



DEPARTMENTAL REGULATIONS
CONCORD POLICE DEPARTMENT

PROCEDURE 25
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Captain John Nunes, for Guy A. Swanger, Chief of Police

COMMUNICATION PROCEDURE

A. POLICY STATEMENT

In keeping with the philosophy of Concord Policing, the Communications Center staff is committed to providing the best possible service to our customers, both internal and external. Many times the public's first contact with the Police Department is through the Communications Center staff. Additionally, our co-workers frequently call upon us for resource assistance. The staff of the Communications Center will make every effort to provide assistance in a courteous, professional, and timely manner.

B. PURPOSE

1. The purpose of this regulation is to define the various dispatch series roles by position, and establish uniform procedures for the use of police radio equipment and the Mobile Data Computers (MDC).

C GENERAL

1. Communications Center personnel perform two defined roles and are described in the following overview:

- .1 Call Taking Overview – Communications Center personnel functioning as a call taker answer telephone calls for police services and process other public safety-related calls. Additionally, dispatchers may receive calls for police services via SMS text or via other services such as Smart911. Upon receipt of a call, the call taker questions the caller to determine the validity, nature, and priority of the call. Final disposition of the call may be a referral to the appropriate office or agency. In most cases, however, calls for service result in either a request for follow-up, a telephonic report, or the generation of a dispatch.

For those calls requiring the response of a police unit, the information is entered into a Computer Aided Dispatch (CAD)/Mobile Digital Computer (MDC) system. The call taker uses automated and documented resources to verify or research needed information. The call taker may have to contact other Department personnel and/or outside agencies in order to provide or request information.

- .2 Radio Dispatch Overview – Communications Center personnel assigned to the radio position are responsible for prompt and effective transmissions of calls, as well as the coordination and inter-communications of field personnel. The radio dispatcher uses the CAD/MDC systems for the dispatching of calls and monitoring the status of all units. The radio dispatcher's job requires considerable exercise of initiative and independent

judgment in determining priorities and coordinating a variety of simultaneous activities of a critical nature. The radio dispatcher processes field requests for other city services and information from outside agencies. The radio dispatcher also processes requests for information from CAD files and other law enforcement databases.

2. The police radio and computer systems provide 24-hour two-way communication between the Communications Center and personnel in the field. Police radio equipment and the MDC shall be used pursuant to the guidelines listed in General Order No. 76 and in accordance with Federal Communications Commission (FCC) regulations.
 - .1 Channel One is the primary police channel and shall be used for routine and emergency radio traffic on a daily basis.
 - .2 Channel Two is the secondary channel, and shall be used for non-essential traffic, which would not be suitable for channel one. (i.e., long conversations, tows, 21 requests, etc.)
 - .01 Channel Two will be used as the primary police channel if an emergency arises on channel one, and a Code 33 is requested.
 - .02 Transmissions on Channel Two should be concise and to the point. Extended transmissions should be broken into segments by using the term "break."
 - .3 Channel Three has been designated as a tactical channel and has encrypted, or "secure" transmission capability, enabling officers and dispatchers to exchange information which cannot be routinely monitored by the public.
 - .01 Channel Three is not routinely monitored by Communications personnel. Should the need for monitoring a specific incident on Channel Three arise, the officer shall request direct monitoring by Communications. Use of Channel Three for a lengthy period of time, (i.e., a DUI Checkpoint, Pavilion Concert, etc.), may necessitate additional staffing in the Communications Center.
 - .4 Communications also has direct communication capability by way of the California Law Enforcement Radio System (CLERS), County Common, Sun Valley Mall, Pavilion, and Public Works.
 - .5 The agency has the capability of immediate playback of recorded telephone and radio conversations while it maintains continuous recording of radio transmissions and emergency telephone conversations. The immediate playback of recorded telephone and radio conversations can be accomplished by use of digital playback located on the desktop at each work station or via NICE. All master recordings are maintained for 270 days and can be retrieved for review if necessary.
 - .6 The Police Department has an alternative power source in place to ensure continuous operations of the police radio system in the event of a failure of the primary power sources.
 - .01 The alternative power source is inspected and tested once a week by a representative of the Maintenance Services Department. A log is maintained by Maintenance Services, documenting each inspection and test.

