

Greenbelt Police Department – General Orders

	Title: Communications		Order #: 613	
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	○ New	✓ Amends	○ Rescinds	
Approved by: Chief James Craze			CALEA 5 th Edition	
CALEA Standard: 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 81.2.12 81.2.13 81.2.14 81.2.15 81.3.1 81.3.2 81.3.4			Pages: 21	

01 POLICY: It is the policy of the Greenbelt Police Department to provide, maintain and staff a Communications Unit for the purpose of receiving and dispatching calls for service and providing a communications link between officers and the Department.

02 PROCEDURES:

A. Administration:

1. The Communications Unit, commonly referred to as “dispatch,” is a component of the Department’s Patrol Division and under the direct supervision of the Communications Supervisor. (CALEA 11.1.1)
2. Communications Functions: The functions of the Communications Unit includes, but is not limited to the following:
 - a. Telephone Communications: The Communications Unit shall be responsible for answering all emergency, non-emergency and other special use telephone lines that are routed into the Unit.
 - b. Radio Communications:
 - (1) Dispatching calls for service;
 - (2) Acting as a communications link between employees assigned to the field and the Department; and,

- (3) Acting as a communications link between the Department and other allied agencies and emergency response agencies.

c. Teletype and Automated Data Communications:

- (1) The Department has access to local, state and federal criminal justice information systems (i.e., CJIS, MILES, NLETS, NCIC). (CALEA 81.2.9)
- (2) Procedures for performing criminal justice computer system inquiries, entries and modifications are outlined in the CJIS/NCIC manual located in the Communications Unit (CALEA 81.1.2)

d. Alarm Monitoring: (CALEA 81.2.13)

- (1) The Department currently has no residential or commercial alarms that alert directly to the Communications Unit.
- (2) Communications Specialists shall dispatch alarms called in by private security alarm companies to field units.

B. Federal Communication Commission: The Federal Communications Commission (FCC) is a regulatory agency which is charged with managing

the use of the radio spectrum in a manner that protects the public interest. The Department will maintain a current FCC licenses and have access to their current rules and regulations.

1. FCC Requirements: Radio operations by all employees shall be conducted in accordance with the procedures and requirements as established by the FCC. The following items in this section list the most crucial operating rules in the Public Safety Radio Service that all employees must adhere to. (CALEA 81.1.2)

- a. All radio transmissions will be restricted to a practical and minimal transmission time.
 - b. Priority shall be given to communications involving potential harm to person or property.
2. Prohibited transmissions:
- a. False calls or false/fraudulent distress signals.
 - b. Unnecessary or unnecessarily lengthy transmissions; unidentified transmissions, or transmissions of unassigned call signs, and transmitting prior to monitoring the channel.
 - c. Vulgar, abusive, offensive, insolent, obscene, indecent or profane language.

3. Station Identifier: The transmitter must be identified by transmitting the FCC assigned call sign for each frequency either by voice in the English language, or by automatic Morse Code identification, once every thirty (30) minutes.

C. Communications Unit Access:

- 1. Authorized personnel are limited to those persons who operate and command the Communications

Unit, the on-duty Shift Supervisor and NCIC certified officers who are either scheduled to dispatch or who are relieving the Communications Specialist for a break. (CALEA 81.3.1.a & b)

- a. The Communications Supervisor or, in his/her absence, the on-duty Communication Specialist, may admit Department employees into the Unit on an as-needed basis for official business.
- b. Law enforcement personnel from allied agencies may be admitted into the Unit on an as-needed basis (official business) by the Communications Supervisor or, in his/her absence, the on-duty Communications Specialist.
- c. Others shall be admitted into the Unit on an as-needed basis for maintenance, cleaning, checking fire suppression equipment, etc. All other persons must be accompanied by a Department employee.
- d. Persons on tour of the Department shall not be taken into the Communications Unit.

D. Recording and Reviewing Taped Radio Transmissions and Telephone Conversations:

1. Recording:

- a. All radio transmissions and telephone calls for service shall be recorded on a multi-channel electronic recording device. This device shall consist of independent recordings, with the capability of the immediate playback of one recording without interrupting the reading process of the other.

- b. The Recordable Media (RM) shall have the capacity to store a minimum of ninety (90) days of continuous recording. within five (5) working days.
 - c. The recording system shall be monitored for capacity by the Records Unit Supervisor.
 - d. Recordings shall be accessible by the Communications Unit for a minimum of thirty (30) days. (CALEA 81.2.8.a)
 - e. When a RM needs to be replaced, it is the responsibility of the Records Unit Supervisor to ensure the secure handling of the recordings from the recorder to storage. (CALEA 82.1.9.b)
 - f. RM shall be secured in a locked cabinet in the Records Supervisor's office. (CALEA 82.1.8.b)
2. Review: (CALEA 81.2.8.c)
- a. Review of the RM shall be limited to personnel with a legitimate need such as, investigative, administrative review, training, court presentation, etc.
 - b. Department employees may request copies of radio and/or telephone conversations by submitting a Request for copy of Dictaphone Tape (GPD Form #613), detailing the purpose of the request, via the chain-of-command. Upon approval the Records Unit Supervisor shall complete an audio tape or RM.
 - (1) The Records Unit Supervisor shall keep a file of all requests for recordings.
 - (2) The Records Unit Supervisor shall facilitate each written request
- (3) Emergency request for copies of telephone and/or radio recordings will be accomplished immediately by the Records Unit Supervisor if the information is needed to obtain urgent information relative to an investigation.
 - (4) The Office of Professional Standards shall have access to the recordings on an as-needed basis with the ability to make copies as necessary.
 - (5) The only authorized procedure for obtaining recordings of radio transmissions and telephone calls for service are as outlined in this policy.
- E. General Operations: The Greenbelt Police Department provides the public with a toll free (within our jurisdiction), twenty-four (24) hour dispatching capability for immediate and continuous communications between the Department and officers on-duty. (CALEA 81.2.1)
- 1. Communication Resources: Communications personnel will have immediate access (contact) to the following Departmental resources: (CALEA 81.2.5.a)
 - a. Supervisor/Officer-in-charge;
 - b. Daily patrol shift rosters of personnel on duty;
 - c. Special assignments or details to include what the situation is, location and duration;
 - d. Employees working in an off-duty capacity (secondary employment);

