



Peoria Police Department Policy and Procedure Manual

Policy 8.01

Communications



I. POLICY

It is the policy of the Peoria Police Department to provide, maintain, and staff a Communications Bureau for the purpose of receiving and dispatching citizen calls for service and providing a communications link between officers and the Peoria Police Department.

II. PROCEDURE

A. Administration

1. The Communications Bureau is a component of the Peoria Police Department's Support Division and is under the direct supervision of the Communications Bureau Manager (11.1.1). The authority and responsibility of personnel assigned to the Communications Bureau are those outlined in the approved City of Peoria job descriptions for Communications Specialist and Communications Supervisors.
2. Communications Functions: The functions of the Communications Bureau include, but are not limited to, the following:
 - a. Telephone Communications: The Communications Bureau shall be responsible for answering and handling all emergency, non-emergency, and other special use telephone lines that are routed into the Bureau.
 - b. Radio Communications
 - (1) Dispatching calls for service.
 - (2) Acting as a communications link between employees assigned to the field and the Peoria Police Department.
 - (3) Acting as a communications link between the Peoria Police Department and other law enforcement and emergency response agencies.
 - c. Teletype and Automated Data Communications (81.2.9)
 - (1) Accessing local, State, and federal criminal justice information systems (i.e., Arizona Criminal Justice Information System (ACJIS), Arizona Crime Information Center (ACIC), National Crime Information center (NCIC), Computer Aided Dispatch (CAD), etc). Procedures for performing criminal justice computer system inquiries, entries, and modifications are outlined in the Criminal Justice Information System (CJIS) manual located in the Communications Bureau. (81.1.2)
 - (2) Access, enter and maintain information in the CAD database. Enter calls for service, enter/clear Peoria City Court Warrants, and Enter/update GEO File base.
 - d. Alarm Monitoring (81.2.13)
 - (1) The Peoria Police Department will respond to private security alarms, involving city facilities that are monitored by Communications Personnel or those called in by a commercial alarm company. The alarm call must be telephoned in personally. Pre-recorded notification is not permitted. (The only exception is the Peoria Justice Court.)
 - (2) Private security alarms shall be regulated according to the provisions outlined in the Ordinance of the Peoria City Code.

“Our Community...Our Commitment”

- B. Federal Communications Commission (FCC) Regulations: The FCC is a regulatory agency, which is charged with managing the use of the radio spectrum in a manner that protects the public interest.
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 Services that all employees must adhere to. (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 persons 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 Bureau Access
1. Authorized personnel are limited to those persons who operate and command the Communications Bureau and to others specifically authorized. These personnel include the Bureau Manager, Communication Supervisors, and Communication Specialists. (81.3.1.a & b)
 2. The Communications Supervisors or, in their absence, the on-duty Communications Specialists, may admit Peoria Police Department employees into the Bureau on an as needed basis, for official business only.
 3. Law enforcement personnel from other agencies may be admitted into the Bureau on an as needed basis by the Communications Supervisor or, in their absence, the on-duty Communications Specialists, for official business only.
 4. Others shall be admitted into the Bureau on an as needed basis for maintenance, cleaning, checking fire suppression equipment, etc. A Peoria Police Department employee must accompany all other persons.
 5. Discretion shall be used to determine if persons on tour of the Peoria Police Department shall be taken into the Communications Bureau.
- 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 the multi-channel Eventide Recorder. This device shall consist of independent recordings, with the capability of the immediate playback of one recording without interrupting the recording process of the other.
 - b. The tapes shall have the capacity to store a minimum of twenty-four (24) hours of continuous recording.
 - c. The recording system shall be monitored for capacity and changed as needed by the assigned dayshift Communications Supervisor.
 - d. Tapes shall be retained in the Communications Bureau for a minimum of sixty (60) days (81.2.8.a). Tapes shall be secured in a locked storage cabinet in the Communications Equipment Room (81.2.8.b).
 2. Review (81.2.8.c)

- a. Review of the tapes shall be limited to personnel with a legitimate and official need, such as, for administrative reviews, training purposes and criminal investigations.
- b. Peoria Police Department employees may request copies of radio and/or telephone conversations by submitting a memorandum or email (detailing the purpose of the request) to their Bureau Lieutenant/Manager via their chain of command. Upon approval, the Bureau Lieutenant/Manager will forward the request to the Communications Bureau for processing. (Detectives may request copies of radio/telephone tapes directly from a Communications supervisor or the Communications Bureau Manager if it is relevant to a case they are currently assigned.)
 - (1) The Communications Bureau Manager shall keep a file of all requests for recordings
 - (2) The Communications Supervisor shall facilitate each written request within five (5) working days.
 - (3) Emergency requests for copies of telephone and/or radio tapes will be accomplished immediately by a Communications Supervisor or the Communications Bureau Manager if the information is needed to obtain urgent information relative to an investigation.
 - (4) The only authorized procedure for obtaining secondary recordings of radio transmissions and telephone calls for service are as outlined in this policy.

E. General Operations

1. The Peoria Police Department Communications Bureau provides the public with a toll free (within our jurisdiction), twenty-four (24) hour telephone services and twenty-four (24) hour dispatching capability for immediate and continuous communication between the Peoria Police Department and officers on duty. (81.2.1)
2. Communications Resources: Communications personnel will have immediate access to the following Peoria Police Departmental resources:
 - a. Supervisor/Officer in charge; daily patrol shift rosters of personnel on duty (prior to going in service); special assignments or details to include what the situation is, location, and duration; employees working in an off-duty capacity; search warrants; and tactical dispatch plans as outlined in the Special Operations policy. (81.2.6.a)
 - b. Duty rosters of all personnel, including special assignments, procedures for call outs, etc. (81.2.6.b)
 - c. Telephone numbers of all employees, and telephone numbers of agencies that provide emergency services in Maricopa County. (81.2.6.c)
 - d. Maps detailing our Agency's service area with the beats outlined. Beat maps are essential in determining a caller's location for the immediate dispatch of patrol units. (81.2.6.d)
 - e. Capability 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 repeat an emergency conversation.
 - f. Whereabouts of officers on duty via officer status indicators in CAD. (81.2.6.e)
 - g. Tactical dispatching plans as outlined by Peoria Police Department Policy 8.01.S. (81.2.6.g)
 - h. Emergency numbers and procedures to obtain emergency services from external agencies. (81.2.6.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 Peoria Police Department. It is the primary link to the services we provide.

