 <p>YALE UNIVERSITY POLICE DEPARTMENT GENERAL ORDERS <i>Serving with Integrity, Trust, Commitment and Courage</i> <i>Since 1894</i></p>	ORDER TYPE: NEED TO REFER	
	406 RADIO COMMUNICATIONS	
	EFFECTIVE DATE: 09 OCT 2013	REVIEW DATE: ANNUAL

PURPOSE

The purpose of this general order is to establish policies and procedures for conducting radio and dispatching services for the Yale University Police Department.

POLICY

The policy of the Yale University Police Department is that all radio communications be conducted in furtherance of police business and in a professional and effective manner.

GENERAL

The basic function of communications services is to satisfy the immediate information needs of a law enforcement agency in the course of routine activities as well as in emergencies. The system conveys information from the public to police officers, through communications personnel. The speed and accuracy with which the information flows are measures of the agency's ability to respond to the needs of the community.

TELEPHONE COURTESY

Telephones will be answered as quickly as possible. Personnel will project a professional image in all telephone conversations.

Routine calls will be answered: "Yale University Police, (Title, Name).

ADMINISTRATION

- The Communications Coordinator is the commander of the Communications Unit, reporting directly to the Chief of Police.
- In the absence of the Communications Coordinator, the Shift Commander or Shift Supervisor is responsible for the overall supervision of the Communications Unit.
 - Supervisors will inspect the Communications Unit to insure dispatchers are present, properly attired and follow the procedures outlined in this order.
 - Supervisors will take immediate corrective action when required and will notify the Communications Coordinator.
- All YUPD radio communications will be conducted in strict compliance with applicable FCC regulations. **CTLEA 2.3.32**
- Entry to the communications center is strictly limited to dispatchers and authorized personnel to include police supervisors and police officers **on official business**. **CTLEA 2.3.36a**
- All radio transmissions and emergency telephone conversations will be recorded. **CTLEA 1.3.41**
- Equipment will be available to dispatchers within the communications center to enable them to review emergency telephone conversations immediately. **CTLEA 1.3.41**
- Recordings will be maintained by Department IT staff. **CTLEA 1.3.41b**
- Recordings of radio and/or telephone conversations will be retained for a minimum of 60 days and will be available for review when necessary. **CTLEA 1.3.41a**
- The Communications Section will be equipped with an alternate power source to assure the continuity of communications during any power outage.

- The alternate power source will be tested on a weekly basis and the tests will be documented. **CTLEA 1.3.43**

RADIO OPERATIONS

The importance of effective radio communications to efficient police operations cannot be overstated. To insure radio communications are conducted in a manner consistent with the operational goals of the YUPD, the following general rules concerning radio operation will be followed:

- All radio transmissions will be brief, concise and strictly related to the pursuit of police activities.
- Officers will comply with the instructions of dispatchers unless those instructions are rescinded by a supervisor.
- Courtesy is required between all users of the police radio.
- Supervisors are to monitor radio communications to insure rules and regulations are followed and take appropriate action when they are not.
- Officers and dispatchers will speak in a clear, calm tone when transmitting.

Officer Safety

- Dispatchers will transmit all known information concerning the presence of weapons, violence or potential threats to officers as such information becomes available.
- **Plainclothes officers responding to crimes in progress or emergency situations will advise the dispatcher of their response. The dispatcher will advise all responding YPD units and NHPD Communications of the presence of plainclothes officers on the scene.**

Unit Identification:

- All officers are issued portable radios for their use.
- Each officer will be issued a unique call sign, as follows: **CTLEA 3.3.47c**
 - Officers assigned to mobile or foot beats will respond to the beat number of their assignment (i.e.: 586,793, 181,etc.)
 - Officers on extra-duty assignments will use their shield numbers preceded by the letter "P" as their call sign while on the extra-duty assignment (ie:P-337).
 - Post numbers will be issued for certain extra-duty assignments. When post numbers are assigned, officers will use post numbers as their call sign.
 - Command personnel are issued "HQ" numbers as their radio call sign.
 - Supervisory personnel will use their assigned "L" or "S" numbers.
 - Investigative Services personnel will be assigned "IS" numbers.
 - Emergency Services Personnel are assigned "ES" numbers.
 - When two officers are assigned to the same beat, one of whom is a trainee, the primary officer will respond to the beat number while the trainee officer will respond to the beat number preceded by the letter "T".