3. The Police Department provides 24-hour, toll free telephone access for emergency calls for service. The Communications Center can be contacted by any one of the following means in an emergency situation:
 - .1 9-1-1: Used primarily for landline or cellular calls for service that involve public safety or crimes in progress.
 - .01 Text to 9-1-1: An alternate means to process calls for service via SMS text message to be used only for service calls that involve public safety or crimes in progress.
 - .2 671-3333: Used to report incidents that may require an immediate response by a police officer, but the event does not involve an immediate threat to the public's safety.
 - .3 Operator assistance: May be used as an alternative means for requesting assistance.
 - .4 California Relay Service: May be used by the hearing impaired.
 - .5 The Police Department's telephone system is designed to separate emergency and non-emergency phone lines.
 - .6 The Police Department's business line to be distributed to the public is 671-3232
 - .7 The Dispatch phone number is for internal usage only.
 - .8 Smart911: A subscription based portal that allows community members a means of requesting assistance.
4. If a misdirected emergency telephone request for service is received by the Communications Center, the employee receiving the call shall do the following:
 - .1 For telephone calls that can be directly transferred to appropriate agency the employee shall:
 - .01 Obtain sufficient information regarding the caller, the incident being reported and the caller's location in the event the call is disconnected before the transfer can be completed.
 - .02 Depress the appropriate transfer button.
 - .03 Remain on the line with the caller until the call is answered by the agency to which the call is being transferred.
 - .04 Inform the agency representative that a misdirected emergency telephone call is being transferred to them.
 - .2 For telephone calls that cannot be transferred to the appropriate agency the employee shall:
 - .01 Obtain sufficient information regarding the caller, the incident being reported and the caller's location.

- .02 Contact the appropriate agency and provide them with the details of the call.
- .03 If the call originates from a neighboring jurisdiction, contact the on-duty Operations Commander/Shift Supervisor to ascertain if Concord Police units should be dispatched to the incident pending the arrival of the appropriate agency.

D. PROCEDURES

1. Priorities have been established to provide for the most effective response to calls for service with available patrol officers. These priorities are determined by the severity of the crime, whether the incident is in progress or has just occurred, or whether the likelihood that a delay in response might cause the suspect to flee or to return.
 - .1 Priority 1 calls are incidents in which a person's safety is in jeopardy, the crime is in progress, or is an RRES related crime.
 - .2 Priority 2 calls generally include property crimes not in progress, and other non-emergency calls which require an officer's response.
 - .3 Priority 3 calls are miscellaneous service requests, which may be handled as officers are available.
 - .4 Callback – When a lower Priority call (2 or 3) has been pending for over thirty minutes an on-duty dispatcher, whenever possible, will call the reporting party back to ascertain if the problem is still occurring or has resolved itself.
 - .01 If the problem is still occurring then the updated information will be put in the call history and an officer will be sent as soon as practical.
 - .02 If the problem had resolved itself, the call can be discontinued without the necessity of sending a mobile unit.
 - .001 For clarification, Priority 2 calls that do not require a cover officer, Priority 3 calls, and any other call at the discretion of the on-duty Operations Commander and/or Patrol Supervisor may be discontinued when resolved.
 - .5 At times Communications Center personnel will receive requests for information regarding referrals to other service agencies or organizations, or the employee may determine, by the nature of the request, that another service agency or organization is the proper body to process the request. The police employee will explain to the caller what action can be taken by the Police Department, and if it is the jurisdiction of another agency or organization. The police employee will make a reasonable attempt to assist the caller in reaching the appropriate agency or organization.
2. Routine Dispatch Procedures
 - .1 Voice Dispatch
 - .01 Priority 1 calls, Priority 2 calls which have just occurred, those that require cover, and any other call at the officer's or dispatcher's discretion, shall be dispatched by both voice and MDC.

- .02 Officer safety BOLO's generated from Concord or jurisdictions with contiguous borders shall be voice and MDC dispatched.
 - .2 MDC Dispatch
 - .01 Priority 2 calls which do not require a cover officer, Priority 3 calls, and any other call at the officer's or dispatcher's discretion may be dispatched by MDC only.
 - .02 Incidents dispatched by MDC only will be followed by a verbal notification from the dispatcher to the officer for the officer to monitor their MDC. The officer shall verbally acknowledge receiving the detail.
- 3. Patrol Officer Procedure
 - .1 Each squad supervisor shall provide the Communications Center with a squad roster at the beginning of each shift. The squad roster shall have, at the minimum, the following information:
 - .01 Each officer's name;
 - .02 Each officer's ID number;
 - .03 Each officer's call sign;
 - .04 The geographical area the officer is assigned to work;
 - .05 The patrol car unit number to which the officer is assigned for that shift; and
 - .06 Any other information which may be pertinent to Communications personnel (i.e., court appearances, mandatory meetings or training, etc.)
 - .2 Patrol officers coming on duty shall immediately sign onto their MDC.
 - .3 Call acknowledgment by patrol officers.
 - .01 All calls broadcast to a unit by radio will also be acknowledged by the assigned officer by radio.
 - .02 Calls assigned to an officer via MDC may be acknowledged verbally.
 - .03 Incidents that are initiated by the officer such as traffic stops, in progress or just occurred on-view crimes, etc., shall be reported by radio.
 - .4 Officers shall sign off of their MDC at the conclusion of each shift.
 - .5 All non-patrol officers and personnel assigned during a particular shift or assignment, shall report themselves off-duty via radio, MDC, or call to Dispatch.
- 4. Call Information

