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| **DENVILLE TOWNSHIP POLICE DEPARTMENT**  **POLICY & PROCEDURES** | | | | | **PATCH300 (2)** |
| **VOLUME: 2** | **CHAPTER: 33** | | | **# OF PAGES: 9** |
| **SUBJECT: COMMUNICATION OFFICER RESPONSIBILITIES** | | | | |
| **BY THE ORDER OF:**  **Chief of Police Christopher Wagner** | | | **ACCREDITATION STANDARDS: N/A** | | |
| **Effective Date: 3-10-2015** | | **SUPERSEDES ORDER #: V2 C14** | | | |

**POLICY:**

To most people, a police officer is usually no farther away than a telephone. A busy signal, a prolonged series of rings, a discourteous complaint clerk, or the late arrival of a police unit will almost always bring public criticism or condemnation of the police department. That is why it is very important that we handle and maintain each call with a calm and reassuring manner no matter what prior incidents dictate. We must be courteous to those we serve and make the citizen's telephone call to this department as simple and rapid a process as possible.

Two of the main functions of the Communications Desk are to receive the citizens complaints and requests for police, fire, EMS, public works and other assorted utilities and services. Secondly, to provide dispatching and related information to these units. The operation of the Communications Desk is perhaps the most important function in the Township of Denville for the people who live, work and travel through our town every day. It is practically the nerve center between the citizen and the government.

Rapid and accurate communications by our Communications Officers affects the success of a continual effort to maintain the safety of our officers and EMS, to preserve the life and property of others, and for the immediate apprehension of criminals. The success of the field personnel relies on the speed and accuracy of information transfer. Responding officers can develop a preconceived plan of action prior to arriving at scenes if they receive complete and accurate information from the Communications Officer. These plans may be the best approach to save his life or the lives of others. It is most important that Communications Officers get complete and accurate information from complainants or witnesses.

This policy will establish guidelines and procedures for the dispatcher or sworn officer assigned to the Communications Desk to follow.

For the purpose of this Order, the term "Communications Officer" will include both dispatchers and sworn officers assigned to the Communications Desk.

**PROCEDURE:**

Communications Officers shall:

1. Be under the overall direction of the Patrol Division Commander.

1. The shift supervisor for whom they work will be their immediate supervisor.

1. The Chief of Police will determine their daily schedule and leave time.
2. Operate the telephone system, including the transfer of calls to other police officers and offices;
3. Identify yourself by your last name when answering the telephone (i.e. "Denville Township police and fire, dispatcher/officer \_\_\_\_\_\_\_\_\_. How may we help you?")
4. The telephone should be answered as soon as possible. If necessary, place calls on hold.
5. Monitor each assigned incident from receipt, through assignment and completion.

A. Any discrepancies or suspicions of the officer's safety will be brought to the attention of the shift supervisor or other working officers if the shift supervisor is not available.

**IV**. Process complaints and calls for service by whatever method received.

A. Courteously and expeditiously answer all calls for service and radio transmissions.

B. Consider sworn personnel's radio messages as top priority.

C. Receive and dispatch radio messages to police, fire and EMS units.

1. Act on their requests for aid, information and action.

2. A Police Officer will be dispatched to all fire and ambulance calls, except routine transportation calls, unless the presence of a police officer is required..

3. Broadcast all calls for service over the radio so all Officers are aware of the call unless otherwise told not to broadcast the call.

4. Monitor the radio messages of other local, county, state and federal police agencies for information that may be of interest to the departments operation and safety.

5 Convey such information to those in the department who may have an

interest in it.

6 Officers will be immediately alerted to suspects who have just

committed crimes and may still be in the area. They should also be

advised of suspicious persons, cars, or activities in progress in

surrounding jurisdictions.

7. Detectives will be notified if the call requires such.

D. Receive and transmit relevant SPEN and MIRS messages as soon as possible.

E. Get all essential facts of a complaint, particularly crime, property and life

threatening incidents, for fast intelligent police action.