1. Incoming Calls: All incoming calls shall be answered promptly and services rendered for all emergencies, routine situations, and referrals. It is essential that all personnel use proper communication skills and follow the caller questions manual so information such as injuries, involved weapons, and whether or not a suspect is still at the scene, can be gathered quickly. (81.2.7.a)

2. Emergency Calls: Emergency lines will always be answered first; however, not all emergencies are called into the emergency lines and may be received on the Peoria Police Department's general number. (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, "Peoria Police Department, is this an emergency?" (wait for a response) and if 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 of the frustration and proceed with the necessary steps to resolve the situation.
 5. Name to be Provided: When requested (on telephone calls only) personnel will provide at a minimum, their title, first name, and employee number. In all other instances, employees will give their title, first and last names and employee number.
 6. Contact: Communications personnel shall determine the most appropriate method of complainant contact and shall advise the complainant how and/or when they can expect to be contacted. Communication personnel shall determine the best time to contact the complainant and advise the complainant of such. ("What is the latest time you can be contacted tonight?")
- G. Citizen Calls for Service: Responding to calls for service is one of the main functions of the Peoria Police 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 utilize the Caller Questions Manual to inquire, obtain, and dispatch all pertinent information regarding the call. Do not make assumptions when receiving calls for service; use the standardized caller questions contained in the manual to ask specific and direct questions and apply common sense when asking questions of the caller.
 - a. What: Nature of call; i.e., fight, armed robbery, etc.
 - b. Where: Location of occurrence, direction of travel, etc.
 - c. When: Date/time of occurrence; date/time reported.
 - d. Who: Names and addresses of person(s) involved; suspect(s) or suspect vehicle(s) descriptions; citizens in pursuit, etc.
 - e. How: Stabbed, shot, injured (medical attention needed?); gun or other weapon displayed, etc.
 - f. Why: Events leading up to the incident, if applicable or known.
 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 paramedics to stage in the area until the situation is stabilized and/or a Code-4 is received from units on the scene.
 4. When appropriate, notify surrounding agencies of suspect information, direction of travel, and/or request assistance for external services.
 5. Caller questions have been established for the purpose of assisting Communications personnel when obtaining information from citizens on calls for service. Caller Questions are not all-inclusive and do not relieve Communications personnel from the responsibility of obtaining additional call information should the situation dictate such.

6. Communications personnel shall immediately relay information from misdirected emergency calls for service to the appropriate agency. (81.2.12)
 - a. Misrouted E 9-1-1 emergency calls may be transferred through the direct ring-down lines.
 - b. On misrouted emergency calls received on the Peoria Police Department's general number, the Communications Specialist will gather all the necessary information and notify the appropriate agency.

H. Telephone Traces/Obtaining Telephone Numbers and Addresses:

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 Addresses: The telephone company will NOT furnish non-published numbers or information on published numbers except in life or death situations or when the information is needed to immediately prevent a very serious crime.
 - a. In an emergency situation, Communications personnel may contact Qwest Special Services and may be required to provide the Personal Identification Number (PIN) for verification that the request is for official law enforcement services.
 - b. In an emergency situation, the Communications Supervisor may obtain address information using the Manual Automatic Location Identifier (ALI) Search function on the Vesta phone system. All Manual ALI requests will be logged and a memo submitted to the Communications Bureau Manager.

I. Release of Personnel Information

1. Addresses and telephone numbers of Peoria Police Department personnel may be released only to employees of the Peoria Police Department. When the identity of the caller is questioned, the employee may obtain and check his employee number and home telephone number against the employee roster to verify that the caller is an employee of the Peoria Police Department.
2. Personnel information shall not be broadcasted over the radio frequencies, but may only be released over the telephone or in person.
3. Unauthorized individuals who advise that it is imperative they 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 have them 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

1. In order to establish a control system to ensure a comprehensive field reporting program, the following information will be recorded for all requests, including those received by telephone, letter, in person, self-initiated by officers, or reported to officers in the field. The Communication Specialist shall record each call for service, either manually or through the Computer Aided Dispatch (CAD) system. Information to be recorded shall include:
 - a. Type of incident reported. (81.2.4.d) (82.3.2.a)
 - b. Location of incident reported. (81.2.4.e) (82.3.2.b)
 - c. Name and address of complainant, if available. (81.2.4.c)
 - d. Date and time of request. (81.2.4.b)
 - e. Time of dispatch. (81.2.4.g)
 - f. Time of officer's arrival. (81.2.4.h)
 - g. Time of officer's return to service and disposition code. (81.2.4.i & j)

- h. Identification of officer(s) assigned as primary and back up. (81.2.4.f)
2. CAD Call Numbers: A CAD Call number is assigned to each specific call for law enforcement service. This number serves as a basis for filing and retrieving subsequent reports of the incident and is indispensable for auditing the communications system. (81.2.4.a)
- a. Disposition or status of reported incidents shall be noted on the Incident Report (IR).
 - b. Employees are required to complete an IR on any call in which a Uniform Crime Report (UCR) or other criminal offense has occurred, or for any incident in which a report is required by Peoria Police Department Policy. UCR scored crimes include: Homicide, Sexual Assault, Robbery, Assault, Theft, Burglary, Auto Theft, and Arson.
 - c. On calls for service in which no criminal offense has occurred and no IR is required by Peoria Police Department Policy, the CAD Call number may act as the official record of activity. With the exception of police issued equipment, a CAD Call Number may be provided to citizens reporting lost property, i.e. cell phones.
 - d. Though the CAD Call number may act as the official record of activity for a non-criminal/no report required call, this number is NOT to be issued out to citizens for any reason.
 - e. If a citizen requests or requires a report number, the only authorized number for them to receive is an IR number.
- K. Enhanced 9-1-1 (E 9-1-1): The City of Peoria, in cooperation with other governmental agencies in Maricopa County has implemented the Enhanced 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 services and, in the event of line overload, will reroute incoming calls to a secondary Public Service Answering Point (PSAP) to prevent the occurrence of a citizen receiving a busy signal. (81.2.2) (81.3.3)
1. E 9-1-1 Operator Responsibilities: Communications personnel are responsible for answering and properly handling all E 9-1-1 telephone calls received by the Bureau. E 9-1-1 operators will:
- a. Be familiar with the basic E 9-1-1 equipment.
 - b. Be capable of performing all transfers properly using all transfer buttons and completing manual transfers.
 - c. Be proficient in handling each call expeditiously.
 - d. Answer all E 9-1-1 calls with, "Nine- one-one emergency."
 - e. Screen all E 9-1-1 calls to every extent possible to determine the type of assistance required and ask caller for location of incident and a callback number.
 - (1) The operator will then take the necessary action either by transferring the call to the appropriate agency (such as, Fire Department, Poison Control, Suicide Prevention) and/or sending information to Communications for an officer's response.
 - (2) Medical related emergency calls are transferred to the Phoenix Fire Department Dispatch Center for disposition. Communications personnel do not provide emergency first aid instruction over the telephone.
 - f. Be knowledgeable in practicing the policies and procedures of the emergency 9-1-1 system.
2. Abandoned, Hang-ups, or Open E 9-1-1 Lines
- a. If an E 9-1-1 call results in a hang-up or an Abandoned call before the operator can determine the reason for the call, a call-back will be initiated to the number displayed on the Automatic Number Identifier (ANI) or by using the Abandoned Call feature on the Vesta phone to check for any emergencies. If there is no answer, the line is busy, or you do not receive a satisfactory response, officer(s) will be dispatched to check welfare.

