



2-100 EMERGENCY COMMUNICATIONS CENTER (ECC) DIVISION

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

- 1-1 Personnel Code of Conduct
- 1-2 Social Media
- 1-3 Grooming Standards
- 1-5 Harassment/Sexual Harassment in the Workplace
- 1-93 Telephone Reporting Unit (TRU)
- 2-2 Department Property
- 2-9 Use of Computer Systems
- 2-45 Pursuit by Motor Vehicle
- 2-65 Language Access Procedure
- 2-76 Court
- 2-108 Electronic Communications Privacy Act Procedures
- 3-20 Overtime, Compensatory Time, and Work Shift Designation
- 3-41 Complaints Involving Department Personnel
- 3-46 Discipline System
- 3-51 Department Orders

B. Form(s)

- PD 4315 NCIC and Action Data Log
- PD 4346 Request for CAD Updates and Changes Form
- PD 4347 NCIC Triple I Form

C. Other Resource(s)

- 18 U.S.C. § 1464 Broadcasting Obscene Language
- Agreement between the City of Albuquerque and Local 3022 AFSCME, Council 18, AFL-CIO
- Americans with Disabilities Act (ADA) f
- City of Albuquerque and Albuquerque Clerical and Technical Employees, Affiliated with the American Federation of State, County, and Municipal Employees (AFSCME, Local 2962, AFL-CIO, CLC)
- City of Albuquerque Personnel Rules and Regulations
- Emergency Communications Center (ECC) Call Type Manual
- Emergency Communications Center (ECC) Dispatch Training Manual
- Emergency Communications Center (ECC) Training Manual
- Fair Labor Standards Act of 1938 (FLSA)
- N.M. Code R. § 10.6.2.11 PSAP Equipment, Acquisition and Disbursement of Funds
- New Mexico Law Enforcement Academy Telecommunicator Certification
- ROA 1994, § 7-7-5 Response Time

D. Rescinded Special Order(s)



SO 19-88 Sergeant or Lieutenant Cancelling Calls

2-100-1 Purpose

It is the purpose of this policy to make an effective difference in the City of Albuquerque by providing high quality, professional, and effective communications, and to ensure responder safety, while striving to save lives and protect property. Furthermore, it is the purpose of this policy to recognize the Emergency Communications Center (ECC) as the vital link to emergency services through cooperation, continued education, and commitment to excellence.

2-100-2 Policy

It is the policy of the Albuquerque Police Department (Department) to coordinate the delivery of police services with requests from the community and Department personnel through the ECC.

2-100-3 Definitions

A. Alert Tone

A tone to hold radio transmissions for emergency dispatch transmissions.

B. All Ops Frequency

A Talk Group that is used by ECC Dispatchers to broadcast Priority 1 call for service information on all channels simultaneously.

C. Bait Car Tracking System

A system used by various investigative divisions within the Department. Bait cars are equipped with the Department-approved tracking system, which consists of the Global Positioning Satellite (GPS) hardware that is controlled by cellular service data and are monitored by the ECC.

D. Computer-Aided Dispatch (CAD)

A computer system that supports the handling of public safety calls for service by processing, communicating, and providing for the automated retrieval and display of information to ECC personnel in the ECC.

E. Interstate Identification Index Request (Triple I Request)

A request that is used to gather information on an individual's previous arrest record and can only be requested by sworn personnel.



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F. National Crime Information Center (NCIC)

An electronic clearinghouse of crime data utilized by Department personnel to identify stolen property, Motor Vehicle Department (MVD) information, missing or runaway persons, and wanted persons of a nationwide interest.

G. New Mexico Law Enforcement Telecommunication System (NMLETS)

A statewide network that is managed by the New Mexico Department of Public Safety (DPS), which provides in-state teletype communication between New Mexico criminal justice agencies and access to the New Mexico MVD, weather, and other files.

H. Priority 1 Call

Any immediate life-threatening situation with a great possibility of death or life-threatening injury, or any confrontation between people that could threaten the life or safety of any person where weapons are involved. The All Ops Frequency is used for all Priority 1 calls that are in progress or just occurred, or up to a five (5) minute time delay.

I. Priority 2 Call

Any crime in progress that may result in a threat of injury to a person, major loss of property or immediate apprehension of an individual. A Priority 2 call also includes accidents with injury for situations in progress or situations that just occurred.

J. Priority 3 Call

A minor incident in progress or that just occurred with no threat of personal injury, major loss of life, or property.

K. Priority 4 Call

A minor incident with no threat of personal injury, loss of life, or property, or a delayed reports when the caller is at a public location.

L. Priority 5 Call

A crime has already been committed, and no individual is at or near the scene, nor is there a threat of personal injury loss of life or property, or a delayed report where the caller is at home or at their workplace for an extended period of time.

M. Priority 5B Call

A Be On the Lookout (BOLO) call.

N. Priority 6 Call



A call for guard duty and BOLO calls. A Priority 6 call will also be used to generate field investigator calls that include an officer who is standing by and cannot leave a form.