F Take necessary notifications upon receiving complaints from residents

concerning water, sewer, road, health, building, and animal problems after hours.

Provide information to the public as authorized.

G Obtain information from record files without delay if possible.

H. Be aware if patrol or crossing guards are not at their scheduled posts or assignments and advise the shift supervisor as soon as possible.

**V**. Record the following information:

1. Log all officers on and off duty.
2. Log officers on the computer when they arrive for work.
3. Log officers off duty when they leave for the day.
4. It is the shift supervisor’s responsibility to assure that officers that leave early on holiday time, CT etc. are logged off of the computer.
5. Officers that are working extra duty details (Road Jobs, TAC PACS, grants, DWI patrol, etc.) are also to be logged on and off duty in the computer.

B. All complaints and requests requiring police service.

1. Enter all required information into the computer system.

C. Update as required, all emergency telephone numbers of value to the communications desk operations.

D. Street light outages.

E. Repairs, maintenance, and supplies needed.

F. Lookouts.

G. Monitor all NCIC computer printouts, TRAK messages, faxes and any other computer printouts or data, attach any of importance to the Roll Call Board or distribute to proper personnel. Alert on duty patrols if applicable.

H. Record, file, maintain, and update all domestic violence orders and temporary restraining orders.

I. All other forms or information as required.

1. Reporting to work, personnel appearance, care of equipment and work station.

1. Maintain uniforms and personal grooming in accordance with department regulations.
2. Report to work early enough to allow for information exchange with the relieved communications officer.
3. Monitor all equipment for proper working order and report any needed maintenance or repair to the shift supervisor immediately.
4. Advise the Support Services Division Commander of inoperable equipment, diminishing supplies and forms that are needed well in advance of their being depleted.

1. Form supplies are to be neatly contained and maintained at the desk.

1. Should the Police building have a power failure, the Communications Officer should check to see if the generator has come on line automatically. The phone, radio and recording equipment will be checked for proper operation.
2. Keep desk and lobby areas neat, clean, and orderly.
3. Check the desk area for unauthorized packages, documents, or any other items not part of the police function, or any other unaccounted for items, and inform the shift supervisor.

J. Verify that security cameras are properly recording.

**VII**. Control of Public, Visitors and Prisoners.

1. Make the shift supervisor aware of unauthorized persons within the building.
2. Assure all visitors have proper Identification, refer to Headquarters Security Policy (V5C13)
3. When a prisoner is brought in by car to our sally port, the Communications Officer will open the sally port door using the button on the desk when requested to do so. He/she will also close the door after being instructed to do so by the vehicle operator.
4. The sally port will be monitored and recorded while the prisoner is removed from the car and escorted to the booking room.

1. The booking room will be monitored and recorded while the prisoner is present. Be especially watchful for the officer's safety.

1. Be prepared to summon for aid if the officer needs help.
2. If an officer presses the panic button at least two other officers will be sent to help. If two are not available, the Communications Officer will request assistance from a neighboring department.

1. Maintain video surveillance of prisoners in the cells to determine their safety and welfare and report any unusual activity to the shift supervisor.
2. Communications Officers are to use the video monitor to watch for suspicious activity and disorderly persons in and around the building.
3. Special emphasis will be given to the courtroom when court and municipal meetings are in progress.

**VIII**. Computer Operations

1. Receive and perform warrant checks for requesting personnel and agencies promptly and accurately.
2. Obtain information lookups when requested to do so by appropriate agencies or personnel.
3. When sending for NJ Division of Motor Vehicle abstracts, staple a copy of the printout to the white copy of the motor vehicle summons that goes to Municipal Court.
4. Maintain and perform the operations of the 911-computer system as prescribed and mandated by the state.
5. When medical emergencies are phoned in to the communications center, the dispatcher will transfer to the call to the department approved vendor for Emergency Medical Pre arrival instructions. The dispatcher will perform a “soft transfer” and ensure that communication has been established between the caller and the vendor.
6. Maintain and perform the operations of the Criminal data base computer systems prescribed and mandated by the NJ State Police and the Federal Bureau of Investigation.
7. Complete lookups, entries, modifications, clears, or cancellations from the data base when requested to by sworn personnel.
8. Criminal histories and sentencing information may be accessed when requested by authorized personnel.