- b. Upon receipt of an open line E 9-1-1 call with no response, the operator will remain on the line and officer(s) will be dispatched to check welfare.
 3. Calls Outside City Boundaries: In the event that a call is received and the caller does not live in the City boundaries but the Peoria PSAP (Public Safety Answering Point) displays on the ALI, a Peoria unit will be dispatched and the appropriate agency notified.
 - a. The Peoria unit will not be canceled until the jurisdictional agency advises it is okay to do so.
 - b. An E 9-1-1 correction form will be completed and forwarded to the Communications Supervisor.
 4. Other Agency Transfers: Received E 9-1-1 calls, which display another agency's PSAP, may be immediately transferred to the agency having jurisdiction over the emergency. Prior to transferring any E 9-1-1 call, the operator will first determine the actual location of the emergency, regardless of the information displayed on the screen.
 5. Misuse of E 9-1-1 Information: In addition to other information, non-published telephone numbers will be displayed at the PSAP and any use or release of the information for unauthorized purposes is strictly prohibited.
 - L. External Services: There is often a need for Communications to obtain external services such as fire suppression equipment, paramedics, wreckers, cabs, environmental and human services, etc. This will normally be accomplished through direct radio, with 24-hour transmission capability, or 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 service providers, and how to contact them, shall be maintained in the Communications Bureau and available to Communications personnel. This list shall provide contact information for such services as helicopters or aircraft, tracking dogs, explosives disposal, hazardous material spills, human service organizations, etc. (81.2.7.b)
 2. Air Support Units (Helicopters) In Law Enforcement: Helicopters are used to enhance the operation of the 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 upon request, the pilot may call a pursuit.
 - a. The approval of an on-duty Police Supervisor (Patrol, Street Crimes Unit (SCU), Crimes Against Persons (CAP), etc.) must be obtained in order for the helicopter to be requested.
 - b. Communications will supply our radio frequency's transmitter, receive, and tone codes for the particular channel that the pilot will need to communicate with the units on the scene.
 - c. When the pilot initially checks on our frequency, Communications personnel will advise of the following:
 - (1) The nature of the situation (use plain English.)
 - (2) Perimeter boundaries/major cross streets.
 - (3) Suspect information.
 - (4) On scene Supervisor's call sign.
 - d. The Patrol Services Bureau Supervisor should conduct all communications with the pilot.
 - 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 the Peoria Police Department that all members requesting and providing information via the police radio frequency use clear and concise language. Plain English, consisting of preferred words or phrases and only the approved radio codes as indicated below.
 - a. Ten-Codes

- 10-4 Affirmative
- 10-7 Off Duty/Out of Service
- 10-8 In Service/Available
- 10-9 Repeat Transmission
- 10-21 Call by Telephone
- 10-22 Disregard
- 10-27 Drivers License Check
- 10-28 Registration Check
- 10-29 Warrant/Stolen Check
- 10-35 Confidential Information
- 10-42 Officer at Home
- 10-51 Felony Warrant
- 10-52 Misdemeanor Warrant

b. Radio Codes

Code

- 2 Urgent – No Red Lights/Siren
- 3 Emergency – Use Red Lights/Siren
- 4 No Further Assistance Needed
- 5 Stake Out
- 7 Lunch/Dinner
- 11 Out of Service, Available for Call
- 103 PSAB Station
- 107 Pinnacle Peak Station
- 261 Sexual Assault
- 487D Bait Car
- 900 Check Welfare/Officer
- 901H Dead Body
- 906 Emergency Back-up
- 918 Insane Person
- 998 Officer Involved Shooting
- 999 Officer Down/Needs Help

c. Disposition Codes

Custody or Cite Arrests

- 1. Custody – Felony
- 2. Custody – Misdemeanor
- 3. Cite and Release
- 4. Juvenile - Referral

Report Taken

- 1. Original
- 2. Supplement
- 3. FI (Field Interview)

Alarms

- 1. False / User Error
- 2. Found Secure

Traffic

- 1. Citation - Civil
- 2. Citation - Criminal
- 3. Parking
- 4. Warning
- 5. Non-Injury Collision – Exchange Information Only

Miscellaneous Clearances

1. Completed Call (no paper, arrest, etc.)
2. Problem Does Not Exist / Unfounded
3. Unable to Locate Person / Address
4. Assist Other Officer / Unit / Agency
5. Civil Matter – Referred
6. Referred to other Agency
7. Person / Vehicle Checked – OK
8. Residence / Business Checked – OK

Report **C**alls

- | | |
|-----|----------------------------|
| RC1 | Counter Report Taken |
| RT1 | Telephone Report Taken |
| RT2 | Telephone Supplement Taken |

2. Check in/out of Service: For a unit to be properly tracked, each unit must be entered or logged individually. Therefore, each unit must check in or out of service individually. One unit shall not check in or out of service for another unit. (81.2.5.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, Communications Specialists, and fellow officers know the locations and status of officers. The officer will give Communications his/her location and nature of all self-initiated traffic. Except under unusual circumstances, communications with Communications Personnel shall be required in the following situations:(81.2.5.a)
 - a. The officer leaves his 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 vehicle.
 - c. Upon arrival at the scene of a call.
 - d. Upon any supplemental report, follow up investigation, or detail.
 - e. Upon return to service.
4. Activities: Employees assigned to the field are to keep Communications apprised of all activities, including extended time duration on calls for service.
5. Updated Information: Employees assigned to the field are to advise Communications of information relative to a call such as, suspect/suspect vehicle descriptions and directions of travel.
6. Available Information: Employees will not use the police radio to obtain information that is readily available by telephone or through a computer terminal.
7. Sensitive Information: Sensitive information, such as drug activity, units working undercover/stake outs, anonymous or confidential information concerning activities that may occur, etc., will not be broadcasted via radio. This information will be conducted by telephone or Mobile Data Computer (MDC).
8. Portable Radio Monitoring: Uniformed employees engaged in a field assignment must have 24-hour constant access to radio communications. Employees assigned portable radios will continuously monitor the frequency and respond to transmissions for their unit. (81.2.3)
9. Call signs:
 - a. Transmissions will be clear and articulate.
 - b. The entire call sign will be used.

