

## Dispatch

### **COMMUNICATIONS MANAGER:**

The Sheriff shall appoint and delegate certain responsibilities to a Communications Supervisor. The Communications Supervisor is directly responsible to undersheriff

The responsibilities of the Communications Supervisor include but are not limited to:

- (a) Overseeing the efficient and effective operation of Dispatch in coordination with other supervisors.
- (b) Scheduling and maintaining dispatcher time records.
- (c) Supervising, training, and evaluating dispatchers.
- (d) Ensuring the radio and telephone recording system is operational.
  - 1. Recordings shall be maintained in accordance with the established records retention schedule and as required by law.
- (e) Processing requests for copies of Dispatch's information for release.
- (f) Maintaining Dispatch database systems.
- (g) Maintaining and updating Dispatch procedures manual.
  - 1. Procedures for specific types of crime reports may be necessary. For example, specific questions and instructions may be necessary when talking with a victim of a sexual assault to ensure that his/her health and safety needs are met, as well as steps that he/she may take to preserve evidence.
  - 2. Ensuring dispatcher compliance with established policies and procedures.
- (h) Handling internal and external inquiries regarding services provided and accepting personnel complaints in accordance with policy.
- (i) Maintaining a current contact list of Sheriff's Office personnel to be notified in the event of an emergency.

## **DISPATCHERS:**

Dispatchers report to the Communications Manager. The responsibilities of the dispatcher include, but are not limited to:

(a) Receiving and handling all incoming and transmitted communications, including:

1. Emergency 9-1-1 lines.
2. Business telephone lines.
3. Telecommunications Device for the Deaf (TDD)/Text Telephone (TTY) equipment.
4. Radio communications with department members in the field and support resources (e.g., fire department, emergency medical services (EMS), allied agency law enforcement units).
5. Other electronic sources of information (e.g., text messages, digital photographs, video).

(b) Documenting the field activities of department members and support resources (e.g., fire department, EMS, allied agency law enforcement units).

(c) Inquiry and entry of information through Dispatch, department, and other law enforcement database systems.

(d) Monitoring department video surveillance systems.

(e) Maintaining the current status of members in the field, their locations and the nature of calls for service.

(f) Notifying the Shift Supervisor or field supervisor of emergency activity, including, but not limited to:

1. Vehicle pursuits.
2. Foot pursuits.
3. Assignment of emergency response.

## **CALL HANDLING:**

The Sheriff's Office does not provide members of the public with access to the 9-1-1 system for a single emergency telephone number. That responsibility is that of the City of Pawnee and the City of Cleveland with no oversight and or collaboration with the either entity. While the Board of County Commissioners have the authority in the State of Oklahoma to oversee 911, they do not do so currently.

The City of Pawnee and the City of Cleveland are responsible for transferring 911 calls from their PSAP to the Sheriff's Office administrative lines. Upon receiving the 911 transfer and having established the communications with the caller, the dispatcher shall state to the transferring agency, "I have the transfer, (Cleveland or Pawnee), please disconnect." If the transferring agency refuses to disconnect it should be noted in the call log.

When a call for services is received, the dispatcher will reasonably and quickly attempt to determine whether the call is an emergency or non-emergency, and shall quickly ascertain the call type, location, and priority by asking four key questions:

- Where?
- What?
- When?
- Who?

If the dispatcher determines that the caller has a hearing and/or speech impairment or disability, he/she shall immediately initiate a connection with the individual via available TDD/TTY equipment or Telephone Relay Service (TRS), as mandated by the Americans with Disabilities Act (ADA).

If the dispatcher determines that the caller is a limited English proficiency (LEP) individual, the dispatcher should quickly determine whether sufficient information can be obtained to initiate an appropriate response. If language assistance is still needed, the language is known and a language-appropriate authorized interpreter is available in Dispatch, the dispatcher should immediately connect the LEP caller to the authorized interpreter.

If no authorized interpreter is available or the dispatcher is unable to identify the caller's language, the dispatcher will contact the contracted telephonic interpretation service and establish a three-party call connecting the dispatcher, the LEP individual and the interpreter.

Dispatchers should be courteous, patient, and respectful when dealing with the public.

### **EMERGENCY CALLS:**

A call is considered an emergency when there is an immediate or potential threat to life or serious property damage, and the timely arrival of public safety assistance is of the utmost importance. A person reporting an emergency should not be placed on hold until the dispatcher has obtained all necessary information to ensure the safety of the responding department members and affected individuals.

