

BILL NO.: 4575

ORDINANCE NO.: _____

Introduced by: Council Present

AN ORDINANCE FOR THE BERKELEY POLICE DEPARTMENT GENERAL ORDER #54 "COMMUNICATIONS" POLICY

WHEREAS, The City of Berkeley hereby finds and declares this ordinance is necessary, appropriate, and in the best interest of the City of Berkeley, Missouri, in accordance to the CALEA standards.

Now, Therefore, Be it ordained by the City Council of the City of Berkeley, Missouri, as follows:

Section 1 The City of Berkeley, Missouri, Council hereby adopts the attached Communications Policy in compliance the CALEA standards.

Section 2 The attached agreement is hereby incorporated herein and made a part of this ordinance, as if fully set out herein.

Section 3 This Ordinance shall be in full force and effect from and after its passage.

1st Reading this 18th day of September 2017

2nd Reading this _____ day of _____ 2017

3rd Reading, PASSED and APPROVED, this _____ day of _____ 2017

Theodore Hoskins, Mayor


ATTEST:

Deanna L. Jones, City Clerk

Approved As To Form:
Donnell Smith, City Attorney

Final Roll Call:

Mayor Hoskins	Aye ___ Nay ___ Absent ___ Abstain ___
Councilwoman Hoskins	Aye ___ Nay ___ Absent ___ Abstain ___
Councilwoman Kirkland	Aye ___ Nay ___ Absent ___ Abstain ___
Councilwoman Mathison	Aye ___ Nay ___ Absent ___ Abstain ___
Councilman-at-Large McDaniel	Aye ___ Nay ___ Absent ___ Abstain ___
Councilwoman Mitchell	Aye ___ Nay ___ Absent ___ Abstain ___
Councilwoman Williams	Aye ___ Nay ___ Absent ___ Abstain ___

	BERKELEY POLICE DEPARTMENT GENERAL ORDER	GENERAL ORDERS: 54
COMMUNICATIONS		
ISSUE DATE: 9/8/17	EFFECTIVE DATE: 10/2/2017	DISTRIBUTION: ALL PERSONNEL
		RESCINDS: ALL PREVIOUS VERSIONS
ACCREDITATION STANDARDS: CALEA 81.2.1, 81.2.2, 81.2.3, 81.2.4, 81.2.5, 81.2.6, 81.2.7, 81.2.10, 81.2.11, 81.3.1, 81.3.2		NUMBER OF PAGES: 16

PURPOSE: The purpose of this directive is to establish effective guidelines for the safe and efficient operations of communications between field units and the Communications Center.

POLICY: It is the policy of the Berkeley Police Department to coordinate the delivery of police and fire services with requests from citizens and department members utilizing radio, telephone, alarm monitoring, and electronic communications equipment. Radio air time will be used for high priority emergency communications while mobile communications will be used for lower priority or high volume information exchange. [CALEA 81.2.10]

PROCEDURES:

24-HOUR OPERATION [CALEA 81.2.1]

- A. The Berkeley Police Department Communications Center will operate 24 hours a day to provide continuous radio communications with public safety personnel. If a failure of the primary transmitter or receiver occurs, the dispatcher will switch to alternate frequencies or back-up equipment to ensure continual service.
- B. 24-Hour telephone service to the Berkeley Police Department Communications Center by the public is available. If the 9-1-1 telephone switching system is interrupted, St. Louis County 911 Dispatching Center may be contacted by a Dispatcher so incoming calls can be redirected and received on cellular phones or alternative landlines located within the Berkeley Police Department Communications Center. The Berkeley Police Department Communications Center also has the capability to receive calls for service from the hearing impaired.

ACCESS TO COMMUNICATIONS CENTER AREA

- A. The Communications Center is designated as a restricted area. Only persons with authorized access to the Communications Center are allowed to enter the center. Unauthorized persons will not be permitted within the Communications Center without the permission of the on-duty Communications supervisor. [CALEA 81.3.1 a]
- B. Persons having business with the Communications Center will conduct such business by telephone, intercom, or by delivering/picking up information through the designated pass-through window into the records area.