- c. When letters are given over the radio, the phonetic alphabet will be used.
 - d. Anytime the numbers 999, 998, or 906, must be used in a non-emergency situation, (i.e.; license number, street number, etc.); it will be transmitted over the police radio as nine hundred and ninety-nine, etc.
10. Radio Problems Encountered: Employees will check their location and method of transmitting/receiving when experiencing radio problems. Radio shop will be notified for service for any portable or mobile radio problems.
 11. Mobile Data Computer (MDC): Instructions for using the MDC's are published in the MDC policy. The MDC is restricted to messages of a job-related nature only. The use of the MDC by employees for personal or other non-job related purposes is prohibited.
 12. Switching Frequencies: Employees will not arbitrarily switch from one frequency to another. For monitoring purposes, Communications must be notified and authorize all frequency changes.
 - a. Field units can request that their traffic, or all other traffic, be moved to a secondary channel. The Communications Supervisor will determine if Communications is able to accommodate the request and decide what traffic will move to a secondary channel.
 - b. Generally any in-progress traffic in which it would be unsafe to have officers changing frequencies will be kept on the main channel and all other traffic moved to a secondary channel. Traffic not in progress, or needing only a car-to-car channel will be moved to a secondary channel.
 13. Placing a Hold on the Station: When the officer arrives on 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 their discretion. The Communications Specialist will determine and advise of a secondary channel for a search to be conducted and the station held.
 14. Radio Etiquette
 - a. Listen and make sure the channel is not in use before beginning your transmission.
 - b. When transmitting from a mobile unit, make sure portable units are turned off and the am/fm radio is turned down or off.
 - c. Members of the Peoria Police Department shall be attentive to information transmitted over the radio to avoid unnecessary repetition of specific information. Patrol officers should write down assignments and vital information as they are received, rather than relying on memory.
 - d. All channels shall be used only to properly conduct police business.
 - (1) Improper language, transmissions, or other misuse of the police radio is prohibited.
 - (2) Discourteous or argumentative language over the radio is prohibited.
 - (3) Personal name or unofficial code numbers shall not be used.
 - e. Relations with others must remain cordial at all times. Courtesy can be expressed more aptly by the tone of voice and manner of presentation than it can by words.
 - f. When multiple units are clearing simultaneously, Communications will advise of "multiple units clearing." Officers not transmitting emergency or urgent information will momentarily stand-by to allow the opportunity for officers with emergencies to transmit first.
 - g. The responsibility of ensuring proper radio procedures and discipline lies with the on duty supervisors of personnel involved, who shall continually monitor and evaluate this activity.
 15. The Civil Defense channel shall be monitored at all times.
 16. The PSAP Call channel shall be monitored at all times. The PSAP Patch channel shall be monitored when active.

17. Radio Call Sign Procedures: Employees shall use their designated call sign. Employees who have a need to clear on the radio that do not have a radio call sign shall clear by using their employee number.
18. Radio alpha identifier designations:
 - a. A – “ADAM” Reserved for Office of Chief of Police, Administrative Lieutenants and Managers, Administrative Sergeants, Public Education Specialists, Crime Scene Technicians and Police Services Officers.
 - b. B – Vacant
 - c. C – Vacant
 - d. D – “DAVID” Designates sworn personnel assigned to the Criminal Investigation Bureau.
 - e. E – “Edward” Designates sworn personnel assigned to the Commercial Enforcement Unit.
 - f. F – Vacant
 - g. G – “GEORGE” Designates Sergeants assigned to the Patrol Services Bureau.
 - h. H – Vacant
 - i. I – Vacant
 - j. J – Vacant
 - k. K – “KING” Designates sworn personnel assigned with a canine.
 - l. L – “LINCOLN” Designates Lieutenants assigned to Patrol Services Bureau.
 - m. M – “MARY” Designates sworn personnel assigned to the Traffic Services Section.
 - n. N – Vacant
 - o. O – “OCEAN” Designates Peoria Police Officers working in an off-duty capacity. The code will be followed by the officer’s serial number.
 - p. P – Vacant
 - q. Q – “QUEBEC” Vacant
 - r. R – “ROBERT” Vacant
 - s. S – “SAM” Designates sworn personnel assigned to the Special Assignments Unit.
 - t. T – “TOM” Designates the Training Sergeant.
 - u. U – “UNION” Vacant
 - v. V – “VICTOR” Designates Street Crimes Unit personnel.
 - w. W – “WILLIAM” Designates Patrol Services Bureau personnel assigned to special details.
 - x. X – “X-RAY” Designates volunteers assigned to the Patrol Services Bureau.
 - y. Y – “YOUNG” Designates sworn personnel assigned to the Neighborhood Action Team.
 - z. Z – “ZEBRA” Designates members of the Crisis Negotiations Team.
19. Patrol unit call signs will be assigned by using the following criteria:

- a. Shift. The first digit of the call sign will reflect the units shift.
 - (1) Day Shift = 1
 - (2) Swing Shift = 2
 - (3) Graveyards = 3
 - (4) Power Shift = 4

- b. Beat. The next two digits of the call sign will reflect the district the unit is assigned to.
 - (1) District 10 Beats
 - (a) 10 = Rover
 - (b) 11
 - (c) 12

 - (2) District 20 Beats
 - (a) 20 = Rover
 - (b) 21
 - (c) 22

 - (3) District 30 Beats
 - (a) 30 = Rover
 - (b) 31
 - (c) 32

 - (4) District 40 Beats
 - (a) 40 = Rover
 - (b) 41
 - (c) 42

 - (5) District 50 Beats
 - (a) 50 = Rover
 - (b) 51
 - (c) 52

 - (6) District 60 Beats
 - (a) 60 = Rover
 - (b) 61
 - (c) 62

 - (7) District 70 Beats
 - (a) 70 = Rover
 - (b) 71
 - (c) 72

 - (8) District 80 beats
 - (a) 80 = Rover
 - (b) 81
 - (c) 82

 - (9) District 90 Beats
 - (a) 90 = Rover
 - (b) 91
 - (c) 92

- N. Frequency Alert Tones: The alert (hot) tone will precede the broadcast of any Priority One (1) call for service. The hot tone is used as a means of advising all units on the frequency that a life threatening emergency situation exists. Life threatening emergencies are defined as incidents reflecting a direct threat to life. The alert tone shall be activated by the Communications Specialist on-duty and is not an authorization for officers to respond Code 3.

1. Hot toned emergency calls for service shall be broadcasted simultaneously over channels one (1), two (2), three (3), and four (4).
 2. Upgrading Calls for Service. If a call was initially entered as a Priority Two (2) or lower and information has been received to now classify it as a Priority One (1) call, the Communications Personnel will activate the hot tone and advise responding units of the reason the call has been upgraded.
 3. The Hi-Low Wobble tone will precede the broadcast of any officer involved emergency. The officer involved emergency will initially be broadcasted simultaneously over channels one (1), two (2), three (3) and four (4). All responding officers will be told to switch to the radio frequency the emergency was initiated on. Officer involved emergencies are considered to be any of the following:
 - a. Officer keys the alert button on their portable radio, vehicle radio, MDC.
 - b. 906 situations.
 - c. 998 situations.
 - d. 999 situations
 - e. Any circumstance that would cause a Communications Specialist to believe the safety of an officer is a concern.
- O. Dispatch of Priority One: (Immediate Dispatch and Response) (41.2.1) (81.2.5.e)
1. Priority One calls shall be dispatched immediately upon receipt and shall be held no longer than two (2) minutes. Any priority one call that is held longer than two (2) minutes will have the reason for the delay annotated in the narrative of the applicable call and the Communications Supervisor and/or Patrol Supervisor advised by the Communications Specialist that dispatched the call.
 2. The general rules for dispatching emergency (Priority One) calls for service are:
 - a. Activate and simulcast the alert tone on all channels.
 - b. Assign one beat unit with a request for one unit to assist/follow in.
 - c. Broadcast: Unit number(s), nature of traffic, status (in-progress, just occurred), location (business name, if applicable), and hundred block. Communications personnel will broadcast the address a minimum of two times.
 - d. Acknowledge unit(s) responding and reiterate the nature, the address location and pertinent details of call, (if available).
 3. If no units are available, initiate a blind call to any unit.
 4. If no response after a blind call, notify an on-duty Patrol Services Supervisor or Watch Commander.
 5. If an on-duty Patrol Services Bureau Supervisor is not available and units have not responded, call the nearest agency to handle the call until our units become available.
- P. Dispatch of Priority Two: (Immediate Dispatch and Response) (41.2.1) (81.2.5.e)
1. Any crime in progress which might result in a threat of injury to a person, or major loss of property, or immediate apprehension of a suspect. This also includes accidents with injuries or other traffic incidents that create a traffic hazard. (All felonies in progress and major property damaged calls.)
 2. Priority Two calls shall be dispatched immediately upon receipt and shall be held no longer than two (2) minutes. Any priority two call that is held longer than two (2) minutes will have the reason for the delay annotated in the narrative of the applicable call and the Communications Supervisor and/or Patrol Supervisor advised by the Communications Specialist that dispatched the call.
 3. The general rule for dispatching Priority Two calls for service are: (81.2.5.e)

