



RUTLAND REGIONAL EMERGENCY COMMUNICATION CENTER

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1. SCOPE

- 1.1 This policy will cover policies and procedures that govern the voice and data communications for the Police Service of Rutland Regional Emergency Communication Center.

2. PURPOSE

- 2.1 The purpose of this document is to provide a standardized policy and procedure manual so that appropriate resources can be deployed in a timely and predictable manner. Such standardized procedures will reduce time processing calls, dispatching units, reduce errors, and maximize efficiency of operations.
- 2.2 This document is to be considered the outline of the policies and standard operating procedures for a variety of situations. It is obviously not intended to cover every conceivable situation. For circumstances that are not addressed in this procedure, common sense and good judgment on the part of the Rutland Regional Emergency Communication Center (RRECC) will prevail.

- 2.3 Standardization is designed to save time, minimize confusion, reduce errors, and will assist all concerned in providing a timely and predictable response to emergency situations. This document is designed to adhere to NIMS, and other applicable Federal standards.

3. DEFINITIONS

- 3.1 All definitions are defined in Attachment E.

4. POLICY

- 4.1 It shall be the policy of the Center to use standard operating procedures to conserve airtime and permit accurate, brief, and rapid transmission of essential information.

5. PROCEDURE

5.1 Communications Management

- 5.1.1 Standard operating procedures should be used for handling messages by radio, Mobile Data Terminal (MDT) or telephone. Use of standard operating procedures will conserve airtime and permit accurate, brief, and rapid transmission of essential information. Careless procedure and the lack of radio discipline cause delay, confusion, and unnecessary transmissions.
- 5.1.2 RRECC will be responsible for maintaining frequency discipline, for handling radio and telephone messages rapidly, for determining order of priority for which transmissions are to be made, and for directing and controlling the use of all radios.
- 5.1.3 Use of frequencies shall be limited to communications essential to the conduct of official fire and rescue activities. Under the rules of the Federal Communications Commission, it is unlawful to carry out any of the follow actions:
- 5.1.3.1 Transmit or send superfluous signals or messages of a personal nature.
 - 5.1.3.2 Use profane, indecent, or obscene language
 - 5.1.3.3 Willfully damage or permit radios to be damaged.
 - 5.1.3.4 Cause unlawful or malicious interference with other radio or dispatch operations.
 - 5.1.3.5 Intercept and use or publish the contents of any radio or dispatch messaging without the expressed written permission of the proper authority.
 - 5.1.3.6 Make or send unnecessary or unidentified transmissions.
 - 5.1.3.7 Transmit without first making sure that the transmissions will not cause harmful interference to other radio users.
 - 5.1.3.8 Make adjustments, repairs or alterations whatsoever to a communication transmitter. Only a communication technician, holding a general radio/telephone license or higher, may make adjustments and repairs.

- 5.1.3.9 Deny access to any radio equipment if a properly identified representative of the FCC asks to inspect it. The equipment must be available for inspection at any reasonable time.
- 5.1.3.10 Transmit a call signal, letter, or numerical which has not been assigned.
- 5.1.4 The IC can request that incident radio traffic be assigned to a Tac Channel. RRECC will assign the appropriate Tac Channel based on size/scope of incident and available Tac Channels at the time of request. The use of Direct fireground Tac Channels should be considered for incident operations when appropriate. RRECC will broadcast the change in the assigned radio Frequency
- 5.1.5 If radio traffic necessitates, RRECC will prompt the IC and determine a Tac Channel assignment.
- 5.1.6 A **“PRIORITY TRAFFIC CONDITION”** will be utilized when there is a high volume of radio traffic or system use and conditions become congested.
 - 5.1.6.1 At times, the volume of traffic, both radio and telephone, reaches a point where it nearly overloads the communications network and available communications center personnel. (Example: during thunderstorms, natural disasters, major incidents, or multiple emergencies occurring simultaneously). There is a definite need at such times for the telecommunicator to maintain strict control over the situation to enable him or her to sort out priorities and ensure that vital information and calls are transmitted without delay or interruption.
 - 5.1.6.2 The “Priority Traffic Condition” will be instituted by RRECC with the following message: [CODE 1 Alert Tone] “Attention all units, operate under the Priority Traffic Condition.
 - 5.1.6.3 When a “Priority Traffic Condition” exists, all unit-to-unit transmissions will be discontinued except for emergency traffic and whenever possible, the OIC should advise of station or apparatus status changes rather than each individual unit doing so.
 - 5.1.6.4 The “Priority Traffic Condition” is not intended to cease transmissions by the OIC to RRECC relative to the conditions of the call or orders to be relayed to responding apparatus.
 - 5.1.6.5 When “Priority Traffic Condition” is in effect, the following procedures may be followed:
 - 5.1.6.5.1 Police Related calls will continue to be dispatched as normal.
 - 5.1.6.5.2 All low priority and downgraded calls may be given to the OIC by MDT, telephone, or other alternative communication methods.
 - 5.1.6.6 The words “Operate Under Priority Traffic Condition” will be announced every half hour until the condition is lifted and a channel marker (Short Audible tone every 10sec) will be placed on all RRECC Frequencies, at which time a message will be transmitted advising that the condition has been lifted.