BASIC RADIO AND MOBILE COMMUNICATIONS PROCEDURES [CALEA 81.2.4, 81.2.10]

- A. Police communication equipment is to be used for official business only and by authorized trained personnel. Any damage to communication equipment must be reported immediately. [CALEA 81.3.1]
- B. A safety feature of the mobile communication system allows for the automatic location of field units via a global positioning system (GPS) signal known as automatic vehicle locator (AVL). All equipped units will use the device whether on or off duty; including secondary employment. The AVL device will not be tampered with or turned off.
- C. All references to time will be in military (24 hour) time. In the interest of safety, the use of BPD dispatch codes and signals are the primary means of communication and information exchange on the primary channels ("alpha/bravo"). The use of "plain talk" on these channels shall be restricted to necessary information for which there is no code or signal. Necessary "plain talk" shall be short and relevant. When feasible, lengthy messages will be given to the Communications Center by telephone, mobile communications or on a non-dispatch channel. [CALEA 81.2.4 a]
- D. Members will be impersonal when using voice transmissions. Jokes, wisecracks, or profanities are prohibited. Voice inflections which reflect or indicate irritation, disrespect, or sarcasm are prohibited. Radio traffic shall be limited to language relevant to the incident. Dispositions at the end of the call shall be limited to BPD Disposition Codes. Observations, comments and other non-pertinent information are prohibited.
- E. Members will remain on the BPD frequency as designated by this directive and constantly monitor that frequency. Other than routine patrol, members shall advise communications of any and all status changes. [CALEA 81.2.4 b]
- F. When any unit is called by Communications personnel, the unit will promptly respond with his/her unit number, sector assignment, and location in terms of cross-streets, block numbers, landmarks, or physical address. [CALEA 81.2.4 c]
 1. Dispatched activity:
 - a. Communications Center personnel will voice dispatch all calls and any additional information pertaining to the call as outlined in General Orders 37 Responding Procedures. [CALEA 81.2.4 e, f, g]
 - b. Non-emergency calls will be dispatched with minimum air traffic to include the unit(s), type, and location. After acknowledging dispatch, field units will acquire additional information from the Mobile Data Terminal (MDT), including directions which can be found on mobile or a paper maps. Radio traffic will be kept to a minimum.
 2. Field initiated activity:
 - a. Sworn personnel, under controlled conditions, will create their own field events using the CAD system. These units will close calls without calling the Communications Center when possible. The call will be closed with the

disposition such as "Report" or "Service". When writing a report, units will acquire the call for service number from CAD.

RADIO POLICY

Members of the Police Department will use the police radio system for the sole purpose of police related messages in compliance with FCC regulations.

- A. Members will strive to keep all radio transmissions professional, clear, concise, and complete.
- B. Members shall not misuse or disrupt the radio system by transmitting lengthy, personal or unauthorized messages. Members will be mindful of other agencies using the same radio frequency. Routine radio transmissions should not be longer than 15 seconds without a 5 second break to allow other units with priority traffic airtime.
- C. Members will use the 10 code as appropriate for day to day operations.
- D. During a declared emergency (examples: Natural Disaster, Terrorist event), involving multiple emergency services disciplines (Local, State, Federal, law enforcement, fire, etc...) the 10 code will not be used, and all radio communications will be "Plain Language" NIMS (National Incident Management System) compliant. [CALEA 81.2.4 g]

RADIO COMMUNICATIONS

- A. Dispatchers shall dispatch radio calls in the following manner:
 - 1. Non-Emergency Calls: Call the unit number to alert officers of the forthcoming dispatch, and wait for a response. Units will answer by stating their unit number and location. Once the unit replies, the dispatcher will state the location, and nature of the call. Officers shall acknowledge calls by signing off with their radio number. Dispatchers will sign off with the time, indicating their message is complete.
 - 2. Two or Multiple Unit Calls. Follow the above procedure and assign cover unit(s) when necessary after the initial call has been dispatched, using the current procedure for assigning cover units. [CALEA 81.2.4 e, f]
 - 3. Emergency calls: Dispatch will transmit 3 short alert tones, and immediately alert the initial unit and broadcast the location and nature of the call. Once the initial unit has acknowledged the call information, dispatch will repeat the location and nature of the call and assign appropriate cover units. [CALEA 81.2.4 g]
- B. Officer Initiated Activity: Officers must utilize vehicle equipment to conduct routine searches for verification of information or records. Officers may contact dispatch when circumstances do not permit safety of operating vehicle equipment. It is imperative for computer aided dispatch operations, that field units use the following procedure when notifying dispatch of car stops: Alert the dispatcher of the forthcoming stop by using radio call number and radio code, wait for a response, then give (in order):
 - 1. License number of vehicle

