

Communication Operations

802.1 PURPOSE AND SCOPE

The basic function of the communications system is to satisfy the immediate information needs of the law enforcement agency in the course of its normal daily activities and during emergencies. The latter situation places the greatest demand on the communications system and tests the capability of the system to fulfill its functions. Measures and standards of performance are necessary to assess the effectiveness with which any organization, large or small, uses available information technology in the fulfillment of its missions.

802.1.1 FEDERAL COMMUNICATIONS COMMISSION (FCC) COMPLIANCE

Peoria Police Department radio operations shall be conducted in accordance with (FCC) procedures and guidelines.

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.

802.1.2 JURISDICTION

Jurisdiction is the geographical boundaries of the Peoria Police Department's law enforcement jurisdiction as established by the Peoria city limits. A detailed official map, which includes the boundaries of our jurisdiction, will be maintained in the Communications Section.

802.2 COMMUNICATION OPERATIONS

This organization provides 24-hour telephone service to the public for information or assistance that may be needed in emergencies. The ability of citizens to telephone quickly and easily for emergency service is critical. This organization provides access to the 9-1-1 system with a single emergency telephone number.

This organization has two-way radio capability providing continuous communication between Communications Section and officers. The Communications Section maintains radio operations with dispatching capability for immediate and continuous communication between the Peoria Police Department and officers on duty 24 hours a day. (81.3.4)

802.2.1 COMMUNICATIONS LOG

It shall be the responsibility of Communications Section to record all relevant information on calls for criminal and non-criminal service or self-initiated activity. Employees shall attempt to elicit, record and share as much information as possible to enhance the safety of the officer and assist in anticipating conditions to be encountered at the scene. Desirable information would include, at a minimum, the following:

- Control number
- Date and time of request
- Name and address of complainant, if possible
- Type of incident reported
- Involvement of weapons, drugs and/or alcohol
- Location of incident reported

Peoria Police Department

Policy Manual

Communication Operations

- Identification of any officer assigned as primary and backup
- Time of dispatch
- Time of the officer's arrival
- Time of officer's return to service
- Disposition or status of reported incident

802.3 RADIO COMMUNICATIONS

Operations are more efficient and officer safety is enhanced when dispatchers, supervisors and other officers know the status of officers, their locations and the nature of their cases.

802.3.1 OFFICER IDENTIFICATION

Identification systems are based on factors such as beat assignment and officer identification numbers. When calling Communications Section or another unit, the calling unit should state the call sign of the called unit followed by their own call sign, then pause for the called unit to reply. Employees initiating communications with other agencies shall use their entire call sign. This requirement does not apply to continuing conversation between the mobile unit and dispatcher once the mobile unit has been properly identified.