



Emergency Dispatch Services

Law Enforcement Radio Procedures

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1. **THIS AGREEMENT**, made this ____ day of _____, _____, between the Commissioners of the County of Montgomery through the Department of Public Safety, hereinafter known as the **COUNTY**, licensed by the Federal Communications Commission to operate in the police, fire, and special emergency portion of the radio spectrum, et al.

AND

The municipality of _____, Montgomery County, Pennsylvania, hereinafter referred to as the **MUNICIPALITY**.

2. **THE AUTHORITY** to enter into such agreement provided under Part 90.179, "Cooperative Use of Public Safety and Special Emergency Land Mobile Radio Stations" of the Federal Communications Commission Rules and Regulations.
3. **THE COUNTY** agrees to furnish such dispatching services as determined appropriate by the Director of the Department of Public Safety, within the confines of the authority delegated that position by the County of Montgomery Board of Commissioners. Said dispatching responsibilities will be governed in full accord with those legal obligations as mandated by federal, state and county governments having jurisdiction over such matters. The day-to-day operation and administration of the system will be governed by standards that are dedicated to service.
4. **THE MUNICIPALITY** agrees to operate in full accord with those legal obligations as mandated by federal, state and county governments having jurisdiction over such matters. Additionally, operations will be in accord with the system standards and operational procedures established by the County of Montgomery Department of Public Safety.
5. **BOTH PARTIES** to this contract agree to cooperate in the orderly exchange of information as may become necessary through committees and/or advisory boards or other such avenues of intercommunications in the development of system standards and operational procedures applicable to the specific radio service under which these parties are eligible to operate.

COUNTY OF MONTGOMERY

By:

Attest:

Chief Clerk

FOR THE MUNICIPALITY-

Attest:

Name

Name

Name

By: _____

Introduction

Purpose and Scope

This document will cover policies and procedures that govern the communications of the Law Enforcement Services of Montgomery County, Pennsylvania.

- a. 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 and dispatching units, reduce errors, enhance safety of officers and maximize efficiency of operations.
- b. This document is to be considered the outline of the policies and standard operating procedures (SOP) for a variety of situations. It is obviously not intended to cover every conceivable situation. For circumstances that are not addressed in this manual common sense and good judgment on the part of Emergency Dispatch Services supervisors and telecommunicators will prevail.
- c. The need for standardization is imperative with such a large volume of Law Enforcement calls that continue to rise annually. This SOP will save time, minimize confusion, eliminate errors and will assist all concerned in providing a timely and predictable reaction to emergency situations.

Changes and Revisions

It is imperative that all law enforcement agencies keep this manual up-to-date at all times. All changes and revisions will follow the process listed below.

- a. Any organization or individual desiring changes which effect Law Enforcement communications, or which modify, supplement, or require action not covered by this publication, shall forward a request to the radio committee of the Montgomery County Police Chief's Association. After review, the committee shall forward the recommendations to EDS through the Assistant Director of Operations.
- b. In cases where action on the part of EDS is required, EDS is responsible for implementing procedure revisions considered necessary to internal operations.
- c. Approved changes will be published with the new date and distributed to all users of the manual.
- d. The Law Enforcement Radio Committee will serve as the "appeals board" to hear and attempt to resolve issues related to officers or unit radio designation or other relevant issues. Requests should be in writing, signed by the chief, stating the reason for review. Recommendation will be forwarded to the EDS Assistant Director of Operations as warranted.

Administration

Purpose:

Communications is an essential element for the command and control of police field operations. The purpose of this policy is to describe the administrative functions of the communications component for Montgomery County Department of Public Safety and those external law enforcement organizations providing communications services for their department.

Policy:

Montgomery County Department of Public Safety Emergency Dispatch Services division will provide the following services for external law enforcement organizations:

- A. 9-1-1 telephone call-taking of request for service:
 - a. Montgomery County Emergency Dispatch Services operates an Enhanced 9-1-1 system in accordance with the mandates of the “Public Safety Emergency Telephone Act”, Act of 1990, P.L. 340, No. 78.
 - b. Emergency events received through the Enhanced 9-1-1 system, or any other telephone communication relating to events in Montgomery County for remote sites shall be shipped via CAD and/or telephone to the appropriate communications center for assignment.
- B. Radio communications services for:
 - a. Emergency calls for police service will be initiated over the County 800 MHZ radio system.
 - b. Each agency will provide an individual that is responsible for the department’s communications function and for liaison with Montgomery County Emergency Dispatch Services. The individual will ensure that all rules, regulations, and procedures are followed.
 - c. All individual communications centers will play an active role in providing assistance and direction to Montgomery County Emergency Dispatch Services by monitoring the delivery of services and by actively seeking improvements in the regional system based upon problem development and/or system analysis.
- C. Communications function:
 - a. Montgomery County Communications has the responsibility for call-taking and shipping calls for police service occurring.
 - i. Montgomery County Emergency Dispatch Services is responsible for telephone communication including reception and shipping of all calls received on the enhanced 9-1-1 telephone lines.
 - ii. Every self-dispatched center will be responsible for primary radio communications.
- D. Authority and Responsibility

- a. The Montgomery County Department of Public Safety Emergency Dispatch Services Standard Operating Procedures governs Montgomery County Emergency Dispatch Services personnel. All Montgomery County PSAPS and self-dispatching agencies will operate twenty-four hours a day to provide continuous communication services to department personnel and allow telephone access for emergency and non-emergency calls from the public.
- E. Operations Meet FCC Requirements
- a. All personnel utilizing the systems will conduct all radio operations, with the Montgomery County Department of Public Safety Emergency Dispatch Services and the individual communications centers, in accordance with Federal Communications Commission rules and regulations.
 - b. All personnel using the system will also adhere to the PA 9-1-1 plan and standards.

Montgomery County 9-1-1 System

BACKGROUND

The 9-1-1 concept was originally developed to provide the citizen with one simple easy-to-remember number for summoning help in an emergency situation. The first 9-1-1 systems, now referred to as Basic 9-1-1, directed all 9-1-1 calls received by a telephone company office to a single **PUBLIC SAFETY ANSWERING POINT (PSAP)** regardless of the public safety jurisdictions. The personnel receiving the call must determine proper jurisdiction, locate the corresponding telephone numbers and then forward the calls to the responsible agency.

Advances in computer and telephone technology have combined to create an improved version of this Basic 9-1-1 system. The **ENHANCED** 9-1-1 system actually accelerates the speed of processing a call by eliminating the need for personnel to determine jurisdiction and locate the corresponding telephone numbers. A feature known as **SELECTIVE ROUTING (SR)** automatically routes the 9-1-1 calls to the pre-assigned **PUBLIC SAFETY ANSWERING POINT (PSAP)** responsible for addressing all public safety responses to the address at which the dialing telephone is located.

Further speeding the delivery of information is the **AUTOMATIC NUMBER IDENTIFICATION (ANI)** feature, which instantly displays the caller's telephone number and provides the means for quick transfer to additional locations with the touch of a single button. Single button transfer not only saves time, but also virtually eliminates the possibility of a call being lost in the transfer process.

The **AUTOMATIC LOCATION IDENTIFICATION (ALI)** feature displays the caller's exact location so that even if they are unable to give the address, help can be dispatched.

Enhanced 9-1-1 has provided citizens with an easy-to-remember emergency number and more direct access to the proper emergency services agency. These factors and computer access to data regarding the caller's location have done much to improve the communication of vital information. However, the delivery of emergency services is still dependent on the resources and capabilities of the responding agency.

DEVELOPMENT OF 9-1-1

The Enhanced 9-1-1 Study Committee was activated on May 13, 1987 with an assigned task of identifying and examining the issues and concerns surrounding the possible implementation of Enhanced 9-1-1 in Montgomery County. With the presentation of a report to the County Commissioners in May 1989, outlining Enhanced 9-1-1 and its' implementation in Montgomery County, these objectives were met. Any further implementation was halted at that point, however, due to a lack of funding.