- e. Search warrants (location); and,
 2. Duty rosters of all personnel, including special assignments, procedures for call outs, etc. (CALEA 81.2.5.b)
 3. Telephone numbers of all employees, and telephone numbers of agencies that provide emergency services in Prince George's County. (CALEA 81.2.5.c)
 4. Maps detailing our Agency's service area. (CALEA 81.2.5.d)
 5. Capabilities of immediate playback of recorded telephone and radio conversations in the event that the original conversation was unreadable or could not be understood. The citizen requesting service or officer wanting assistance may not be able to be repeated in an emergency conversation. (CALEA 81.2.8)
 6. Location and availability of officers on-duty. (CALEA 81.2.5.e)
 7. Tactical dispatch plans. (CALEA 81.2.5.g)
 8. Emergency numbers and procedures to obtain emergency services from external agencies. (CALEA 81.2.5.f)
- F. General Telephone Communications:** The telephone is the most available and, therefore, the most important means of access citizens have for obtaining services from the Greenbelt Police Department.
1. Incoming Calls: The following procedure shall be followed when receiving calls for information or services. (CALEA 81.2.7.a)
 - a. All incoming calls shall be answered promptly and professionally;
 - b. It is essential that all personnel use proper communication skills so information such as injuries, involved weapons and whether or not a suspect is still at the scene, can be gathered quickly;
 - c. Using good judgment the on-duty Communication Specialist will determine if the call is an emergency or non-emergency, and dispatch the call appropriately.
 - d. The on-duty Communications Specialist will inform the caller of how the Department will respond to their call for service. The on-duty Communications Specialist may make appropriate referrals to allied police agencies, social services agencies, victims rights, etc. when a Department response is not needed or requested. (CALEA 81.2.6.b)
 - e. The Communications Unit will maintain an updated binder containing all known resources to assist citizens requesting or needing referrals to allied police agencies, social services programs, victims rights, etc. (CALEA 81.2.6.b)
 2. Emergency Calls: Emergency lines (301-474-5454) will always be answered first, however, not all emergencies are called into the emergency lines and may be received on the Department's general number (301-474-7200). (CALEA 81.3.3)
 3. Answering Calls: When there are multiple ringing lines, non-emergency calls will be placed on hold and ringing lines will be answered by stating, "Greenbelt Police Department, where is your emergency?" (wait for a response) and if the call is of a non-emergency nature ask if the caller can "hold." All incoming calls will

be processed on a priority basis, with emergencies handled first and routine calls handled last.

4. Courtesy: Employees will treat each caller with respect, and should not consider any response as a personal attack, but recognize the cause as frustration and proceed with the necessary steps to resolve the situation.
 5. Identification to be provided: When requested personnel will provide at a minimum, their title, and identification number.
 6. Contact: Communications personnel shall ask the complainant if they prefer that a police officer contact them when on-scene.
- G. Citizen Calls for Service:** Responding to calls for service is one of the main functions of the Department. In responding to calls, especially those of an emergency nature, quick response and citizen/officer safety are of primary importance. In order to accomplish this, Communications Specialists must obtain and relay relevant information regarding each call. Below are the recommended procedures on obtaining information and dispatching calls.
1. Information to be obtained: In order to properly assess and appropriately respond to each call for service, communications personnel shall attempt to obtain the following information from the caller:
 - a. Where: Location of occurrence and direction of travel, etc.
 - b. What: Nature of call (i.e., fight, armed robbery, stolen vehicle, etc.).
 - c. When: Date/time of occurrence.
 - d. Who: Name and address of person(s) involved; suspect(s) or suspect(s) vehicle(s) descriptions; citizens in pursuit, etc.
 2. Emergency calls may be dispatched on address information alone. However, when possible, communications specialists should attempt to keep the caller on the telephone until an officer arrives. Reassure the caller that help is on the way and solicit additional information provided that the citizen's life is not in danger. Relay supplemental information to responding unit(s) as quickly as possible.
 3. If there are any indications of injuries, direct the Prince George's County Fire Department (PGFD) to stage in the area until the situation is stabilized.
 4. When appropriate, notify surrounding agencies of suspect information, direction of travel and/or request assistance for external services.
 5. Communications personnel shall immediately relay information from misdirected emergency calls for service to the appropriate agency. (CALEA 81.2.12)
 - a. Misrouted 911 from Prince George's County Police Department (PGPD) will be either:
 - (1) In an emergency situation, the on-duty Communications Specialist will gather the information and call the
 - e. How: stabbed, shot, injured (medical attention needed?); gun or other weapons displayed, etc.
 - f. Why: Events leading up to the incident, if applicable or known.