- a. Assign a beat unit and a unit to assist/follow in. If a beat unit is not available, assign the nearest available unit.
 - b. Broadcast: Unit number(s), nature of traffic, status (in-progress, just occurred), location (business name, if applicable), and hundred block. Communications personnel will broadcast the address a minimum of two times.
 - c. Acknowledge unit(s) responding and reiterate the nature, the address location and pertinent details of call, (if available).
4. If no units are available, initiate a blind call.
 5. If no response after a blind call, notify an on-duty Patrol Services Bureau Supervisor or the Watch Commander.
 6. If an on-duty Patrol Services Bureau Supervisor is not available and units have not responded, call the nearest agency to handle the call until our units become available.
- Q. Dispatch of Priority Three (Urgent, Non- Emergency Dispatch/Response) (41.2.1) (81.2.5.e)
1. Minor in-progress/just occurred calls where there is no threat of personal injury or major loss of property. (41.2.1)
 2. The general rules for dispatching Priority Three calls for service are:
 - a. Calls should be assigned to a beat unit within thirty (30) minutes.
 - b. If thirty (30) minutes have passed since the initial time the call was received, Communications personnel shall notify a Patrol Services Supervisor to determine how they want to handle the call (dispatch a unit from another beat, or hold the call.)
 - c. During periods in which numerous (10 or more) Priority Three calls have been holding for an extended period of time, Communications personnel may independently assign units out of their beats to alleviate the backlog.
 - d. If an on-duty Communications Supervisor is available, they shall talk to or call back any irate/angry complainants if there is an extended delay in handling the call. If there is not a Communications Supervisor on-duty, an on-duty Patrol Supervisor shall call back the complainant.
- R. Dispatch of Priority Four (Routine Delayed Dispatch Response) (41.2.1) (81.2.5.e)
1. Any incident that may require a written report or contact by a Police Officer.
 2. The general rules for dispatching a Priority Four (4) calls for service are:
 - a. It is the responsibility of the on-duty Patrol Supervisor to ensure the calls for service are addressed within the established time frame.
 - b. The desired time for a Priority Four (4) Call to be handled is within four (4) hours.
- S. Dispatch of Priority Five
1. Any incident that may require a written report or contact by a Police Services Officer or a callback officer. (81.2.14)
 2. Criteria for call back calls are:
 - a. An offense is not in progress.
 - b. No offender is at the scene that presents either a continued threat to persons or property, or the opportunity for an apprehension if a patrol unit were to be dispatched.
 - c. The incident is not a type of offense, or in conjunction with other offenses, for which Peoria Police Department policy specifies on-the-scene investigation.
 3. Police Services Officers may be assigned all callbacks with the exception of the following:

- a. Runaway or missing juveniles (unless the juvenile victim is present at the police station and in the presence of their parent/guardian).
- b. Assaults involving serious injury
- c. Sex crimes.
- d. Frauds/Forgeries.
- e. Kidnapping/Custodial Interference.
- f. Child Abuse/Child Neglect.
- g. Armed Robbery.
- h. Vice / Organized Crime / Gambling Activities.
- i. Any case that by the nature of the call or its complexity would dictate that the matter be handled by an officer/detective. Police Services Officers shall consult the on-duty patrol supervisor on cases in which questions arise.

4. The general rules for dispatching a Priority Five (5) calls for service are:

- a. It is the responsibility of the on-duty Patrol Supervisor to ensure the calls for service are addressed within the established time frame.
- b. The desired time for a Priority Five (5) Call to be handled is within twelve (12) hours.

T. Dispatch of Priority Six

1. Any call for service, which can hold up to twenty-four (24) hours for the convenience of the customer.
 - a. Communications personnel shall ask, "What is a convenient time for someone to contact you?" within 24 hours.
 - b. Additional telephone numbers, pager numbers or cell phone numbers shall be obtained.
2. The general rules for dispatching a Priority Six (6) calls for service are:
 - a. It is the responsibility of the on-duty Patrol Supervisor to ensure the calls for service are addressed within the established time frame.
 - b. The desired time for a Priority Six (6) Call to be handled is within twenty-four (24) hours.

U. Alarms - Police Response (81.2.13)

1. Regulations: The regulation of alarm systems is outlined in City Ordinance. The Records Supervisor is responsible for the administration of the City's Alarm Ordinance as it applies to the Peoria Police Department.
2. Burglar Alarms: A silent or audible alarm, which has been activated by an unknown source.
 - a. Officers responding to burglar alarm calls shall treat each call as a potential burglary in progress.
 - b. Burglar alarms shall be classified as a Priority Three call for service.
3. Malfunctioning Alarms: Upon a second call from an alarm company to the same location within twelve hours, the alarm company will be informed that a responsible party must respond to the scene. If no responsible party is available upon the second call for service within the 12 hours, the alarm company will be notified that the police will not respond. In any event, a sworn supervisor can cancel a police response if in the supervisor's judgment the alarm is malfunctioning.