When the Governor signed ACT 78, the Public Safety Emergency Telephone Act, into law in July 1990, the County resumed the 9-1-1 implementation processes. In August 1990, the County Commissioners appointed the Montgomery County 9-1-1 Advisory Committee. Those appointed to the committee each represent a particular emergency service organization from within Montgomery County. The Advisory Committee was charged with the responsibility of overseeing Enhanced 9-1-1 implementation and management.

Montgomery County Police Agencies:

52 municipal police departments and the Pennsylvania State Police serve Montgomery County.

Three municipal agencies serve as PSAP's.

Eleven municipal agencies are remote dispatch sites.

The remaining agencies are dispatched by Montgomery County Emergency Dispatch Services with the exception of the Pennsylvania State Police.

9-1-1 calls are forwarded to the PSP for self-dispatch.

Maintaining System Discipline and Integrity

Purpose:

To establish a mechanism to maintain discipline and the integrity of the Public Safety Radio System.

The Montgomery County digital trunked Public Safety Radio system provides services for over 80 talk groups; generally there are in excess of 15,000 radio transmissions each day. In order to properly service those agencies, it is imperative that radio discipline be maintained. All Public Safety personnel in Montgomery County utilize the same pool of channels. Abuse of the system restricts the number of channels available to all Public Safety personnel.

Policy:

All members of emergency service units utilizing the county system, as well as Emergency Dispatch Services (EDS) Department personnel, are responsible for the proper use of the radio at all times.

Procedure:

It is the responsibility of all dispatchers that operate on the system and the Emergency Dispatch Services Department personnel to enforce radio courtesy at all times.

Personnel using the radio for other than official business are wasting valuable airtime and may be placing another provider at unnecessary risk.

Abuse or misuse of the radio system will not be tolerated and all personnel are strongly encouraged to realize the necessity of adhering to the policies and procedures herein and conduct themselves accordingly.

System abuse will be documented via an incident report that will be forwarded to EDS. PSAP's and self-dispatching agencies will be notified by EDS of system abuse or misuse for proper disciplinary action.

Instances of serious and/or constant abuse of the radio system will be documented with all pertinent facts, and the Director of EDS or his/her designee will forward a memorandum to the chief of the agency involved and to the Montgomery County Chief's of Police Radio Committee.

In the event of equipment malfunction, stolen radio, or abuse that is interfering with the operation of the system the shift supervisor of EDS has the ability to disable any radio. EDS will contact the law enforcement agency before disabling any radio.

Authority to Dispatch

The authority for Montgomery County to perform certain radio dispatching services results from the following sources:

**FEDERAL COMMUNICATIONS COMMISSION
RULES AND REGULATIONS, VOLUME 04, PART 90**
Subpart all, "Authorization in the Band 800MHz
(2004)"

Under the provisions of the aforementioned, Montgomery County developed a "Montgomery County Radio System Plan," submitted it to the FCC, and subsequently licensed as a "system." The system license is on file with Emergency Dispatch Services and is recorded as:

Montgomery County, Pennsylvania
50 Eagleville Road
Eagleville, PA 19403-1425

FCC Rules and Regulations restrict the use of the licensed frequencies as follows:

- Control stations must be located within Montgomery County.
- Mobiles are permitted to be operated with a three-mile radius of the County and may not be operated aboard an aircraft in flight.
- Control stations must be located within the area of operations of the mobile units.

Subpart B, "Public Safety Radio Services"

Specifically, "90.19, Police Radio Service" defines the County's eligibility to be licensed in the service.

Subpart H, "Policies Governing the Assignment of Frequencies"

"90.179" permits the "cooperative use of public safety and special emergency land mobile radio stations" provided such cooperative use is accomplished by written agreement.

Subpart N, "Operating Requirements"

Specifically, "90.421," Operation of Mobile Units in Vehicles Not Under the Control of the Licensee" holds the licensee "responsible for taking any necessary precaution to effectively eliminate the possibility of unauthorized operation of transmitters when not under the control of the licensee."

Therefore, the County as the licensee prohibits the installations of mobile units capable of operation on the frequencies licensed under FCC call signs, which are on file with Emergency Dispatch Services.

- Governmentally owned.
- Solely assigned for Police, Fire, and Emergency Medical duties.
- Are authorized to operate by written agreement as per 90.179.

All calls and assignments broadcast from Montgomery County Emergency Dispatch Services will be considered to carry the same authority as a departmental order of those agencies the County is delegated to dispatch by written agreement.

Accordingly, certain policies and procedures are necessary to identify the obligations of participants to this cooperative venture. Presented here are the basic obligations of the County and the system users. Additionally operational guidelines will be developed as they become necessary.

Montgomery County Emergency Dispatch Services will furnish such dispatching services as determined appropriate by the Director of the Department of Public Safety, within the confines of the authority delegated that position by the County of Montgomery Commissioners. Said dispatching responsibilities will be governed in full accord with those legal obligations as mandated by federal, state, and county governments having jurisdiction over such matters.

The day-to-day operation and administration of the system will be governed by standards that are dedicated towards the best interest of the public safety service they are designed to serve.

Participating Agencies will agree to operate in full accord with those legal obligations as mandated by federal, state, and county governments having jurisdiction over such matters. Additionally, operations on the radio system will be in accord with the system standards and operational procedures established by the Montgomery County Emergency Dispatch Services Department.

Both parties will agree to cooperate in the orderly exchange of information as may become necessary through committees, advisory boards, or other such avenues of

intercommunications in the development of system standards and operational procedures applicable to the specific radio service under which these parties are eligible to operate.

Assignment of Radio Identifications

Purpose:

This document establishes the general operational guidelines of the Montgomery County Law Enforcement Radio System. It identifies certain obligations for all communications centers that are recommended regarding “dispatching.”

The basic responsibility of the Montgomery County Emergency Dispatch Services Department is to convey certain information that is necessary for the Montgomery County law enforcement community to fulfill its legal obligation.

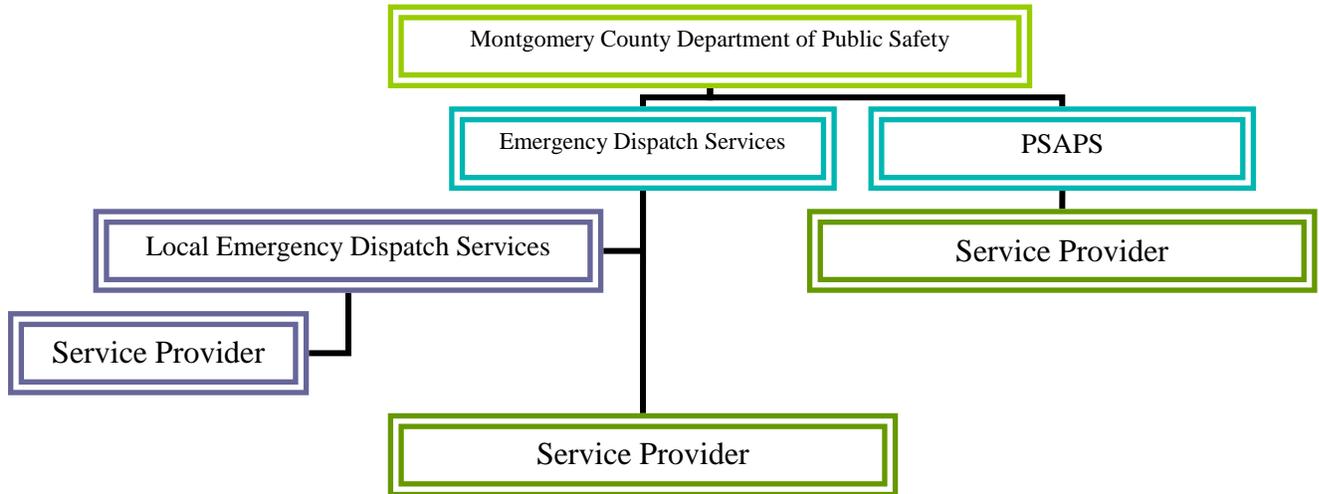
Policy:

It is absolutely essential that the parties involved in this exchange of information be aware of their individual obligations. The policies and procedures recommended in this document are general and not intended to cover any one subject in great detail.