- .1 Call histories for details, both criminal and non-criminal, which require the dispatching of an officer to the scene; or those details self-initiated by an officer, will generally include the following information:
 - .01 Call number: Automatically assigned by the CAD system.
 - .02 Date and time of complaint: Automatically assigned by the CAD system at the time the call is entered.
 - .03 Name and address of the complainant: Entered by the call-taker.
 - .04 Type of incident reported: Entered by the call-taker.
 - .05 Location of the incident: Entered by the call-taker.
 - .06 Call sign(s) of the officer(s) assigned to the detail: Determined at the time the call is dispatched.
 - .07 Time of dispatch: Automatically assigned by the CAD system when the call is dispatched.
 - .08 Time of arrival of officer(s): Entered by the officer(s) or the dispatcher via computer command.
 - .09 Time the officer(s) cleared the call: Entered by the officer(s) or the dispatcher via a computer command.
 - .10 Disposition of the call: Entered by the primary officer or dispatcher, via a computer command.
 - .11 At any time during the call, the officer or the dispatcher may enter pertinent miscellaneous information into the call.

5. Resource Information

- .1 Communications personnel have immediate access to the following departmental resources:
 - .01 Officer in charge.
 - .02 Duty roster for all personnel.
 - .03 Cell phone and/or residential telephone numbers of all department members.
 - .04 Visual maps detailing Concord Police Department's service area, located at each work station.
 - .05 Officers' status indicator through CAD of all active units.
 - .06 Written procedures and telephone numbers for procuring emergency and necessary external services through use of the emergency call out binders and reference books

are denoted on the individual information sheets for each external service. Following are actions to be taken during business/non-business hours:

- .001 Business Hours – During regular business hours, contact is accomplished by way of the allied agencies regular business telephone numbers located in the City Telephone Directory, CAD system, or reference books.
- .002 Non-Business Hours – after hour contact is conducted by following the call out guidelines denoted on the various external services call out sheets located in the CAD system, emergency call out binder, or reference books housed at each work station.

.07 Tactical Dispatching Plan

- .001 The coordination of the tactical response lies with the incident commander.
- .002 Various resources are available to the dispatcher as part of the Tactical Dispatching Plan, including:
 - .0001 City and fire maps.
 - .0002 Additional department resources, personnel and equipment.
- .003 Response to general crime types are addressed in the Communications Center Training Manual, and are divided by Crime vs. Person, Crime vs. Property. The following tactical dispatching procedures shall be followed:
 - 0001. Crimes in progress/just occurred:
 - .00001 Obtain and enter initial information into the CAD for immediate dispatching.
 - .00002 Keep the caller on the telephone, and obtain frequent updates. Supplement this information to the original call history in the CAD. The dispatcher shall relay pertinent updates as soon as possible to responding units.
 - .00003 Assistance from other dispatch personnel on duty will be rendered as requested by the original call taker and/or radio dispatcher.
 - .004 Response to vehicle pursuits will be in accordance with G.O. No. 20.
 - .005 If an incident necessitates the call out of SWAT, a request for response of at least two Tactical Dispatchers may be requested pursuant to G.O. No. 45.

E. RADIO PROCEDURE

1. The radio is to be used for official and emergency transmissions only. The use of indecent or profane language is prohibited.
2. Standard police radio codes shall be utilized during transmissions.

