

Pasco Police Department Policy Manual

COMMUNICATIONS	Chapter No. 81
Effective Date: 04/01/2018	Reference: SECOMM Procedures Handbook SECOMM Standard Guidance Manual AO 252 – Cellular Phone Use AO 809 – Electronic Communication, Internet & Email
Revision Date: 03/09/2019	

81.1.1 AGREEMENTS / REGIONAL FACILITY

The Pasco Police Department has an inter-local agreement with the Dispatch Center, a shared, multi-jurisdictional communications agency. The inter-local agreement makes provisions for the governing of the shared communications facility. Please refer to Dispatch Center Procedures Handbook.

81.1.2 OPERATIONS MEET FCC REQUIREMENTS

The Dispatch Center and the Pasco Police Department conduct radio operations according to communication center procedures and requirements.

81.2.1 24-HOUR PHONE SERVICE

Citizens have toll-free, emergency access to Dispatch via the countywide E911 system. Dispatch provides 24-hour telephone coverage of both E911 and regular, non-emergency phone lines. Each line of TDD capable for the hearing impaired. The emergency number is displayed on each marked patrol car, 9-1-1.

81.2.2 CONTINUOUS TWO-WAY CAPABILITY

Dispatch uses a system that provides constant two-way radio communication capabilities to all officers at all times.

It is the dispatcher's responsibility to maintain its radio system to provide satisfactory radio transmissions between the Dispatch Center and officers on duty. The Pasco Police Department is responsible for the ordering and maintenance of mobile and portable radios. Equipment is maintained by contracting with a licensed radio service shop.

81.2.3 RECORDING INFORMATION

The Communications Aided Dispatch (CAD) generates a unique incident number for all service calls received at the Dispatch Center. Each incident is created through use of an incident mask in the CAD system.

Dispatch Standard Operating Procedures (SOP) dictates that dispatchers are as thorough as possible in getting information. Each incident contains, at a minimum, the following:

- A. Date and time of request
- B. Name and address of complainant, if any

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- C. Type of incident
- D. Location of incident
- E. Time of dispatch
- F. Time of officer arrival
- G. Time of officer return to service
- H. Disposition of service

Refer to Dispatch/CAD Manual for procedures in determining backup officers who assist the primary officer.

The Dispatch Center issues a case number upon request of the officer.

81.2.4 RADIO COMMUNICATIONS PROCEDURES

Officers are required to comply with guidelines of the Dispatch Operating Manual.

Proper radio communication increases the efficiency of police operations and officer safety. Therefore, officers should provide dispatch and other officers with pertinent information when appropriate.

Mobile Data Computer (MDC) is an effective alternative form of communication. Their use often negates the need for traditional radio communications. Officers may choose to show "arrival" or "clearing" of certain calls by using the MDC. Officers are also expected to use the MDC's in a professional manner and for police purposes only.

81.2.5 ACCESS TO RESOURCES

The Dispatch Center and the Pasco Police Department Records Section do not have immediate access through "ring-down" lines. Access between the two agencies is through non-emergency phone lines.

The Dispatch Operating Manual addresses the procedures to be followed in directing resources for crimes in progress and tactical dispatching.

The Dispatch Center and Police Records section have immediate access to at least the following department resources:

- A. Daily Unit Roster - patrol sergeant, officers on duty and area assignments.
- B. Personnel Roster - name and telephone number of all department personnel.
- C. Monthly Assignment Schedule - shift assignment and days off for all personnel.
- D. Administrative Call-Out List - who is called for what situation.
- E. Other appropriate City Call - Out Lists for after hour notification.

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1. Water Department - major breaks and leaks
 2. Street Department - major road problems
 3. Sewer Department - major leaks
 4. Maintenance - problems that can't wait until the next day
 5. Power City Electric - intersection blackouts and signal problems at major intersections
 6. Public Utility District – electrical power outages
- F. Area maps - posted map include service area and outlines each district. A district/grid map of the Pasco City limits is posted in the patrol squad room.
- G. The Emergency Operations Plan - outlines the responsibilities and key personnel in a disaster or serious emergency. The Dispatch Center and Police Records section maintain the call-out procedures for both police and City departments.