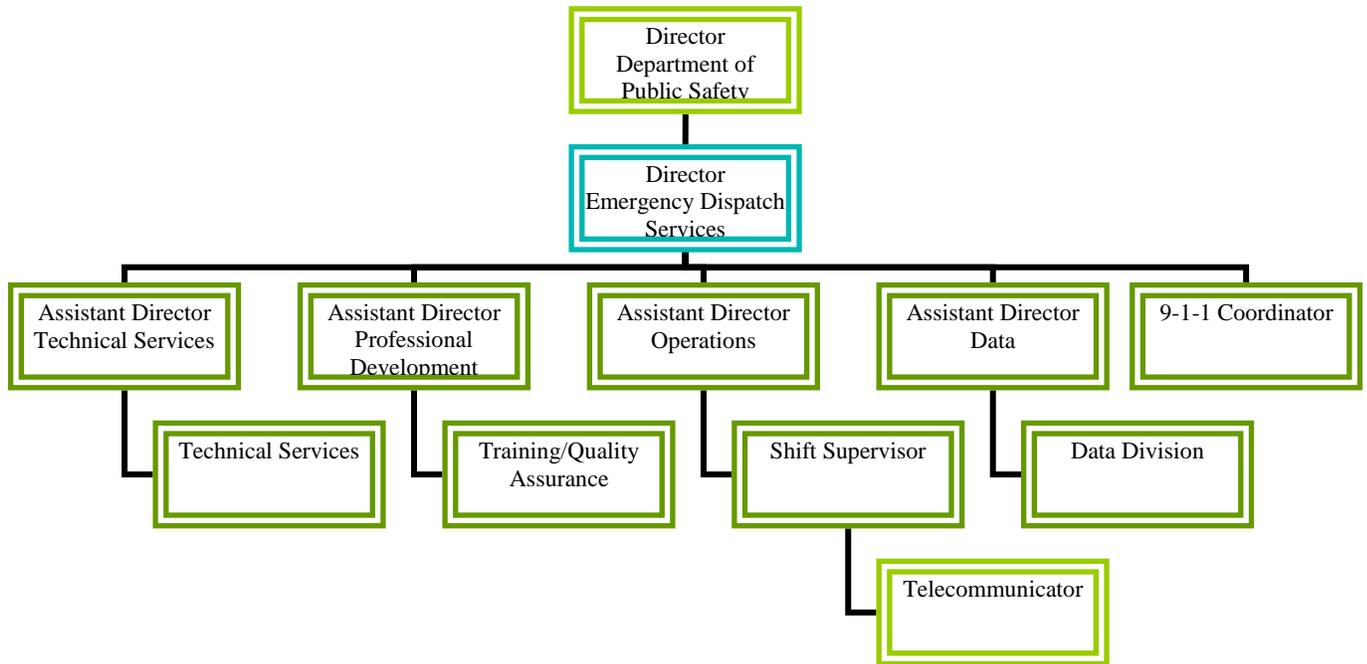
Procedure:

All entities that use County dispatch shall identify their personnel using a badge number prefixed with an agency identifier.

Law Enforcement Communications Flow



Montgomery County Radio Room Organizational Chart



System Users

Municipality	Municipality Code	PSAP	Police Dispatch
Abington Township	29	Abington Township	Abington Township
Ambler Borough	43	Montgomery County	Montgomery County
Bridgeport Borough	54	Montgomery County	Montgomery County
Bryn Athyn Borough	27	Montgomery County	Montgomery County
Cheltenham Township	26	Cheltenham Township	Cheltenham Township
Collegeville Borough	72	Montgomery County	Montgomery County
Conshohocken Borough	42	Montgomery County	Montgomery County
Douglass Township	91	Montgomery County	Montgomery County
East Greenville Borough	85	Montgomery County	Montgomery County
East Norrion Township	48	Montgomery County	Montgomery County
Franconia Township	63	Montgomery County	Montgomery County
Green Lane Borough	77	Montgomery County	Montgomery County
Hatboro Borough	37	Montgomery County	Montgomery County
Hatfield Borough	57	Montgomery County	Montgomery County
Hatfield Township	55	Montgomery County	Montgomery County
Horsham Township	39	Montgomery County	Horsham Township
Jenkintown Borough	33	Montgomery County	Montgomery County
Lansdale Borough	53	Montgomery County	Montgomery County
Limerick Township	84	Montgomery County	Montgomery County
Lower Frederick Township	73	Montgomery County	Montgomery County
Lower Gwynedd Township	45	Montgomery County	Montgomery County
Lower Merion Township	34	Lower Merion Township	Lower Merion Township
Lower Moreland Township	25	Montgomery County	Montgomery County
Lower Pottsgrove Township	88	Montgomery County	Montgomery County
Lower Providence Township	66	Montgomery County	Lower Providence Township
Lower Salford Township	61	Montgomery County	Montgomery County
Marlborough Township	79	Montgomery County	Montgomery County
Montgomery Township	47	Montgomery County	Montgomery Township
Narberth Borough	36	Lower Merion Township	Lower Merion Township
New Hanover Township	89	Montgomery County	Montgomery County
Norristown Borough	52	Montgomery County	Montgomery County
North Wales Borough	49	Montgomery County	Montgomery County
Pennsburg Borough	83	Montgomery County	Montgomery County
Perkiomen Township	76	Montgomery County	Pennsylvania State Police
Plymouth Township	44	Montgomery County	Plymouth Township
Pottstown Borough	94	Montgomery County	Pottstown Borough
Red Hill Borough	81	Montgomery County	Pennsylvania State Police

Rockledge Borough	31	Montgomery County	Montgomery County
Royersford Borough	86	Montgomery County	Montgomery County
Salford Township	69	Montgomery County	Pennsylvania State Police
Schwenksville Borough	82	Montgomery County	Montgomery County
Skippack Township	78	Montgomery County	Pennsylvania State Police
Soudertown Borough	65	Montgomery County	Montgomery County
Springfield Township	28	Montgomery County	Springfield Township
Telford Borough	67	Montgomery County	Montgomery County
Towamencin Township	59	Montgomery County	Montgomery County
Trappe Borough	74	Montgomery County	Pennsylvania State Police
Upper Dublin Township	41	Montgomery County	Upper Dublin Township
Upper Frederick Township	75	Montgomery County	Pennsylvania State Police
Upper Gwynedd Township	51	Montgomery County	Montgomery County
Upper Hanover Township	87	Montgomery County	Pennsylvania State Police
Upper Merion Township	56	Montgomery County	Upper Merion Township
Upper Moreland Township	35	Montgomery County	Upper Moreland Township
Upper Pottsgrove Township	92	Montgomery County	Montgomery County
Upper Providence Township	68	Montgomery County	Montgomery County
Upper Salford Township	71	Montgomery County	Pennsylvania State Police
Valley Forge Park	58	Montgomery County	Montgomery County
West Conshohocken Borough	38	Montgomery County	Montgomery County
West Norriton Township	62	Montgomery County	Montgomery County
West Pottsgrove Township	96	Montgomery County	Montgomery County
Whitemarsh Township	32	Montgomery County	Whitemarsh Township
Whitpain Township	46	Montgomery County	Montgomery County
Worcester Township	64	Montgomery County	Montgomery County

Police Department's Responsibility to Provide Duty Roster

Purpose:

Providing a standard for all departments to use and a mechanism for logging on duty is the basis for this policy.

Policy:

All law enforcement officials that are County dispatched will be logged onto the CAD system using badge numbers and/or unit numbers, when available.

PSAP's and self-dispatched agencies will be logged onto the CAD system prior to the start of the shift.

Procedure:

It is the police department's responsibility to provide the necessary information required from a department so they may be logged on to the CAD computer system.

The completed form will be faxed to the communications department **BEFORE** the start of the shift. The fax number for the communications department is:

610 – 631-6539

Faxed list are preferred however, phone calls will be accepted.