PGPD 911 Center themselves; or,

- (2) In a non-emergency situation, the on-duty Communications Specialist will provide the caller with the appropriate phone number to call PGPD or other allied agency.
 - b. On misrouted emergency calls received on the Department's general number, the on-duty Communications Specialist will gather all necessary information and dispatch an officer on the call for service.
6. Victim/Witness Request for Information: The on-duty Communications Specialist from time-to-time will receive calls from victims/witnesses of crimes. The call may be an initial or subsequent request for information or services provided by the Department, City or other governmental or social services organizations. The following procedures will be followed when dealing with an initial or subsequent request for those services: (CALEA 81.2.7)
- a. If a life threatening emergency exists in the City, immediately dispatch an officer to the appropriate location. If the life threatening emergency exists outside the City, immediate contact the appropriate allied agency to respond.
 - b. If the request is to speak to the investigating officer/detective, and the officer/detective is working, place the officer/detective in contact with the victim/witness as soon as possible. If the officer/detective is not working offer to put the victim/witness in contact with the officer/detectives voice mail. If the victim/witness needs to speak to an officer/detective immediately and the officer/detective is not working, have the on-duty Shift Supervisor speak with the victim/witness as soon as possible.
 - c. If the request is for the service or referral to a social services agency, victim rights group, etc., use the Victim/Witness Reference Guide located in the Communications Unit and provide the needed information to the caller.
 - d. If the need is not law enforcement related, but requires immediate follow-up the on-duty Communications Specialist, upon approval of the on-duty Shift Supervisor, will notify the on-call counselor at Greenbelt Cares.
- H. Telephone Traces/Obtaining Telephone Numbers and Address:**
1. Telephone traces: In emergency situations, the telephone company may be contacted for assistance in tracing telephone calls and obtaining addresses from published and non-published numbers.
 2. Obtaining telephone numbers and address: The telephone company will not furnish non-published numbers except in life or death situations or when the information is needed to immediately prevent a serious crime.
- I. Release of Personnel Information:**
1. Addresses and telephone numbers of Department personnel may be released only to employees of the Department.
 2. Personnel information shall not be broadcast over the radio frequencies.

3. Unauthorized individuals who advise that it is imperative to contact an off-duty employee will be asked to provide their name and telephone number after it has been determined that no on-duty employee can be of assistance. The employee accepting the call will attempt to contact the off-duty employee at home and give him/her the opportunity to return the call. If an employee is unable to be contacted at home, a return call will be made to the caller.

J. Activity Reporting: In order to establish a control system to ensure a comprehensive field reporting program, the following information will be recorded for all requests for service or self-initiated activity. Each call for service shall be recorded by the Communications Specialist manually. Information to be recorded shall include:

1. Type of incident reported/Nature of complaint; (CALEA 81.2.3.d) (CALEA 82.3.2.a)
2. Location of incident reported; (CALEA 81.2.3.e) (CALEA 82.3.2.b)
3. Name, address and phone number of complainant, if available; (CALEA 81.2.3.c)
4. Date and Time of Request; (CALEA 81.2.3.b)
5. Time of dispatch; (CALEA 81.2.3.g)
6. Time the officer arrived; (CALEA 81.2.3.h)
7. Time the officer returned to service; (CALEA 81.2.3.i)
8. Disposition of the call; and, (CALEA 81.2.3.j)
9. Identification of officer(s) assigned as primary and back-up. (CALEA 81.2.3.f)

10. Control Numbers: Each manual log is assigned a control number to create a permanent record to establish a comprehensive field-reporting program. (CALEA 81.2.3.a)

K. Emergency Numbers:

1. PGPD has implemented a 9-1-1 Emergency Telephone Reporting System. The 9-1-1 (nine-one-one) Emergency Telephone Reporting System provides the public with a single, easy to remember telephone number to call when faced with a life or property threatening emergency. The system routes requests for police, fire and medical services to the responsible agency providing the requested service. The 9-1-1 Emergency Telephone Reporting System allows PGPD call takers to immediately transfer emergency calls to the Greenbelt Police Department's Communications Unit. (CALEA 81.2.1)
2. Because of the layout and jurisdictional boundaries of the City, the Department has not been able to establish its own 9-1-1 Emergency Telephone Reporting System. The Department has adopted an easy to remember number for citizens to directly call in emergency situations. (CALEA 81.3.3)
3. The Greenbelt Police Department is a member of Maryland Relay. Maryland Relay was created to assist hearing impaired persons contact emergency services, as well as meet other communications needs. (CALEA 81.2.1)
4. Communications Specialists' emergency call taking responsibility:
 - a. Be proficient in handling each call expeditiously;

- b. Answer the emergency line with, "Greenbelt Police, where is your emergency?"
 - c. Screen all emergency calls to every extent possible to determine where and what type of assistance is required and ask caller for a callback number.
 - d. When a call requires medical assistance PGFD will be contacted as soon as possible.
- L. External Services:** There is often a need for communication specialists to obtain external services such as fire suppression equipment, medical, tow trucks, cabs, environmental and human services, etc. This will normally be accomplished by telephone contact. In emergency situations, contact with the service provider should be made in the most expedient manner possible.
- 1. Service providers: A list of providers, and how to contact them, shall be maintained in the Communications Unit and available to communications personnel. The list shall provide contact information of such services such as helicopters, tracking dogs, explosives disposal, hazardous material spills and human services organizations.
 - 2. Air Support Units (Helicopters): Helicopters are used to enhance the operation of field patrol units. Helicopters are capable of covering more ground or impassable areas in less time than a patrol vehicle. From the helicopter's vantage point, they are able to assist in the apprehension of suspects, locate stranded or missing persons, and assist in pursuits.
 - a. The approval of an on-duty Shift Supervisor must be obtained in order to request a helicopter.
- b. The on-duty Communications Specialist will contact an allied agency with a helicopter. Allied Agencies who currently deploy helicopters are as follows:
 - (1) United States Park Police;
 - (2) Prince George's County Police; and,
 - (3) Maryland State Police.
 - c. The following information will be provided to the allied agency:
 - (1) The nature of the situation (use plain English);
 - (2) Perimeter boundaries/major cross streets;
 - (3) Suspect information; and,
 - (4) On scene Supervisor's call sign.
 - d. All communications with the pilot should be conducted by the on-duty Shift Supervisor.
- M. General Radio Communications:**
- 1. Clear, concise and accurate: To prevent misunderstanding and to avoid potential danger, it is imperative that police radio transmissions be conducted in a clear, concise, courteous and accurate manner. It is the policy of this Department that all employees requesting and providing information via the police radio frequency use clear and concise signals and radio codes expected unless otherwise indicated.
 - 2. Check in/out of service: For a unit to be properly tracked, it is each officer's/employee's responsibility to notify the on-duty Communications Specialist when they are out-of-service. A note will

