



ROCKFORD POLICE DEPARTMENT

GENERAL ORDER

NUMBER: 50.02

TITLE: E-911 Communications

SERIES NUMBER: 50

SERIES TITLE / SUBJECT: Operations Support

TOPICS/ REFERENCE: Communications, Radio, E-911 Center, Radio Procedures

APPENDICIES: None

ORIGINAL / EFFECTIVE ISSUE DATE: May 25, 2007

DATE OF LAST REVISION: May 01, 2013

THIS ORDER REMAINS IN EFFECT UNTIL REVISED OR RESCINDED

CALEA STANDARDS: 81.1.1 - 81.1.2 - 81.2.1 - 81.2.2 - 81.2.3 - 81.2.4 - 81.2.5 - 81.2.6 - 81.2.7 - 81.2.8 - 81.2.11 - 81.2.12 - 81.2.13 - 81.2.14

Policy:

It is the policy of the Rockford Police Department to ensure information from the public is communicated to Department personnel in an effective and efficient manner through the E-911 Communications Center.

Purpose:

The purpose of this General Order is to establish Department procedures regarding the communications function.

This General Order is comprised of the following numbered sections.

- I. ADMINISTRATION
- II. COMMUNICATIONS FUNCTIONS
- III. FCC REQUIREMENTS AND CERTIFICATION
- IV. PROCEDURES
- V. ACCESS TO DEPARTMENT RESOURCES
- VI. RECORDING RADIO AND TELEPHONE INFORMATION
- VII. EMERGENCY MESSAGE DELIVERY
- VIII. MISDIRECTED EMERGENCY CALLS
- IX. ALARM MONITORING AND RESPONSE
- X. EFFECTIVE DATE
- XI. REVIEWS, REVISIONS, AND CANCELLATIONS

- I. Administration:
 - A. By intergovernmental agreement the Rockford Police Department utilizes the E-911 Communications Center for providing emergency and non-emergency radio and telephone communications for the Department.
 - B. All E-911 Communications Center personnel are employees of the City of Rockford Fire Department. Job descriptions for positions of telecommunicator and supervisor are maintained by the City of Rockford, Personnel Department.

- II. Communications Functions:
 - A. The E-911 Communications Center provides communication services to include:
 - 1. Two-way radio communications 24 hours per day, every day of the year providing continuous radio communications to Department personnel. In the event of failure of the primary transmitter and/or receiver, the E-911 Communications Center will be able to switch over to backup equipment for uninterrupted service.
 - 2. Telephone communications 24 hours per day, every day of the year. Telephone equipment is available to receive emergency calls from those citizens with a hearing impairment.
 - B. E-911 Communications Center personnel, when receiving calls from the public on the emergency line or non-emergency line, will follow established procedures in the Standard Operating Procedures Manual to determine whether an emergency or non-emergency response is required. Personnel will inform the caller of the Department's response whether an officer will respond, forwarding the call to the Central Reporting Unit (CRU), or referral to another appropriate agency.
 - C. E-911 Communications Center personnel will occasionally receive calls from victims/witnesses requesting information. After determining that a police response is not required, these callers will be referred to the appropriate Department phone number for assistance, or to an outside agency for assistance.

- III. FCC Requirements And Certification:
 - A. All communications operations shall be conducted in accordance with Federal Communications Commission procedures and requirements.
 - B. Requirements and procedures of the FCC may be obtained from the FCC manual and/or E-911 Communications Center Standard Operating Procedure Manual which are on file in the E-911 Communications Center.

- IV. Procedures:
 - A. When calls for police service are received at the E-911 Communications Center, the following information, at a minimum, will be recorded.
 - 1. A unique incident report number.
 - 2. Date and time of request.
 - 3. Name and address of complainant, if possible.
 - 4. Type/nature of incident reported.
 - 5. Location of incident reported.
 - 6. Identification of officer(s) assigned as primary and backup, if necessary.
 - 7. Time of dispatch

