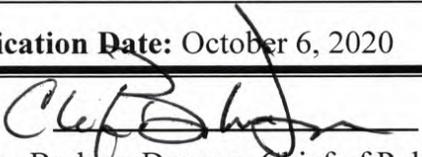
	SALISBURY POLICE DEPARTMENT
	Written Directive: Communications
	Publication Date: October 6, 2020
	 Approved: Barbara Duncan, Chief of Police
Related CALEA Standards: 81.1.1, 81.1.2, 81.2.1, 81.2.2, 81.2.3, 81.2.4, 81.2.5, 81.2.6, 81.2.7, 81.2.8, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3	Communications Section #203

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1. Policy:

It is the policy of the Salisbury Police Department to ensure that department radio communications are licensed by the Federal Communications Commission (FCC) and follow the regulations of the FCC. All employees shall limit their use of the law enforcement radio to messages that pertain to the conducting of official law enforcement business.

2. Purpose:

To provide guidelines for all employees to follow in the use of the police radio equipment for the purpose of communicating law enforcement information.

3. Communications Function/Communications Procedures:

- A. The communications function of the department is incorporated within the operations division and is not shared or provided by a multi-jurisdictional entity.
- B. Police communications officer (PCO) will be the term used for the dispatcher, or persons operating communications equipment. The PCO must know the capabilities and limitations of the communications system that he/she is authorized to operate. The PCO must be familiar with the organization of the agency so as to be able to route communication traffic properly, and be knowledgeable of the equipment and resources available to the department. The PCO must be familiar with the applicable rules and regulations of the Federal Communications Commission (FCC). He/she has the authority to dispatch officers to calls and control officers in and out of the service. Certain police emergencies, which will be defined in this policy, will be directed by the squad commander or in his/her absence, a squad supervisor.

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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- C. Whenever possible, definite time should be specified instead of indefinite. For example, “September 10” instead of “today, yesterday, or tomorrow”. Definite hours and minutes time should be used, and not “a few minutes ago”, etc.
- D. Numbers should be repeated, first individually and then as the whole number. Example- 1, 527, 617 is transmitted 1, 5, 2, 7, 6, 1, 7 (pause) one million, five hundred twenty-seven thousand, and six hundred seventeen.
- a) Officers should make it a habit of using plain language;
 - b) The number “0” is normally pronounced as “zero”;
 - c) Do not use superfluous words. Never ask “What is your 10-20”, instead ask “What is your location”. Don’t say “10-6, wait a minute”, just say “I’m busy, wait a minute”;
 - d) Do not take time to explain why you are busy. The receiving unit should honor “I’m busy” without question. Any long drawn out explanation only causes useless traffic and delay in the system;
 - e) Humor will not be tolerated;
 - f) Military time (2400 hours, etc.) will be used for communication purposes;
 - g) The computer system is normally utilized to record incidents, but in unusual circumstances a service card may be used; and
 - h) All communications will be made by the PCO’s on duty, or whenever necessary, the on duty supervisor/commander.
- E. All reliefs will be cleared through the PCO.
- a) It will be the responsibility of the PCO to know at all times what officers is in or out of service; and
 - b) If there are no sufficient units in service, permissions to do other activities will be denied until an adequate number of officers are in service.
- F. No officer of any rank will interfere with the dispatching of calls.
- G. If a commander has a request or wants an officer, he will not break into a radio broadcast. He will relay his message to the unit through the PCO.
- a) The only exception to this rule is if an emergency or unusual occurrence exists. In that event, the commander will direct the police operation. But in no event will he/she interfere with the normal operation of communications.
- H. In summary, all communications will be handled by the PCO, under the supervision of the squad commander on duty.

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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- I. Callers on the emergency line will not be put on hold. The PCO should first ascertain the nature of the call.
- J. The PCO will dispatch an officer to all calls for service. Any questions regarding the call will be directed to the on duty commander.
- K. All calls for service and traffic stops must be entered into the computer system.