Emergency calls should be dispatched immediately. The Shift Supervisor shall be notified of pending emergency calls for service when department members are unavailable for dispatch. If a dispatcher determines that the call has been misdirected the dispatcher should forward the call and/or notify the appropriate agency pursuant to Dispatch procedures manual.

### **NON-EMERGENCY CALLS:**

A call is considered a non-emergency call when there is no immediate or potential threat to life or property. A person reporting a non-emergency may be placed on hold, if necessary, to allow the dispatcher to handle a higher priority or emergency call. The reporting person should be advised if there will be a delay in the dispatcher returning to the telephone line or when there will be a delay in the response for service.

### **TELEPHONE DISPATCH:**

Telephone dispatch is prohibited by the Pawnee County Sheriff's Office. Dispatchers shall not dispatch deputies to calls for service via telephone, text, instant message, or any other form of communication other than by radio. If a call to be dispatched is so shocking to the conscience that putting the information over the radio could create a safety issue or further victimize the victim, the dispatcher shall advise the deputy via radio of the address and type of call and ask the deputy to call dispatch for further information.

### **MISDIRECTED EMERGENCY CALLS**

Personnel receiving misdirected emergency calls coming into the Emergency Dispatch Center should obtain the information listed below from the caller and forward the information to the appropriate jurisdictions:

- (a) Nature of the call and location;
- (b) Name of caller;

- (c) Address of caller;
- (d) Telephone number of caller; If medical, fire or police assistance is necessary, the member receiving the call shall keep the caller on the line, transfer it to the appropriate agency, and ensure that the connection is made.

### **SEPARATION OF EMERGENCY FROM NON-EMERGENCY CALLS:**

Most emergency calls are received on the 911 emergency phone line; however, some emergency calls are received on the non-emergency phone number (918-762-2565) Any non-emergency calls received on the 911 line are requested to call the appropriate agency on their non-emergency number.

### **EMERGENCY FIRST-AID INSTRUCTIONS:**

Communications personnel who have been trained in providing emergency lifesaving instructions over the telephone will provide emergency medical instructions. If the Dispatcher is not trained on providing emergency lifesaving instructions, he or she shall not provide instruction.

### **RADIO COMMUNICATIONS:**

The radio system is for official use only, to be used by dispatchers to communicate with department members in the field. All transmissions shall be professional and made in a calm, businesslike manner, using proper language and correct procedures. Such transmissions shall include, but are not limited to:

- (a) Members acknowledging the dispatcher with their radio identification call signs.
- (b) Dispatchers acknowledging and responding promptly to all radio transmissions.
- (c) Members keeping the dispatcher advised of their status and location.
  - 1. Deputies who are on-duty should always maintain communications with the Emergency Dispatch Center and keep them informed of their whereabouts.
  - 2. non-uniformed officers are responsible for maintaining contact with the Emergency Dispatch Center during their tour of duty.

(d) Member and dispatcher acknowledgements shall be concise and without further comment unless additional information is needed.

(e) Members shall respond to calls dispatched to them in a reasonable time frame.

The Communications Manager shall be notified of radio procedure violations or other causes for complaint. All complaints and violations will be investigated and reported to the complainant's supervisor and processed through the chain of command.

### **DISPATCHING CALLS:**

All calls for service shall be dispatched in the standard LAPD format.

Example:

Dispatcher: 5914 and backer for a Domestic, Break.

Deputy: 5914

Deputy: 5912

Dispatcher: 5914, 5912, domestic, 123456 South 35400 Road, ONE TWENTY-THREE, FOUR FIFTY-SIX, south 3-5-4-0-0 Road. See the caller, Jane Smith who states her husband is intoxicated and just hit her, BREAK.

Deputy: 5914

Deputy: 5912

Dispatcher: Husband is John Smith, white male, 6 foot, 200 pounds, wearing a white shirt and jeans, no known weapons. It's 10:43.

No other form of dispatching is allowed. All transmissions shall be verbally time stamped.