- 5.1.8 Under certain conditions, radio and telephone traffic may become heavy enough to prevent immediate answers to radio calls. When this occurs, RRECC may advise “all units stand-by”. This means that RRECC is temporarily unable to answer your message either because of heavy radio/telephone traffic or the need to dispatch another unit. Do not call again until answered unless you have a “priority emergency”. If you have an emergency, state your unit designation and “priority traffic”. Wait until acknowledged and then proceed with message. The use of “priority” will be restricted to the type of situation where life or personal injury is at stake or to a critical situation that requires immediate additional assistance. Once the heavy condition is alleviated, a message, “all units resume normal traffic” will be broadcast.
- 5.1.9 All Police personnel should continuously be aware of the need to conserve the use of radio systems and should strive to eliminate unnecessary use of the radio by using person to person communications, Tac Channels and MDTs.
- 5.1.10 A “**Code 1**” will be utilized when there is immediate threat to life safety of any Police personnel.
- 5.1.11 In the event a Code 1 is enacted, the RRECC Dispatcher shall simulcast the Code 1 tone on all frequencies and activate the channel marker for the frequency with the emergency, and state the declaration of a Code 1 in the following manner: “Dispatch to all units CODE1 for Barre PD – 502 foot pursuit in the main street area.”
- 5.1.12 All units on all frequencies shall withhold all non-emergency radio traffic not immediately pertaining to the emergency situation until cleared by Dispatch in the following manner: “Dispatch to all units. Cancel Code 1, resume normal radio operations.” Dispatch will only clear the Code 1 upon confirmation with the involved personnel (e.g. Dispatch to 502, permission to clear the Code 1? 502 to Dispatch, you may clear the Code 1.)
- 5.1.13 A code 1 shall be declared by dispatch in the following events:
- 5.1.13.1 Statement of “Officer Down, Officer needs assistance, or shots fired”
 - 5.1.13.2 Public safety vehicle involved in motor vehicle crash with or without injury to responder(s)
 - 5.1.13.3 Foot Pursuit / Motor Vehicle Pursuit
 - 5.1.13.4 ANY responder requests that a Code 1 be declared
 - 5.1.13.5 Incidents in which the life-safety of responders or the public is significantly at risk and/or is believed to be credibly threatened

5.2 Basic Rules for Radio Operation

- 5.2.1 The manner in which radio operations are handled is often a measure of the efficiency of an organization and the attitude of its individuals. Observing simple basic rules will expedite message handling and improve working relationships among all concerned. Application of general guidelines outlined here will lead to professional performance.
- 5.2.2 Prior to transmitting, organize your thoughts and listen to make certain the frequency is clear.
- 5.2.3 Keep all transmissions brief and to the point. Avoid longwinded descriptions and unnecessary repetition. Accuracy, brevity, and speed are all important; however, they should be considered in that order.