3. The Concord Police Department's assigned radio code number is four (4), and should be used as an identifier in radio transmissions; i.e., "4Y1, 10-63."
 - .1 The Communications Center shall be known as "Concord."
 - .2 When communicating by radio with allied agency personnel; radio codes should be eliminated to avoid confusing transmissions.
4. Radio Transmissions and Responses
 - .1 Dispatchers will call field units by transmitting the radio code number, followed by the unit call sign; i.e., "4Y1, 10-63."
 - .2 The field unit called shall respond with the radio code number, their unit call sign, and their location; "4Y1, Willow Pass and East."
 - .3 A field unit calling either Concord or another unit shall transmit the unit they are calling first, followed by their own unit call sign; "Concord, Y1", or "4Y2, Y1."
 - .4 When making a radio transmission, personnel should keep in mind that there might be a fraction of a second delay between when the radio is keyed and the transmission is audible.
5. Warrant Checks
 - .1 Field units requesting a warrant check shall request it by asking for a "10-29," followed by the subject's last name, first name, and date of birth. Units with three or more requests shall ask for Channel Two use.
 - .01 If the field unit requesting the warrant check does not have a date of birth, the unit will notify the dispatcher that the "10-29" request should be from CMS.
 - .001 Whenever practical, field units shall perform CMS checks via their MDC, or by department computer.
 - .2 Warrant Confirmation – Warrants are confirmed by adhering to the Records Bureau "Warrant Procedures". There are two types of warrant confirmations. Those that are held by the Concord Police Department that an allied agency is requesting confirmation on, and those that we request confirmation on that are held by an agency other than Concord Police Department. There are also two types of processes, based on whether a warrant is internal to Contra Costa County and therefore housed in the Judiciary Automated Warrant System (JAWS), or "out of county" and recorded in the National Crime Information Center (NCIC) or the Department of Justice (DOJ) automated system.
 - .01 JAWS – All warrants recorded in JAWS are considered valid and only require a "Due Diligence" teletype be sent to process the warrant as having been served by the Concord Police Department. Those warrants served by an out of county agency will require a teletype be sent by the serving agency. A "Due Diligence" teletype is then authored on the serving agency's behalf, and updated by Concord Police Department.

- .02 DOJ and NCIC – All warrants in either automated system require verbal confirmation with the holding agency. Warrants held by Concord Police Department and being confirmed by an allied agency are confirmed verbally by telephone by running the subject through JAWS, DOJ and NCIC.

A confirming, or “Due Diligence” teletype is sent as follow up to the telephone request indicating the warrant has been served by the requesting agency. In addition, a “Due Diligence:” teletype must be sent by Concord Police Department on the serving agency’s behalf to clear the warrant from the JAWS system. This is separate from the “locate” the serving agency will send to clear the warrant from DOJ and/or NCIC.

Those warrants held by another agency and being confirmed by the Concord Police Department are processed similarly. A confirming telephone call is made by the Concord Police Department to the holding agency. A “Due Diligence” teletype is then sent as confirmation that the warrant has been served.

6. Records Checks

- .1 Records checks will be performed in the same fashion as warrant checks; the field unit should ask for a records check on a subject, or a “CMS” check.
- .2 Whenever practical, field units shall perform CMS checks via their MDC, or by departmental computer.

7. Traffic Stops

- .1 Field units initiating a traffic stop shall utilize the following procedure:
 - .01 The field unit should state, “Concord, Y1, 11-95” or “95.”
 - .02 After acknowledgment from the dispatcher, the field unit will respond with the license plate of the vehicle, followed by their location. (i.e., Y1, 11-95, 4ABC123, Willow Pass and East).
 - .03 Dispatch will acknowledge the officer by repeating of the officer’s call sign, location and license plate of the vehicle.

8. Miscellaneous Service Requests

- .1 All non-emergency requests by field units, including tow requests, telephone call requests, routine JAWS/LJIS or RMS checks, lengthy car to car traffic, etc., shall be conducted on channel two.

9. Emergency Traffic

- .1 Emergency radio traffic shall supersede all other traffic.
- .2 Code 33 Procedure:

- .01 During a Code 33, all unnecessary radio traffic shall cease for the duration of the Code 33.
- .02 A Code 33 shall be initiated by an officer or a dispatcher when there is any possibility of danger or hazard to the involved officer, including a foot or vehicle pursuit.
 - .001 When a Code 33 is initiated or requested, the dispatcher shall react by starting an audible tone which indicates that a Code 33 is in effect, followed by a brief re-broadcast of the location and the reason for the Code 33.
 - .0001 The exception to the re-broadcasting of the call is when any additional radio traffic by the dispatcher would jeopardize the officer's or citizen's safety.
 - .002 Field units not involved in the activity for which the Code 33 has been initiated shall move to channel two and remain available for calls for service.
 - .003 Vehicle pursuits shall be handled in accordance with General Order No. 20.
- .03 It shall be the responsibility of the involved officer or the street supervisor to cancel the Code 33.