2. Location of stop
 3. Color, make and model of vehicle (if known)
- C. Other activity: Alert the dispatcher by using radio call number, give nature of activity and wait for a response (in order):
1. Nature of activity
 2. Location
- D. Clearing Units: Dispatchers shall acknowledge units clearing from activity by signing off with the time.
- E. Use of the alert tone: The alert tone shall be used prior to dispatching emergency, life threatening calls, prior to restricting the air for emergency radio traffic, or any emergency situation the dispatcher deems necessary.
- F. When field units are called by the dispatcher over the radio, they shall promptly reply to the dispatcher using established procedure. If an officer does not respond after several attempts, a patrol supervisor is to be notified. Proper radio procedure and communication with dispatch is essential for officer safety.
- G. On-duty field officers will be responsible for maintaining contact with the dispatcher at all times. Dispatchers are responsible for knowing locations and status of field officers.
- H. Patrol officers are required to carry a portable radio with them at all times while on duty and maintain communications with the dispatcher while away from the patrol car, unless otherwise approved by a supervisor.
- I. Vehicle registration requests - Officers will inform the dispatcher of the registration request, wait for the dispatcher to respond, and then give the license number using the phonetic alphabet.
- J. RMS checks - Officers will alert the dispatcher of the needed file check, wait for the dispatcher to reply, then advise the dispatcher of the appropriate information needed to complete the check.
- K. Wants and Warrant checks (10-99) - Officers will alert the dispatcher of the needed wants or warrants check and the means by which the check will be made (Driver's License number, Social Security number, name and date of birth), wait for the dispatcher to reply, then relay information. If the officer has not done so, s/he should give his/her location.
- L. Driver's License checks - Officers will inform the dispatcher of the needed driver's license check and give the means by which the check will be made (Number, name), wait for a response, then relay information.
- M. Officers shall utilize the Mobile Data Terminal (MDT), in their patrol vehicle when possible for:
- a. Vehicle Registration information
 - b. REJIS and NCIC information
 - c. Driver's License information
 - d. Call clearance codes and comments
 - e. Verification of routine (code 1) call for service details

RADIO CODES, HOLDING CALLS, AND TACTICAL CHANNEL(S)

Radio Codes: Radio codes shall be used by members of the Police Department when conveying messages over the radio:

- 10-1 Unable Copy - Change Location
- 10-2 Signal Good
- 10-3 Stop Transmitting
- 10-4 Acknowledgment (OK)
- 10-5 Relay
- 10-6 Busy - Unless Urgent
- 10-7 Out of Service
- 10-8 In Service
- 10-9 Repeat
- 10-10 Fight in Progress
- 10-11 Dog Case
- 10-12 Stand By (Stop)
- 10-13 Weather-Road Report
- 10-14 Prowler Report
- 10-15 Civil Disturbance
- 10-16 Domestic Problem
- 10-17 Meet Complainant
- 10-18 Complete Assignment Quickly
- 10-19 Return to _____
- 10-20 Location
- 10-21 Call () by Phone
- 10-22 Disregard
- 10-23 Arrived at Scene
- 10-24 Assignment Completed
- 10-25 Report in Person (Meet)
- 10-26 Detaining Subject, Expedite
- 10-27 (Drivers) License Information
- 10-28 Vehicle Registration Information
- 10-29 Check for Wanted or Stolen
- 10-30 Unnecessary Use of Radio
- 10-31 Crime in Progress
- 10-32 Subject with Gun
- 10-33 Emergency
- 10-34 Riot
- 10-35 Major Crime Alert
- 10-36 Correct Time
- 10-37 (Investigate) Suspicious Vehicle
- 10-38 Stopping Suspicious Vehicle (Give complete info before stop)
- 10-39 Urgent - Use Light, Siren
- 10-40 Silent Run - No Light, Siren
- 10-41 Beginning Tour of Duty
- 10-42 Ending Tour of Duty
- 10-43 Information
- 10-44 Permission to leave ___ for ___
- 10-45 Animal Carcass at _____
- 10-46 Assist Motorist
- 10-47 Emergency Road Repair at _____
- 10-48 Traffic Standard Repair at _____
- 10-49 Traffic Light Out at _____