Example:

Deputy: 5909, 10-8

Dispatcher: 5909, it's 13:41

## **FEDERAL COMMUNICATIONS COMMISSION COMPLIANCE**

### **RADIO IDENTIFICATION:**

Radio call signs are assigned to department members based on factors such as duty assignment, uniformed patrol assignment and/or member identification number. Dispatchers shall identify themselves on the radio with the appropriate station name or number and identify the department member by his/her call sign. Members should use their call signs when initiating communication with the dispatcher. The use of the call sign allows for a brief pause so that the dispatcher can acknowledge the appropriate department member. Members initiating communication with other law enforcement or support agencies shall use their entire radio call sign, which includes the department station name or number.

### **RADIO EQUIPMENT:**

The communications system has multi-channel mobile and portable radio equipment capable of two-way operation on joint public safety frequencies to provide an uninterrupted flow of information among law enforcement agencies and public service agencies, such as fire department, ambulance service, and public utilities. Portable radios and chargers should be issued to all officers. Officers in field assignments should always keep their portable radios charged, turned on, and in their immediate possession at all times.

### **USE OF CODES OR SIGNALS:**

The Sheriff's Office radio system will be plain talk system, brief and to the point except for some signals and codes accepted by The Pawnee County Sheriff's Office. When communicating with the dispatcher or other units, the patrol officer will use the standard phonetic alphabet.

### **DOCUMENTATION:**

It shall be the responsibility of Dispatch to document all relevant information on calls for service or self-initiated activity. Dispatchers shall attempt to elicit, document and relay as much information as possible to enhance the safety of the member and assist in anticipating conditions that may be encountered at the scene. Desirable information would include, at a minimum:

- Incident control number.
- Date and time of request.
- Name and address of the reporting person, if possible.
- Type of incident reported.
- Details of request as reported by the calling party.

- Involvement of weapons, drugs and/or alcohol.
- Location of incident reported.
- Identification of members assigned as primary and backup.
- Communication Specialist's name.
- Time of dispatch.
- Time of the responding member's arrival.
- Time of member's return to service.
- Disposition or status of reported incident.
- Vehicle mileage and transport time when a member is transporting a juvenile or a person of the opposite sex.

### **EMERGENCY MESSAGES:**

Emergency messages shall be delivered when a teletype or telephone request is received from the jurisdiction in which the death or emergency has taken place requesting this agency's assistance.

Procedures for notifying next-of-kin of deceased, seriously injured or seriously ill persons will be in accordance with the Death Investigation policy.

### **801.10 RECORDING RADIO AND TELEPHONE**

Information recorded is maintained by the Emergency Dispatch Center for a minimum of a thirty (30) day period.

See Procedure Manual: 801.7 Recording Radio and Telephone

### **RESOURCES:**

The Emergency Dispatch Center will have immediate access to the following information:

- (a) On duty shift supervisor or officer in charge;
- (b) Duty roster of all personnel, updated as required;
- (c) Telephone number of every agency member;
- (d) Visual maps, detailing the Department's service area;
- (e) Officer Status Indicators;
  1. The Computer Aided Dispatch System will be maintained by the Dispatch indicating status of each field officer to maintain a level of security for the officer and retain records of vehicles and persons stopped by the officer.
- (f) Written procedures and telephone numbers for procuring emergency and necessary external services to the Department;



(g) Tactical dispatching plans

(h) On-call rosters detective and member of command staff

**ALTERNATE POWER SOURCE:**

The Ardmore Police Department has a back-up generator available in the event of failure of the Department's primary source of power.

**WARRANT AND WANTED PERSONS FILE:**

This agency maintains a warrant and wanted person file. Some of these warrants shall be entered into a regional, state or federal information system. Some misdemeanor or and all felony warrants filed through the Pawnee County District Court are entered and maintained in NCIC and OCIC by the Sheriff's Office.

**CONFIDENTIALITY:**

Information that becomes available through Dispatch may be confidential or sensitive in nature. All members of Dispatch shall treat information that becomes known to them as confidential and release that information in accordance with the Protected Information Policy. Automated data, such as Department of Public Safety records, warrants, criminal history information, records of internal sheriff files or medical information, shall only be made available to authorized law enforcement personnel. Prior to transmitting confidential information via the radio, an admonishment shall be made that confidential information is about to be broadcast. Example: 5917, 10-12?

**TRAINING AND CERTIFICATION:**

Dispatchers shall complete any training required by the Department of Public Safety, the state of Oklahoma, and the Pawnee County Sheriff's Office.