4. Operational Procedure:

- A. PCOs are responsible to monitor all operational frequencies.
- B. Communications shall not:
 - a) Transmit any false or superfluous call;
 - b) Interfere with any distress communication;
 - c) Fail to respond to official communication from the FCC;
 - d) Fail to keep proper logs;
 - e) Deny access to properly identified representatives of the FCC;
 - f) Permit profane, indecent, or obscene language;
 - g) Willfully permit damage to radio equipment;
 - h) Allow the interception, use or publication of the content of a radio message without permission of the proper authority; and
 - i) Disseminate criminal histories over the radio.
- C. It is the responsibility of each PCO reporting for duty to become familiar with any activity called to his/her attention by the PCO going off duty.
- D. It shall be the responsibility of each PCO to maintain the communication center in a clean manner and to report to the on duty commander any deficiencies found.
- E. PCOs are not permitted to leave the communications center unless sufficient staff is available.
- F. Whenever possible, the appropriate “plain language” will be used when operating the radio.

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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5. Federal Communication Commission (FCC) Procedures And Requirements:

- A. It is the responsibility of the administrative commander to assure that the departments radio system is operated in accordance with FCC rules and regulations. While no operator's license is required for most dispatching duties, the FCC requires that any person operating a radio transmitter be familiar with its rules.
- B. The PCO, whether licensed or not, has the right to protect himself/herself concerning his communications activities. In so doing, he/she has the duty to advise his supervisor of any message he has been requested to dispatch or of any act he has been requested to perform, which in his/her considered opinion, may reasonably cause a violation of the rules and regulations of the FCC.
- C. If in such an instance as that noted above, the PCO is again requested to perform the reported act by his supervisor, and then the PCO should immediately do so, and should forward a memorandum containing relevant comments to the chief of police via the chain of command.

6. Telephone Communications/Emergency; Non-Emergency Calls:

- A. The only telephone lines designated as emergency telephone numbers are the 911 lines where calls are forwarded from Wicomico County Central Emergency Communications.
- B. When phone calls are received on a designated 911 "Emergency Line", the PCO will respond as quickly as possible and advise the caller that they are talking on a phone line utilized for police emergencies. An example of a suggested response would be, "Salisbury Police Department - emergency line-you are being recorded." All other phone lines will be answered by identifying the agency as the Salisbury Police Department, a notification of the recorded telephone line, the identity of the call taker, and will be answered in a prompt and courteous manner so as to add to the professionalism of the department. A suggested response would be, "Salisbury Police Department, this is a recorded line, (name and position title of call taker), - may i help you?"
- C. The Salisbury Police Department provides 24-hour, toll free telephone access for emergency calls to all residents in the city by use of the 911 systems and TDD telephone access, both telephone numbers are listed in the telephone directory.

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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- D. In addition to being listed on the inside cover of the local phone book directory, the departments phone number is displayed on the department's web site for public consumption.
- E. All other phone calls routed through the communications center to an employee will be answered by the intended employee who shall identify themselves by their name and position title.

7. Continuous 24-Hour Two-Way Radio Capability:

- A. All officers are issued a portable radio and battery, and charger, linked with our communications center which furnishes 24-hour two-way radio capacity. Portable radios and charging units will be kept in operational readiness by the officer assigned.
- B. Under certain conditions, such as undercover or surveillance operations, continuous radio communications may be temporary suspended at the discretion of the supervisor.
- C. Whenever it is suspected that an officer may be having a problem with a radio or battery, the officer is to turn the equipment over to the quartermaster for repair. If appropriate, the quartermaster will provide the officer with another unit and make arrangements to have the faulty radio repaired.

8. Recording Calls For Service:

- A. All calls for service, including officer initiated calls for service, are recorded on the RMS/CAD computer system. The information recorded includes, but is not limited to, the following relevant information:
 - a) Control number (Incident #);
 - b) Date and time of request;
 - c) Name and address of complaint, if possible;
 - d) Type of incident reported;
 - e) Location of incident reported;
 - f) Identification of officer(s) assigned as primary and backup;
 - g) Time of dispatch;
 - h) Time of officer arrival;
 - i) Time of officer return to service; and
 - j) Disposition of status or reported incident.
 - k)

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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9. Procedures for Radio Communications to and From Field Officers (Sworn And Non-Sworn):

A. Mobile Operations

- a) Officers shall keep the PCO advised of his/her current status (in-service/out of service);
- b) As a measure to reduce radio traffic, officers may broadcast directly from one unit to another. Conversations will be as brief as possible as communications may be holding a call for service. Commanders will monitor unit to unit radio traffic and direct it to another call group if necessary. It is not necessary for field units to acknowledge readings to copy a broadcast. The PCO will advise units to prepare for a broadcast, but will wait a reasonable period before broadcasting.