- 10-50 Accident (J1 Off Road/No Injuries, J2 Injuries, J3 Blocking, J4 Death)
- 10-51 Wrecker Needed
- 10-52 Ambulance Needed
- 10-53 Road Blocked at ____
- 10-54 Livestock on Highway
- 10-55 Intoxicated Driver
- 10-56 Intoxicated Pedestrian
- 10-57 Hit and Run (F-Fire, PI-Personal Injury, PD-Property Damage)
- 10-58 Direct Traffic
- 10-59 Convoy or Escort
- 10-60 Squad in Vicinity
- 10-61 Personnel in Area
- 10-62 Reply to Message
- 10-63 Prepare Make Written Copy
- 10-64 Message for Local Delivery
- 10-65 Net Message Assignment
- 10-66 Message Cancellation
- 10-67 Clear for Net Message
- 10-68 Dispatch Information
- 10-69 Message Received
- 10-70 Fire Alarm
- 10-71 Advise Nature of Fire
- 10-72 Report Progress on Fire
- 10-73 Smoke Report
- 10-74 Negative
- 10-75 In Contact with ____
- 10-76 En Route ____
- 10-77 ETA (Estimated Time of Arrival)
- 10-78 Need Assistance
- 10-79 Notify Coroner
- 10-80 Chase in Progress
- 10-81 Conveying Prisoner / Subject in Custody
- 10-82 Paperwork to be Completed
- 10-83 Trouble at Station
- 10-84 Are you going to meet _____
- 10-85 Will be Late
- 10-86 Sick Case
- 10-87 Pickup / Distribute Checks
- 10-88 Advise Phone Number to Contact
- 10-89 Vacation Listing
- 10-90 Alarm Sounding
- 10-91 Unnecessary Use of Radio
- 10-92 _____
- 10-93 Blockade
- 10-94 Drag Racing
- 10-95 Bomb Threat
- 10-96 Mental Subject
- 10-97 _____
- 10-98 Prison / Jail Break
- 10-99 Wanted / Stolen Indicated
- Code 1 Non-emergency
- Code 2 Non-emergency, direct response necessary
- Code 3 Emergency

Code 4 Situation secure, no further assistance needed.
Code 5 Stake out. All unauthorized units stay away from area.
Code 6 Alerts Officers of upcoming officer safety information about suspect.
Code 7 Out to lunch
Code 8 Off duty
Charlie 1 Officer needs one cover unit, Code 2
Charlie 2 Officer needs two cover units, Code 2
Charlie 3 Officer needs three cover units, Code 2

HOLDING CALLS

- A. Emergency calls will be dispatched immediately. If an officer(s) is not available to handle the call, the patrol supervisor shall be notified immediately
- B. Non-emergency calls necessitating a direct response will be dispatched immediately using the current call assignment procedure. If the dispatcher cannot locate a unit to handle the call immediately, the patrol supervisor shall be notified.
- C. Non-emergency calls not requiring a direct response will be dispatched when a patrol car is available.
- D. If a delay is anticipated when the call is received, the complainant shall be given an estimated time of arrival. If the call cannot be handled in that time frame, the complainant will be contacted by the dispatcher and informed of the additional delay. The patrol shift supervisor shall be notified when there are multiple calls holding, or a need for mutual aid.
- E. Late or Near End of Shift Calls: Any call requiring an emergency or direct response should be dispatched immediately, regardless of shift time remaining. Officer(s) responding to late or near end of shift calls should advise the patrol supervisor if assistance from the on-coming shift is needed, or if the call will result in overtime. Nonemergency calls should be dispatched if it appears an officer can complete it without overtime being incurred. If not, the caller will be advised of the anticipated delay, and the patrol supervisor notified of pending calls.
- F. Out of City Calls: The Police Department does not send patrol officers outside the City to handle incidents that may have occurred in the City.
 - 1. Callers should be advised to return to the City to make a report if possible.
 - 2. If a crash or crime victim is in a hospital outside the City, from an incident that occurred in the City, the patrol supervisor shall be notified to determine appropriate response.

TACTICAL CHANNEL(S)

- A. The Communications Center, all police vehicles, and portable radios are equipped with the Police Department's tactical frequency. [CALEA 81.2.5 g]
- B. All law enforcement radio traffic that requires extended air time for NON-EMERGENCIES shall be transferred by dispatch to a channel which provides communication into the Communications Center, for the duration of the event. The 911 Supervisor should be contacted for radio frequency assignments and dispatch staff needs to support pre-planned events. This includes extended radio transmissions for traffic enforcement, parties, planned demonstrations etc.