See the appendix section at the end of document for a recommended Policy Duty Roster form.

Records Request

SUMMARY

CONFIDENTIALITY OF INFO IS EXTREMELY IMPORTANT TO GUARANTEE INTEGRITY OF THE MONTCO EMERGENCY DISPATCH SYSTEM. THEREFORE, RELEASE OF RECORDS MUST BE STRICTLY CONTROLLED.

The following are the requirements that must be fulfilled to permit participating law enforcement agencies access to the records, maintained by Montgomery County Department of Public Safety, Division of Emergency Dispatch Services.

1. **REQUEST FOR RECORDS:**
 - A. Requests for records shall be for a specific incident, to include time, date, location and nature of call.
 - B. Requests for records shall be made on a Division Record Request Form and must include the signature of the Chief of Police or designee of the requesting agency.
2. **SUBPOENA REQUIRED FOR RELEASE OF TELEPHONE RECORDS:**
 - A. No telephone records will be provided or disclosed, cassettes made, transcripts allowed, or playbacks permitted without an original subpoena.
 - B. Exception will be made for request made by a police department for an active investigation. In order to receive the records the records request form must be filled out and sent to EDS with the appropriate signatures.
3. **ARCHIVING MASTER TAPES:**
 - A. All voice tapes are retained for thirty (30) calendar days before they are recycled.
 - B. The Division will hold a tape for seven (7) days on a verbal request pending receipt of written request.
 - C. All written requests shall contain a finite expiration date upon which the tape will be recycled. When a request does not contain an expiration date, the requested tape will be held one (1) year from the date of the written request.
 - D. All master tapes shall remain the property of the division. Security of copies of tapes supplied to participating agencies is the sole responsibility of that agency.

- E. The Division will use the master tapes in the course of conducting investigations resulting from official letters of complaint. The results of these investigations will be made known to the complainant agency. The fact that disciplinary action (if any) was taken may be disclosed, but the specific disciplinary action will not.

4. **TAPES: CASSETTE COPIES**

- A. Requests for a cassette copy of a taped incident must be received on a Division 'Record Release Form' within the holding time frame and must be accompanied by a blank cassette on which to make the recording. The Chief of the organization or his/her designee must sign request forms.
- B. Recordings of telephone conversations, (9-1-1 or 10-digit), will be released by Subpoena only.
- C. Exception will be made for request made by a police department for an active Investigation. In order to receive the records the records request form must be Filled out and sent to EDS with the appropriate signatures.
- D. Requesting agency must provide a blank 60-minute cassette tape.

Procedural Code

Purpose:

To recommend guidelines that will result in a standardized vocabulary.

The single most important thought in officer/dispatcher communications is that they understand each other. Brevity is important, and contacts will be kept as brief as possible. To properly carry out dispatch duties the dispatcher must know what system users require. Additionally, the system user must understand what information the dispatcher requires to accomplish the task. Likewise, the officer must know exactly what information the dispatcher is conveying.

Policy:

This order establishes the procedure for the standardization of vocabulary used during the verbal exchange of information between Montgomery County Emergency Dispatch Services Division, other appropriate communications systems and the law enforcement agencies using dispatching services.

Procedure:

All radio transmissions must meet the test of compliance with 90.405 “Permissible Communications” of the FCC Rules and Regulations. Only the following types of communications are permitted. Communications directly related to:

- The imminent protection of life or property
- Necessary police activities
- Minimal testing purposes

The appendixes section of this document will provide examples of recommended practices that will enhance safety as well as create a level of professionalism.

Mobile Data Terminal (MDT) / Mobile Data Computer (MDC)

Purpose

This order establishes the rules governing the use of Mobile Data Terminals (MDT) /Mobile Data Computer (MDC) on the Montgomery County Radio Network.

Policy

Users will operate the MDT/MDC equipment in accordance with all laws, procedures, and guidelines mandated by Federal, State, and County Governments having jurisdiction over such matters. Additionally, operation of the MDT/MDC equipment will be in accord with the system standards and operational procedures established by the Montgomery County Department of Public Safety and the Commonwealth Law Enforcement Assistance Network's (CLEAN) Administrative Regulations and the Pennsylvania Department of Vehicles.

NOTE: All MDT/MDC traffic can be reviewed and subpoenaed.

Procedure:

All traffic generated over the system will be made in the performance of the employee's official duties as they relate to the administration of criminal justice, law enforcement, or other duty previously approved, in writing, by the County. A message that contains information that is unnecessary, excessive, abusive, or personal in nature or of a subject matter totally unrelated to the employee's official duties is prohibited.

The County will log and archive all messages processed by the MDT/MDC system. The retention period for these archives is forty-five (45) days. Periodic analysis of messages will be performed, and any violations will be reported to the appropriate authority for action. Exception to this is when the records may be subpoenaed for criminal or civil actions.

The operators will sign-on to the MDT/MDC using their assigned user identification and password at the beginning of the shift. At no time will a person operate the terminal under another's identification. The operator will sign off the MDT/MDC during extended time periods when it will not be used and always at the end of their shift.

At all times, agencies with MDT/MDC equipped units will make every effort to maintain the security of the MDT/MDC from unauthorized use.

Any person operating an MDT/MDC with access to CLEAN information will have passed the appropriate certification as required under the CLEAN Administrative Regulations.

The County will have the authority to suspend any MDT/MDC operator when their action is in violation of the law or an established standard. For an MDT/MDC operator to be suspended, the

criteria needed are the same as presented previously in this document under “Disabling System Radios.”

MDT/MDC and CAD Interface

Purpose:

This order establishes the procedure governing the MDT/MDC and their use with Computer Aided Dispatch (CAD) operations.

A MDT/MDC is a computerized self-contained terminal, which can process criminal justice related inquiries such as missing and wanted persons, stolen vehicles, etc... The MDT/MDC also possesses the capability to receive dispatch information and send status information from the police unit to the appropriate communications center. The MDT/MDC also allow the user to send messages from one terminal to another as well as from one terminal to the appropriate communications center.

Policy:

The use of all MDT/MDC and their use with the communications centers computer aided dispatch system will be in accordance with the following procedures at all times.

Procedure:

The communications center has the authority to disable any MDT/MDC when its operation is in violation of the law or an established standard. An MDT/MDC will be shut off if it is stolen, misplaced, or needing repair.

CAD Related Operations – the operator of the MDT/MDC will have the following capabilities when logged in to the MDT/MDC system:

Sending Point-to-Point messages – A message that contains information that is unnecessary, excessive, abusive, or personal in nature, or of a subject matter totally unrelated to the employee’s official duties is prohibited.

Montgomery County Department of Public Safety Emergency Dispatch Services will log and archive all messages processed by the MDT/MDC system. The retention period for these archives is forty-five (45) days. Periodic analysis of messages will be performed, and any violations will be reported to the appropriate authority for action.

NCIC Capabilities: When an officer places himself or herself out with a tag using the correct format and then transmits the incident the CAD will automatically run the tag/OLN NCIC and CLEAN, and through a registration query.

All traffic generated over the system will be made in the performance of the employee's official duties as they relate to the administration of criminal justice, law enforcement, or other duty previously approved, in writing, by the appropriate communications center.

Dispatching Procedures – The process for dispatching calls will be a dual operation of both voice and silent dispatch. The dispatcher will first voice dispatch the call. When the unit is assigned to the complaint the incident will be sent to the officer's MDT/MDC. The purpose of this dual dispatch is to maintain that all departments working on the zone are privy to the information being dispatched.

Some incidents may involve "silent dispatch." These incidents require appropriate action by the officer but do not require voice dispatch for safety reasons. Officers are required to handle these incidents according to their agency's policies.

Self-Initiated Activity – MDT/MDC users will not be able to utilize out of service commands and self initiated commands. MDT/MDC users are required to enter self-initiated incidents using a location that a dispatcher will be able to verify in the CAD via the radio.