4. Weather Related Alarms: In the judgment of a sworn supervisor, weather related multiple alarm calls could be cleared without an officer response. Once the sworn supervisor has made this decision, Communication personnel shall annotate in the narrative, "Weather Related" and the call can be cleared.
 5. Alarm Cancellations: If an alarm company attempts to cancel a burglar, panic or hold up alarm by advising that they received proper code before officer arrival on scene, the call shall be cancelled.
 6. Multiple Police Response: Employees that discover a pattern of multiple alarm responses to a particular address shall notify the Peoria Police Department Alarm Coordinator via email or voice mail. The Alarm Coordinator will contact the responsible party within 48 hours for the purpose of identifying and addressing the problem so it can be solved.
 7. Panic Alarms: A silent or audible alarm device designed to be activated by a person as a means of alerting authorities that an emergency situation exists.
 - a. Panic alarms shall be classified as a Priority Two call for service.
 - b. 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.
 8. Processing Residential Alarm Calls. When the call is routed to Communications, the call will be processed in the following format:
 - a. General Broadcast the call including any specific information (type, number of alarms, location, etc.)
 - b. If the officer from that beat is available, she/he may ask to be assigned to the call.
 - (1) The Sergeant has discretion of having this call processed or held.
 - (2) If a second officer is not available to back him up, the officer will be advised by Communications, "I don't have a back-up for you, do you want to stand-by"?
 - (3) The call will be processed in the manner that the officer advises.
 - c. If the call has not been handled by the 30 minute mark, Communications will dispatch officers at that time.
 - d. Officers will not be broken from one call to take an alarm call, unless it is past the 30 minute mark. Officers will not be broken from Priority 1, 2, or 3 calls for an alarm call.
- V. Attempt to locate (ATL): The following types of calls have been identified as "ATL" calls and provide awareness of the activity or allow officers to check the activity if a patrol unit is close by. Patrol units in the immediate area may respond if available. If Communications personnel have reason to believe, based upon information known to them, that a unit needs to be assigned, they have the authority to do so.
1. Speeding Vehicles: Reports of a speeding/racing vehicle with no one following the vehicle, and no caller information to follow up on, will be dispatched as an ATL over channel one. If no officers respond to the incident, it will be cleared by Communications.
 2. Traffic Offenses: Reports of all un-licensed vehicles being operated, the information will be broadcasted as an ATL on channel 1 and cleared by Communications if no officers respond to the call.
 3. Driving Under the Influence (DUI): Report of a DUI with no one following the vehicle. The call will be dispatched as an ATL and cleared by Communications if no officers respond to the call. If there is a citizen following the vehicle and providing continuous directions, a Patrol unit will be dispatched.
 4. Road Rage: Report of road rage and there is no one following the vehicle, the call will be dispatched as an ATL over channel 1 and cleared by Communications if no officers respond to the call. If there is a citizen following the vehicle(s) and providing continuous directions, or if there has been an allegation of an assault or damage to a vehicle or property, a Patrol unit will be dispatched.

5. ATL's from other agencies: Communications shall broadcast the ATL and follow up by sending the information as a message over the MDB.
6. Misuse of Weapons: Reports of possible gun fire with no specific location or information about the potential suspect. Communications will dispatch as an ATL over Channel 1. If no officers respond to the call Communications will clear the call.

W. Report Hotline

1. For a select group of property crimes in which no suspect information exists, callers will be transferred to the Report Hotline. The phone tree for this internal 4 digit extension (5044) will provide the caller with three different options: Submitting an online report; Requesting a report form be mailed to them (Mail Back); or coming into the station to fill out a short form informational police report (Counter).
 - a. Online – the caller will be directed to our City of Peoria web page where they will find further directions for submitting their report online.
 - b. Mail back – the caller will be prompted to leave their name, address and phone number to have a report form mailed to them along with a self addressed return envelope.
 - c. Counter – the caller who chooses to file their report in person will be give directions to the Patrol Services Administration Building (PSAB) and advised the lobby is open 24/7.
2. The following incidents shall be referred by Communications Personnel to the Report Hotline:
 - a. Theft
 - b. Lost property
 - c. Criminal Damage
 - d. Burglary from vehicle
 - e. Open garage burglaries
 - f. Traffic incident (961 occurred more than 24 hours ago – non criminal in nature, no hit and run or DUI).
3. Property Crimes involving the following circumstances are not eligible for the Report Hotline.
 - a. Calls in progress
 - b. Civil matters
 - c. Reports involving City liability
 - d. Suspects are at the scene or available for contact.
 - e. False information or insurance fraud suspected.
 - f. Large monetary loss exceeding \$15,000.
 - g. Accidents occurred within 24 hours or where criminal element exists.
4. Completed reports will be reviewed by either the station officer or a callback officer, who will then self-initiate the call in CAD or call Communications to have the call entered and request an IR number.

X. Dispatching Calls by Telephone to the Station Officer

1. If the Station Officer is not occupied with walk-in traffic, monitoring a situation on the building's security camera system, or other duties specific to the Station Officer post, s/he shall handle calls for service by telephone when appropriate.
 2. Beer Thefts/Shoplifting: Report of a beer theft or shoplifting with a limited description of the suspect or no valid license plate to follow up on, the call will be dispatched as an ATL over channel one, downgraded to a priority 5, and sent to the station officer to handle the report by call back.
 3. Gas Drive Offs: Report of a gas theft with a limited description of the suspect or no valid license plate, the call will be dispatched as an ATL over channel 1 and sent to the station officer to handle the report by call back.
- Y. Walk in Complaints: Walk-in complaints are citizen calls for service that have responded to the station to contact an officer. The on duty Station Officer will determine the nature of the issue and forward the information to Communications to enter a call for service.
- Z. Animal Disturbance Calls
1. Animal disturbance calls for service will be dispatched to an animal control officer when they are on duty.
 2. When a call regarding animals disturbing is received when all Animal Control Personnel are off duty the caller shall be advised:
 - a. Animal Control is off duty and explained the process and normal hours. Provide the complainant with the Animal Control Hotline phone number or offer to transfer them to the hotline, which lists Animal Control hours.
 - b. If the citizen is very irate or upset Communications personnel shall advise the on-duty Patrol Supervisor of this situation to determine how best to handle the call.
 3. The Animal Control Hotline shall be checked at the onset of each Animal Control Officer's shift. Messages shall be returned during that shift and calls for service will be generated where appropriate.

AA. Officer Responsibility

1. Officer Availability: Officers on paperwork are considered in an available status for P1, P2, and P3 calls. Officers on traffic stops are considered available for P1, P2 and P3 calls. If a unit on traffic stop is unable to respond due to the circumstances, that unit will contact the Patrol Services Bureau Supervisor for authorization to have the call re-assigned.
2. Upon arrival of all calls for service, officers will advise Communications of which location/street name they have arrived on. This procedure will allow Communications Personnel to quickly locate it in CAD due to the numerous calls dispatched and multiple CAD Screens.
3. When calls for service are dispatched which require a back-up, and no unit acknowledges that they will be responding in that capacity, the primary unit will be advised to stand-by until one can be located. If the primary unit advises that they can handle the call without assistance, then no back-up unit(s) will be dispatched.
4. Officer Status: The status of patrol officers shall be continually tracked through the use of status indicators or the CAD system.
5. Recommended Response: Communications shall not recommend or advise officers to respond Code 2 or Code 3 to any call. The method of response is at the officer's discretion.
6. Street Location: Communications personnel shall provide the hundred block on all dispatched calls.
7. Return to Service: Employees will respond to all radio or MDC assignments promptly, and return to service as soon as possible.

- a. Officers will acknowledge when dispatched to calls for service. Officers will advise the Communications Specialist upon arrival at the assigned call. Upon completion of the call, the officer will advise disposition and call code. Once the officer has given disposition, he/she is considered available for further traffic.
 - b. Plainclothes officers arriving on the scene of any in-progress or just occurred calls shall advise Communications that they are in plainclothes and, if possible, their clothing and/or vehicle description. Communications personnel will re-broadcast this information for officer safety reasons.
8. On-view Activity: Any employee en route to a radio or MDC call who observes an on-view activity will advise Communications of the situation. If the on-view situation demands immediate attention, the employee will request Communications to reassign the radio call.
9. If the original assignment is greater in priority, the employee will request that another unit be dispatched to handle the on-view situation.