- 5.2.4 Speak distinctly and pronounce words carefully. Speak at a moderate speed using your conversational tone of voice with emphasis and rhythm. A message should be spoken by phrases, not one word at a time.
- 5.2.5 When using a portable/mobile radio, hold the microphone about one inch from your lips, press the microphone button down firmly and then speak slowly and clearly across the mouthpiece in a normal voice. Do not hold the microphone directly in front of your mouth, but slightly to the side at an angle of about forty-five degrees so that you can talk across the face of the microphone instead of “blowing” into it.
- 5.2.6 Avoid transmitting when audible emergency warning devices are operating
- 5.2.7 Use official titles and authorized apparatus designations in all transmissions. Do not use nicknames or first names.
- 5.2.8 During all radio operations, remain cordial and calm. Words or voice inflections which reflect an individual’s irritation, disgust or sarcasm are not to be used. Remember, your conduct on the radio reflects your entire agency.
- 5.2.9 Units should maintain radio discipline at all times. Avoid monopolizing or overuse of radio communications.
- 5.2.10 Use preliminary calls to establish contact. (301 to Dispatch, Wait for Acknowledgement)
- 5.2.11 All individually responding and arriving apparatus, and officers will be acknowledged by RRECC once 5.2.10 is followed.
- 5.2.12 When you are finished using the microphone, secure it in a proper position to avoid an “open mic” which could be very damaging to essential and emergency radio traffic.
- 5.2.13 A radio’s emergency identifier can be activated on any RRECC Frequency for any situation that poses an eminent threat to the life and/or safety of emergency personnel. Once the emergency identifier is activated, the radio will automatically transmit for ten (10) seconds, allowing the Emergency Communications Center to monitor the situation in the field.
- 5.2.14 Activations on local direct channels (e.g. – Tac2, Tac3) will only alert on-scene units; providing situational awareness for incident command staff.
- 5.2.15 Activations on repeated channels (e.g. – Fire Simulcast, Tac1 RPT) will alert the RRECC, and prompt a status check on the activated channel.
- 5.2.16 All activations will be reported immediately to incident command.
- 5.2.17 An accidental activation of the emergency identifier should be immediately reported to the Emergency Communications Center.

5.2.18 To reset the emergency identifier, turn the radio off and back on.

5.3 Telephone Procedures

5.3.1 Whenever calling the RRECC, whether on business or for an emergency, identify yourself, stating your name and the agency that you are with, or use your assigned designation.

5.3.2 All calls to the RRECC of a business nature will be done **ONLY** on the administrative line. The emergency number(s) are **NOT** to be used. The administrative lines numbers are as follows:

All Dispatch Positions (Not Public): 508-886-4126

Main Line: 508-886-4033 Extension 0 (All Stations)

Communications Director – Extension 700

Dispatch Console #1 - Extension 721

Dispatch Console #2 – Extension 722

Dispatch Console #3 – Extension 723

Dispatch Console #4 – Extension 724

Dispatch Supervisor – Extension 725

5.3.3 9-1-1 is only to be used to report a true emergency. 9-1-1 is not to be used by Police personnel for updates or call information. It may be used in some cases to assist with locating lost subjects for GPS Coordination.

5.4 Performance Standard

5.4.1 Ninety percent (90%) of all emergency calls shall be processed and ready for dispatch within sixty (60) seconds and ninety-five percent (95%) of all emergency calls shall be processed and ready for dispatch within ninety (90) seconds.

5.5 Dispatch Procedures

5.5.1 All Police Incidents shall be announced/dispatched via the Regional Police/ Warren Police Frequencies in accordance with the Incident Dispatching Procedure.

5.5.2 In the event that personnel are notified of an incident in-person or by phone, the incident shall be announced over-the-air. For example, “403 has been dispatched by phone to a motor vehicle lockout at 123 Main Street,” therefore making other units on-patrol aware of 403 whereabouts and status.

5.5.3 RRECC may deploy alternative notification methods such as third-party over-the-top applications and other means that take advantage of emerging technology. These alternative notification methods should not be considered a primary means of notification.

5.5.4 Incidents or scheduled events requiring multiple units, multi-jurisdictions, and/or extended on-scene operations shall be assigned the use of a tactical frequency at the time of dispatch for use at the direction of RRECC or requested by the Incident Commander. Tactical frequencies include local, state, Federal AND RRECC Tactical Frequencies. Incidents requiring the use of a tactical frequency are as follows:

- Missing Person
- Bomb Threat
- Active Shooter Incident
- Mass Casualty Incidents
- Motor Vehicle Crashes with entrapment
- Search and Rescue Operations
- Barricaded Subject
- Major Public Event

5.5.5 RRECC Tactical Frequencies shall be assigned in the following order according to when the incident is received and/or tac channel assignment is requested:

- 5.5.5.1 RRECC Tac 1 Repeater
- 5.5.5.2 RRECC Tac 2 Direct
- 5.5.5.3 RRECC Tac 3 Direct
- 5.5.5.4 Midstate Blue or White
- 5.5.5.5 UTAC 41 Direct, 42 Direct, or 43 Direct

5.5.6 All Fire/Ems calls will be simulcasted on the Regional Police/Warren Frequencies, Regional Fire, and Tac 1 RPT (when not in use). This is officially notifying the police departments of a Fire/Ems call in their community. Officers should follow their own department policies on whether they respond to Fire/Ems incidents.