Status Change – Status changes for officers may be both voice and CAD operated for in-progress or just occurred incidents. If the incident is not in progress and or there is no officer life safety threat then the unit will have the option of verbal transmission or CAD initiated status changes such as on scene, change location, transporting, and clear. If, during the course of the call, the priority, nature or severity increases, thereby affecting life and safety, the officer will radio their change status. Status change will be dictated by individual department policy.

Unit Contacts: Many types of incidents will automatically generate a unit contact timer that will prompt the dispatcher to check on the assigned unit. The officer must verbally explain the conditions.

Flash Information Broadcast Procedures

Policy:

While most emergencies affect only local areas, some impact a wider geographic area. On-going surveillance of incidents, conditions and events is essential to effective emergency response planning and operations and forecasting. Further, the successful resolution to critical incidents requires the securing and analysis of a great deal of information. This department maintains the capability to monitor on-going emergency situations and transmit relevant and current situation reports to all jurisdictions on the county system.

It shall be the policy of the Emergency Dispatch Services Division to monitor and broadcast relevant information that has value to police, fire, EMS and emergency management agencies within the county.

Broadcast Criteria: The on-duty EDS Supervisor will be responsible to insure that a timely broadcast is made on the appropriate channel for the following incidents:

1. Flash Information (see SOP)
2. Amber Alert or missing person with exigent circumstances
3. Severe weather forecast
4. Major road closed for more than one-hour
5. Major fire (greater than 3 alarms)
6. Mass Casualty Plan implemented
7. HazMat Team requested
8. Major transportation incident
9. Flash Flood rescues
10. Situation Alerts
11. Priority Traffic Conditions
12. Other incidents as requested by law enforcement
13. Other incidents at discretion of the EDS supervisor

Order model: We will attempt to follow a standard order model when using the Flash Information procedure. The standard order model is as follows:

1. To initiate a broadcast message, announce: "Initiating Agency, Flash Information, Agencies/zones affected, location and brief description."
2. The use of a tone alert is restricted to police flash information as per existing SOP
3. An alert tone will be used for the missing child alert
4. Flash information broadcasts shall be rapid and immediate

Assist Officer

Purpose:

Many times police will ask for “some more cars” or “get me some help over here.” While these statements may get assistance it may or may not be the response that is appropriate. The consequences are obvious when not enough assistance is received. Sending too much can also have consequences when numerous vehicles are responding at emergency speed. This is a decision that should not be made by a dispatcher.

Any request for additional units will be in compliance with the following outlined procedure. All personnel are reminded that time is of the essence and these requests will receive the highest priority.

Policy:

This policy has been established to provide a mechanism for providing expeditious and appropriate response to calls for help from police.

Procedure:

Methods Received

- Calls for assistance can come from several means: Emergency ID, Radio Request, Telephone or Civilian by Law Enforcement Radio.
 - If received by civilian on law enforcement radio, dispatcher should ask for civilian identification.
- Any direct or specific request made by a system user.
- Any communication received that reasonably indicates a need for an additional unit(s).

Dispatcher Responsibilities

The dispatcher will enter and/or broadcast the unit number making the request as well as the location and type of incident. Surrounding agencies (if not county dispatched), will broadcast the information with any and all updates pertaining to the situation. Broadcasts to any other regions and/or agencies will be done at the request of the agency affected or at the dispatcher’s discretion, if reasonable enough that flash information would be beneficial to the outcome.

Assists will be broadcast as follows: Sound the alert tone, “All units standby...” Assist the officer <unit I.D.> on <type of incident>at <location>, units responding identify.

Unit Responsibilities

The requesting unit or the first responding unit on scene will assess the situation and advise police radio on the degree of assistance needed. The reporting unit should try to be as specific as possible. The requesting officer should use the appropriate discretion when necessary to

determine if backup is needed or an assist officer is required. All law enforcement personnel are responsible to comply with their own agencies protocol in responding.

Emergency ID

Purpose:

This order establishes the procedures governing the use of the automatic “EMERGENCY ID” alarm capability designed into the mobile and portable radios of the Montgomery County Radio System.

Policy:

The intent of providing “Emergency ID” in Montgomery County is to make available to police officers a means by which they may send an alarm to the dispatcher indicating they have an emergency. The transmission of the “Emergency ID” alarm should not occur unless the following element(s) exist:

- A life threatening situation exists, and/or
- The sender needs help, and/or
- The sender cannot verbally ask for that assistance.

Procedure:

Dispatcher Responsibilities

1. The dispatcher responsible for the unit who’s Emergency ID (EID) is activated will be responsible for verifying the alarm.
2. When the unit initiating the “Emergency ID” is not currently assigned to an incident the verifying dispatch will perform the following:
 - The dispatcher responsible for the unit who’s EID is activated will verify the unit’s location and if possible other pertinent information.
 - If the unit does not answer, wait ten seconds and call again.
 - Assume the “Emergency ID” to be valid if the unit fails to answer and follow “Emergency ID” procedures.
3. When an “EMERGENCY ID” is received from an officer who is currently assigned to an incident, the dispatcher will clear the air and automatically broadcast an Emergency ID has been received. The dispatcher will then attempt to verify the “Emergency ID.”

Initiating Unit Responsibilities

1. If the “Emergency ID” was accidental the unit will advise the dispatcher it was an accidental trip.
2. If the “Emergency ID” was intentional the unit should expect the verification message. This confirms receipt. The method to handle a deliberate trip when called is:
 - If your location is known, do not answer the dispatcher.
 - If your location is not known you must transmit your location.
 - The dispatcher will initiate the actions specified in the “Response to an Intentional Trip” section below.

Intentional Trip

Refer back to Assist Officer policy.

Testing/Training

Periodic activation for training, equipment checks, etc., is recommended when it will not interfere with existing radio traffic and conditions and will be kept to a minimum. These checks must be requested and approved by the Dispatcher responsible for the unit and the Shift Supervisor of EDS.

Traffic Stop

When making a traffic stop, speak clearly at a normal speed, and use the following format:

“<Unit> to Montgomery County or Radio, Traffic Stop”

Wait for the dispatcher to acknowledge.

“<Unit> out with: Location, Tag Number and state of issuance, Description.”

This will be done in this exact order due to the Computer Aided Dispatch (CAD) system requiring it this way. The state of issuance may be omitted only if it is a Pennsylvania tag.

Whenever a full tag number is given on a traffic stop, the Computer-Aided Dispatch (CAD) system will automatically request a CLEAN/NCIC (wanted/stolen) check on the tag and return the results to the primary zone dispatcher. The zone operator will advise only if it is a “secure your radio” situation. If confirmation or teletypes are needed, the officer must switch to Data for these to be performed.

High Risk/Felony Traffic Stops

Purpose:

To ensure effective communications between law enforcement units and the appropriate communications center dispatchers during traffic stops involving vehicles involved in high risk/felony crimes.

Policy:

The following procedure will be followed when an officer indicates via radio they will be initiating a traffic stop on a vehicle involved or believed to be involved in, a felony or other high-risk incident.

Procedure:

1. The officer stopping the suspect vehicle will announce the following:
 - a. "Unit" to "appropriate communications center," High Risk/Felony Traffic Stop
 - b. The radio dispatcher will immediately sound an alert tone and announce the following "all units stand by, "unit" proceed with the High Risk/Felony Traffic Stop
 - c. Once the unit announces the High Risk/Felony Traffic Stop, the actual stop may not immediately occur. This is not necessarily a pursuit, as the officer may be waiting for an appropriate place to stop the vehicle.
 - d. Other radio units responding to the High Risk/Felony Traffic Stop will limit their radio transmissions to priority and pertinent messages. All units will eventually hear the pertinent information regarding the High Risk/Felony Traffic Stop.
 - e. The primary unit will give the dispatcher as complete a description as possible of the vehicle, occupants, and the reason for the High Risk/Felony Traffic Stop.
2. Once the high risk/felony traffic stop is initiated, the primary officer will relinquish radio communications with the dispatcher to a secondary officer, if possible. This allows the primary officer to be giving verbal commands to the suspect vehicle.
3. Due to the severity of high risk/felony traffic stops, answers to status checks may go unanswered for a period of time due to the activity at the scene of the stop.
4. Once the primary or secondary officer reports the situation under control, the dispatcher will resume normal radio communications.