8. Time of officer(s) arrival
 9. Time of officer(s) return to service.
 10. Disposition or status of incident. If a report was taken or not.
- B. Communications between Department personnel and the E-911 Communications Center dispatchers will be brief and only to the extent that is necessary to handle the call the officer is on. Officers may telephone the dispatcher if two-way radio communications are not clear due to the officer's location.
- C. The E-911 Communications Center will record the status of all officers, at all times, after they have reported 'in service' and on duty at the beginning of their shift. Officers will use their assigned call-sign for the duty day to identify individual officers.
- D. The E-911 Communications Center will maintain contact with the various agencies within the County by means of direct radio communications, or point-to-point communications.
- E. The E-911 Communications Center will assign more than one officer to an incident based upon the seriousness of the incident, whether it is 'in progress' or not, or if an officer requests another officer(s) and/or according to established protocols in the E-911 Communications Center Standard Operating Procedures Manual.
- F. A supervisor will be sent to the following incidents. If a supervisor is not available to respond, the shift commander will be notified by telephone.
1. Any incident involving a death or serious injury.
 2. Any traffic crash involving a Department vehicle or other City of Rockford owned vehicle.
 3. Any incident in which a shooting has occurred.
 4. Missing children and/or missing adults under suspicious circumstances.
 5. Incidents involving labor strikes or unrest.
 6. Pending calls will be prioritized and citizens notified of expected delays in service.
 7. Other incidents at the request of the on-scene officer(s) or when E-911 Communications Center personnel believe a supervisor may be needed or required.
- G. E-911 Communications Center personnel, upon hearing an officer's emergency request for assistance, will immediately re-broadcast the request, on all active channels, giving the location of the officer requesting assistance.
- V. Access to Department Resources:
- A. E-911 Communications Center personnel have immediate access to the following Department resources.
1. The shift commander and supervisors by telephone and/or radio communications.
 2. The duty roster of all Department personnel
 3. Residential phone numbers through the shift commanders office.
 4. Visual maps detailing the Department's jurisdiction.
 5. The status of all officers
 6. Telephone numbers and procedures for procuring outside agencies assistance.

7. Access to the Department's tactical plans and procedures through the shift commander's office.

VI. Recording Radio and Telephone Information:

- A. All telephone conversations and all radio transmissions, emergency and non-emergency, will be recorded by the E-911 Communications Center. The E-911 Communications Center will have the capability of immediate playback of recorded telephone conversations and radio transmissions while maintaining continuous recording of telephone conversations and radio transmissions.
 1. These recordings will be retained for a minimum of sixty (60) days.
 2. All recordings retained will be kept in a secure storage place with access by authorized personnel only.
 3. Requests for review of recorded material and/or a copy or copies of recorded material must be authorized by a Department commander or supervisor. The request must be on a Department request form and signed by a commander or supervisor.

VII. Emergency Message Delivery:

- A. Delivering emergency messages is a function of law enforcement. Requests for emergency notifications can come from different sources such as citizens, hospitals, and other agencies.
- B. When E-911 Communications Center personnel receive a request to make an emergency notification from another law enforcement agency, the requesting agency will be advised to submit the request over the LEADS system to the E-911 Communications Center. If the agency does not have access to LEADS, the request should be made on a taped phone line.
- C. Requests from citizens should include as much information as possible including, at a minimum, the callers name, address, and call back number if possible.

VIII. Misdirected Emergency Calls:

- A. The E-911 Communications Center will occasionally receive an emergency call for a location that is obviously in another law enforcement agency's jurisdiction. In those cases of emergency situations, E-911 Communications Center personnel will transfer the call to the appropriate agency while staying on the line until the receiving agency has clearly accepted the call. If a transfer is not possible, other means may be used to establish contact with the proper agency such as point-to-point radio, telephone, or teletype. In all cases before contact is ended, ensure the appropriate agency has acknowledged the call.

IX. Alarm Monitoring and Response:

- A. No direct private security alarms terminate at the E-911 Communications Center. Upon receiving notification from an outside source of an alarm, an officer will be dispatched in accordance with E-911 Communications Center procedures.

X. Effective Date:

- A. The effective date of this Order is May 25, 2007

XI. Reviews, Revisions, and Cancellations:

- A. This General Order will be reviewed annually by the Administrative Commander of the Field Services Bureau and, when necessary, revised or cancelled in accordance with the procedures for reviewing written directives established in General Order 10.01 – *Written Directives*.
- B. Any employee with suggestions for revisions and/or improvements to this order are encouraged to submit their ideas to the Commander of the Field Services Bureau.

BY ORDER OF

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Chet Epperson
Chief of Police