Shift Start Procedures/Radio Checks:

- At the beginning of each tour of duty, the supervisor will provide the dispatcher with a list of on-duty personnel to include their assignments and call signs.
- Officers may call the dispatcher separately for a check of their portable radios.
- Officers assigned to extra-duty assignments will be required to contact the dispatcher immediately upon beginning their assignment, by radio, giving their call sign, location and the duration of their assignment. (i.e.: Officer: P-507 Dispatcher: P-507 Officer: Extra duty, Woolsey Hall, until 2200 hours. Dispatcher: Roger (Time)

- The dispatcher will record the information in the appropriate space on the shift detail and the CAD system.

Radio Signals:

To comply with NIMS requirements to insure interoperability in times of emergency, "plain talk" will be used on all radio transmissions with the exception of the following radio signals:

- 1- Bomb/explosive device threat
- 4- Police Officer Needs Immediate Assistance
- 8- Suspicious Person
- 28- Pursuit
- 29- Prisoner Conveyance-wagon
- 45- Warrant
- 53- Deceased person/dead body
- 75- Weapon(s) (describe)
- 78- Resume Normal Patrol
- 90- Medical-EDP
- 99- Priority Call
- 110-Cease unnecessary conversation
- 111-Remain on present assignment

Radio Procedures: CTLEA 3.3.47a

To standardize the format of radio procedures and provide for uniformity and professionalism in radio communications, the following guidelines will be followed with respect to radio transmissions.

- Dispatchers will call individual units by announcing their call sign. (i.e.: Dispatcher- 795).
- Individual units will answer the dispatcher by announcing their call sign. (i.e.: Officer- 795).
- Individual units will call the dispatcher by announcing their call sign. (i.e.: Officer- 795).
- No transmissions will be initiated without the use of a call sign.
- Except in cases of emergency, units will call the dispatcher by announcing their call sign and await acknowledgement prior to transmitting any message.
- In an emergency, units will transmit "99" either preceded or followed by their call sign.
- In cases of extreme emergency where a threat to life or serious physical injury exists, the officer need not wait for acknowledgement by the dispatcher before transmitting the emergency message.
- In all other cases, the officer will await acknowledgement of the "99" by the dispatcher before transmitting the emergency message.
- All other units will remain off the air until the emergency message is transmitted to and understood by the dispatcher.
- Radio transmissions between units may be conducted without the involvement of the dispatcher.
- All YUPD units will normally function on the main dispatch channel (Channel 1).
- Any unit leaving Channel 1 will notify the dispatcher and give the frequency he/she will be operating on.
- The dispatcher will be advised when the unit returns to operation on Channel 1.
- All units will continuously monitor their radios and will not interrupt transmissions already in progress except in emergency circumstances as outlined above.
- All conversations and transmissions will be brief, concise and to the point utilizing radio signals and detail assignment numbers whenever applicable.
- Long conversations, requests for information, discussions, etc. will be conducted by telephone, whenever possible, or by switching to another radio frequency.

- The use of first names, nicknames or other forms of identification not consistent with the unit identifiers described above is prohibited.
- Officers assigned to mobile patrol will use vehicle radios in lieu of portable radios when in vehicles.
- Officers assigned to mobile patrol will notify the dispatcher upon exiting the vehicle, giving the location and reason and will notify the dispatcher promptly upon resuming patrol.
- Units going out of service for any reason will notify the dispatcher, giving their location and reason and will promptly notify the dispatcher upon returning to service

Requests For Services and Information:

Providing information and support services for patrol is an important function of the Communications Services Unit. Some of the variety of service and information functions can best be accomplished through communications personnel while others are best provided through alternate sources. This section will identify those services and functions available through Communications Services as well as other sources and will specify the format for requesting and providing information and services.

