will Communications personnel attempt to deliver messages by phone.
  - b. Notification concerning death messages should always be tactfully delivered in person by a police officer with the assistance of the police chaplain, if available.

c. If all attempts to make delivery of the message are unsuccessful, then a note may be left at the address to contact the Officer or efforts to deliver may continue throughout the tour of duty or into the next shift.

3. Specific incidents will be handled on an individual basis at the discretion of and in a manner determined by the Communications Section Supervisor.

#### H. PREMISE ALERT

When information becomes available that identifies locations that may be hazardous to public safety personnel, that information should be entered into a “CAD Premise Alert”

1. All premise alerts must be approved by the Communications Commander prior to entry.

Once entered, the information will be forwarded to the Police and Fire Division through a memo (electronic email) for their distribution.

2. “Premise Alerts” may have an expiration date included or be automatically renewed at six-month intervals, after the information is verified and a new memo is approved.

3. The Communications Unit will notify the originating source of the initial alert two weeks prior to the expiration, for a status update or deletion.

#### I. MDT DEFINED

1. MDT and MCT are used interchangeably; one standing for **Mobile Data Terminal** and the other, **Mobile Computer Terminal**.

2. “Silent Dispatch” is a term used for handling calls for service without the use of voice communications. There are many calls that the Hampton Police Division responds to daily that could fit this criteria:

- a. Calls that due to their nature are low in priority
- b. Calls that necessitate a one unit response
- c. Calls that do not require patrol supervisory notification

**Not everyone has MDT availability therefore complete silent dispatch may not be an option.**



J. THE DISPATCH PROCESS

1. When it is determined that a call for service can be handled silently, the dispatcher will electronically dispatch the officer via MDT to respond. The officer responding will mark en-route and arrive via MDT.
  - a. Officers that have units equipped with a MDT will have calls for service that occurs in their district assigned to them. This could result in calls for service being held.
  - b. It is the responsibility of the officer to keep his/her supervisor aware of holding calls they are unable to address.
  - c. Officers may notify their supervisor of the holding calls for service. Once notified, the supervisor may redirect the calls for service to other units. The Officer is not authorized to redirect or re-dispatch complaints.
  - d. Communications personnel shall ensure calls routed via MDT are acknowledged by the assigned unit.
2. Any call handled silently needs to remain silent unless it escalates to a higher priority. Calls handled over the radio will stay on the radio.
3. Officers who are assigned calls via MDT will utilize the equipment to mark en-route, on scene, add notes if necessary, obtain IBR Numbers and clear the call they were dispatched to.
4. The MDT will not be utilized while the vehicle is in operation. Officers stopping vehicles or persons shall verbally mark out of service.