10. Assignment of Details

- .1 Beat units shall be assigned to calls within their beats when available.
- .2 When beat units are not available for Priority 1 calls within their beat, the dispatcher shall assign the next closest beat unit, and/or cover unit, to the call without unnecessary delay.
- .3 Priority 2 calls should be assigned to the assigned beat unit when available.
 - .01 When the beat unit will be unavailable for an extended period of time, a Priority 2 call shall be assigned to the next closest beat unit and/or cover unit.
- .4 Priority 3 calls should be assigned to the respective beat unit as soon as practical.
- .5 Officers may volunteer to handle calls for service as they become available by acknowledging the call number, nature and location of the call.
- .6 The street supervisor and/or Watch Commander may direct other (or additional) units to a call for service as they deem necessary.

11. Assignment of Cover

- .1 Assignment of cover shall be at the discretion of the primary dispatcher, the primary officer assigned, or any on duty field supervisor.
- .2 During the hours of darkness, cover shall be assigned to all vehicle and pedestrian stops until the officer advises that cover is no longer needed.

12. Assignment of Emergency Response

- .1 The dispatcher may assign an officer to a Code 3 response to an emergency call pursuant to California Vehicle Code section 21055, and the Concord Police Department General Orders No. 20 (Pursuit Policy) and No. 79 (Mutual Aid).

13. Code 9 Procedure

- .1 A Code 9 condition exists when there are insufficient units available to assign a detail.
 - .01 For Code 9 recording purposes, the Watch Commander/Shift Supervisor is considered unavailable.
 - .02 The Watch Commander/Shift Supervisor may elect to be assigned to a detail after being advised that a Code 9 condition exists.
- .2 When a Priority 1 detail cannot be assigned immediately, dispatch will voice broadcast to all patrol units that complaints are pending or no units are available in the beat of the pending call.
 - .01 Example: Concord units holding a 459 residential just occurred Beat 6, a 242 in progress Beat 3, and a 417 just occurred Beat 4.
 - .02 Upon notifying all units of the pending Priority 1 call(s), the dispatcher shall enter the notification into the call history.
 - .03 Dispatch will allow a few moments for an officer to clear a call and answer up for the Priority 1 detail. In the event that the patrol units fail to acknowledge the Code 9 broadcast, the dispatcher shall dispatch the first available units from anywhere in the city.

If no units show available the dispatcher shall immediately raise the patrol Sergeant and/or Watch Commander and enter the notification into the call history.
- .3 Patrol supervisors and officers shall monitor their MDC's for pending calls for service. Dispatchers should not broadcast pending Priority 2 and/or 3 calls when Code 9 situations exist.

14. Status Checks

- .1 Dispatchers shall conduct status checks on officers for officer safety purposes when:
 - .01 A unit is repeatedly unresponsive to any radio transmission from dispatch or any field unit.
 - .02 A unit has been off the air and unaccountable for, the following time periods:
 - .001 during shifts occurring during daylight hours.
 - .002 during night shifts.

- .2 It is highly recommended that whenever possible dispatchers conduct “roll call” on grave yard shifts at random times (not to interfere with any tactical details):
 - .01 Week night “roll call” shall occur at a random time to be selected by the dispatcher or patrol supervisor between the hours of 0200 and 0500 hours.
 - .02 Weekend “roll call” shall occur at a random time to be selected by the dispatcher or patrol supervisor between the hours of 0300 and 0600 hours.

15. Communications with Interacting Agencies

- .1 The Concord Police Department has the ability of communicating by radio with each law enforcement agency in Contra Costa County.
 - .01 When officers from the Concord Police Department are working with any of these other agencies on a joint operation, all involved units should communicate on the radio frequency of the venue agency.
 - .02 If all agencies involved in the operation do not have the ability to communicate on the same radio frequency, steps should be taken by the venue agency to ensure that all involved personnel have communications with the officer who is in charge of the operation.
- .2 When members of the Concord Police Department enter into another jurisdiction for law enforcement purposes and where they have direct communication with that law enforcement agency, they shall contact the venue agency, either directly or through the Concord Police Department Communications Center, and advise of their presence and activity. If possible, communications should be maintained with both the venue agency and the Concord Police Department Communications Center.
 - .01 Members of outside agencies who enter the City of Concord for the purpose of carrying out law enforcement operations shall be requested to maintain communications with the Concord Police Department Communications Center, directly or indirectly, for the duration of their law enforcement activities.
- .3 When members of the Concord Police Department enter into another jurisdiction for law enforcement purposes and where they do not have the ability to directly communicate with the venue agency, they shall establish and maintain communications with the venue agency through the Concord Police Department Communications Center. If it is not possible to maintain communications through the Concord Police Department Communications Center, the Concord Police Department member shall request the presence of a member of the venue agency.
 - .01 When members from an outside agency come into the City of Concord for law enforcement purposes and they do not have the capability to communicate directly or indirectly with the Concord Police Department Communications Center, an officer from the Concord Police Department shall be assigned to assist that agency if so requested, or if in the opinion of the on-duty supervisor there is a need for a Concord officer to be present.