be made on the radio log of when officers are placed out-of-service, when they return to service and when they are in and out of the cruiser/bike on foot patrol. (CALEA 81.2.4.b)

3. Required communications: The police radio serves as the officer's link to Headquarters and to other officers on the street. Officer safety and efficiency are increased when supervisors, communication specialist and fellow officers know the locations and status of officers. Except under unusual circumstances, communications with Dispatch shall be required in the following situations: (CALEA 81.2.4.a)
 - a. The officer leaves his/her patrol vehicle, including traffic stops;
 - b. When making pedestrian stops or being flagged down by a pedestrian/motorist, even though the officer may not exit his/her vehicle;
 - c. Upon arrival at the scene of a call;
 - d. Upon any supplement report, follow up investigation or detail; and,
 - e. Upon return to service.
4. Required communications during unusual circumstances:
 - a. During a bomb threat incident it is prudent for officers not to use their portable radios or cellular phones. Officers should use a telephone land-line whenever possible to relay information to the on-duty Communications Specialist. (CALEA 81.2.4.a)
 - b. If the radio system goes down, officers may use cellular phones to communicate with

the on-duty Communications Specialist. The on-duty Communications Specialist will attempt to use the back-up portable radio for communications. Should the problem be with a repeater, communications may continue on using cellular phones/landlines until repairs are made. (CALEA 81.2.4.a)

5. Routine Use of Cellular Phone/Department Issued Nextel® Radios/Citizen Band Radios/Other Wireless Technology: Emerging technology has increased the Department's ability to communicate. Although, cellular phones/Nextel's®/citizen band radios/other wireless technology are useful to the Department, they will not be used in place of the Department radio on calls for service. It is important to each officer involved in a call for service and the Department to have a record of the radio transmissions noting the content of the transmission and the time it was broadcast. (CALEA 81.2.10)
6. Activities: Officers assigned to the field are to keep the on-duty Communications Specialist apprised of all activities, including extended time durations on calls for service.
7. Updated information: Officers assigned to the field are to advise communications of information relative to a call such as suspect(s)/suspect's vehicle description and direction of travel.
8. Available information: Officers, upon using discretion, will not routinely use the police radio to obtain information that is readily available by telephone or through a Mobile Data Terminal (MDT) .
9. Sensitive information: Sensitive information, such as drug activity, units working undercover/stake

outs, anonymous or confidential information concerning activities that may occur, death notifications, etc., will not be broadcasted via police radio. This information will be conducted by telephone or MDT.

10. Portable Radio Monitoring: Officers engaged in field assignments must have twenty-four (24) hour constant access to radio communications. Portable radios will continuously monitor the frequency and respond to transmissions for their unit. (CALEA 81.2.2)
11. Radio Codes: The Department will use the codes and radio signals. (See Addendum - A).
12. Call signs: Transmissions will be clear and articulate. The entire call sign will be used. When phonetic letters are given over the radio, the word “phonetically” will be spoken prior to the letters.
13. Radio problems encountered: Employees will check their location and method of transmitting/receiving when experiencing radio problems. The Radio Shop will be notified for service for any portable or mobile radio problem.
14. Mobile Data Terminals: Whenever possible post a lookout for wanted persons/vehicles over the MDT via general broadcast. Will be used in compliance with Order 653-Mobile Data Terminals.
15. Switching frequencies: Employees will not arbitrarily switch from one frequency to another. The on-duty Communications Specialist will be notified when a change of frequencies is made.
16. Placing a hold on the station: When an officer arrives at the scene, it will be the responsibility of the officer to request that the

station be held, however, communications specialists may hold the station for the officer at his/her discretion.

17. Radio Etiquette:
 - a. Listen and make sure the channel is not in use before beginning a transmission.
 - b. When transmitting from a mobile unit, make sure portable units are turned off and the am/fm radio or other background noise is turned down or off.
 - c. Employees of the Department shall be attentive to information transmitted over the radio to avoid unnecessary repetition of specific information. Officers should write down assignments as they are received, rather than relying on memory.
 - d. All channels shall be used only to properly conduct police business. Improper language, transmissions or other misuse of the police radio is prohibited. Personal name or unofficial code numbers shall not be used on recorded frequencies.
 - e. Relations with others must remain cordial at all times. Courtesy can be expressed aptly by the tone of voice and manner of presentation than it can by words.
 - f. Eliminate all unnecessary wording.
 - g. When all units are clearing simultaneously, communications will be advised “all units clear.” Officers not transmitting emergency or urgent information will momentarily stand-by to allow the

opportunity of officers with emergencies to transmit first.

- h. The responsibility of ensuring proper radio procedures and discipline lies with the on-duty Shift Supervisor of the personnel involved who shall continually monitor and evaluate this activity.