5.5.6.1 The five police departments the RRECC provides communications for have different policies to which officer is to receive a call for service, to not delay emergency services the RRECC will announce the call with PD to respond.

“For Example: Fire alarm dispatching Hubbardston Fire & PD to 12 Main Street for the structure fire.”

5.5.6.2 It will be up to the on-duty officer responsible for the call to advise dispatch that they received the call and are responding or not responding.

5.5.6.3 If after 90 secs after the incident is dispatched, the RRECC will confirm with the on-duty officer if they received the call.

5.5.6.4 If an incident poses a threat to responding Fire/Ems personnel, the on-duty officer will be notified immediately, and Fire/EMS will stage until cleared by PD.

5.6 Inquiries and Tape Requests

- 5.6.1 The Police Chief or his/her designees may make an inquiry to the RRECC staff after an incident occurs. This should be done by calling the Shift Supervisor. All inquiries shall be documented for staff review and corrective action where necessary. Inquiries are never to be made to telecommunicators.
- 5.6.2 Continuous recordings are made of all primary radio frequencies and telephone lines at the RRECC.
- 5.6.3 All requests for records must be completed in accordance:
 - 5.6.3.1 All requests must be completed on the RRECC Business Line/Radio/911/video Surveillance form.
 - 5.6.3.2 All requests must be in writing
 - 5.6.3.3 The request must be signed by the requestor and proper contact must be included
 - 5.6.3.4 The request must include specific incident, time, date, location and nature of call

5.7 Miscellaneous Information

- 5.7.1 During normal operations, member fire departments of RRECC, community groups and other interested persons are encouraged to visit the RRECC to observe the operations. These tours should be setup with the Communications Director (508) 886-4033 extension 700 at least five days before they are to take place. Groups of fifteen people or more may need to be split to facilitate a beneficial experience. All visitors to the RRECC are to use the main entrance and must sign the security log, which is located at the dispatch lobby window. The shift supervisor shall have full authority to prohibit visitors, or to curtail a tour that is in progress at any time to maintain the efficient operation of the RRECC. All visitors shall be warned of the need to curtail conversations when transmitters are broadcasting, or telephone calls are being received. No visitors will be allowed to have weapons of any kind. All cell phones must be powered off when you enter the Emergency Communications Center.
- 5.7.2 A list of company officers, name, rank, and telephone numbers shall be provided to RRECC annually and when personnel changes occur. This list can be emailed to policeroster@recc.us.

5.8 Attachments

Attachment A - Police Agencies

Attachment B - Frequencies

Attachment C – Frequency Description

Attachment D – Police Terminology

Attachment E – Phonetic Alphabet

Attachment A

Department	Address	Phone Number	ID#'s Number	Chief
Barre Police Department	655 South Street, Barre MA 01005	978-355-4991	500's	James Sabourin
Hubbardston Police Department	7 Main Street Unit #9, Hubbardston MA 01452	978-928-1405	100's	Ryan Couture
Oakham Police Department	178 Barre Road, Oakham MA 01068	508-882-3347	300's	Fredrick Gehring
Rutland Police Department	242 Main Street, Rutland MA 01543	508-886-4033	200's	Nicholas Monaco
Warren Police Department	1 Milton O Fountain Way, Warren MA 01083	413-436-5444	400's	Gerald Millette

Attachment B

Frequency	RX	PL	TX	PL
PD Simulcast	453.8750	110.9	458.8750	110.9
FD Simulcast	460.2375	91.5	465.2375	91.5
Tac 1 Simulcast	453.6500	192.8	458.6500	192.8
Tac 2 Direct	453.1000	192.8	453.1000	192.8
Tac 3 Direct	458.1000	192.8	458.1000	192.8
Warren Police	153.7625	91.5	155.70750	210.7
Warren Fire	154.1300	94.8	155.88750	94.8
UTAC 41D	453.46250	156.7	453.46250	156.7
UTAC 42D	453.71250	156.7	453.71250	156.7
UTAC 43D	453.86250	156.7	453.86250	156.7
Midstate Blue	453.98750	131.8	453.98750	131.8
Midstate White	458.96250	131.8	458.96250	131.8