3. When needed or requested, information may be retrieved from the NCIC subsystem NLETS.

**IX**. Miscellaneous duties and regulations

1. Adhere to all special orders and directives given by sworn personnel.
2. Consult sworn personnel on points of law, decisions involving interpretation of law, advice on legal matters or departmental procedures.
3. Become familiar with all procedures of the department including memos, policies, fire department directives and prosecutor directives.
4. Immediately report all requests for sick leave or notifications of officers who will be late for duty to the shift supervisor.
5. Call road department at 0800 hrs and relay any information needing their attention.
6. Perform the Fire Department radio and pager test at 1800 hrs.
7. Brief the oncoming communications officer of important events or information that may be of interest to patrol.
8. Meal breaks are to be taken at headquarters so that the desk relief officer may leave the desk immediately to respond to emergency calls, if required.

I. Perform all other duties lawfully assigned.

**X**. Telecommunications Operator Training

A. Newly Appointed Telecommunications Operator

1. Newly appointed telecommunications operators will be certified in Basic Telecommunications.

2. Newly appointed telecommunications operators shall be initially trained on the communications desk by the designated telecommunications operator under the auspices of the Patrol Lieutenant.

3. The Telecommunications Officer checklist will be utilized when training a new operator. The designated telecommunications operator will instruct the new operator. The new operator will demonstrate the task and the training operator will sign the checklist indicating that the new operator did or did not demonstrate the task correctly.

a. The Shift Commander will fill out the Part-Time Telecommunications Officers evaluation (V5 C3) for daily evaluations of the new telecommunications operator.

4. Upon completion of eighty (80) hours of training and the training checklist, the new telecommunications operator may be approved to work solo by the Patrol Division Commander.

5. A minimum of eighty (80) training hours is authorized, unless waived by the Chief of Police. After the 80-hour period, additional training maybe authorized by the Patrol Division Commander. Upon completion of any additional training the Patrol Division Commander will determine if the new operator is fit for solo desk duty. A recommendation will be forwarded to the Captain and Chief of Police.

6. All newly appointed telecommunications operators will be assigned a “Log On” I.D. for CAD system prior to assuming communications responsibilities.

7. All newly appointed telecommunications operators will be trained by the TAC Officers on the use of the C.J.I.S. computer and will be certified and assigned a password prior to assuming communications responsibilities.

B. 9-1-1 Refresher course - C.J.I.S. Terminal Operator Refresher

1. All telecommunications operators shall receive eight hours training per year on the use of the 9-1-1 System. (N.J.A.C. 13:18-1.1). Training Coordinator will administer the training.

2. Training will be provided by to telecommunications operators to assure compliance with C.J.I.S./NCIC policies. This training will be conducted by a certified TAC Officer.

**APPENDIX A**

TELECOMMUNICATIONS OFFICER TRAINING CHECKLIST

**TRAINEE:**

**INSTRUCTOR:**

**Subject: Date of instruction: Demonstrated task correctly:**

**(YES/NO)**

A. Phone System:

1. 973.627.4900

2. Transferring calls

3. Voicemail

4. 911/911 dump

B. Radio:

1. Police Band (200)

2. Fire Band (403)

3. MIRS

4. SPEN

5. Patching Bands

6. Switching to back-up band

7. Audio play back

8. Phone # look-ups CAD/Book

C. Computers:

1. CAD

2. NCIC

3. CJIS

4. AOC

5. TRAK

D. Printers:

1. NCIC

2. Printer Maintenance

E. Video System:

1. Cameras

2. Intercom

3. Panic Alarms

F. Miscellaneous:

1. Parking permission log book

2. Senior citizen log book

3. Deer removal and culling

4. Street light repair log

5. Time off request sheets

6. Roll call

7. Power outages

8. Vehicle repair log

9. Look outs