Vehicle Repossession Policy

Purpose:

This order establishes a policy for handling calls from individuals calling to report they are repossessing a vehicle.

Policy:

The appropriate communication center will not assume that any individual calling to report repossession is legitimate, as we are not able to verify any of the information provided. These calls will be handled in accordance with the following procedure.

Procedure:

When a repossession call is received, the dispatcher will enter a call into the CAD computer with the location to meet the person. If the location is at the residence or business, a description of the vehicle will be obtained for the police officer.

Bomb Threats

Purpose:

To establish a policy for the proper handling of bomb threats received either directly or indirectly by the communications center.

The potential for major damage and threat to life by this type of incident requires that bomb threats must be handled with the utmost efficiency and professionalism. While most of these incidents tend to be a hoax we can never overlook the potential of catastrophic consequences.

Policy/Procedure:

Bomb threats or reports of bomb threats are a matter to be handled by the police department. The Montgomery County Bomb Squad will be notified of all bomb threats and any other organization/individual as deemed appropriate. Other departments, organizations and individuals contacted in accordance with individual law enforcement agency SOP.

Field Command Units Emergency Use

A. Services available to the following:

1. The Montgomery County Field Command Units are available to the Fire, EMS, and Police services of Montgomery County for response to the following types of incidents but is not limited to:

Multi-Alarm Fires

Major Transportation Accidents

Hazardous Materials Incidents

Mass Evacuations

Tactical Team

MIRT Team

Police Mutual Aid Events

Multi-Agency Responses To Any Incident In Which The Incident Commander Would Require Emergency Dispatch Services Coordination

Searches

Prison Disturbances

Civil Disturbances

Disasters - Man Made/Weather Related

B. Request of a Field Command Unit:

1. When the need arises for a Field Command Units, the incident commander shall make the request to the Emergency Dispatch Services center.
2. Requesting departments should give the Emergency Dispatch Services division as much lead time as possible to get a Field Command Unit to the scene as quickly as possible. The supervisor should monitor incidents that may require the response of a Field Command Unit.

C. Immediate Response – Shift Supervisor Responsibilities:

After the request for a Field Command Unit has been received and granted by the supervisor. The supervisor shall provide the closest available unit.

EDS Shift Supervisor Responsibilities:

1. Fill out a Field Command Unit request form. This form will then be left at the supervisor's console.
2. Notify Assistant Director of Operations, 9-1-1 Coordinator, or Emergency Dispatch Services Director. If it is a law enforcement request, also contact the Montgomery County Law Enforcement Liaison.
3. Select one (1) dispatcher who is on duty is familiar with the incident and the area, to go with the unit.
4. Provide the appropriate staffing for the unit responding. The Emergency Dispatch Services center staffing is never to be below the minimum level. If additional staffing is required for operations due to the incident, the supervisor is to call additional personnel to man the Emergency Dispatch Services center. Use of dispatchers assigned to the Tactical Dispatch Team will be utilized if possible.
5. Page "Public Safety ALL Call" for information purposes.
6. The supervisor shall designate one (1) dispatcher in charge of the unit until a supervisor or staff person arrives.
7. All personnel responding to the incident scene must have their cardkey identification badge with them. When on the incident, it must be worn on your outer clothing.
8. Portable radios for all services that are available will be in the Field Command Unit Receipt forms for the radios are in the unit.
9. If the incident will carry over into the next shift, bring the supervisor in one (1) hour early.

D. PLANNED RESPONSE PROCEDURE:

1. When a call is received by a staff person from the Department of Public Safety, that staff person will fill out SECTION 1 of Field Command Unit(s) Request Form.
2. The staff person will then copy the form and distribute to the Assistant Director of Operations.

3. No later than the next working day, the Deputy Director - Operations will notify the:
 - a. Director of Emergency Dispatch Services
 - b. Assistant Director of Technical Services
 - d. Law Enforcement Liaison if Law Enforcement Requested
4. The Assistant Director of Operations will schedule the necessary dispatch personnel to go with the unit.
5. The Assistant Director of Technical Services will schedule the necessary technician(s) to go with the unit. He/she will then notify the Assistant Director of Operations of who will be going.
6. The Assistant Director of Operations will record in SECTION 2 of the Field Command Unit Request Form who will respond with the van. If for any reason a response is not possible, such as a schedule conflict or insufficient personnel, he/she will notify:
 - a. Director of Public Safety
 - b. Director of Emergency Dispatch Services
 - c. Law Enforcement Liaison (if Law Enforcement requested)
 - d. Assistant Director of Technical Services
 - e. The Requesting Agency
7. If a Field Command Unit is going to respond to the planned event, the Assistant Director of Operations will place the Field Command Unit Request Form on the supervisor's console at least one day prior to the planned event.
8. All personnel responding to the incident scene must have their cardkey identification badge with them. When on the incident, it must be worn on your outer clothing.
9. If during the event a relief crew must be sent, this should be noted in SECTION 2 of the Field Command Unit Request Form, by the on-duty supervisor.
10. Upon their return to the EOC, the dispatcher in charge should complete SECTIONS 3 AND 4 of the Field Command Unit Request Form. After completion, this form should be filed with the Shift Supervisor Log.
11. The Assistant Director of Operations will take the completed Request Form and file.

E. UNIT IDENTIFICATION:

1. The unit identification for daily operation and responding to an incident is: Field Command 1 and Field Command 2.

3. The units' identification for an incident may be one (1) of the following:
 - A. **(LOCATION) COMMAND**
i.e.: GREEN STREET COMMAND
 - B. **(MUNICIPALITY) COMMAND**
i.e.: COLLEGEVILLE COMMAND
3. The green strobe lights will only be turned on if the Field Command Unit is being used as the command post and requested by the incident commander.

Priority Traffic Condition

When there is a high volume of radio traffic or system use and conditions become congested, Emergency Dispatch Services may institute a "Priority Traffic Condition."

- At times the volume of traffic, both radio and telephone, reaches a point where it nearly overloads the communications network and available dispatch personnel. (Example: During thunderstorms, natural disasters, major incidents, or multiple emergencies occurring simultaneously) There is a definite need at such times for the dispatcher 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.
- The "Priority Traffic Condition" will be instituted by radio with the following message: "Beep, Beep, Beep" "Attention all units, Montgomery County EDS is now operating under Priority Traffic Condition." EDS will also alpha page over the COUNTY WIDE ALL CALL that a "Priority Traffic Condition" exists.
- When a "Priority Traffic Condition" exists, all unit-to-unit transmissions will be discontinued with the exception of emergency traffic.
- The "Priority Traffic Condition" is not intended to cease transmissions by the officer(s) to EDS relative to the conditions of the call or information to be relayed.
- The words "Operate Under Priority Traffic Condition" will be announced every half hour until the condition is lifted, at which time a message will be transmitted advising that the condition has been lifted. EDS will also alpha page over the County Wide All Call that the condition is CANCELED.
- Under many conditions, radio and telephone conditions at EDS become heavy enough to prevent immediate answers to radio calls. When this occurs, EDS may advise "all units stand by unless priority." This means that EDS 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.
- All personnel should continuously be aware of the need to conserve the use of radio frequencies and should strive to eliminate unnecessary use of the radio by using person to person communications, local channels (on scene) or using other available methods whenever feasible (example: residence telephone, cellular telephones, etc.)

Vehicle Pursuit

Every Police Department in Montgomery County will be compliant with PA Crimes Code and Title 75, Vehicles Law, Section 6314 -6345.

Purpose: To establish guidelines and responsibilities for vehicle pursuits engaging EDS services for emergency operation of Police Department vehicles.