Attachment C

Frequency	Description
Regional Police Simulcast	The Regional Police Simulcast frequency, the primary operating frequency for our participating law enforcement agencies, is for official use by RRECC Communications and law enforcement personnel only. Others (Fire, EMS, Public Works) may utilize the Regional Police Simulcast frequency for emergency traffic only.
Regional Fire Simulcast	The Regional Fire Simulcast frequency, the primary dispatch/tone-out and operating frequency for our participating fire and EMS agencies, is for official use by RRECC communications and fire/EMS personnel only. Other services may utilize the Regional Fire Simulcast frequency for the purpose of on-scene interoperability only or for pertinent emergency traffic.
Warren Police VHF	The Warren Police VHF frequency, the primary operating frequency for the Warren Police Department, is for official use by RRECC Communications and law enforcement personnel only. Others (Fire, EMS, Public Works) may utilize the Warren Police VHF frequency for emergency situations or as approved by the Warren Police Chief.
Warren Fire VHF	The Warren Fire VHF frequency, the primary dispatch/tone-out and operating frequency for Warren Fire and EMS, is for official use by RRECC communications and fire/EMS personnel only. Other services may utilize the Warren Fire VHF frequency for the purpose of on-scene interoperability only or for pertinent emergency traffic.
Tac 1 Repeat	Simulcasted Tactical radio system for use by RRECC agencies during any incident requiring such frequency. This system will be monitored 24/7, recorded, and available for use by the Communication Center’s radio console system.
Tac 1 Direct	Simplex radio frequency. Users will receive communication from the Tac 1 Simulcast System, however, the Communication Center will not be able to monitor those subscriber units utilizing this frequency. This frequency will NOT be assigned to incidents requiring the use of a Tactical channel resource unless ALL other tactical options have been exhausted and/or the Tac 1 Simulcast System is out of service.

<p>Tac 2 Direct</p>	<p>Simplex radio frequency available for assignment to any incident. This frequency is NOT monitored by the Communication Center.</p>
<p>Tac 3 Direct</p>	<p>Simplex radio frequency available for assignment to any incident. This frequency is NOT monitored by the Communication Center.</p>
<p>Mid-State (District 8)</p>	<p>The Mid-state frequency is the primary frequency for Fire District 8 to request mutual aid for the towns of Barre, Hubbardston, Oakham, and Rutland</p> <ul style="list-style-type: none"> • Midstate Blue • Midstate White
<p>South County (District 7)</p>	<p>The County frequency is the primary frequency for Fire District 7 to request mutual aid for the town of Warren.</p>
<p>LPS 7 (800Mhz)</p>	<p>The LPS7 frequency is the primary frequency for all Central mass law enforcement agencies to request mutual aid. The LPS7 radio has a few other frequencies for interoperability purposes.</p> <ul style="list-style-type: none"> • LPS7 • LPS8 • 8TAC92 • C Patrol 1 (Monitor Only) • C Patrol 3 (Monitor Only) • NB PD 1 (Monitor Only)
<p>UHF Mutual Aid</p>	<p>The UHF Mutual Aid Radio has multiple local agencies programmed. This radio can be used for monitoring or patching capabilities for interoperability.</p> <ul style="list-style-type: none"> • District 8 UHF • Tac 2 • Tac 3 • UTAC42D • UTAC41D • Gardner Fire • Holden PD • Holden FD • Princeton PD • Templeton • Westminster PD • Westminster FD • Dispatch Internal

Oakham DPW	The Oakham DPW frequency is a low band frequency utilized for DPW operations in the Town of Oakham.
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Attachment D**Police Terminology****GENERAL REPORTING/OPERATIONAL TERMINOLOGY**

Advised – To be informed or told certain information. (ex., “the caller advised there were two armed subjects”)

Arrest – The detaining of a person by a law enforcement officer, usually in connection with a law enforcement action, in a way that the person is not free to leave.

Attempted – Any crime or act that has been attempted but not fully executed. (ex., Attempted suicide)

Caller – Any person using a telecommunications device to report a crime or requesting the presence or need for an emergency service responder.

Confirmed – Any crime, act, or event that has been made certain by an emergency responder.

Delayed – Unknown when incident occurred, will require report and/or investigation. (ex., “Someone stole my lawn mower but I’m not sure when it happened.”)

Dispatch – Dispatch involves the broadcast of initial information, response/acknowledgement by units in the field, broadcast of any supplemental information as well as maintain contact with responding units for backup, coordination, and status checks.