The emergency contacts and master list of the department personnel are kept and maintained by the Chief's Administrative Assistant.

H. External Agency Assistance

The following telephone numbers are maintained in the Dispatch Center and Police Records section for emergency contacts:

1. Emergency contacts for City-owned facilities
 2. Emergency contacts for City departments
 3. Emergency contacts for businesses
 4. Tow companies
 5. Area police agencies
 6. Area medical facilities
 7. Crisis intervention services
 8. State children's agencies
- I. Services commonly requested by SECOMM include:
1. Pasco Fire Department and special Fire Department responses
 - Fires

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- Aid/Medic Services
 - HAZMAT - Hazardous Materials incidents
 - RESCUE - 1 - River Rescue
 - EPA - Environmental Protection Agency
 - MAST - Military Assistance to Safety and Traffic
 - DNR - Department of Natural Resources
2. FAA (Federal Aviation Association) for aircraft incidents or accidents.
 3. Tow services from the City tow list maintained by Communications
 4. EOD - Explosive Ordinance Disposal Team
 5. Columbia Basin Dive Rescue

J. Access to Officer Status

Computer Aided Dispatch (CAD) system includes status display screens showing those units and incidents controlled by the dispatch groups to which the dispatcher's terminal is assigned. The screen shows units; active units - their activity, location and how long the units have been in this status; waiting incidents; any special status units; and an incident status showing units assigned to each incident.

The status display is always visible to the dispatcher. The dispatcher may elect to view units and incidents of another dispatch group.

CAD terminals are in the records section to assist in communications with, and tracking the status of, officers in the field.

K. Radio Access for Sworn Personnel

Pasco Police Department patrol vehicles are equipped with radios for conducting necessary communication.

Each officer is equipped with an assigned portable radio for maintaining communication while outside the patrol vehicle.

81.2.6 CALLS FOR SERVICE INFORMATION VICTIMS/WITNESSES

The Dispatch Center employee will be as thorough as possible in the interrogation to determine if an emergency or non-emergency response is required.

The Dispatch employee refers calls appropriately, either as a direct law enforcement service or as a referral to other agencies.

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81.2.7 RECORDING AND PLAYBACK

Dispatch records E911 calls and all radio communication and has the capability of immediate playback. A parallel dual-load recorder does this. DVD2RAM discs are maintained for 180 days unless a contracting agency requests a hold.

Dispatch Computer Aided Dispatch (CAD) has at a minimum one-year of incident history on-line and one year of unit history on-line.

Request for reviewing recorded conversations should be made to dispatch.

General records and off-line incident/unit histories are retained for three years.

81.2.8 WASHINGTON CRIME INFORMATION CENTER (WACIC) AND NATIONAL CRIME INFORMATION CENTER (NCIC)

The Pasco Police Department and Dispatch Center have ACCESS (A Central Computerized Enforcement Service System) terminals for WACIC, NCIC, and the Washington State Identification Section's criminal history files.

Arrest warrants, stolen vehicles and property, missing persons and other information allowed by WACIC and ACCESS policy is entered into the Washington and/or National Crime Information Centers (WACIC and NCIC). ACCESS terminals allow point-to-point Teletype communications between local and national users.

Use these terminals according to the provisions outlined in the WACIC/NCIC manuals.

81.2.9 ALTERNATIVE METHODS OF COMMUNICATION

Department provided cell phones can be used as an alternative method for communicating with the Dispatch Center but radio and MDC should be used as primary.