- C. It is the responsibility of the 9-1-1 Lead Worker or senior on-duty dispatcher to ensure all non-emergency extended radio traffic switches to an alternate channel, and is monitored by dispatch.
- D. The 9-1-1 dispatcher also has the authority to request units switch to another channel if s/he feels the radio traffic would be better served on that channel.
- E. In the event that City, St. Louis County or Missouri Highway Patrol should have simultaneous emergencies, the city radio traffic shall either remain on the primary law enforcement frequency and dispatch will manage both events on the same frequency, or switch to an alternate frequency if constant radio transmissions are required. [CALEA 81.2.4 d]
- F. This frequency will be used in compliance with standard radio procedures and FCC regulations outlined in this order.

ANIMAL CALLS FOR SERVICE

- A. When the animal control officer is on-duty, h/she will respond to and investigate all animal calls for service with the exception of emergency situations where h/she is not available due to handling an existing call for service. Then a patrol officer may be dispatched to investigate the emergency.
- B. When the animal control officer is not on-duty, patrol officers will investigate emergency animal calls for service where:
 - 1. The animal is injured and in need of immediate medical attention for any reason including animal cruelty/abuse.
 - 2. There is a dangerous animal attacking people or another animal(s).
 - 3. There is a dangerous animal which poses an immediate threat to others.
 - 4. There is a dog bite incident where rabies vaccination needs to be determined or the animal needs quarantined.
 - 5. There is an animal in the public roadway creating a traffic hazard.
 - 6. There is a barking dog, which is a neighborhood livability issue, but also an indicator of potential criminal activity.
- C. Any officer, sergeant or watch commander may in the best interest of the community, considering any mitigating circumstances and the volatility of the situation respond to and investigate an animal call for service not meeting the criteria listed above in sections a and b.

USE OF TELEPHONE

- A. Incoming Calls: When answering calls, all staff will be polite, patient and professional in the performance of their duties and shall carry out the Police Department's expectation of customer service.
 - 1. Dispatchers:
 - a. The dispatcher shall attempt to answer 9-1-1 calls within 2 rings and other lines within 3 rings.
 - b. 9-1-1 lines shall be answered "9-1-1, what is the location of your emergency?", and all other incoming lines "Police Dispatch, this is (first name of person answering)."
 - 2. Records/Administrative staff:
 - a. The Records staff will attempt to answer calls within 3 rings.

- A. The Communications Center has computer aided dispatch software which can transmit calls for service information for the purpose of dispatching patrol units via MDT. CAD to MDT call transmissions operate as backup communications in the event of radio failure in the Communications Center.
- B. MDTs are available as part of the regular equipment in marked patrol cars. Use of the text messaging, email and chatting is limited to business use when radio transmission would be inappropriate or could compromise an investigation.
 - 1. The Communications Division Manager or designee is responsible for reviewing monthly usage of the officers/dispatchers message traffic. Communications over the chat, email and talk feature must remain professional at all times. Message traffic could be determined to be public information; access to the information must never prove embarrassing to the department, city or the individual officers involved.
 - 2. Message traffic deemed inappropriate by the Communications Division Manager for officers will be handled by the Communications Division Manager. Inappropriate message traffic by dispatchers will be forwarded to the Investigations Division Manager for action.

PERSONAL OUT-GOING CALLS

- A. Members of the Police Department are permitted to use Police Department telephones for personal matters within reasonable limits.
- B. The use of Police Department telephones for personal reasons is a privilege and not a right. It may be withdrawn by a member's supervisor if abused through excessive use or if telephoning causes interference with assigned duties.
- C. Personal long distance telephone calls shall not be made at City expense.