Escalating Emergency – The potential for any incident to become larger either in size or need for personnel.

Evidence – The proof of facts required by legal standards to reach a verdict or a judgment in a case. Evidence can be spoken testimony, written documents or records, or physical artifacts (weapons). Telecommunicators can play an important role in preserving evidence by advising reporting parties not to disturb a crime scene.

In Progress – Imminent threat to life or property and require immediate Dispatch. (i.e., Occurring now)

Just Occurred/Not In Progress – No imminent threat to life or property. (i.e., Just happened)

Keyholder – An individual affiliated with a building or facility that can respond to the location and provide access and information to response units.

Mass Casualty Incident (MCI) – An incident that has produced more casualties than the first arriving units can handle. MCIs are often associated with large-scale disasters like major floods or building collapses.

Monitor – A term used to describe listening to radio messages without transmitting. Law enforcement telecommunicators need to be able to monitor traffic on channels in use to maintain contact with field units.

Patient(s) – Any person or persons who require medical treatment or care regardless of occurrence.

Perpetrator – A person who commits a crime or act.

Possible – Any crime, act, or event that has been reported but not yet confirmed. (ex., “Possible kidnapping”)

Prioritization For the law enforcement telecommunicator, prioritization requires the analysis of several factors regarding the call for service. The seriousness of the crime is an important consideration as calls can

range from reports of nuisances up to life-threatening situations. Another factor is the time of occurrence which can range from *in-progress* (the highest priority) to *just happened to some unknown time in the past*.

Report/Reported – The act of receiving information pertaining to a crime, act, or event. (ex: "...a report of an abandoned vehicle located at...")

Reporting Party/individual – Any person whether being in person, 2nd party, or 3rd party, via phone, TTY, text message, or any other device reporting an act, crime or event.

Response – In responding to an incident, law enforcement officers arrive on-scene, assess the situation, make initial inquiries, investigate and then take whatever action they deem appropriate.

Staging Area – A location near the incident where additional equipment is being directed to assemble for further instructions and organization.

Subject(s) – Any person or persons.

Suspect(s) – Any person or persons who is suspected of potentially or actually, intending to commit, or of committing a crime or act.

Victim(s) – Any person or persons who had a crime or act committed against or to them.

Warrants – Warrants are orders from a court requiring or allow for a specific action.

INCIDENT TYPE TERMINOLOGY

Abandoned Vehicle/Parking Complaint –

The report of a vehicle that has been left unattended, standing, parked on or within 10 feet of the traveled portion of a public roadway or on public property in excess of _____ hours or _____ days.

Abduction/Kidnapping:

Simple Kidnapping –

The intentional and forcible taking of any person from one place to another without their consent, or of any child not their own, without the consent of its parent or the person charged with custody. [also refer to National Center for Missing & Exploited Children (NCMEC) standards.]

Active Shooter –

An **Active Shooter** involves an individual(s) actively engaged in killing or attempting to kill people in a confined and populated area using firearm(s) and usually without a pattern or method to their selection of victims. (ex., school shootings, snipers, etc.)

Aircraft Emergencies:

Aircraft Accident/Crash –

Includes all calls for services reporting an aircraft accident or possible accident as to included airplane, helicopter, seaplane, ultralight etc.; Includes accidents or possible accidents both on land or water.

Alarms/Burglary/Holdup –

Electronic signal indicating occurrence of a triggering event. For law enforcement, triggering events may include breaking and entering, burglary, trespass, Holdups (panic button or personal security device. Alarm may be audible or silent, often monitored by a subscription service. Telecommunicators may receive calls for service from alarm central stations, reporting alarm activations.

Assault & Battery:**Assault** –

Assault is an attempt to commit harm to another person, or the intentional act that causes another person to fear that they are about to suffer physical harm.

Simple Assault –

Simple assault is an assault committed without a dangerous weapon.

Aggravated Assault –

Aggravated assault is assault committed with a dangerous weapon.

Battery –

Battery is the intentional use of force or violence upon another person, or the intentional administration of a poison or noxious liquid or substance to another person.

Simple Battery –

Simple battery is a battery committed without the consent of the victim.

Aggravated Battery –

Aggravated battery is the battery committed with a dangerous weapon.

Bomb Threats –

Any incident reporting a bomb threat, bomb scare, or possible bomb or incendiary device found or implied.