- Whenever information is transmitted by radio involving combinations of alpha and numeric characters (i.e.: registration number, serial numbers, names), alpha characters should be pronounced phonetically. (i.e.: A-Alpha, B-Boy, etc.)
- When confirming COLLECT or NCIC "hit" information, dispatchers will not broadcast file numbers but will use the appropriate YUPD radio signal or plain language as specified in this order.
- Requests for Registration Information: Under normal conditions, requests for registration information should be accomplished by the individual police officer using the mobile data terminal. When this is not practical or feasible, the unit requesting motor vehicle data through COLLECT or NLETS will radio the dispatcher transmitting the request and repeating the name or registration number twice.
- Dispatchers will respond by transmitting stolen or wanted data first, followed by the vehicle description, owner's name and address exp. date.
- ALL ALPHA INFORMATION SHOULD BE TRANSMITTED PHONETICALLY

Wanted Person/Warrant Checks:

- Units requesting wanted/warrant information will radio the dispatcher and request a "45 check".
- The format for requesting wanted/warrant information will be the same as that specified for requesting operator's license checks.
- The dispatcher will acknowledge the request and make a COLLECT/NCIC inquiry as well as a check of the NHPD computer system.
- Upon receipt of the results of the check, the dispatcher will notify the unit of the results as well as what sources were consulted (i.e.: NCIC, local, both).
- If no "hit" is recorded, the dispatcher will notify the unit that the "45 check" is negative.
- If a "hit" is recorded, the dispatcher will notify the unit that there is a "possible 45 on file" along with a description of the charges, if available.
- All "hits" will be confirmed as expeditiously as possible.
- Dispatchers will obtain telephone confirmation on all non-NHPD warrants through the agency holding the warrant and will transmit that information to the requesting unit as soon as it is received.
- Confirmation on NHPD warrants may be obtained by the requesting unit, by radio, through IS-6 except when use of NHPD frequency 1 is restricted.

Requests for Towing Services:

- Requests for towing services related to parking violations, motor vehicle accidents, obstructed traffic, motor vehicle violations or other conditions which occur ON CITY STREETS will be handled by the requesting officer, by radio, with IS-5 except when access to NHPD frequency 1 is restricted.
- Requests for towing services for conditions which occur ON YALE PROPERTY, will be handled with the dispatcher who will notify an approved towing service and make appropriate notations in the towing log.

Requests for Fire, Fire Emergency or Ambulance Service:

- Units needing fire, fire emergency or ambulance services will radio the dispatcher requesting the services and giving the location and nature of injury or illness and the services needed.
- The dispatcher will notify the appropriate service and will advise the requesting unit that the service has been notified.

Requests for NHPD Services:

- Whenever possible, officers requesting services from NHPD will do so by telephone directly with CCS.
- When telephone contact is not possible or inconvenient, the information or request will be relayed to the dispatcher who will make contact for the officer.

Requests for Directions:

- Requests for directions will be handled via telephone, whenever possible.
- If the use of a telephone is inconvenient, the request and resulting response will be broadcast using YUPD Channel 2.

Requests for Physical Plant Services, notifications:

- Except in cases of extreme emergency, officers requiring Physical Plant services or needing to make notifications will personally telephone the information to the Control Center.
- In emergency circumstances, the dispatcher will make the appropriate request or notification to Physical Plant.

Dispatch Procedures:

Receiving Crime Reports and Calls for Service:

The Department receives reports of crimes and calls for service in a variety of different ways, by telephone, radio, emergency phone, in person, etc. In order to provide an effective response, an organized system of priorities for dispatching and deployment of available police personnel needs to be implemented.

- It is the policy of the YUPD that all reports of crimes and calls for service will be answered based upon the nature of the call and the priority assigned to it.
- In deciding which unit to dispatch to a particular crime report or call for service, the dispatcher will take into consideration:
 - the nature of the call,
 - the priority of the call,
 - the availability of resources to answer the call,
 - the degree of risk involved in delaying response to the call. CTLEA 3.3.49a
- When available, the dispatcher will dispatch an available mobile or foot beat to a reported crime or call for service occurring within his or her beat area.

