

DEKALB POLICE DEPARTMENT

Subject: **Communications Procedure s**
Effective Since: New Policy, effective 1-1-19
Revision Effective: NA

Policy #: **301.0**

FTO Training Task: # 2

Reference Material: Illinois Compiled Statutes; LEADS Administration Guidelines
ILEAP Standards Covered: ADM.24.01, 24.02, 24.07, 24.08, 24.09, 24.10; 25.10

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PURPOSE: The purpose of this policy is to outline the department's general Communications procedures, which provides dispatch service for the City's police and fire departments, including 911 and non-emergency calls.

POLICY: It is the policy of the department to administer the Communications Division as a critical component of police operations, and to handle every call with professionalism while providing knowledgeable assistance to our community.

DEFINITIONS: none

PROCEDURE:

I. Communications Personnel

- A. **Communications Commander:** The operations of the Communications Center will be administered by a Communications Commander. Responsibilities of the Commander include:
 - 1. Development and implementation of Communications policies and protocols.
 - 2. Supervision of the Communications Coordinator.
 - 3. Determining and addressing staffing needs.
 - 4. Provision of equipment and software necessary for efficient operations.
 - 5. Representative of the agency on the County Emergency Telephone System Board (ETSB).
 - 6. Research and planning functions.
- B. **Communications Coordinator :** The Communications Coordinator is responsible for the following activities:
 - 1. Administration and operations of the Communications Center, including activities of communications employees:
 - a. Police, Fire and Ambulance dispatching.
 - b. Operation of radio, telephone, LEADS and NCIC.
 - c. Computer operations including Computer Aided Dispatch.
 - d. Pertinent records retention and storage.
 - 2. Supervision and training of communications employees.
 - 3. Staff liaison for DeKalb County PSAP Administrators, LEADS, and other public safety entities.
 - 4. Research and development of communications equipment and procedures and other special projects.
- C. **Order of Chain of Command, Communications Division**
 - 1. Police Chief
 - 2. Commander of Communications & Support Services
 - 3. Communications Coordinator (civilian position)
 - 4. On-duty Patrol Sergeant in charge
 - 5. Communications personnel (civilian positions, full and part-time)

[ILEAP ADM.24.01]

II. Communications Functions

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- A. The Communications Division is the primary facilitator of radio communications. See Policy 301.1, Radio Communications.
- B. The Communications Division is the primary facilitator of incoming telephone calls, particularly for callers requesting police, fire or EMS services. See Policy 301.5, Communications Phone Answering Protocols.
- C. The Communications Division is the primary facilitator of teletype and automated data communications.
 - 1. Communications employees will monitor and respond to all incoming teletype and automated data communications received in accordance with LEADS guidelines.
 - 2. All sent and received teletype messages will be retained for a minimum of 1 year pursuant to the LEADS retention guidelines established by the Illinois State Police.

[ILEAP ADM.24.02]
- D. The Communications Division does not presently provide alarm monitoring services for external customers.
- E. Warrant and Wanted Person Entry, Service and Maintenance
 - 1. In order for a warrant to be entered into LEADS, a signed warrant from a judge must be obtained. Documentation must be gathered, verifying the charge(s) and offender information, including at a minimum:
 - a. criminal history;
 - b. in-house check;
 - c. SOS search for ID/Photo ID and vehicle information.

[ILEAP ADM.25.10(a)]
 - 2. Verifying Information:
 - a. Supporting documentation must be retained with the original warrant in agency files until successful service or cancellation.

[ILEAP ADM.25.10(c)]
 - b. A LEADS card must be maintained reflecting the full LEADS hit, as well as a verification on the back indicating that an in-house check, CQH and quality check by another communications employee were performed.

[ILEAP ADM.25.10(d)]
 - 3. Information to or from other jurisdictions regarding warrant service or other valid LEADS hits will be transmitted via the LEADS messaging system, with verbal verification by telephone permitted as needed.

[ILEAP ADM.25.10(b)]
 - 4. Original City of DeKalb warrants on ordinance offenses will remain in the Communications room, where communications personnel will have 24-hour physical access.

[ILEAP ADM.25.10(f)]
 - 5. Warrants on state charges within the county are maintained by the DeKalb County Sheriff's Office.
 - 6. Upon successful service or recall of a warrant, communications personnel will cancel the warrant from LEADS and retain documentation per LEADS warrant cancellation protocols.

[ILEAP ADM.25.10(e)]

III. Departmental Resources

- A. Communications personnel will have immediate access to at least the following departmental resources:
 - 1. Officer in charge.

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2. Updated roster containing the contact telephone number of every sworn agency member.
 3. Duty assignments for oncoming shift & Patrol shift assignments for the year.
 4. Visual maps detailing the department's police and fire service areas as well as local agencies jurisdictional boundaries.
 5. Officer status information.
 6. Written procedures and telephone numbers for procuring emergency and necessary external services to the department.
- [ILEAP ADM.24.07]

IV. Communications Security Measures

- A. External and internal doors leading to the Communications area shall always be secured.
- B. Access to the Communications area is limited to authorized users, controlled by electronic key fob authorization.
- C. For tours and visitor information, see Policy 304.6, Visitor Registration.
- D. Access to Communications IT closets will be restricted to Communications personnel, City of DeKalb IT staff, and approved maintenance staff with an authorized escort.

[ILEAP ADM.24.08]

V. Audio Recording, Playback and Retention

- A. All communications personnel will have access to immediate playback features for radio transmissions and telephone conversations, both emergent and non-emergent.
 1. Radio traffic can be accessed in one of two ways:
 - a. Via the IRR program within the Motorola MCC7500
 - b. Via Eventide MediaWorks Plus
 2. Telephone conversations can be accessed via Eventide MediaWorks Plus at each console station under the individual user's login credentials.
- B. Audio records are retained on a local secure server in accordance with the Illinois Compiled Statutes.
- C. Recorded conversations are reviewed for Quality Assurance & Quality Improvement purposes, in addition to FOIA and subpoena requests as applicable.

[ILEAP ADM.24.09]

VI. Alternate Source of Electrical Power

- A. In the event of an electrical power failure from the primary power source, all communications equipment will be automatically switched to a backup generator.
- B. Backup generator specifications:
 1. Automated weekly testing.
 2. Quarterly routine inspection and maintenance by certified technician.
 3. Large diesel fuel tank allowing for hours of capacity.
 4. Automatic transfer switch.

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- 5. Alarm annunciation panel located in 24/7 staffed location within communications.
 - C. The department building is wired with an additional port to accept an emergency generator if needed.
 - D. The department also maintains an Uninterrupted Power Supply (UPS) battery system that will automatically provide power to communications equipment if both standard electrical power and generator should fail.
 - E. Service panels for the backup generator and UPS system are located in a secure mechanical room with limited access except by authorized department personnel.
- [ILEAP ADM.24.10]

Policy becomes effective on 1-1-19 by authority of the Chief of Police.

NOTE: This policy and procedure summarizes the department's position on this specific matter. This policy is for general direction and guidance primarily designed for use by the department's members. This policy is for internal use only and does not create or enlarge an officer's liability in any way. This policy shall not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this policy, if proven, can only form the basis of an internal departmental complaint and then only in a non-judicial administrative setting.