18. Radio Call Sign Procedures:
(CALEA 81.2.4.c)

- a. Officers/Employees not assigned to the Patrol Division will be identified by an alpha designator based upon their assignments, followed by a number.
 - (1) Division Commanders will have an “L” designation with his/her identification number;
 - (2) Sergeants will have a 10 designator (i.e., Frank 10-Criminal Investigations Unit Sergeant); and,
 - (3) Corporals will have a 9 designator (i.e., Ocean 9-Bicycle Unit Corporal).
- b. Officers assigned to the Patrol Division shall use their shift designators and beat assignment:
 - (1) Sergeants will have the numeric 10 after their squad designator (i.e., Adam squad will have designator “Adam-10”);
 - (2) Corporals will have the numeric 9 after their squad designator (i.e., Baker squad will have designator “Baker 9”);
 - (3) At large or the back-up officers will have the numeric 6 after their squad designator (i.e., Charlie

squad will have designator “Charlie 6”); and,

- (4) Beat cars will have the same numeric as the beat the officer is assigned (i.e., David Squad will have designator “David 2.”
- (5) Off-duty and officers working secondary employment shall identify themselves by their identification numbers.

19. Radio Alpha Identifier Designations:

- a. “Car 1”: Chief of Police;
- b. “Adam”: Patrol Squad 1;
- c. “Baker”: Patrol Squad 2;
- d. “Charlie”: Patrol Squad 3;
- e. “David”: Patrol Squad 4;
- f. “Edward”: Vacant;
- g. “Frank”: Criminal Investigations Unit, Evidence and Crime Prevention;
- h. “George”: Narcotics Unit;
- i. “Henry”: Vacant;
- j. “Ida”: Vacant;
- k. “John”: Vacant;
- l. “King”: K-9 Unit;
- m. “Lincoln”: Division Commanders;
- n. “Mary”: Vacant;
- o. “Nora”: Vacant;
- p. “Ocean”: Patrol Operations;
- q. “Paul”: Vacant;

- r. "Queen": Vacant;
 - s. "Robert": School Resource Officers
 - t. "Sam": Administration
 - u. "Time": Emergency Response Unit
 - v. "Traffic": Traffic Unit/Collision Reconstruction Unit;
 - w. "Union": Vacant
 - x. "Victor": Special Assignment Section;
 - y. "William": Accreditation Unit;
 - z. "X-ray": Vacant;
 - aa. "Young": Vacant;
 - bb. "Zebra" Berwyn Heights PD; and,
- 9. Hold Up Alarm;
 - 10. Homicide;
 - 11. Injured/sick person;
 - 12. Panic Alarm;
 - 13. Prowler;
 - 14. Rape/Sexual Assault;
 - 15. Robbery;
 - 16. Unknown Trouble;
 - 17. Sounds of shots fired (multiple calls);
 - 18. Suicide/attempt;
 - 19. Violent domestic;
 - 20. Man with a gun; and,
 - 21. All crimes against person while in progress.

N. Frequency Alert Tones: The alert tone will precede the broadcast of life threatening emergency situations or a crime in progress. The alert tone is used as a means of advising all units on the frequency that a life threatening, crimes that just occurred, and crime in progress emergency situation exists. Life threatening emergencies, crimes that just occurred and crimes in progress are as follows:

- 1. Signal 13 officer in trouble;
- 2. Officer requesting priority back-up;
- 3. Collision with injuries/fatal;
- 4. Hit and run with injuries/fatal;
- 5. Arson/fire;
- 6. Breaking and Entering/Burglary
- 7. Drowning;
- 8. Fight;

O. Calls where the on-duty Shift Supervisor must be dispatched and respond to the scene to assume command: (CALEA 81.2.4.f)

- 1. Signal 13 ;
- 2. Arsons of occupied dwellings;
- 3. Bank/business robberies;
- 4. Barricades/hostage situations;
- 5. Bomb threats;
- 6. Child abuse;
- 7. Collisions involving City vehicles where serious injury or death has occurred;
- 8. Departmental collisions;
- 9. Domestic disputes involving police officer from this Department or an allied agency;

- 10. Fatal collision scenes;
- 11. Homicides/Suspicious Deaths;
- 12. Incidents where an officer used force above hands-on;
- 13. Large fights/riots;
- 14. Pursuit ending sites;
- 15. Rapes/sexual assaults; and,
- 16. Other incidents where field units request the presences of the Shift Supervisor.

P. Call Priorities and Dispatch:

- 1. Code Three: Immediate Dispatch and Response: Calls for service that requires an emergency response by patrol units and/or K-9. Typically, any call that is in-progress or has just occurred in which a person's life, safety and/or property is under immediate threat, or any call in which the immediate dispatch of units could facilitate the apprehension of a suspect(s) involved in a person/property type offense. The list of calls that require a code three response are listed in section "N" of this order. Also see Order 701-Police Vehicle Operations. (CALEA 41.2.1) (CALEA 81.2.4.e)
 - a. Assign one beat unit and at least one back-up unit;
 - b. Broadcast: Unit number(s), radio code (or English equivalent), location and details of the call;
 - c. If no units are available, initiate a blind call to any unit (i.e., I need two cars for a shooting, etc.);
 - d. Acknowledge unit(s) responding; and,

e. Broadcast: Unit number(s), radio code (or English equivalent), location and details of call.