16. Community Service Desk Details, On-Line Reporting, and Merchant Reports

- .1 Calls for service which begin at the Community Service Desk and require an officer will be assigned to the officer who is assigned to the beat where the incident occurred.
 - .01 If the designated beat officer is not available, the call will be assigned to a Beat 4 officer.
- .2 If calls at the Community Service Desk are held for 30 minutes, the Watch Commander/Shift Supervisor shall be notified by the dispatcher.
- .3 The following calls for service (crime calls without suspect information) which begin at the Communications Center shall be transferred to the Community Service Desk during normal business hours. After hours and on certain holidays, the call for service will be taken by the Communications Center and either assigned to an officer if one is available or held, with the citizen's approval, if normally a Community Service Desk report, until the regular business hours when the Community Service Desk is open.
 - .01 166.4 PC: Violation of a restraining order;
 - .02 273.6PC: Violation of domestic violence restraining order;
 - .03 278.5PC: Right to physical custody of child;
 - .04 374.4PC: Garbage dumping;
 - .05 459 PC: Burglary – garages w/no entry into the home, vehicles, Residential storage sheds, Public storage units, non-residential structures, and vacant homes;
 - .06 470 PC: Forger, bill or bank note (MUST be done in person w/documentation);
 - .07 484a PC: Petty theft under \$950.00;
 - .08 484e PC: Theft of access card;
 - .09 484g PC: Use of card or account information;
 - .10 487 PC: Theft over \$950.00;
 - .11 487b3.d PC: Theft of firearm (with no suspect);
 - .12 498 PC: Theft of utility services, i.e.; phone, electric, cable, etc.;
 - .13 530.5 PC: False impersonation;
 - .14 594 PC: Vandalism;
 - .15 602 PC: Trespass;
 - .16 602.5: Non occupied Residential trespass;
 - .17 653M PC: Annoying, repeated and/or threatening telephone calls;

- .18 10851 VC: Vehicle theft (from the registered owner only or the caretaker of the vehicle, (PERSON MUST SIGN FORM AND REPORT IN PERSON));
- .19 23110 VC: Throwing objects at moving vehicles;
- .20 MISPER: Missing person where no foul play is suspected; and
- .21 RAJ: All Runaway juveniles – where no foul play is suspected. The desk officer will create a call for an area search and request that the on duty supervisor be notified of the call.

Any supervisor has the discretion to have a crime or incident documented over the telephone by a Desk Officer.

- .4 Following a report holding request after the front desk business hours, Communications Center personnel will advise the complainant that the crime/incident they are calling on is normally handled as a phone report and then find out what hours would be best for them to receive a callback (within an approximate one hour time frame) once the Community Service Desk is reopened.
 - .5 Section omitted 02/2015. See Procedure 92 for information pertaining to the eReport Online Reporting System.
 - .6 Section omitted 02/2015. See Procedure 92 for information pertaining to the Merchant Report Program.
7. Emergency First Aid Instruction
- .1 Communications Center personnel are not trained to provide emergency first aid instruction over the telephone, radio or MDC. Therefore, Communications Center personnel are not authorized to provide such instruction.
8. Emergency Notification Requests
- .1 Citizens or other law enforcement agencies may contact Communications Center personnel and request that the Concord Police Department notify third party individuals about an emergency situation. All emergency notification requests will be entered as a call for service into the CAD system, and dispatched to the appropriate beat officer. The field officer will attempt to make personal notification. If personal contact cannot be made, a note to contact the requesting party will be left at the location. Such requests for notifications may include, but are not limited to:
 - .01 Death notifications;
 - .02 Serious illness of a family member;
 - .03 Injury as a result of an accident or crime; and
 - .04 Requests approved by the on-duty Watch Commander/Shift Supervisor.
 - .2 The procedure to follow when accepting a request for emergency notification includes:

- .01 Obtain as much information from the requesting party as may be necessary to answer questions that may be asked by the person being notified.
- .02 Obtain the name and telephone number of the person(s) the party being notified should contact for additional information.
- .03 If appropriate, obtain the name and address of a third party who may act as a support for the person to be notified.