USE OF CRIMINAL JUSTICE INFORMATION SYSTEMS (CJIS), REJIS, LEWEB, GLOBAL AND NATIONAL CRIMINAL INFORMATION CENTER (NCIC) DATA

- A. The law enforcement building is equipped with computers and the patrol cars are equipped with MDTs which provide access to CJIS, REJIS, NCIC, and local RMS files. CJIS, REJIS and NCIC data shall be accessed ONLY from computers in secure locations. A secure location is defined as areas of Berkeley Police Department that are not open to the public and accessible only by authorized personnel. This term also includes official police vehicles that are locked and /or attended by authorized sworn police personnel.
- B. The following information is currently available through REJIS:
 - a. Stolen and registration checks on vehicles by license or VIN,
 - b. Wants and warrants on persons by ODL, Name, Date of Birth, or Social Security Number,
 - c. Criminal History,
 - d. Persons of Interest (Corrections client, CCW permit holders, etc),
 - e. Missing persons,

- f. Lost/stolen/recovered articles,
 - g. Stolen securities,
 - h. Restraining orders,
 - i. APB, message sending state and nationwide,
 - j. Road and weather conditions,
 - k. Hazardous materials information,
 - l. Unidentified persons records,
 - m. Stolen and registration checks on boats,
 - n. Lost, stolen, recovered and pawned firearms,
 - o. Stolen vehicle parts
 - p. Sex offender registration
- C. Persons authorized to use REJIS:
1. Only REJIS certified or personnel in training shall use REJIS. Recertification is required every two years.
 3. Each Police Department employee must complete a REJIS SYSTEM TRAINING GUIDE at a level consistent with the employee's duties. The guide must be completed within 30 days of beginning use of the system, and within 60 days of the Training Guide issue date. Recertification must be completed within 60 days of the two year anniversary of the initial certification or last recertification. The recertification is accomplished through the REJIS Online process. REJIS/NCIC will notify the REJIS Representative (REJIS Rep) of the required recertification. The REJIS Rep will notify each employee providing the web page log on information and the completion date. Failure to pass the recertification will require the REJIS Rep to terminate the employee's access to REJIS until the employee completes the REJIS SYSTEM TRAINING GUIDE.
 4. The Police Records Supervisor as the department REJIS representative and the Communications Center REJIS representative shall review the list of Users/Operators annually and as needed documenting when this is performed. Changes in authorized personnel will be immediately reported to REJIS Training section.
 5. Separated or transferred staff from the department, IT or Berkeley Fire Department will not have access to Criminal Justice Information material and will not have unescorted access to the Law Enforcement Building. This applies to any employee that is suspended or placed on administrative leave pending an internal affairs investigation. Access keys and tags will be turned in to their supervisor until reinstated.
 6. Personnel using REJIS shall be responsible for adhering to REJIS administrative rules including those that govern information access and dissemination and administrative messages.
 - a. Information obtained from REJIS shall only be disseminated to law enforcement or criminal justice personnel for law enforcement purposes.
 - (1) Police officers and police employees,
 - (2) Members of other law enforcement agencies,
 - (3) Court employees,
 - (4) District attorney employees,
 - (5) Upon direction of a supervisor
 - b. Information may not be disseminated to private individuals or private security police.

- c. All vehicles containing MDTs shall be securely locked when not in use.
- d. The local CJIS network equipment shall be located in a physically secure location by IT.
- e. All computers used for processing CJIS Data shall have antivirus software installed; all will have latest available updates for the operating system & anti-virus. MDTs shall have a personal firewall enabled.
- f. When transporting non-law enforcement personnel in police vehicles, officers will close the screen of the MDT or position it in a manner that will prevent unauthorized viewing of MDT data. REJIS terminal screens shall be positioned to prevent unauthorized viewing.
- g. Printouts of REJIS material shall be promptly filed with the corresponding incident records. Otherwise, such printouts should be promptly placed in the locked shred bins to be shredded. Disposal or destruction is witnessed or carried out by authorized personnel normally a records specialist.
- h. All computer equipment used for CJIS, REJIS or NCIC processing or storage that is no longer used shall be turned over to IT for wiping and destruction.
- i. Only city owned network computer equipment will be allowed access to the REJIS network. No personal computers or storage devices may be used at any time.
- j. Any violation or unauthorized access to REJIS, LEWEB, CJIS, REJIS, or NCIC information shall immediately be reported through the chain of command to the IT Manger who is the agency Security Officer for CJIS.

VERIFICATIONS

- A. If a record is found on a warrant or other file check, the information will be verified with the originating agency or serving officer before any arrest is made.
- B. Verifications should be made by phone with a request of a confirming teletype from the originating agency.
- C. The employee handling the record confirmation is responsible for updating records (locate, clear, cancel) and sending a disposition teletype to the originating agency.