- 2. Code Two: This agency no longer utilizes a code two response.
- 3. Code One:
 - a. Calls for service where there is no reason to believe that an immediate response by a patrol unit will provide little or no opportunity for the apprehension of the suspect or protection of life or property. A non-priority response of a patrol unit will not decrease the quality of police service to the citizen but will provide time management of patrol operations. Examples of Code One call would be: (CALEA 41.2.1) (CALEA 81.2.4.e)
 - (1) A felony not in progress, non-violent misdemeanor or any other incident that does not require an immediate response.
 - (2) Any not-in-progress incident that involves a minor violation or offense, or any incident that involves non-criminal services, such as parking violations, found property, etc.
 - b. Officer availability: Officers doing paperwork are considered available for calls unless otherwise directed by the Shift Supervisor.
 - c. Recommended Response: The on-duty Communications Specialist shall originally determine if a call for service is a Code One or Code Three response. The on-duty Shift Supervisor is responsible to upgrade or downgrade a response. See Order 701-

Police Vehicle Operations,
Section 10.

- d. Street Location: Whenever possible, the exact street address will be given to an officer prior to his/her response to a call for service.
 - e. Return to Service: Officers will respond to radio assignments promptly, and return to service as soon as possible.
 - (1) Officers will acknowledge when dispatched to a call for service. Officers will advise the on-duty Communications Specialist upon arrival at the assigned call. Upon completion of the call, the officer will advise the on-duty Communications Specialist of the disposition.
 - (2) Plainclothes officers arriving on the scene of any in-progress or just occurred call shall advise the on-duty Communications Specialist that they are in plainclothes, and if possible provide a brief description of his/her clothing, race and/or vehicle description.
 - f. On-view activity: Any officer en route to a radio call who observes an on-view activity will advise the on-duty Communication Specialist of the situation.
 - (1) If the on-view situation demands immediate attention, the employee will request the Communications Specialist to reassign the call.
 - (2) If the original assignment is greater in priority, the officer will request another unit be dispatched to handle the on-view situation.
4. Walk-In complaints:
 - a. Walk-in complaints are citizens calls for service who have responded to the station to contact an officer. Officers should do their best not to allow a walk-in complaint to wait an extended amount of time in the lobby.
 - b. Walk-in complaints should be assigned to the beat car in which the crime occurred, whenever possible.
 5. Call Backs: (CALEA 81.2.14)
 - a. Calls for services that do not require the physical presence of an officer. These are calls in which protection of life or property is not an issue and the report may be taken over the telephone. Criteria for call back calls are:
 - (1) The on-duty Shift Supervisor approves the call back response.
 - (2) Should normally be done when there is inclement weather.
 6. Crime Reports Received by telephone, facsimile, email or other technology. The Greenbelt Police Department does not normally accept crime reports by telephone, facsimile, email or other technology except in the following circumstances: (CALEA 81.2.14)
 - a. Complaints from the Prince George County Department of Social Services or other State or County human protection agency. This correspondence

will be immediately forward to the Criminal Investigations Unit for reporting and investigation;

- b. Complaints from citizens who live outside the jurisdiction and are unable to respond to headquarters to file a report. An on-duty patrol officer will respond to the station to accept the correspondence and take the appropriate action (report, log entry, etc.).
 - c. At the discretion of the investigating officer, a citizen may email, fax or use other technology to have victims/witnesses correspond needed follow-up information for a report or investigation.
7. Emergency radio call unit assignments:
- a. Two (2) officers will respond to Code Three radio calls unless information indicates additional units are warranted.
 - b. If a third or fourth unit is necessary, they may respond until a cancel (10-22) is given. At that time, all support units will immediately go back in service.
8. Officer safety dispatch/response procedures:
- a. Communications may assign routine back-ups on hazardous calls for service. In the event that units not assigned to a call advise they are en route, the on-duty Communications Specialist may advise them to cancel if it is determined there are adequate units en route to handle the situation. Additionally, officers en route to, or on the scene of, a call may request back-up units whenever necessary. Back-up units information shall be

added to all records, such as the daily log.

- b. Routine back-up:
 - (1) Routine back-up is to be used on those occasions where the requesting officer is in no immediate danger, but there is potential for the situation to escalate into a more serious matter.
 - (2) One unit will be dispatched on 10-90 request.
- c. Code Three (priority) back-up:
 - (1) Priority back-up is to be used when the requesting officer is in possible or perceived danger and needs immediate assistance to overcome the threat.
 - (2) Two units will be dispatched code three on priority back-up requests.
 - (3) When a priority back-up is requested, the radio channel will be kept clear of all unnecessary radio traffic and/or transmissions to ensure that the requesting officer can continue to utilize the frequency.
- d. Plainclothes officers requesting priority back-up. Plainclothes officers requesting an emergency back-up shall, if possible advise the on duty Communications Specialist they are in plainclothes.
 - (1) If possible, a description of their clothing and vehicle shall be given.

- (2) The on-duty Communications Specialist shall broadcast any information received regarding officers on the scene in plainclothes.
 - (3) Plainclothes officers will identify themselves to responding units as soon as possible.
- e. Signal 13 -Officer in Trouble/Officer Involved Shooting: (CALEA 81.2.4.g)
- (1) Signal 13 is requested during those occasions when an officer is in immediate danger or has been involved in a Departmental shooting.
 - (2) All on-duty units and all officers working secondary employment shall respond on a Signal 13.
 - (3) If additional resources are needed beyond Department units, the on-duty Communications Specialist shall notify:
 - (i) Prince George's County Police Department;
 - (ii) United States Park Police;
 - (iii) Maryland State Police-College Park; and/or
 - (iv) Any members of the Six City Mutual Aid Agreement.
 - (4) During a Signal 13 officers shall not use the radio to notify the on-duty Communications Specialist that he/she is en route. Officers shall keep the radio channel open for the involved officer(s) and only notify communications when they are on the scene.
 - (5) Once the scene has been rendered safe and the endangered officer(s) have been accounted for, a cancel (10-22) will be announced.
 - (6) Once a 10-22 has been announced, officers that were en route, but have not arrived on the scene yet shall immediately go back in service.
- NOTE: Should an officer's Signal 13 button go off, the on-duty Communications Specialist shall call the officer on the radio. If there is no response a Signal 13 will be announced for the officer. The on-duty Communications Specialist will give the last known location of the officer.
- 9. Allied agency requesting back-up: (CALEA 81.2.4.d)
 - a. If an allied agency requests back-up, upon the approval of the Shift Supervisor, the closest available unit will be dispatched.
 - b. If multiple units are needed to provide back-up assistance to an allied agency outside the City, it will be cleared through the on-duty Shift Supervisor.
 - 10. Identifying undercover officers:
 - a. Officers coming into contact with an undercover officer from this Department or an allied agency shall not broadcast such information over the police frequencies.
 - b. Greenbelt officers working plainclothes within the City will notify the on-duty