- When the officer assigned to that particular beat is unavailable, an adjoining beat officer will be assigned to the call depending upon its priority.
- When no adjoining beats are available, dispatchers will assign the closest available unit to handle the call.
- Calls will not be "stacked" unless no units are currently in service or unless assigning a unit to a particular call would be unreasonable (i.e.: assigning a downtown foot beat to a call at Yale Bowl).
- YUPD units will be dispatched to all reported crimes in progress or in which the perpetrator may still be in the area regardless of whether the incident occurred on Yale property or in areas normally patrolled by the NHPD.
 - This procedure applies to the geographical area bounded by established mobile or foot beats or areas in close proximity to these beat boundaries.
 - Immediate notification to NHPD will be made in those instances in which response is made off of Yale property into NHPD patrolled areas.

Emergency Medical Dispatch: CTLEA 1.3.42

To the extent the department provides Emergency Medical Dispatch services, dispatchers will be provided with required training and materials to fulfill that function.

Handling of Misdirected Emergency Calls: CTLEA 1.3.74

In the event Communications receives a call for service that should be directed to another police or fire department, it should first be determined if the call is an emergency. If the call is not an emergency, the caller will be given the correct agency's phone number. If the call is an emergency, all pertinent information will be taken from the caller and promptly relayed to the proper department or agency.

Call Prioritization:

All reports of crime and calls for service are not of the same nature as to require equal priority for the allocation of resources. Dispatchers are responsible to obtain enough preliminary information from the reporting person to determine the nature of the call and its priority.

PRIORITY I:

Priority I calls are to be given immediate attention and allocation of police resources. Priority I calls include:

- Crimes in progress.
- Incidents in which violence has occurred or is imminent.
- Incidents involving firearms or other dangerous weapons.
- Medical emergencies.
- Fires in progress.
- Officer needing emergency assistance.

PRIORITY II:

In the absence of a Priority I call, Priority II calls are to be given immediate attention and allocation of police resources. Priority II calls include:

- Crimes which have occurred in the recent past in which there is a likelihood that the perpetrator may be at the scene or in close proximity.
- Crimes which have occurred in the recent past in which a description of the perpetrator is available.
- Motor Vehicle or non-motor vehicle accidents in which the presence or extent of injuries is unknown.

- Suspicious persons or suspicious activity involving vehicles where a description is available and the person is likely to still be in the area.
- Fights, breaches of the peace, aggressive pandhandlers, emotionally disturbed persons.
- Burglar alarms, Fire alarms.
- Officer needing assistance (non-emergency).

PRIORITY III: Priority III calls encompass reports of crimes, service calls and administrative functions and include but are not limited to:

- Past crimes (except violent felonies) in which a perpetrator cannot be described.
- Service calls to include parking violations, alarm trouble, etc.
- Administrative errands.

Dispatching of Police Units: CTLEA 3.3.47e

PRIORITY I CALLS: Upon receiving a Priority I call, the dispatcher will:

- Obtain information from the caller relative to the location and nature of the incident to include a callback number in case the telephone connection is broken.
- Dispatch the beat unit assigned to that area (if in service) and any other unit in the area.(i.e.: 588 and any other unit in the area: Signal 19 in progress, Howe and Edgewood: more to follow).
- Units responding will advise the dispatcher of their response without waiting for acknowledgement. The dispatcher will return to the telephone and obtain as much detailed information relative to the location of the incident, description of perpetrators, etc., relaying the information to responding units as it is received.
- Upon the arrival of the first unit on the scene, the dispatcher will clear the frequency by declaring a "110". The "110" may only be lifted by the first arriving unit.
- The dispatcher will only release the reporting person from telephone contact when the reporting person is in the presence of a police officer. **CTLEA 3.3.49b**
- Make appropriate entries in the CAD system.

PRIORITY II CALLS: Upon receiving a Priority II call, the dispatcher will:

- Obtain information from the caller relative to the location and nature of the call to include a callback number.
- Dispatch the unit assigned to the beat in which the incident is occurring or the closest available unit and a backup.
- Obtain supplementary information, (descriptions, etc) and broadcast them to responding units.
- Obtain necessary services, etc., as requested by responding Units.
- Make appropriate entries in the CAD system.