B. Do not transmit:

- a) Within 200 yards of a bomb threat;
- b) When your transmission will obviously interfere with communications in progress, or such communications will obviously make your transmission unintelligible; and
- c) Whenever the communications center has advised that radio traffic will be limited because of an emergency call dispatched with more details to follow; an officer is in an emergency situation or the radio needs to be clear for emergency transmissions.

C. Status of Personnel (Sworn and Non-Sworn):

- a) All terminals in the communications center can display the status of all officers on duty. They will be either available, enroute to a call, on the scene of a call or a traffic stop, or out of service.
- b) At the change of each shift, the on-duty squad commander will place his officers off duty before the end of the tour. The oncoming squad commander will place his officers from off duty to available before his tour of duty begins. At this time all officers who are currently on duty will be displayed on the top half of the terminal. The bottom half of the display will show all open complaints, their location and officer(s) assigned.
- c) Whenever an officer is on routine patrol, the officer will be listed on the top half of the status display terminal as available. If the officer(s) is assigned to or initiates a complaint, the information will be entered in a terminal located in the communications center. The complaint number and all associated times are automatically generated by the computer. When dispatched, the officer(s) status from the top half of the status display terminal will change from available to enroute. This is done automatically by the computer by assigning an officer(s) to

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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a call and then pushing the record. When the officer(s) arrives on the scene, the PCO will change that officer(s) status on the status display terminal to at scene. When the officer(s) clear the scene, the PCO will close out the complaint with a call for service (CFS) disposition and bring officer(s) back to the available position.

- d) Officers will request by radio for permission to leave their patrol area and will report civilian and/or prisoner transport.
- e) Whenever an officer reports a traffic stop, the PCO will record all information by computer and change the officer status from available to traffic on the status display terminal. When the officer clears from a traffic stop the PCO will return the officer back to the available status.
- f) Whenever officers suspend police duties or go out of service they will notify the communications center.
- g) In the case of a meal period the officer will request permission to take the assignment. The decision will be made by the squad commander. This will ensure that enough manpower is available to handle complaints.
- h) It is the responsibility of the supervisor to know where the officers under his/her supervision are at all times. This is necessary for the officer's safety as well as assuring that each officer on duty time is utilized effectively by way of preventive patrol, investigation of complaints and traffic enforcement.

D. Identification Numbers (Sworn and Non-Sworn):

- a) Each officer will be assigned an identification number when hired by the agency. The ID number should never change regardless of rank promotion or reassignment and will be used on all police and court reports that require the use of an identification number. All of the assigned identification numbers used for radio dispatch will begin at 101, with 100 assigned to the communication center. When officers transmit on the radio, they use their assigned identification number and their name is automatically displayed on the radio console work area.
- b) Identification numbers for the auxiliary section of the Salisbury Police Department will begin with the number 501 and will be kept within the 500 series. Civilian employee's identification numbers will begin with 701 and will be kept within the 700 series. Task force and/or allied agencies requesting communication access will be assigned identification numbers as needed.

E. Communication with Interacting Agencies:

- a) MSP Radio
 - i. The communications center is equipped with the Maryland State Police radio channel.