ENTRIES

Officers needing to enter information into the system or send administrative messages shall direct requests to the Records Unit during business hours. Priority after hour requests shall be handled by 9-1-1 dispatchers. Teletype requests and data entry updates (clear, locate, etc) should be initialed by the person handling the request and attached to the incident report. Warrant Entries shall be made as delineated in General Orders 48 "Records".

DUTY AND PERSONNEL ROSTERS

Dispatch personnel will have available at all times:

- A. The daily duty roster which includes the designated Watch Commander, officers on duty, patrol assignments, including assigned patrol vehicle number. [CALEA 81.2.5, a, b]
- B. The Personnel Roster which includes the names, addresses and telephone numbers of all Police Department personnel. [CALEA 81.2.5, c]

- C. The Monthly Assignment Schedule which includes assignment and work schedule for patrol, code enforcement, animal control and dispatch personnel.

EMERGENCY CONTACTS

- A. While providing for the safety and security of the City, services of other agencies and organizations are often requested. Generally these requests are received either through an officer in the field or by telephone. Communications personnel have access to these services, either by telephone, pager or dispatch tone. [CALEA 81.2.5 f]
- B. Some of these agencies, followed by the situation for which they may be called, include but are not limited to:
1. Berkeley Fire Department
 - a. Fire/Explosion includes:
 - (1) Fires of all types,
 - (2) Hazardous materials incidents,
 - (3) Mutual aid rendered,
 - (4) Assistance to public with non-emergency fire situation, and
 - (5) Alarms.
 - b. Rescue calls include:
 - (1) Extrication,
 - (2) All medical calls, and
 - (3) Mutual aid rendered.
 2. Towing Services
 - a. Tow services for Police Department vehicles, vehicles as evidence, and vehicles without insurance are provided by the current contract tow company.
 3. Ameren Missouri
 - a. Wires down or on fire; poles down or damaged,
 - b. Restoration of emergency power,
 4. AT&T/Charter
 - a. Wires down,
 - b. Poles damaged or knocked down,
 - c. 9-1-1 line trace information,
 - d. Directory assistance,
 - e. Language interpreter assistance (AT&T),
 - f. Transfer of 9-1-1 lines to cellular telephones during 9-1-1 Center evacuation or power outages,
 5. Berkeley Police Department CIT (Crisis Intervention Team) Officer
 - a. Assistance with mentally ill persons,
 - b. Crisis intervention, family problems,
 - c. Patient evaluation for Police Officer holds,
 6. St. Louis County Family Court
 - a. Assistance with abuse cases,

- b. Abandoned or neglected children,
- 7. St. Louis County District Attorney's Office
 - a. Legal advice in criminal cases,
 - b. Notification of unattended deaths,
 - c. Victim/Witness assistance,
- C. Emergency contact lists for stores, office buildings, churches and other commercial buildings are maintained in the City of Berkeley business directory located in dispatch and may be used to notify the owner or proprietor of after hour problems.

MISDIRECTED EMERGENCY CALLS [CALEA 81.2.11]

- A. In the event the Berkeley Communications personnel receive a call for service that should be directed to another police or fire department, it shall first be determined if the call is an emergency.
- B. If the call is not an emergency, the caller will be given the correct agency's phone number.
- C. If the call is an emergency, the call will be promptly transferred to the appropriate department or agency.
- D. The dispatcher will enter the call for service into CAD with notes describing the call and reason for transfer. A call for service number is automatically generated.

CALLS FOR SERVICE [CALEA 81.2.3]

- A. Calls for service will be entered into the CAD system or recorded on a dispatch incident card. The information to be recorded at the time of request for service will include:
 - 1. Date and time the call is entered into CAD. [CALEA 81.2.3 a]
 - 2. Complainant's name, address, and phone number if possible; if refused, so indicate. [CALEA 81.2.3 c]
 - 3. Nature of call [CALEA 81.2.3 d]
 - 4. Location of the incident [CALEA 81.2.3 e]
 - 5. The proper "nature" code will be entered into the appropriate CAD field or box on the incident card.
 - 6. The dispatcher will dispatch the call via computer aided dispatch or time stamp the incident card at the time the call is dispatched. [CALEA 81.2.3 g]
 - 7. The officer will advise the dispatcher upon arrival and the dispatcher will enter the arrival into CAD or time stamp the incident card. [CALEA 81.2.3 h]
 - 8. The dispatcher will enter the time the officer clears the call into CAD or stamp the incident card when the officer returns to service. [CALEA 81.2.3 i]
 - 9. The dispatcher will indicate the status of the reported incident by making the appropriate entry into CAD or marking the appropriate activity box on the card. [CALEA 81.2.3 j]
- B. Additional information required on the incident entry or dispatch card includes:
 - 1. Incident number [CALEA 81.2.3 a]
 - 2. Officer Departmental Serial Number (DSN) [CALEA 81.2.3 f]