BB. Emergency Radio Call Unit Assignments

1. Two (2) officers will respond to Priority one (1) radio calls unless information indicates additional units are warranted (i.e., domestic violence calls with weapons involved, large fights, etc).(81.2.5. e)
2. If a third or fourth unit is necessary, they may respond only until a Code 4 is given. At that time, all support units will immediately go back into service.

CC. Officer Safety Dispatch/Response Procedures

1. Back-ups: Communications shall assign routine back-ups on hazardous calls for service including on-view activity such as a suspicious person or vehicle. (81.2.4.f)
 - a. In the event that units not assigned to a call advise they are en route, Communications may advise them to cancel if it is determined there are adequate units en route to handle the situation.
 - b. Additionally, officers en route to, or on the scene of, a call may request back-up units whenever necessary.
 - c. Officers requesting back up will provide, in plain English the type of assistance required (i.e. transport unit, 2 more units, etc). or the proper code (906, 998, 999) and their location.
 - d. Back-up unit information shall be added to all manually or automated records.
2. Back-up Request
 - a. A back-up request 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 or there is another need for another unit(s) (i.e. transport, etc.).
 - b. As requested, the appropriate number or type of unit(s) will be dispatched.
 - c. Should a Code-4 be given prior to the dispatched officer's arrival, further response will be discontinued.
3. 906's (Emergency Back-up Request)
 - a. 906 is to be used where the requesting officer is in possible or perceived danger and needs immediate assistance to overcome the threat.
 - b. The Hi-Low Wobble Tone will be activated and two units will be dispatched on 906 requests.
 - c. Only the two dispatched units may respond Code-3.
 - d. The dispatched units shall notify Communications via radio that they are responding Code-3 and give the location from which they are responding.

- e. The responding units will use the assigned frequency of the unit initiating the request.
 - f. During such calls, it is imperative that the radio channel be kept clear of unnecessary traffic and/or transmissions to ensure that the requesting officer can continue to utilize the frequency.
 - g. Plainclothes officers requesting an emergency back-up shall, if possible, advise Communications they are in plain clothes.
 - (1) If possible, a description of their clothing and vehicle shall be given.
 - (2) Communications shall broadcast any information received regarding officers on the scene in plain clothes.
 - (3) Plainclothes officers will identify themselves to responding units as soon as possible.
4. 998's (Officer Involved In Shooting) and 999's (Officer Down/Needs Help Urgently)
- a. 998 (Officer Involved in shooting) is requested during those occasions when an officer has been shot or shot at, or any time an officer fires his/her weapon at another individual.
 - b. 999 (Officer Down/Needs Help – Urgently – Emergency Code-3) is requested during any incident that would dictate a Code-3 response by multiple units to prevent a potentially life-threatening situation.
 - c. Units responding to a 998 and/or 999 will use the assigned frequency of the officer initiating the request.
 - d. The Hi-Low Wobble Tone will be activated. During such calls it is imperative that the radio channel be kept clear of unnecessary traffic and/or transmissions to ensure that the endangered officer can continue to utilize the frequency.
 - e. When the situation has sufficiently stabilized to allow the endangered officer the opportunity to switch to another frequency, the Patrol Services Bureau supervisor will initiate the frequency change.
 - f. When broadcasting a Code-4 from the scene, the officer will include the reason why the situation is Code-4 (i.e., suspect in custody, enough units on the scene, etc.).
 - g. Once a Code-4 has been broadcast, responding units that have not yet arrived on-scene, will discontinue their response and return to their regular beats, unless otherwise directed.
 - h. Plainclothes officers requesting an emergency back-up shall, if possible, advise Communications they are in plain clothes.
 - (1) If possible, a description of their clothing and vehicle shall be given.
 - (2) Communications shall broadcast any information received regarding officers on the scene in plain clothes.
 - (3) Plain clothed officers will identify themselves to responding units as soon as possible.
5. Emergency Tone (E-Tone) Activations
- a. An E-Tone activation is used in situations in which an officer is in possible or perceived danger and needs immediate assistance, yet is unable to broadcast this information over the frequency.
 - b. The Hi-Low Wobble Tone will be activated and two (2) units will be dispatched on all E-Tone activations, using a dispatch code of '906 E-Tone Activation' on all frequencies and preceded by the emergency alert tone.
 - c. The dispatched units shall notify Communications via radio if they are responding Code-3 and give the location from which they are responding.
 - d. The responding units will use the assigned frequency of the unit activating his/her E-Tone.

- e. During such calls, it is imperative that the radio channel be kept clear of unnecessary traffic and/or transmissions to ensure that the requesting officer can continue to utilize the frequency.
6. Requests for Back-ups will be accomplished by use of the appropriate type or code, (i.e. 906,998, 999) and location. If the specific type or no code is provided during a request for a back-up, Communications personnel will respond to the request as a 906 (Emergency back-up).
7. Agency Assist Back-Ups (81.2.5. d)
 - a. If another agency requests a back-up, the closest available unit will be dispatched.
 - b. If multiple units are needed to provide backup assistance to another agency out of the City, it will be cleared through the Patrol Services Bureau Supervisor to determine the number of units our Agency will dispatch.
 - c. The Patrol Services Bureau Supervisor will be notified anytime a unit(s) is responding out of the City.
8. Officer Welfare Checks: CODE 900
 - a. Communications personnel will periodically check the welfare of officers in the field when the CAD prompt comes up (unless there was more recent communication) using the radio code "Code 900." Officers not in danger shall reply with their unit ID#, "Code 4" and their serial number.
 - b. An officer who does not acknowledge a welfare check after the second attempt shall be cause for an immediate welfare check to be conducted in person by another unit or supervisor. Communications personnel shall contact a Patrol Supervisor and advise of the situation. Any time a Communications Specialist believes an officer's safety is in jeopardy the Hi-Lo Wobble Tone shall be activated.
 - c. An officer who acknowledges without announcing "Code 4" or by not providing a serial number, shall be cause for a second unit or supervisor to check this officer's welfare.
 - d. An officer who provides an incorrect serial number during a welfare check shall be cause for an immediate emergency back-up on an alternate frequency to be dispatched after an acknowledgment of "10-4" has been given back to the officer.
 - e. Notification and response of the second unit or supervisor will be conducted on an alternate frequency.

DD. Identifying Undercover Officers

1. Officers coming into contact with an undercover officer from the Peoria Police Department or another agency shall not broadcast such information over the police frequencies.
2. Officers will notify Communications personnel of the situation via telephone. Communications personnel shall notify other on-duty patrol personnel either in person or by telephone.

EE. Special Operations (Search Warrants/Tactical Operations)

1. Communications personnel shall attend all briefings prior to the execution of any search warrant or tactical operation. If for some unforeseen reason Communications personnel are unable to attend the briefings, the Supervisor/Officer in command of the operation shall brief Communications personnel thoroughly, in person, on the following information:
 - a. Type of execution.
 - b. Officer in command.
 - c. Low profile/high profile.
 - d. Time and location.
 - e. Call signs of all personnel involved.

- f. Special instructions and/or pertinent information concerning the operation.