Burglary: Business/Residence

Simple Burglary is the unauthorized entering of any dwelling, vehicle, watercraft, or other structure, movable or immovable, or a cemetery, with the intent to commit a felony or any theft therein.

Aggravated Burglary is the unauthorized entering of any *inhabited* dwelling, or of any structure, watercraft, or movable *where a person is present*, with the intent to commit a felony or any theft therein, if the offender: Is armed with a dangerous weapon; or Arms himself with a dangerous weapon after entering; or, commits a battery upon any person while within, entering or leaving such place.

Burglary: Residential

Simple Residential Burglary is the unauthorized entering of a residential dwelling with the intent to commit a felony or any theft.

Aggravated Residential Burglary is the unauthorized entering of a residential structure where a person is present with the intent to commit a felony or any theft and the offender is armed with a dangerous weapon, arms himself with a dangerous weapon after entering, or commits a battery upon any person while within, entering or leaving such place.

Burglary – In Progress –

See Burglary Business; Burglary Residential

See In-Progress

Deceased Person-Body Found –

The report of a human being (infant/child/adult) found or discovered already deceased. During caller interrogation such calls may also be classified/re-classified as Natural Death, Homicide, Suicide, Medical Assist, or Accidental Death.

Disturbance - Verbal-Fight-Family:

Disturbing the Peace is the doing of any of the following in such a manner that would disturb another person's peace: Fighting, Loud and/or disruptive behavior, Using offensive language or gestures in a public, Appearance of public intoxication, Intentionally blocking the entrance to a building.

Domestic Disturbance (see Disturbing the Peace) between any persons in a relationship, related, or living together or recently separated.

Domestic Abuse Battery is the intentional use of force or violence committed by one household member upon another household member.

DWI/Traffic/Moving Violation:

Driving While Intoxicated (DWI)

Driving Under the Influence (DUI)

Operating Under the Influence (OUI)

The act of operating any vehicle, aircraft, watercraft, etc. while under the influence of alcohol or drugs or a combination of alcohol and one or more drugs which are legally obtainable with or without a prescription.

Escaped Prisoner –

The report of an inmate breaking loose from confinement in a detention center or an officer's custody.

Fraud/Forgery:

Fraud –

The report of any incident involving misleading and/or false representation or a scheme to obtain money, funds, credits, assets, securities, or any other form of property owned by someone else or a financial institution under false pretenses.

Forgery –

(See Fraud) The report of Fraud involving a forged signature by the offender.

Homicide –

Homicide is the killing of a human being by the act, procurement, or culpable omission of another.

Hostage Situation –

The report of a person or persons being held against their will by another by use of force or intimidation.

Larceny/Theft –

The taking or concealment of anything of value which belongs to someone else without their consent (i.e., Stealing). Ex., Shoplifting, Theft of Gasoline, Theft from the interior of an automobile, Purse Snatching, Pick-Pocketing, etc.

Missing Person –

A person who is reported missing.

MVC – Hit & Run: (with or without Injuries)

Hit and Run –

The report of any form of vehicle failing to stop after being involved in, or causing, an accident of any type. “Accident” means an incident or event resulting in damage to property or injury to person.

MVC – Collision: (with or without Injuries)

Motor Vehicle Accident with Injury –

The report of any form of motor vehicle accident resulting in human injury.

Motor Vehicle Accident with Pedestrian (MVA-P) – 323 –

The report of any form of motor vehicle accident involving a pedestrian with or without injury.

Motor Vehicle Accident without Injury (MVA) – 324 –

The report of any form of motor vehicle accident where no injury is sustained.

Narcotics/Narcotics Overdose:

Narcotics –

The report of the possession, use, or sale of any form of illegal drug or the report of the illegal possession, use, or sale of any form of prescribed medication.

Narcotics Overdose –

The report of accidental or intentional overdose of any form illegal or prescribed drug or medication that requires immediate medical attention.

Noise Violation/Loud Noise –

The report of unreasonably loud or excessive sound or noise which disturbs or annoys a person of ordinary sensibilities. This does not apply to the use of a warning device for the purpose the signaling of unsafe or dangerous situations or to summon law enforcement, or a permitted event.

Officer Down –

A call involving a law enforcement officer being injured while on duty due to being attacked by a violent offender or due to an accidental cause such as a traffic collision.

Open Door/Window to Structure –

Door or window open to otherwise closed and secured building.

Prowler –

A prowler call involves a person who is moving in or about locations, typically around a residence, in a suspicious way with the apparent intention of committing a crime, usually a burglary or theft.