Policy:

Communication Center:

1. Responsibilities: Receive, repeat, and properly record all incoming information on the pursuit, the pursued vehicles and occupants.
2. Immediately notify the supervisor when a pursuit is initiated.
* Ensure Police Department supervisor and radio room supervisor
3. Clear the radio channel of unnecessary traffic, advise other units that a pursuit is in progress and broadcast relevant information. Announce pursuit on countywide channel advising all units to stand-by unless they have an emergency. Continue to broadcast pursuit on zone and countywide channels.
4. Perform relevant records and motor vehicle checks.
5. Control all radio communication during the pursuit and continue to monitor radio traffic until pursuit is terminated. When appropriate units may be switched to an alternate channel.
6. Coordinate assistance under the direction of the supervisor(s).
7. Notify, as soon as practical, outside agencies if the pursuit enters their jurisdiction.
8. Monitor outside agencies, if practical, on the progress of the pursuit and relay information to the field units.
9. If the pursuit terminates in Montgomery County jurisdiction, ensure that necessary police and other assistance are dispatched.

** Pursuits conducted outside of Montgomery County that have the potential to enter Montgomery County will be monitored by Emergency Dispatch Services and appropriate jurisdictions, if practical. Should the pursuit enter Montgomery County the policy above will be instituted immediately.

CLEARING and RESUMING the AIR

1. A “clear-the-air” is a request by a field unit for routine radio messages on the zone to be discontinued due to the investigation of a high-risk-to-safety incident such as a felony-in-progress, armed subject, etc. Upon receiving this request, the dispatcher will transmit the alert tone, followed by this broadcast:
“Montgomery County to all units, clear the air priority (municipality #).”
2. “Clear-the air” means all users on the affected zone will not transmit unless they have an emergency.
3. Air should be cleared for any pursuit in Montgomery County or the surrounding region if the pursuit may cross the Montgomery County boundary.
4. County dispatchers will not “clear-the-air” unless requested by a responsible patrol unit.
5. Clearing the air during an investigation of an incident without corroborating evidence of an in-progress crime is discouraged.
6. Units signing on after the “Clear-the-air” has been announced will be given the details, if necessary, on an alternate channel.
7. During this time, if appropriate, units may be switched to an alternate channel.
8. Patrol units on-scene at the incident requiring the “clear-the-air” will notify the dispatcher of their status and cancel this condition immediately after the situation is controlled. When the “clear-the-air” has been cancelled, the dispatcher will advise all units by broadcasting:
“Montgomery County to all cars and stations, resume normal communications, (time), _____ Dispatcher #.”
9. When practicable the unit requesting the “clear-the-air” will be switched to a PTAC as the incident unfolds.

FIRE/EMS Incidents

Purpose:

This order establishes policy for police responses to Fire and EMS incidents and notifications, which must be made.

Police, Fire, and EMS agencies constantly respond in conjunction with each other to many incidents. With the constant interaction it is necessary that each of the agencies is aware of the other agency policies, which may affect them.

Policy:

All personnel are expected to comply with the following procedure at all times when dealing with the interagency subjects addressed.

Procedure:

All Fire and EMS calls will be dispatched to a specific police unit or the appropriate dispatcher. It is the responsibility of the officer to advise the dispatcher as to the disposition in handling the call.

Incident Command System

Implementing the Incident Command System

- A. The I.C.S./NIMS should be utilized during any Emergency Incident.
- B. The Incident Commander should designate staff to a Command Post for the incident. In addition, the Incident Commander should designate a staging area and designate a Staging Sector Officer. The appropriate communications center will be advised of the specific location of the Command Post and staging area by the Incident Commander as soon as practical after their designation. The Command Post will be conspicuously marked and easily identified.
- C. The Incident Command should select a strategic location for the Command Post that has adequate means of communications, is in reasonable proximity to the incident, is identified and accessible, and affords the maximum possible safety to those individuals who must coordinate and manage the incident.
- D. The location of the Command Post will be announced by the appropriate communications center and the Incident Commander identified.
- E. When multiple incidents are in progress, the appropriate communications dispatcher will designate the Command identifier to avoid confusion.
- F. The Incident Commander will be responsible for the overall management of the incident including the development and implementation of strategic decisions. The Incident Commander will be responsible to operate under basic accepted Incident Command practices that are consistent with NIMS.
- G. The Montgomery County Department of Public Safety highly recommends that a multi-agency and/or multi-jurisdictional incident, a Unified Command Structure be initiated and agency Command Post (CP) is co-located. Agencies should cooperate to develop a single Incident Action Plan (IAP).

Amber Alert Implementation

Purpose:

This policy has been established to notify all police departments and emergency communications personnel of the proper steps necessary to activate the Amber Alert Program for specified missing persons.

The Amber Alert program is the system that uses emergency alerts by public radio and television as well as other means to notify the public about abductions of children. The Amber Alert program uses the State's Emergency Alert Service to provide information to the public in the vicinity of the abduction when the proper criteria are met for activation.

Policy:

In the event a child is abducted in Montgomery County, time will be of the essence in notifying the public for their assistance in the safe return of the victim. The intent is to provide a standard process to follow in order to activate the Amber Alert program and prevent unnecessary delay. Amber Alert program personnel will have the final authority in determining activation.

Procedure:

Upon receipt of any call reporting abduction it will be the responsibility of the dispatcher to obtain the following information:

- **VICTIM** descriptions: Race, Sex, Age, Height, Weight, Hair, Glasses, clothing from headwear down, and miscellaneous information
- Vehicle descriptions "**CYMBAL**": Color, Year, Make, Body Style, and License number, followed by any miscellaneous information
- Suspect descriptions: Race, Sex, Age, Height, Weight, Hair Glasses, Mustache, clothing from headwear down, and miscellaneous information.

This information will immediately be broadcast to the appropriate patrol units. Under NO circumstances should there be any delay in this dispatch. Exception: There may be a brief delay in the broadcasting of this information if a priority traffic condition exists.

The following victim criteria must be met in order to activate the Amber Alert program. Victim is under 16 years of age (or under 18 for children with a physical or mental disability); the victim is in danger of death or serious injury.

Entry into NCIC must be done to activate the Amber Alert program. Delay in entering the child into NCIC with the Amber Alert fields may impact the implementation of the Amber Alert Process.

The officer requesting activation of the Amber Alert program should call 610-631-6541 to advise the supervisor of the available information necessary for activation. The officer must supply a phone number where they can be contacted directly by Amber Alert personnel to confirm all information. The supervisor will remind the police officer that a call will be coming from Amber Alert personnel. **REMEMBER:** The Amber Alert process will be greatly hampered by any delay in NCIC entry.

The EMI and EMIC screens are the only screens to be used in any Amber Alert abductions. Amber fields cannot be used in any parental abduction. Dispatchers entering this information should put a "Y" in the **AMBER** field. **DO NOT** put a "Y" in the ABD field; this is for abduction by a family member and will cause rejection of Amber Alert activation.

Commercial Holdup and Panic Alarms

POLICY TO BE SUPERCEDED BY INDIVIDUAL LAW ENFORCEMENT AGENCY POLICY

Purpose:

This order recommends a standard for the proper handling of Commercial Holdup and Panic Alarms received in a communications center.

Policy:

All Commercial Holdup and Panic Alarms will be handled in accordance with the following procedure.

Procedure:

Procedure for Commercial Holdup and Panic Alarms received via an Alarm company.

All personnel will obtain the following information:

1. Where – **VERIFY THE ADDRESS AND COMPANY/BUSINESS NAME**
2. Confirm that this is a Holdup/Panic Alarm
3. Obtain the inside phone number to the commercial establishment
4. Attempt to obtain the manager's or owner's name and if anyone is being notified
5. Obtain alarm company information:
 - a. Alarm company name
 - b. Alarm company dispatcher name/number
 - c. Alarm company callback number
6. EDS will not make the calls to the business until requested by the individual law enforcement agency.

It is the responsibility of each individual police department to keep contact and policy information up-to-date.

Complaints

Any complaint in regard to dispatch operation should be handled in writing to the Assistant Director of Operations.

Any complaints regarding service or personnel should be in writing and include the following:

- Time
- Date
- Personnel involved and the
- Nature of the complaint

Tactical Operations

Purpose:

To establish a policy for the assisting of radio channels by Emergency Dispatch Services to Tactical Teams involved in actual operations.