3. The reporting area will be determined by CAD, it will be noted on the incident card if necessary
 4. The specific source of the call will be noted
 5. The appropriate response code will be determined by CAD or noted on the incident card.
 6. Suspect information if appropriate
- C. If a complainant reports an incident to the dispatcher which would not normally require an officer to investigate, but the complainant demands to see an officer, the dispatcher will complete an incident entry or a dispatch card and either dispatch an officer or notify the watch commander of the situation.

INSTANT PLAY-BACK RECORDERS

- A. The Communications Center maintains instant playback systems, attached at each console position, that record telephone and radio conversations and allow for immediate playback.
- B. Radio and telephone transmissions are recorded on a 24-hour basis.
- C. These playback devices assist dispatchers in the event a phone conversation or radio transmission is missed or misunderstood.
- D. Recordings are maintained for a minimum of ninety days. [CALEA 81.2.7 a]
- E. All recordings are stored securely on the Communications Center's secured network. [CALEA 81.2.7 b]
- F. Recorded conversations are reviewed by authorized personnel periodically for quality control and/or investigative purposes. [CALEA 81.2.7 c]

INCOMPLETE 9-1-1 CALLS

- A. An incomplete 9-1-1 call occurs when telephone contact has been made between a citizen caller and the dispatcher, but the call is not completed:
 1. The dispatcher is unable to verify the address or nature of the call because the caller hangs up before speaking, is unable to speak, or the call has been disrupted by another individual or act of nature (power outage).
 2. The Automatic Number Identification (ANI) and the Automatic Location Identification (ALI) information should be displayed on the monitor screen at the dispatch console.
 3. An incomplete 9-1-1 call shall be a Code 2 call and will be dispatched to the appropriate patrol officer or agency as a call for service if viable location information is obtained.
 4. If no officer is available, dispatch will notify the Watch Commander of the pending call and enter the Tone Time in CAD.
 5. Agency Responsibility: When an agency is notified on an incomplete 9-1-1 call, the decision to respond or not will be the responsibility of that agency. The Communications Center will provide as much detailed information as possible.

COMMUNICATIONS CENTER VICTIM/WITNESS PROCEDURES

Receipt of calls regarding victim/witness services is screened to determine proper agency referral. Communications personnel do not make the actual referral, but will dispatch a police officer to make the decision regarding the appropriate referral. Communications personnel can and do make minor referrals as in the case of homeless people looking for temporary shelter and services. The 211.org website is available in the Communications Center as a resource for referrals to social service programs. [CALEA 81.2.6 a, b, c]

COMMUNICATIONS: FACILITIES AND EQUIPMENT

- A. Emergency Service Agency Telephone Numbers: A list of local and regional emergency services telephone numbers such as those pertaining to police, fire, rescue, ambulance, and animal control is available at each Dispatch station. [CALEA 81.2.5]
- B. Emergency Power Generator: The emergency power generator ensures continuous operation of emergency communications equipment. The Public Works Director shall ensure that the emergency power generator is inspected and tested monthly by Facility personnel. [CALEA 81.3.2]
- C. Dispatch Service Area Maps Enlarged maps detailing the City of Berkeley service area is available in the Berkeley Police Department Communications Center. These maps outline patrol and emergency response districts and are designed to assist the Dispatchers in finding map locations to dispatch units as quickly as possible. [CALEA 81.2.5]
- D. Officer Status Indicators: Officer status will be monitored by Dispatchers via the Computer Aided Dispatch system. [CALEA 81.2.5, e]
- E. Continuous Radio Communication: The radio system provides for 24 hour continuous two-way radio communication between public safety personnel and Communications. [CALEA 81.2.2]

DRAFTED BY: Eye-Liza Conner	DATE: 8/29/17
BY ORDER OF: ART JACKSON MAJOR	DATE: 8/31/17
APPROVED BY: Public Safety Committee	DATE: 9/8/17
APPROVED BY: Berkeley City Council	DATE: 10/2/17