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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- b) Cross Patch
 - i. During times of emergency operations or mutual aid calls, and at the discretion of the squad commander, a cross patch may be used to allow our officers at the scene to conduct radio transmissions with officers from another agency in our area.
 - c) Public Works
 - i. The communications center is equipped with the city's public works radio channel.
- F. Teletype and Automated Data Communications:
- a) When requested by an employee of the department, the PCO will be responsible for obtaining various types of information by means of the METERS Terminal. These requests include, but are not limited to, driver's license information/records, motor vehicle ownership information, entering/checking of wanted or missing persons, and all other NCIC and METERS functions on an as needed basis, all of which is in accordance with Maryland Criminal Justice Information System (CJIS) regulations.
- G. Criteria for the assignment of the number of officers in respect to an incident include but are not limited to:
- a) Potential or actual assault on an officer;
 - b) Possibility of or actual on-scene arrest for a felony or violent misdemeanor;
 - c) Potential or actual resistance to arrest;
 - d) Possibility of or actual use of force;
 - e) Crime in progress;
 - f) Fleeing suspect;
 - g) Domestic or spousal assault; and
 - h) Cases involving suspected or actual child abuse.
- H. PCO's will ensure the dispatch of two officers to calls listed above if available. An officers facing a circumstance is listed above will request back-up assistance. Two officers assigned to such a call will coordinate simultaneous arrival, where possible.
- I. Circumstances that require the presence of a supervisor at the scene for the purpose of assuming command include but are not limited to the following:
- a) Serious injury to a police officer;
 - b) Accident involving a police vehicle especially if an officers is injured, other persons are injured, or major damage is involved;
 - c) Major crimes to include murder, bank robbery, jail break, heinous crime, and assault where death may occur;

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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- d) Barricade/hostage situation;
- e) Disasters, catastrophes, or severe weather producing emergency conditions;
- f) Serious complaint or incident involving a police officer;
- g) Serious accident, injury, or incident involving city personnel or property; and
- h) Any other incident where the squad supervisor is requested, and
- i) Emergency request for assistance shall be handled by officers (sworn and non-sworn) by activating the duress button located on the hand held radio:
 - i. Once the duress button is activated by field personnel (both sworn and non-sworn) the signal will be automatically transmitted into the communications center. An alarm will alert the communications personnel that a duress button has been activated.
 - ii. Communications personnel will attempt to reach the employee who activated the alarm by calling him/her on the radio.
 - iii. If no response is received, officers will be dispatched to the officer's last known location.
 - iv. Any death scenes.

10. Communication Personnel Access To Departmental Resources:

- A. Communication personnel have immediate access to:
 - a) The officer in charge;
 - b) Duty roster of all personnel;
 - c) Telephone numbers of all personnel;
 - d) Visual maps detailing the department's service area; and
 - e) Officer status indicators.
- B. External Services
 - a) Many times during the course of a 24-hour day, services which this department does not provide are requested by citizens, officers, etc. In order to respond to these requests in an orderly manner, the following procedures will be adhered to based upon the service requested:
 - i. (Fire/Ambulance) - Wicomico County Central Alarm will be contacted on respective frequency or by public service phone.
 - ii. (Allied Police Agencies) - PCO's and squad commanders frequently receive field unit requests for assistance or service from interacting agencies or their units. Service provided by these agencies shall be secured as follows:
 - 1) Maryland State Police- (manpower assistance, helicopter, K-9, aircraft crime lab, etc.) MSP will be contacted by radio via intercom radio

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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- system or by public service telephone at the following installations. Current phone numbers are maintained in communications.
- 2) Wicomico County Sheriff's Office- (manpower assistance, etc.) WCSO will be contacted by radio via intercom radio system or public service telephone.
 - 3) Fire/Rescue/Ambulance- Salisbury Fire Department will be contacted by public service telephone number (non-emergency) or by 911 (emergency line. Wicomico County Central Alarm will be contacted via radio intercom system or by public service telephone.
 - 4) Department of Natural Resources-DNR will be contacted for boating accidents, hunting accidents and drowning's. DNR will be contacted by public service telephone. Maryland state law mandates that any boating or hunting accidents be investigated by the DNR. In cases of drowning, DNR's policy dictates that they are notified of all instances of drowning's.
- iii. (Wrecker Service) - All requests for wrecker service will be handled through a rotation system maintained in the CAD/RMS system. Only wrecker companies licensed to tow vehicles in the city will appear on the rotating system. Wreckers will be called as needed and will have a thirty (30) minute time limit to respond. Once a wrecker is requested and arrives, the time will automatically be recorded in the CAD/RMS system. Upon towing the vehicle, the company will be automatically rotated to the last position in the system. In the event the wrecker company is unavailable or fails to respond within the thirty (30) minute time limit, the company is automatically rotated to the last position on the list. Wreckers are called via public service telephone.
- iv. (Cab Service) - Cab service will be requested via telephone at the request of the citizen.
- v. (Environmental and Human Services) - Agencies such as AT&T, Chesapeake Utilities, Salisbury Public Works, Social Services, Juvenile Services, Christian Shelter, Salvation Army, etc may be contacted at the request of department personnel. Request for services will be made telephonically by calling business phone numbers during normal business hours or the emergency numbers as listed in the communications reference book which is stored in communications and readily accessible to communications personnel.