Purse Snatching –

Purse snatching is the theft of anything of value contained within a purse or wallet at the time of the theft, by use of force, intimidation, or by snatching, but not armed with a dangerous weapon.

Rape/Sexual Offence:**Rape** –

Rape is the act of sexual intercourse committed without the person's consent.

Sexual Battery –

Sexual Battery is the intentional touching of a persons private areas without.

Robbery/Holdup:

Simple Robbery is the taking of anything of value belonging to someone, in their presence, and against their will, by use of force or intimidation, but not armed with a weapon.

Armed Robbery is the taking of anything of value belonging to someone, in their presence, and against their will, while armed with a dangerous weapon.

Shooting/Stabbing:

Shooting (see Disturbing the Peace) Disturbing the Peace involving the discharge of a firearm

Stabbing (see Disturbing the Peace) Disturbing the Peace involving the intentional stabbing of a person with a knife or sharp object.

Stolen Vehicle (Auto Theft):

(See Larceny/Theft) Theft of a motorized vehicle.

Carjacking is the theft of a vehicle by use of force or intimidation in the presence of the person in lawful possession of the vehicle.

Suicide/(Attempted) Suicide –

A call from a person threatening to kill him/herself. A call from a third-party reporting that someone has committed suicide, has attempted suicide or is threatening to do so.

Suspicious Person/Vehicle –

Suspicious activity is defined as observable behavior reasonably indicative of preoperational planning related to criminal activity or, possibly an act of terrorism.

Threats –

The use of obscene/indecent language, making graphic sexual statements, making threatening or intimidating statements or communicating in a manner reasonably expected to annoy, abuse, torment, harass, embarrass, or offend the another person by means of any form of communications. This also includes repetitive open-line calls and other forms of “non-communicative” harassment.

Trespassers:

Criminal Trespass is the entering of any structure, or watercraft or any other form of movable property, or remain in or on property, movable or immovable, owned by another without express, legal or implied consent.

Unintended Acceleration/Vehicle Unable to Stop –

Unintended acceleration is a term that refers to an event of any degree of acceleration that the vehicle driver did not purposely cause to occur and cannot control.

Vandalism –

The act of destroying, defacing or damaging public or private property maliciously.

Attachment E**INTERNATIONAL PHONETIC ALPHABET**

The proper procedure when broadcasting names that may have more than one spelling is to state the name first, followed by its phonetic spelling and then repeat the name. If the telecommunicator is unsure how to pronounce a name, it is acceptable to not attempt the pronunciation and go straight to spelling the name using the phonetic alphabet.

A - Alpha

B - Bravo

C - Charlie

D - Delta

E - Echo

F - Foxtrot

G - Golf

H - Hotel

I - India

J - Juliet

K - Kilo

L - Lima

M - Mike

N - November

O - Oscar

P - Papa

Q - Quebec

R - Romeo

S - Sierra

T - Tango

U - Uniform

V - Victor

W - Whiskey

X - X-ray

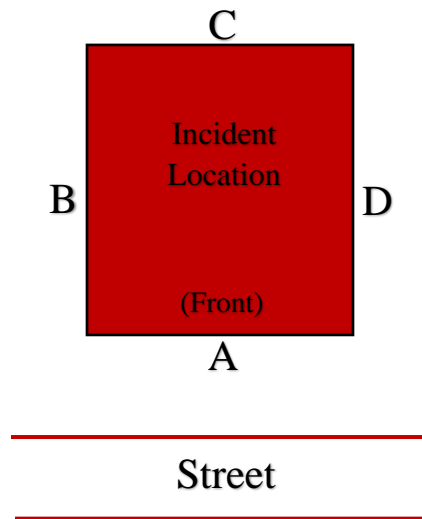
Y - Yankee

Z - Zulu

Attachment F

Side of building Designation

A letter designation will be assigned to each exterior side of the incident building (or location). The front (street address side) of the building will be designated as the “A” side. Once the “A” side has been established, the side to the left will be designated as the “B” side, and the side to the right will be designated as the “D” side, as shown on the diagram below:



6. GUIDANCE

REVISION HISTORY		
Title:	Police Communications	
Policy Number:	2.400.1.2022	
Revision Date	Modified by	Notes (Optional)
Authorizing e-Signature:	<i>Michael C. Moriarty</i>	
Employee Acknowledgment e-Signature:		