FF. Stolen Vehicle Information (41.1.3)

1. Information on vehicles stolen locally shall be given to officers at least once each shift. This information may be disseminated at roll call. Communications shall notify other local law enforcement agencies as soon as possible of any in-progress or just occurred stolen vehicles.
2. Information on stolen vehicles from other jurisdictions that are potentially in, or headed into, our jurisdiction shall be broadcast to officers as soon as possible.
3. All reported stolen vehicles will be entered into ACIC/NCIC as soon as reasonably possible upon confirmation.
 - a. If the officer has access to a Mobile Data Computer, the employee will enter the vehicle identification number (VIN), license plate, make, model, year, etc. and send it to the Communications Bureau via computer. The Communications Specialist will confirm receipt of the information via computer and provide the "NIC" number for inclusion with the report. The Communications Specialist will forward a copy of the stolen vehicle entry printout to the Records Management Section for filing with the IR.
 - b. If the Mobile Data Computer is not functioning, the officer will provide the Communications Specialist (either in person or by facsimile machine) with a completed "face sheet" for entry into the computer system. The Communications Specialist will provide the reporting officer with the "NIC" number for inclusion in the report. The Communications Specialist will forward a copy of the stolen vehicle entry printout to the Records Management Section for filing with the IR.
4. All stolen vehicle information received by Communications shall be placed in the Patrol Services box located in Communications, for review by the Patrol Services Bureau Supervisors and dissemination to officers during shift briefings.

GG. Missing Persons (41.2.6. b) (See Policy 4.29)

1. When taking a report for a missing person, Communications should obtain the reporting person's name and location.
2. Communications shall then disseminate this information via radio for officer response.

HH. Emergency Messages (81.2.11)

1. 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 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 even save their job. In deciding which messages should be accepted and delivered, employees should consider that our primary mission is public service and, as such, we should refuse only those requests 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 them to a telephone or driving to a residence to deliver a message to someone that does not have a telephone.
2. Delivery of messages regarding seriously injured, ill, or deceased persons will be accomplished in accordance with Policy #4.01 - Patrol Administration.
3. Communications personnel and/or the Patrol Services Bureau Supervisor shall determine, on a case by case basis, other requests of an "emergency" nature.
4. Communications will not make telephone calls for accident victims en route to the hospital. This will be done by the hospital, as they will know the extent of the injuries.

II. Weather Warnings/Emergency Operations Center (EOC)

1. Communications has the capability to receive and monitor weather warnings and watches that may affect Maricopa County. This is done through the ACJIS system. The definitions for watches, warnings and other weather related terms

are listed in Policy 4.11, Unusual Occurrences. The Unusual Occurrences policy can also be referred to for additional information.

2. When Communications receives a weather watch, the on duty supervisor in Communications will determine if the watch area listed in the watch has a direct impact on the City of Peoria. They shall contact the Peoria Police Department's Emergency Operations Coordinator and inform them of the content of the watch. If the Coordinator is unavailable, they shall contact the Shift Lieutenant. If no Lieutenant is on duty, they shall notify the on duty Patrol Services Bureau Supervisor.
 - a. The Emergency Operations Coordinator, Shift Lieutenant, or on duty supervisor shall make a determination if this information is pertinent or an imminent threat to the City of Peoria and needs to be disseminated to any other City Departments.
 - b. In the event the Watch occurs during normal business hours, and the supervisor determines that all Peoria Police Department heads should be notified, they shall make those notifications.
3. When Communications receives a weather warning, that is in the Peoria area or is headed toward the City of Peoria, the on duty Communications Supervisor shall notify the Emergency Operations Coordinator. If the Coordinator is unavailable, they shall contact the on duty Shift Lieutenant. If no Shift Lieutenant is on duty, they shall notify the on duty Patrol Services Bureau Supervisor. The on duty Communications Supervisor shall also notify the Fire Department Chief. In the absence of the Fire Chief, the Deputy Fire Chief, or the on duty Battalion Chief shall be notified.
 - a. The Emergency Operations Coordinator, Shift Lieutenant, or on duty supervisor shall make a determination if this information contained in the warning is pertinent or an imminent threat to the City of Peoria and needs to be disseminated to any other City Departments.
 - b. In the event the warning occurs during normal business hours, and the supervisor determines that it does present a threat to the City of Peoria, all department heads should be notified, the Coordinator, Shift Lieutenant, or on duty supervisor shall be responsible for notifying all City Department Heads.
4. Communications, depending on the circumstances, may broadcast weather watches and warnings. For example; "All units stand by for weather information," followed by the information.
5. After notification of the weather watch or warning, the Emergency Preparedness Director (Peoria Fire Chief), or the designee, will make the determination to open the EOC.

JJ. System Security (81.1.2)

1. Computer information will not be run when officer(s) are assisting another agency at a traffic accident or a traffic stop.
2. When an officer requests a registration or driver's license check, a wants and warrant inquiry will automatically be generated by Communications personnel. In the event of a hit, Communications personnel will advise the unit "10-35" The officer will advise when he is ready to copy.
3. Information requested or obtained from the ACJIS computer system will be used for official law enforcement purposes only. Secondary dissemination of this information, outside of the Peoria Police Department, is prohibited.
4. All entries into ACIC/NCIC will be verified by the Communications Supervisor or another communications specialist (in the Supervisors absence) to ensure proper entry, i.e., spelling, grammar, serial numbers, etc. Verification will be completed by employee initial and ID number on the hard copy. The information will then be logged in the ACJIS Entry Log, and initialed by the Supervisor.

KK. Equipment

1. Off-site equipment, such as antennas and electrical power distribution points, shall be fenced with entry restricted to authorized personnel. (81.3.1.d)

2. In the event of a power failure, the emergency generator will automatically engage, supplying power to the Communications Bureau to maintain operations. (81.3.1.c) (81.3.2)
 - a. Should the emergency generator fail, the Patrol Services Bureau Supervisor is to be notified to manually start the generator. If the emergency generator cannot be manually engaged, Building Facilities Maintenance will be contacted.
 - b. Emergency back-up power supplies will be inspected and tested on a weekly basis by the City's Facilities Maintenance Staff.
3. A portable radio shall be maintained in the Communications Bureau to facilitate communications in the event of a power failure and the emergency generator has failed. (81.3.1.c)
4. The agency's radio system is engineered to produce a 12-decibel or greater SINNED ratio to the radio receivers in 95 percent of the agency's service area.
5. The agency's radio system has the necessary equipment capability to access other area law enforcement radio systems. (81.2.10)

LL. After-hours / Weekend Media Requests:

1. When members of the media request information after normal business hours and on the weekend, they are to be directed to call the on-duty Shift Lieutenant or Sergeant. If this individual is not immediately available, the phone number of the caller will be taken by Communications personnel and given to the on-duty Shift Lieutenant or Sergeant who will make every attempt to return the call within thirty (30) minutes.
2. During extraordinary circumstances, and after thirty (30) minutes, Communications personnel will contact the media representative and instruct them to call/page the PIO, or the Deputy Chief of Support Services, who will handle the media.

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APPROVED:



Larry J. Ratcliff
Acting Chief of Police