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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- vi. (Housing Domestic Violence Victims) - Housing accommodations will be afforded to all victims by officers responding to domestic complaints which necessitate the victims need to vacate the residence. The first request for shelter will be made by contact with the Life Crisis Center Safe House. The contact number for Life Crisis is maintained in communications. If the safe house is at maximum capacity, an attempt will be made to find accommodations at an available, local shelter. If there is no space available at a shelter, then the squad commander will make local motel accommodations (overnight only). Victims will be transported to the appropriate location by the officers. In situations where it is necessary to utilize a motel, the officer will meet with the on-duty manager and/or desk clerk to make provision for billing to the police department for payment.
 - vii. (Business/Residential Owners) - When an officer responds to an incident involving open, unsecured and/or damaged property the responding officer (or the owner if present) will secure the property, if possible. If the business or residence cannot be secured and the owner or employee is not present communications personnel will attempt to contact the owners telephonically.
 - viii. (Language Interpreter Services) – Interpreters will be contacted by telephone as needed. A list of interpreters and specific languages they speak will be maintained in communications and readily accessible to communications personnel. The list of interpreters will be maintained and updated in the reference book, which is maintained in communications. The interpreter list will be periodically updated by the victim/witness coordinator. The language link line shall also be utilized off department personnel. Language Link Line information shall be stored in the communications reference book.
- C. Dispatching plans to be followed in directing resources and obtaining information on crimes in progress and tactical operations include, but not limited to, the following:
- a) Obtaining relevant information PCO's and/or other personnel that receive calls for service will obtain as much pertinent information as possible by asking, in part, the following questions: who, where, what, which and why. The amount of information necessary will depend upon the nature of the call. Elicit as much information as possible to enhance the safety of the responding officer(s) and assist in anticipating conditions to be encountered at the scene. This is particularly important in certain categories of calls such as a crime in progress or

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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a crime that just occurred. For example, in a crime in progress call the caller should be asked, but not inclusively, the following questions:

- i. WHO did it? Obtain both the physical and clothing descriptions of the subject(s) and whether or not armed. If armed, obtain a description of the weapon(s). If more than one, identify as subject #1, subject #2, etc. and identify the subject assumed to be the leader.
- ii. WHEN did it occur? Obtain the exact or approximate time of the crime.
- iii. WHAT was taken? Obtain a description of the stolen item(s) and, if placed in a container, a description of the container.
- iv. WHERE did it occur? Obtain the exact location of the crime.
- v. WHICH direction? Obtain which direction the subject(s) left the scene and whether by foot or vehicle. If by vehicle, obtain a description of the vehicle and the number and description of any other individuals seen in the vehicle.
- vi. In any call, such as a crime in progress, where the caller can provide additional information, the caller should be held on the telephone while an officer(s) is dispatched; the PCO will continue to relay information to the responding officer(s). The PCO will notify the Squad Supervisor in the event a call for service cannot be immediately assigned to an officer.

D. Procedures for Reporting Stops:

- a) Traffic stops and field stops are to be recorded in the RMS/CAD system.
- b) Prior to making the stop, the officer should call 100 (SPD communications) and be acknowledged, then give 100 the license tag number, the state and the location where the stop is being made; note the following example.

Mobile: 123 to 100, traffic stop
100: 123, 10-68

Mobile: Md. reg., Adam Mary Lincoln 115, AML 115, Rt. 13 and Naylor
100: 10-4, 123

Mobile: 123, 10-8 traffic stop
100: 10-4, 123

- c) The officer shall be acknowledged after clearing a stop. If the mobile unit has no contact with 100 after five minutes on a traffic stop; it is the PCO's responsibility to check the officer's status.