81.2.10 EMERGENCY MESSAGES

In any event involving the serious injury or serious illness of an individual, it is the responsibility of the primary investigating officer to notify the next of kin. Ordinarily, the notification will be made in person. Whenever appropriate, assistance should be obtained from the clergy, relative or close friend. Officers should be courteous and demonstrate concern for the people that they are contacting.

During a death investigation, the officer may learn that the Coroner's office will perform an autopsy. In these situations, the Coroner's office is responsible for notifying the next of kin. The investigating officer should confirm that the Coroner's office would make the notification.

Officers investigating natural death situations need to contact the Coroner's office. The Coroner may decide there is no need for an autopsy. The Coroner will give the officer an NJA number, releasing the deceased to a funeral home. In these situations, the investigating officer is responsible for contacting the next of kin. Generally, this notification is done in person. Contact may be made by phone if the officer feels it is appropriate. If the officer is unable to contact a family member, the Coroner's office needs to be re-contacted. It is their responsibility to remove the deceased and contact the family in situations where officers are unable to do so.

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When outside agencies request the Pasco Police Department notify the next of kin in emergency situations, route the request through the Dispatch Center. The Dispatch Center will create a detail and dispatch the area car to make the notification. The decision to send a backup officer in emergency notification situations will be left to the discretion of the officer making the notification.

81.2.11 MISDIRECTED EMERGENCY CALLS

The Dispatch Center will direct calls intended for other agencies. If an emergency call is received on a business line at the Police Department it will be immediately directed to the Dispatch Center.

81.2.12 PRIVATE SECURITY ALARMS

Private alarms will be dispatched by the Dispatch Center in the same manner as other calls.

81.2.13 FIRST AID OVER PHONE

The Dispatch Center will only authorize first aid over phone communication by staff who have been adequately trained; sworn personnel will not provide such assistance.

81.3.1 COMMUNICATION CENTER SECURITY

The Dispatch Center access is limited to only authorized personnel and not the general public.

The Dispatch Center provides for back-up resources located at the Emergency Management Office in Pasco.

Communications provides for security of transmission lines, antennas and the power source through secure fencing.

81.3.2 ALTERNATE POWER SOURCE

Dispatch has an alternate power source that has weekly, auto self-start testing capability. The Dispatch Center shift supervisor notes in the supervisor's log that the test was performed.

81.3.3 MOBILE/PORTABLE RADIOS

A. Mobile Radios

Dispatch provides 24-hour radio communications with all on-duty Pasco Police officers.

1. Use the FCC assigned frequencies according to Communications Standard Operations Procedure.
2. Officers may also communicate with Dispatch at the station.

A multi-channel, mobile radio capable of car-to-car and car-to-dispatch communications is in each patrol/detective car. Undercover vehicles are the only exception.

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Patrol vehicles can use the Mutual Aid Radio System (MARS) monitored through Dispatch.

All vehicles/agencies have Law Enforcement Radio Network (LERN) to provide statewide communication with other law enforcement agencies.

B. Portable Radios

The Police Department assigns two-way radios for use by its personnel with the capacity of:

1. Multi-channel
2. Compatible with centralized dispatching
3. Officers working patrol duties will have a portable radio that is in good working condition.

81.4.0 CELLULAR / DATA / SMARTPHONES

The Police Department may issue cell phones and/or handheld data devices to department personnel as needed. These devices will aid in the ability for officers and staff to communicate in the field. The devices may offer functions to aid in the investigation or delivery of police services.

Cellular Smart Phone Use

The use of department owned devices is for official business as described in AO 252 – Cell Phone Use.

Applications and Programs

Applications (apps) and programs will be managed by the City of Pasco's I.S. Department

1. Although department issued devices may have Apps available or downloaded, they should only be used for official business or investigations. Officers are required to comply with AO 809 – Electronic Communications, Internet and E-Mail Use.

Requests for additional or new Apps will require approval by the Chief of Police or designee and an approval request sent to I.S. via Sys-aid or other directed request format as specified by the I.S. Manager.