Communications Specialist of their location, clothing and vehicle description via telephone. The on-duty Communications Specialist shall notify the on-duty beat officer either in person, MDT or via telephone.

10 Special Operations: Whenever possible and upon the approval of the Special Operations Commander or his/her designee, the on-duty Communications Specialist shall attend the briefings prior to the execution of any search warrant or tactical operation. If for some unforeseen reason the on-duty Communications Specialist cannot attend the briefings, the ERU Supervisor or the officer in charge of the tactical operation shall brief the on-duty Communications Specialist thoroughly, in person, on the following:

- a. Type of execution;
- b. Officer in command;
- c. Time and location;
- d. Calls signs of all personnel involved; and,
- e. Special instructions and/or pertinent information concerning the operation.

12. Emergency Messages (CALEA 81.2.11)

- a. The acceptance and delivery of emergency messages is an important and legitimate law enforcement function. The level of service we provide to our citizens will directly impact on our reputation within our community. For example, acceptance and delivery of a message at an accident scene can leave a lasting impression on the involved parties and, in the case of delivering a message to

a citizen's employer, may save his/her job. In deciding which message should be accepted and delivered, employees should consider that our primary mission is public service and, as such, we should refuse only those request that we cannot deliver because of extreme workload. Even in these cases, employees should make every effort to complete the citizen's request or assist the citizen by transporting him/her to a telephone.

- b. Delivery of messages regarding seriously injured, ill or deceased persons will be accomplished in accordance of Order 663-Death Notifications.

13. System Security: (CALEA 81.1.2)

- a. When an officer requests a registration or drivers license check, a warrant check will automatically be generated by the on-duty Communications Specialist. In the event of a hit, the on-duty Communications Specialist will advise the unit "10-35". The officer will advise when he/she is ready to copy the type and reason.
- b. Information requested or obtained from the MILES/NCIC computer system will be used for official law enforcement purposes only.
- c. All entries into MILES/NCIC will be verified by the on-duty Shift Supervisor when he/she signs reports to ensure proper entry. Verification will be completed by the on-duty Shift Supervisor marking the letters "QC" (Quality Control) on the hard copy of the entry.

Q. Equipment:

1. Off-site equipment, such as antennas and electrical power distribution points, shall be fenced with entry restricted to authorized personnel. (CALEA 81.3.1.b & d)
 2. In the event of a power failure, the emergency generator should automatically engage, supplying power to the Communications Unit to maintain operations. The emergency generator will have documented inspections in accordance with manufacture recommendations and tested or operated under a full load at least once annually. (CALEA 81.3.1.c) (CALEA 81.3.2)
 3. A portable radio shall be maintained in the Communications Unit to facilitate communications in the event of a power failure and the emergency generator has failed. (CALEA 81.3.1.c)
 4. The on-duty Communications Specialist has the necessary equipment capable to access the Prince George's County Police Department (PGPD) within the Communications Center. Other allied agencies such as United States Park Police (USPPD), Maryland State Police (MSP) and the Prince George's County Fire Department (PGFD) can be monitored in the Communications Center.
- R. Alarms:** (CALEA 81.2.13)
1. Regulations – The regulation of alarm systems is outlined in City Ordinance. City Code Enforcement officers are responsible for the administration of the City's Alarm Ordinance.
 2. Police response to burglar alarms:
 - a. Burglar alarms shall have a code one response, unless upgraded to a code three by the on-duty Shift Supervisor.
 - b. Upon receipt of a burglar alarm call from either a citizen or an alarm monitoring company, the on-duty Communications Specialist shall ascertain the following information:
 - (1) Location, and if applicable, name of the business, and a phone number for the business;
 - (2) Type of alarm: audible, silent, business or residential;
 - (3) Location of activation: front door, rear window, etc.;
 - (4) Responsible party information (name and phone number);
 - (5) Suspect and/or suspect vehicle information, if available-to include direction of travel; and,
 - (6) Complainant's name and call back number and, if applicable, the address.
 - c. Two (2) officers, one of which will be a K-9 unit if available, will be dispatched on all burglar alarm calls unless otherwise directed by the on-duty Shift Supervisor. For officer safety reasons, officers may not cancel from an alarm call until at least one unit is on the scene and has advised that the scene is secure.
 - d. Officers responding to burglary alarm calls shall treat each call as a potential burglary in progress.
 3. Police response to panic alarms: A silent alarm device designed to be activated by a person as a means of alerting authorities that an emergency situation exists.