9. Response to Private Security Alarms

- .1 Activation of private security alarms are typically reported to the Concord Police Department by one of two means: by an alarm company or by a citizen.
 - .01 The response to alarms reported by an alarm company will generally be handled as follows:
 - .001 The alarm company will notify the Concord Police Department of the activation. The information provided by the alarm company should, at a minimum, include:
 - .0001 The type of alarm (e.g., burglary, robbery, panic, etc.);
 - .0002 Audible or silent;
 - .0003 Location of the alarm;
 - .0004 Area of activation within the structure;
 - .0005 The homeowner name and telephone number into the residence, if a residential alarm; and
 - .0006 Emergency responder information, if a commercial alarm.
 - .002 The Communications Center personnel taking the call will create a call history. The CAD system will automatically assign a priority level for dispatching purposes.
 - .003 The appropriate number of police units will be dispatched to the alarm.
 - .02 The response to an alarm activation reported by a citizen will generally be handled as follows:
 - .001 The police employee receiving the call will obtain the location of the alarm;
 - .002 Ascertain if anything unusual was seen or heard;
 - .003 Attempt to contact the emergency contact for the location where the alarm is sounding, as provided by the alarm company;

.004 The police employee receiving the report shall create a call history. The CAD system will automatically assign a priority level for dispatching purposes; and

.005 The appropriate number of police units dispatched to the alarm.

.03 The on-duty Watch Commander/Shift Supervisor has the option of modifying the Concord Police Department's response to an alarm based on a prior history of false alarms or a refusal to respond to the scene by the emergency contact person.

10. Emergency Alert Tone

.1 Alert tones are used to call the attention of personnel to the radio for a serious crime or in-progress incident. Dispatchers shall use the alert tone as follows:

.01 Prior to broadcasting a felony crime or incident that just occurred, such as a shooting, robbery, fight with a gun involved or assaults with known serious injury.

.001 Felony property only type crimes, such as burglary, auto theft, are at the discretion of the dispatcher.

.02 Used to raise the attention of a field unit not answering the radio, with supervisor approval.

.03 The alert tone will not be used for misdemeanors (unless a weapon is involved).

F. MOBILE IDENTIFICATION DEVICE

1. Mobile Identification technology refers to a computerized system that utilizes handheld biometric equipment to capture fingerprints, retinal images and/or photographs of subjects in the field. The fingerprints, retinal images, and/or photographs are electronically transferred to the CAL-ID Automated Fingerprint Identification System (AFIS) for analysis. Once the fingerprints and photographs are analyzed in the AFIS database, a result is electronically transmitted back to the hand-held device. The purpose of this computerized system is to allow officers to confirm the identification of individuals they contact in the field, thereby increasing officer safety and enhancing investigations.

Mobile identification technology devices shall be used in the manner described below:

.1 Mobile identification devices shall only be used in circumstances in which an officer has the suspect's consent, or the officer has probable cause to arrest the person. If it is a detention based only on reasonable suspicion, then the requirements for a *Terry* stop (*Terry v. Ohio*) must be followed.

.2 Only those officers who have successfully completed the familiarization training in the use of the mobile identification technology shall be authorized to operate mobile identification equipment.

- .3 The identification information provided by the use of the mobile identification technology is considered to be supplemental information, and shall be used to compare, evaluate, and/or corroborate information obtained through other investigative methods.
 - .4 The use of the mobile identification device in the field is discretionary.
 - .5 Officers are not required to use the device in situations where officer safety would be compromised.
 - .6 The mobile identification device shall not be used for random or general investigative or intelligence gathering.
2. Mobile identification devices will be paired with specific vehicles. The devices will be kept in the assigned vehicle and should only be removed from the vehicle to use in the field or when the unit needs servicing by the appropriate personnel. Devices assigned to Investigations or the Traffic Unit will be maintained by the affected supervisor of the unit where the devices are assigned.

H. PATROL RESPONSIBILITIES

1. Patrol Sergeants are responsible for the effective deployment of patrol officers. Sergeants will decide whether to hold details for later dispatch or to assign them to patrol officers.
 - .1 The patrol sergeant should routinely check complaint status and unit status from the MDC.
 - .2 Sergeants shall work together when making patrol deployment decisions.
 - .3 The sergeant from a later overlapping shift may assign a unit to respond for paper if requested.
 - .4 Supervisors shall respond to assume command of incident scenes as outlined in the rules and regulations of the Concord Police Department, or other circumstances as deemed appropriate by the on-duty Watch Commander/Shift Supervisor.
2. Each squad unit is responsible for handling calls in their beat until the end of shift and shall remain available until such time the shift ends or the officer is relieved. Primary unit response will be assigned based on the current Watch Commander priority deployment arrangement.
3. When dispatched to an in-progress or hot detail, patrol officers will not delay their response for any reason. The same applies if officers are assigned to cover another unit.
 - .1 The only exception will be when an extreme hazard or threat exists.
4. Officers who are on portable or on Code 7 are still subject to detail or cover assignment should the need arise.
 - .1 Officers are responsible for entering their "out of service" status via their MDC.
 - .01 If an officer does not have access to an MDC, they are responsible for notifying dispatch, by radio or telephone, when they are out of service and when they are back in service.