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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- d) If an officer is stopping a suspicious vehicle, he will advise at the time of the stop; the state, the registration number, the number of occupants, and, if possible, the description of the occupants.
 - e) If a patrol unit observes an incident which requires police action, and the unit is on an assignment, the information will be forwarded to the PCO. The PCO will dispatch the proper unit. Under no circumstances will a unit give another unit an assignment.
 - f) Communications between the primary unit and the PCO is of the utmost importance; officers will not tie up the system by communicating with one another.
- E. Crime in Progress:
- a) If possible, maintain communications with caller until patrol units arrive on the scene and/or collect information concerning new developments
 - b) Secure as much information as possible concerning the perpetrator which includes, but is not limited to:
 - i. Name, description of perpetrator;
 - ii. Exact location of perpetrator;
 - iii. Type of weapon, if any;
 - c) Dispatch initial responding units to the scene with backup unit, if needed;
 - d) Provide dispatched units with as much information as possible to handle the call for service, (i.e. suspect description, vehicle description, weapons, number of suspects etc...)
 - e) If warranted, and by the direction of the squad commander, give the appropriate response code; and
 - f) Unnecessary transmissions on the radio will cease. If it is necessary to carry on a long conversation, do it by telephone. The airways cannot be tied up with long conversations.
- F. Activation/Readiness
- a) Whenever additional personnel/resources are required for emergency situations, the on duty squad commander will first notify, via the chain of command, the operations commander who will, in turn, notify the chief of police.
 - b) Command level officers will ensure the following procedure is followed:
 - i. Retention of the present on duty squad so that two patrol squads are available;
 - ii. In the event that personnel are called in, the on duty Squad Commander will notify, the following order:
 - 1) The next regularly scheduled squad due for duty;

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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- 2) CID personnel, administrative personnel;
- 3) Those personnel on days off; and
- 4) The squad personnel just relieved.

11. Responding to Calls For Information or Services:

- A. When a call is received requesting information or services, the PCO/squad commander will:
 - a) Determine whether an emergency or non-emergency service is required;
 - b) Determine whether special needs are involved;
 - c) Inform the caller of the department's response, including direct law enforcement service and/or referral to another or other agencies; and
 - d) Respond to any victim/witness requests for information and/or services to include initial and subsequent requests.

12. Recording and Review of Radio/Telephone Transmissions:

- A. This department maintains a 24-hour continuous recording system. This system has the capability of recording all phone calls received and all radio transmissions received on our department frequencies and telephone lines. The recorded information will only be made available to accomplish a police purpose, such as police investigations, training purposes, audits, etc.
- B. Storage and Access:
 - a) The recorded information will be stored and maintained for a period of 120 days and set to be automatically deleted on the 121st day. The recorded information will be stored electronically on a network server. This particular server will be maintained in the server room with limited keyed access, within the records division. IT personnel shall maintain the only access to the server room.
 - b) Access to the recordings is limited to the person(s) responsible for police records, the on duty squad commander, the on duty PCO, command staff and the internal affairs commander. The internal affairs commander and command staff shall have immediate access to such recordings for official purposes and written request is not required. All other requests for recordings will be made in writing to the administrative commander for purposes of official investigations or training, followed by submitting a help desk request to the IT department. The IT department shall record the particular telephone call or radio transmission onto a digital medium and provide the recording to the requesting personnel.

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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C. Immediate Playback:

- a) Communications personnel and the squad commander shall have the ability for immediate playback of radio and telephone conversations for their tour of duty. The immediate playback is saved for a period of two days or 48 hours;
- b) Personnel shall only use the immediate playback feature for official law enforcement purposes only. Examples shall include but not limited to: replaying an emergency call that was garbled or misunderstood, replaying officer radio transmissions and attempting to obtain misunderstood information from officers or citizens calling the police department etc.; and
- c) Communications personnel will utilize the immediate playback recordings system software currently installed in the communications console. Communications personnel will locate the corresponding date and time of the transmission necessary for reviewing and use the playback feature, rewind feature or fast forward feature to gain the information needed. This procedure will enable the immediate playback of emergency phone calls and radio transmissions of citizens and officers on an as needed basis.

13. Access to Local, State and Federal Criminal Justice Information Center:

The department has access to local, state, and federal criminal justice information systems through the MILES computer system.