- a. Panic alarms shall have a code three response.
 - b. Upon receipt of a panic alarm call from an alarm monitoring company, the on-duty Communications Specialist shall obtain the following information:
 - (1) Location and, if applicable, name of business and a phone number for the business;
 - (2) Any known information regarding occupants of residence or business (i.e. health problems);
 - (3) Responsible party information (name and phone number); and,
 - (4) Complainant's name and call back number, and if applicable address.
 - c. Two officers will be dispatched on all panic alarm calls.
 - d. Officers responding to panic alarm calls shall handle each call of this type as an unknown trouble call and will exercise every precaution when investigating the incident.
4. Police response to hold-up alarms:
- a. Robbery reports or alarms received by the on-duty Communications Specialist from a business, either by automatic alarm or by telephone, will be handled, upon arrival to the scene, as though they were all in progress.
 - (1) When the Communications Unit receives a robbery alarm, they will immediately broadcast the alarm with the business name and location and assign two officers to respond.
 - (2) When the Communications Unit receives an in-progress, or just occurred, robbery report by a citizen or employee at the robbery location, they shall maintain telephone contact with the caller, if feasible, until responding units arrive and the scene can be secured.
 - (3) Once both responding units are on the scene, officers shall strategically park their cruisers so they are able to observe two sides of the building.
 - (4) If needed, because of the building design or size, a request for more cars to secure the perimeter should be made.
 - (5) The officer watching the front of the building will instruct the on-duty Communications Specialist to call into the business and ascertain if there has been a robbery or other incident.
 - (6) If the alarm is false, the on-duty Communications Specialist will obtain the name and clothing description of the individual he/she is speaking to and instruct him/her to exit the building and to walk to the officer parked in the front corner of the building. The on-duty Communications Specialist will notify the officer that there appears to be no problem in the

business and who is coming out the door and what he/she is wearing.

- (7) If the alarm was activated for a robbery or other incident in the business, the on-duty Communications Specialist will inquire if the suspects have fled the scene and, if so, obtain a description of the individuals, any weapons displayed or inferred, vehicle information and a direction of travel. The on-duty Communications Specialist shall notify the on-scene officers of the situation. The Shift Supervisor shall respond and take command of the incident.
- (8) If the alarm was activated for a robbery or other incident in the business and the suspects are still inside the building the on-duty Communications Specialist will obtain as much information as possible without endangering the individual who answered the phone. The on-duty Communications Specialist shall notify the on-scene officers and the on-duty Shift Supervisor shall respond to the scene and take command of the incident. Also see Hostage Barricades Order 642-Special Operations.

- S. Emergency First Aid: The Department does not provide emergency first aid instruction over the phone or radio.
(CALEA 81.2.15)

Order 613- Communications
 Addendum A
 02.M.11

Codes and Radio Signals

10-1	Receiving poorly	Sig. 15F	Fight in Progress
10-2	Receiving well	Sig. 18	Premises Check
10-3	Emergency Transmissions only	Sig. 20	Assist Fire Department
10-4	Acknowledgment	Sig. 22	Unknown trouble
10-5	Transport	Sig. 25	Animal Complaint
10-6	Busy	Sig. 25B	Animal bite report
10-7	Out of service/End of watch	Sig. 25F	Dead Animal
10-8	Available	Sig. 26	Routine patrol suspended
10-9	Repeat message	Sig. 44	Bomb Scare
10-10	On assignment but available	Sig. 46	Motorcycle Complaint
10-11	Transmitting too rapidly	Sig. 50	Cross-burning
10-12	How many available units my sector	Sig. 60	Assault report
10-14	Escort	Sig. 61	Vandalism
10-15	Prisoner aboard	Sig. 62	Burglary (report)
10-20	What is your location?	Sig. 63	Theft
10-21	Do you have any calls for me?	Sig. 63A	Theft from auto
10-22	Cancel request/Response	Sig. 64	Homicide
10-27	Any return on my request?	Sig. 65	Sex Crime
10-29	Wanted check	Sig. 66	Suicide
10-30	Does not conform to regulations	Sig. 68	Disorderlies
10-34	Lookout information	Sig. 69	Loud Party
10-35	Confidential info./Warrant hit	Sig. 70	Drunk
10-36	Correct time	Sig. 71	Domestic
10-37	Identify personnel	Sig. 73	Disorderly/Juveniles
10-40	Telephone number	Sig. 75	Request camera
10-41	There are no calls for you	Sig. 76	Traffic Control
10-42	Driver license check	Sig. 76M	Assist motorist
10-78	Routine back-up	Sig. 78	Burglary/Hold up alarm
10-86	Call home	Sig. 80	Communicable disease
10-97	How do you copy?	Sig. 81	Death report
		Sig. 82	Meet officer
Sig. 1	Call your station	Sig. 83	Notification
Sig. 11	Call your station immediately	Sig. 84	Hold up (State if in progress)
Sig. 3	Go to your station	Sig. 85	Kidnapping
Sig. 3I	Go to your station immediately	Sig. 86	Burglary (In progress)
Sig. 4	See complainant in person	Sig. 88	Departmental paperwork
Sig. 5	Suspicious vehicle (unoccupied)	Sig. 89	Recovered Property
Sig. 6	Suspicious vehicle (occupied)	Sig. 91	Refueling vehicle
Sig. 6I	Drunk Driver	Sig. 98	Out of patrol area/ Business
Sig. 7	Suspicious subject	Sig. 99	Out of service/Meal break
Sig. 7A	Suspicious subject/Armed	Sig. 100	M.O.
Sig. 8	Listing info./Stolen check on veh.		
Sig. 9	Traffic accident		
Sig. 9A	Traffic accident/No report		
Sig. 9I	Traffic accident/Injuries		
Sig. 9F	Traffic accident/Fatal		
Sig. 11	Hit and Run		
Sig. 11I	Hit and Run W/ Injuries		
Sig. 11F	Hit and Run Fatal		
Sig. 13	Officer In Trouble		

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