- .2 The dispatcher shall get the supervisor's approval prior to taking a unit off Code 7.
- 5. Late details that are emergency in nature will require an initial response by the beat unit.
 - .1 Upon arrival the officer should determine if the detail will result in paper or in overtime. The officer will notify their supervisor.
 - .01 The supervisor will assess the need to assign another officer to the detail.

I. LINE INSPECTION PROCEDURES

- 1. Communications
 - .1 Once a month, the Communications Center supervisor, or their designee, shall conduct an inspection and test of the backup radio and phone systems located in the warehouse.
 - .01 The person conducting the inspection shall visually examine the equipment for damage or other indications that the equipment is not functional.
 - .02 The person conducting the inspection shall then test the radio and phone equipment to ensure its operational readiness.
 - .001 This testing shall be accomplished by actually sending and receiving radio transmissions and telephone calls.
 - .03 If any conditions are found that affect the ability of the equipment to properly function, they shall be immediately reported to the Communications Center supervisor and/or the IT supervisor.
 - .04 The Communications Center supervisor, or their designee, shall be responsible for ensuring that immediate repairs are made to the equipment.
 - .001 All radio repairs shall be made by a Motorola Technician.
 - .002 All telephone related repairs shall be made by a qualified and authorized technician.
 - .05 Once all repairs are completed, the Communications Center supervisor, or their designee, shall perform a follow up test to verify that the equipment is operational.
 - .06 The monthly inspection and testing of the backup radio, telephone, batteries, and flashlights (Including the "Go Bags") shall be documented on the equipment log and in an email to the Communications Center supervisor.

J. RADIO OUTAGE PROCEDURES

- 1. In the event of a radio outage, the Communications Center and Field Operations personnel must take certain steps to be able to communicate with one another, allowing needed responses to emergency situations.
- 2. The Communications Center will have the following responsibilities:

- .1 Communications Center personnel will immediately notify the on-duty Watch Commander and/or the patrol supervisor(s) of the radio outage by cell phone or by any other means available. They will also keep the Watch Commander and/or the patrol supervisor updated on any actions taken by IT.
 - .2 Communications Center personnel will attempt to notify on-duty personnel of the radio outage by way of P.A. announcements at Headquarters, MDC messages to uniformed personnel, etc.
 - .3 As soon as practical, Communications Center personnel will advise the CPD Information Technology manager or their designee of the problem.
 - .4 As soon as practical, Communications Center personnel will advise the Communications Center supervisor of the problem.
 - .5 If the CAD system and the MDC's are working, they should be used to document officer activities/status and to communicate with each other when possible.
3. Field Operations Personnel (Sworn) will have the following responsibilities:
- .1 Patrol officers will clear all emergency and non-emergency calls in which they are already on scene, as soon as practical.
 - .3 Patrol supervisors will immediately be in contact with the Communications Center (i.e. by phone, MDC, CALAW9D (Channel 15 on portable) if possible, etc.).
 - .4 Patrol supervisors will document all cell phone numbers of on-duty officers to use as needed.
 - .5 Patrol supervisors will receive emergency call information from the Communications Center and will decide if a response by patrol officers will be used. If so, the supervisor will choose which officers will respond.
 - .6 Officers will handle all assigned calls for service thoroughly, but as expeditiously as possible.
 - .7 Officers handling calls for service will communicate with the Communications Center and with supervisors by cell phone. Officers without cell phones will not be assigned to calls unless accompanied by an officer with a cell phone.
4. Field Operations Personnel (Non-Sworn) will have the following responsibilities:
- .1 Non-sworn uniformed personnel (i.e. parking services) will cease all enforcement responsibilities while the radios are not functioning.
 - .3 Non-sworn uniformed personnel will remain at Headquarters while on duty, and will not perform any enforcement activities until radios are again functioning.
5. Information Technology personnel will have the following responsibilities:
- .1 The IT manager or their designee will be available for contact at all times in case of a radio outage.

- .2 Once notified of a radio outage, the IT manager or their designee will make every effort to identify and resolve the radio problem as soon as possible.
- .3 Once the problem is identified, the IT manager will notify the Communications Center or the patrol supervisor with an estimated repair time.