PRIORITY III Calls: Upon receipt of a Priority III call, the dispatcher will:

- Obtain information from the caller relative to his location and obtain a callback number.
- Ascertain whether there is a unit available to handle the call and, if one is not available, advise the caller of the probable delay.
- Dispatch the next available unit to the call.

Responsibilities of Supervisors: Patrol supervisors are responsible to:

- Respond to the scene of all Priority I calls. **CTLEA 3.3.47f**
- Monitor the number of officers responding to a particular scene and call off or re-direct resources, as necessary.
- Ensure that patrol officers are available for service within a reasonable time after arriving at the scene.

Allocation of Resources:

A minimum of two units will be dispatched to the following types of calls:

- Crimes in progress.
- Calls involving weapons, violence or the threat of imminent violence.
- Fights, disturbances, unreasonable noise complaints.
- Suspicious persons or vehicles.
- Burglar, Holdup/Panic and fire alarms.
- Unknown trouble calls.
- Family disputes.
- Calls involving intoxicated or emotionally disturbed persons.
- Any other call in the discretion of the dispatcher, supervisor or responding officer.

Holdup/Panic Alarms:

Upon receiving a holdup/panic alarm. the dispatcher will:

- Dispatch the closest available unit and a backup.(SEE HOLDUP ALARM PROCEDURE FOR Officer's RESPONSIBILITY)
- Advise responding units if there is no callback number.
- If a callback number is available, call the number and:
 - Determine the validity of the alarm.
 - If the alarm is valid, advise the responding units of the nature of the incident and provide descriptions, etc.
 - If the alarm is not valid, advise responding units, advise the occupant to meet the police outside, obtain a physical description and transmit it to responding police officers.

Officer Initiated Calls:

In addition to calls for service and reports of crime, patrol units often initiate activity by reporting observed incidents or effecting stops of motor vehicles or pedestrians. In the following situations, the dispatcher will:

- Encountered Crimes/Incidents:
 - Record the time and location of the incident.
 - Determine the priority of the incident.
 - Dispatch backup or ancillary services, as needed.
 - Make appropriate CAD system entries.
- Pedestrian stops: Suspicious or Wanted Persons:
 - The patrol unit will advise the dispatcher that he/she is out with a Signal 8 and give the location.
 - Dispatch backup.
 - Make appropriate CAD system entries
- Motor Vehicle Stops:
 - The patrol unit will advise the dispatcher that he/she will be stopping a motor vehicle and will give the location, reason and registration number.

- Dispatch backup unit.
- Make appropriate CAD system entries.
- A listing will be obtained on the vehicle and any stolen or wanted information will be immediately transmitted to the involved unit.
- Registration information will be held until requested by the involved unit.

Patrol Officer Responsibilities:

The dispatcher represents half of the communications process. An equally important component is the officer on patrol. While many responsibilities are shouldered by the dispatcher, patrol units also have important responsibilities to insure an effective and efficient communications process.

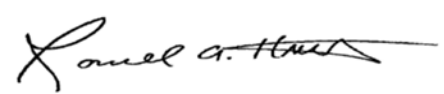
- Patrol officers are responsible to keep the dispatcher advised of their activities and status.
- Patrol officers are responsible to monitor their radios and promptly answer the dispatcher or other units when called.
- Patrol units will acknowledge calls given to them by the dispatcher.
- Patrol units will advise the dispatcher upon arriving at the scene.
- Upon completion of the investigative phase of a complaint, patrol units will give the incident and disposition code and advise the dispatcher that they are in service.
- Upon completion of the report, the patrol unit will advise the dispatcher that he/she is returning to patrol.

General Broadcasts:

General broadcasts will be made by the dispatcher to units in the field to relay information concerning wanted persons, missing persons, stolen vehicles, situations impacting upon officer or public safety, etc.

- Broadcasts over NHPD frequencies of general interest or impacting upon YUPD operational areas will be re-broadcast over the YUPD frequency.
- General broadcast procedure:
 - The dispatcher will activate the alert tone and announce, "All units stand by for a general broadcast".
 - After a brief pause, the dispatcher will broadcast the information, twice.

PER ORDER OF



CHIEF RONNELL A. HIGGINS