14. Alternative Communications:

- A. The Salisbury Police Department does not utilize alternative communication as a primary source, such as cellular phones, and voice-over internet protocol; emerging technologies may be considered.
- B. For certain reasons and under certain circumstances the city provides employees with cell phones as a necessary component of job performance.
- C. Cell phones are assigned on the basis of functions of the employee's position and are not substitute compensation or a fringe benefit.
- D. Safety is the first priority in the use of cell phones. The following applies to the use of cell phones whether issued by the city or personally owned:
 - a) Employees must adhere to all federal, state or local rules and regulations regarding the use of cell phones.
 - b) Employee should not use hand-held cell phones while driving or operating

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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- equipment. Should an employee need to make a business call while driving, he should locate a lawfully designated area to park and make the call.
- c) Employees may use hands-free cell phones to make business calls, but only in emergency situations. Such calls should be kept short and should the circumstances warrant (e.g. heavy traffic, bad weather), the employee should locate a lawfully designated area to park and to continue the call.
 - d) Employees shall not purchase apps, ringtones, or any other programs on cell phones, unless you have been authorized by the administrative commander. Anyone who exceeds the monthly allowance of minutes or data may be required to reimburse the amount charged at the discretion of the administrative commander.
 - e) Given the variety of safety sensitive activities throughout city departments, employees must contact their supervisors to be knowledgeable of departmental policies regarding cell phone usage to their department.

15. Routing of Misdirected and Non-Emergency Calls:

- A. With the Vesta Pallas E911 System, calls received from central can easily be redirected to either the Wicomico County Sheriff's Department or the Maryland State Police by simply pushing the appropriate tab or key on the dispatch console. This should be done as promptly as possible to prevent any delay in response from the appropriate agency.
 - a) In those cases of emergency situations or the need for prompt police assistance where the transfer is not possible with the above procedure, the PCO/squad commander will obtain all the information and then phone the appropriate agency and supply them with the information to ensure prompt police assistance to the caller;
 - b) In those instances when non-emergency calls are received on the phone lines designated as emergency lines, the PCO/squad commander will transfer the call to a non-emergency line;
 - c) With the Vesta Pallas E911 system this can be accomplished by simply pushing the appropriate tab or key on the dispatch console; and
 - d) If for some reason this procedure is not possible, the PCO/squad commander will provide the caller with the non-emergency phone numbers and ask the person to call back on one of the phone numbers provided.
 - e) When a non-emergency call is received that is intended for another agency, the phone caller will be provided with that agency's phone number and asked to call the agency direct.

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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16. Emergency First Aid Instruction: Telephone or Radio:

The department does not authorize emergency first aid instruction over the telephone or radio.

17. Security: Limited Access to the Communications Center:

- A. In order to enhance street officer safety and minimize PCO/squad commander distraction, access to the communication center will be limited to authorized personnel to include:
 - a) PCO/relief PCO;
 - b) Squad commander/acting squad commander;
 - c) Squad supervisor;
 - d) Operations commander;
 - e) Administrative/records personnel as necessary (i.e. inspection, fax, etc.)
 - f) Chief of police; and
 - g) Equipment service technicians
 - h) Any personnel authorized by squad commander
- B. The designated squad officer in charge should always be in the communications center during the absence of squad commander/supervisor.
- C. Measures taken to protect PCO/squad commanders and communication equipment include:
 - a) An alarm system which will notify the PCO/Squad Commander of any illegal entry into restricted areas of the building. It is further equipped with smoke and heat sensors which will sound in the event of fire. The system is further utilized to prevent an unlawful entry to those records/files of sensitive nature;
 - b) Bullet resistant glass at the public information/complaint window;
 - c) Locked door restricting public access to the communications center;
 - d) Back-up power sources for communications console and recorder;
 - e) Transmission lines located in locked area in the police department building; and
 - f) Antenna locations throughout the city are secured and monitored by officers and private contractors associated with the communications system.

18. Alternate Source Of Electric Power:

The department has a standby power module as an alternate source of electric power which is inspected and tested at least monthly and the results documented.

Related 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, 81.2.9, 81.2.10, 81.2.11, 81.2.13, 81.3.1, 81.3.2, 81.3.3

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19. Radio Capability of Two-Way Operation on a Joint Public Safety Frequency or Frequencies:

The Salisbury Police Department has the capability of two-way operation on a joint public safety frequency or frequencies to provide proper coordination and deployment of personnel in times of emergencies.