The potential for serious injury and loss of life to both police officers and civilians during tactical operations requires that these incidents be handled with the utmost proficiency and professionalism.

Policy/Procedure:

Upon receipt of a request from any Tactical Team Commander or his/her designee for radio channels to operate at a Tactical Team call out the following channels will be assigned by EDS:

- PTAC Channels – there are three PTAC channels available for operations
- Event Channel – there is one Event Channel available for commanders
- Additional channels may be requested by a Commander or his/her designee and will be assigned at the discretion of EDS depending upon availability.

Assignment of Police Tactical Channels (PTAC)

Purpose:

This order establishes the procedures governing the use of Police Tactical (PTAC) channels.

Policy:

It is the Policy of this department to provide Tactical Channels as needed and to monitor those channels as staffing allows. The Supervisor will determine the assignment of PTAC Channels for emergency and pre-planned events based on availability of staffing and current call volume.

Procedures:

Upon receipt of a request for PTAC by a Chief or OIC of a department, the Supervisor will assign a channel based on channel availability.

- For pre-planned events and high risk warrant services, the channel will not be monitored unless:
 1. Sufficient notice is received by the Assistant Director of Operations or,
 2. The Supervisor determines that the staffing is adequate to exclusively monitor the operation.
- For emergency events, the Supervisor will call in off-duty staff to help monitor the channel. If not at an optimum staff level, the Supervisor will advise Incident Commander that EDS will be unable to exclusively monitor the channel until adequate staffing arrive and that officers may need to utilize the Emergency Button for immediate assistance.
- When requested to monitor a PTAC, and approved by the Supervisor, the following will occur:
 1. The zone console of the area(s) involved will be notified and briefed on the event.
 2. The assigned Dispatcher will monitor the event exclusively and document activities.
 3. When available, Dispatchers trained in tactical police operations will be utilized.
- When the Supervisor declines to assign a Dispatcher to exclusively monitor a PTAC, the IC will be advised to call for assistance utilizing the Zone Channel or, in an emergency, to utilize the Emergency Button.
- For complex or prolonged operations, the police OIC should consider assigning a Safety Officer (see NIMS) to monitor radio at the scene or in the Communications Center. The Supervisor will provide a console position for this purpose.

APPENDIX

24 Hour Times

The twenty-four (24) hour clock system will be used to eliminate confusion resulting from the twelve (12) hour system, which is duplicated in both A.M. and P.M. the expression of time using the 24-hour system consist of a four-digit number. The first two digits indicate the hour and the last two figures represent the minutes past the hour. The hours are numbered consecutively from midnight to midnight or “OO” to “24”. The system is quite simple. All one has to do is add each hour past noon to twelve; thus 1:00P.M. becomes 1300 (thirteen hundred), 2:00P.M. becomes 1400 (fourteen hundred), etc. Some additional samples are as follows:

Hours	Actual Time	Hours	Actual Time
0100	1:00AM	1300	1:00PM
0200	2:00AM	1400	2:00PM
0300	3:00AM	1500	3:00PM
0400	4:00AM	1600	4:00PM
0500	5:00AM	1700	5:00PM
0600	6:00AM	1800	6:00PM
0700	7:00AM	1900	7:00PM
0800	8:00AM	2000	8:00PM
0900	9:00AM	2100	9:00PM
1000	10:00AM	2200	10:00PM
1100	11:00AM	2300	11:00PM
1200	12:00AM	2400	12:00PM

Examples of use:

00:01 HOURS = 1 minute past midnight (zero, zero, zero, zero)

02:00 HOURS= 2 A.M. (zero, two hundred hours)

12:00 HOURS= Noon (twelve hundred hours)

18:00 HOURS = 6 P.M. (eighteen hundred hours)

PHONETIC ALPHABET

The following “International Phonetic Alphabet: will be used. Many letters in the English language sound alike. For example: B, C, D, E, V and Z could be confused with one another during a radio transmission. The Phonetic Alphabet consists of words in lieu of letters.

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

Basic Rules for Voice Operations

General - The manner in which radio and telephone messages 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 the general “do’s” and “don’ts” outlined here plus specific procedural examples shown elsewhere will lead to professional performance.

Listen before transmitting to make certain the channel is clear, and organize your thoughts before transmitting. The over-eager operator is a source of wasted time and confusion.

Keep all transmissions brief and to the point. Avoid long-winded descriptions and unnecessary repetition. Accuracy, brevity and speed are all important, however, they should be spoken by phrases—not one word at a time.

Speak distinctly and pronounce words carefully. Speak at moderate speed using your conversational tone of voice with natural emphasis and rhythm. Messages should be spoken by phrases—not one word at a time.

Make sure the microphone switch is fully depressed, and pause briefly before starting to talk. This is necessary to allow time for the tones to open the receiver in the radio system. Hold mobile microphones close to but not touching the mouth and talk directly into it—not across it. Talk at the conversational level—don’t shout.

Use of authorized unit and equipment designations must be used in all transmissions.

The use of plain speak is highly recommended for public safety communications. Standard abbreviations and phraseology and the twenty-four (24) hour clock system are highly recommended and are listed elsewhere in this publication.

During all radio and telephone operations, remain calm. Be careful to avoid uncivil, angry, abusive, derogatory, or sarcastic remarks or language. When faced with such a situation, maintain control, do not attempt to retaliate—proceed with the business at hand. In cases where corrective action is considered necessary, the parties concerned may report the facts and circumstances in writing to the Montgomery County Emergency Dispatch Services.

Dispatcher will provide all information regarding an incident to the officer. In the event an officer finds a critical situation, a status report should be given by the officer to the dispatcher – an officer should not ask the status of EMS.

Police Line-Up Sheet

Municipality: _____

Date: _____ Shift: _____

Unit Number	Name/Badge Number	Port Number	Vehicle Number	Section Number	MDT/MDC (Y/N)	Comments

On Call Detective: _____

Duty Tow: _____

Back Tow: _____

Heavy Duty: _____

Comments:

RECORD RELEASE FORM

DATE OF REQUEST _____

SECTION 1: PERSON/AGENCY REQUESTING RECORD (Please print or type)

NAME: _____

ADDRESS: _____

AGENCY NAME: _____

AGENCY ADDRESS: _____

PHONE NUMBER: _____

PSAP Contacted: _____

SECTION 2: REASON FOR RECORD RELEASE REQUEST

Request Category: ___Subpoena- required for release of: ___Police
Investigation

1. Any telephone/911 record.
2. Any record release to person/agency other than Law Enforcement.

SECTION 3: DESCRIPTION OF INCIDENT (include date & time)

SECTION 4: RECORD TYPE REQUESTED

Computer/CAD: ___ Phone-cassette tape:___ Radio-Cassette tape:

9-1-1 Call detail:___ MDT/MDC ___

SECTION 5: AGREEMENT FOR RELEASE OF RECORD

It is understood that this record will only be utilized for the purpose stated above. Any reproduction, transcription or review of this record by other than the requesting person/agency is strictly prohibited.

SIGNATURE

DATE

REQUESTING PARTY:

AGENCY CHIEF OFFICER:

RECEIVED BY:

TAPE MADE BY:

TAPE RELEASED BY:

TAPE PICKED UP BY:

EDS Contact Telephone Numbers

Port Number for MDT

North East Dispatcher - #NEAST
South East Dispatcher - #SEAST
North Central Dispatcher - #NCENT
North West Dispatcher - #NWEST
South West Dispatcher - #SWEST
Norristown Dispatcher - #NORR
DATA Dispatcher - #DATA
Supervisor - #SUPV

Telephone Number's

Supervisor – 610-631-6541
North East Dispatcher – 610-631-3065
South East Dispatcher – 610-631-3061
North Central Dispatcher – 610-631-3062
North West Dispatcher – 610-631-3063
South West Dispatcher – 610-631-3064
Norristown Dispatcher – 610-631-3060
Data Dispatcher – 610-631-6527 & 610-631-6547
Fire Board – 610-539-8770 & 610-539-2130
1-800-352-1800 & 1-800-300-9930