O. Priority 7 Call

A medium priority call that is handled by a Crime Scene Specialist (CSS).

P. Priority 8 Call

A low priority call that is handled by a CSS.

Q. Priority 9T Call

A call that is created for the Telephone Reporting Unit (TRU).

R. Ring-down Lines

Internal lines dedicated to internal departments and neighboring law enforcement agencies.

S. Stolen Vehicle Recovery System

A system that automatically activates a hidden transmitter installed on a vehicle when a law enforcement agency enters a Vehicle Identification Number (VIN) as stolen into the NCIC database for a vehicle equipped with the system.

T. Talk Group

A dedicated frequency or control channel for the assigned area command.

U. Telecommunicator I (Call Taker or NCIC Operator)

A civilian employee who answers emergency and non-emergency calls for service or who is assigned to the NCIC area within ECC.

V. Telecommunicator II (Dispatcher)

A civilian employee who receives, evaluates, and transmits information over the telephone and multi-channel radio that frequently involves emergency and critical situations affecting human welfare and safety.

W. Telematics Provider

A company that provides a variety of programs to vehicle owners, including location-based services and automatic collision notification.



X. Teletype (TTY) Device

The device to access telephone services by persons who are deaf, deaf-blind, hard of hearing, or speech-disabled.

Y. Warrant Information Tracking System (WITS)

A computerized file of records containing information regarding adult and juvenile wanted persons, restraining orders, and information affecting officer safety.

7 **2-100-4** **Rules and Responsibilities**

A. Administration

1. Chain of Command

- a. ECC personnel shall follow their chain of command. If there is a concern, ECC personnel shall discuss the concern with the first level of the chain of command. If unresolved, ECC personnel should notify their supervisor that they are going to the next level in the chain of command. If there is a concern that the employee would rather not discuss with the supervisor, the employee can advise that they are going to the next level in the chain of command without discussing the concern.
- b. While an "open door" policy is encouraged in regards to contact with management personnel, it does not supersede the chain of command when applicable.

2. ECC personnel shall coordinate the delivery of police services with requests from community members and Department personnel by using radio, telephone, and digital communications equipment.

3. ECC personnel shall operate professionally at all times by following the procedures set forth by the Federal Communication Commission's (FCC) general guidelines and Department Standard Operating Procedures (SOP).

- a. It is imperative that ECC personnel follow the federal law on broadcasting obscene language, which states:
 1. "Whoever utters any obscene, indecent, or profane language by means of radio communications shall be fined not more than \$10,000 or imprisoned not more than 2 years, or both."

B. Personnel Assignments

1. The ECC Manager shall:



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- a. Be responsible for the overall leadership and management of the ECC. This includes, but is not limited to:
 - i. Oversight of the quality control and safety programs; and
 - ii. Coordination of activities with other Department divisions, outside law enforcement agencies, the New Mexico court system, and the public.
 - b. Provide highly responsive and complex administrative support to higher-level management staff.
2. The ECC Administrator shall:
- a. Be responsible for assisting in the management of the ECC through performance reports, analysis, and evaluation; facility maintenance; grants; surveys; material requests; equipment maintenance and replacement; training; the support of the ECC Manager; and project management;
 - b. Oversee management of Research and Recording, the Master Street Addressing Guide (MSAG)/file maintenance functions, the Administrative Assistant, and TRU personnel;
 - c. Perform management duties in the absence of the ECC Manager; and
 - d. Be responsible for coordinating the hiring of ECC personnel and overseeing background check functions.
3. The ECC Shift Supervisor shall:
- a. Assume day-to-day supervisory responsibilities for the operations of the ECC, which provides twenty-four (24) hour telephone access for emergency and nonemergency calls for service, administrative calls from outside law enforcement agencies, emergency providers, and the public;
 - b. Ensure the work quality is in accordance with the ECC's mission and standards;
 - c. Ensure adherence to established goals, policies, and procedures;
 - d. Work with the supervisor assigned to training to coordinate and implement all in-house training activities for the ECC for assigned ECC personnel;
 - e. Complete quarterly evaluations for assigned ECC personnel;
 - f. Counsel and mentor ECC personnel for professional development;
 - g. Maintain time keeping software, including administration of leave time, employee records, create daily line-ups, and maintain files for assigned ECC personnel;
 - h. Participate in monthly meetings with ECC management personnel;
 - i. Attend conferences and training sessions, as scheduled;
 - j. Audit the CAD messages, when necessary;
 - k. Monitor all law enforcement tracking systems;
 - l. Ensure that each shift is sufficiently staffed based on current minimum staffing requirements;
 - m. Cancel CAD system case numbers when it has been determined that the case number is no longer needed;
 - n. Patch frequencies in order to allow for interoperability within the Department, as well as between the Department and outside law enforcement agencies;
 - o. Oversee the evacuation plan; and



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- p. Approve a cellphone ping when requested by Field Services Bureau (FSB) or ECC personnel.
4. The Records and Data Coordinator shall:
 - a. Be responsible for technically-detailed work involving the correlation and maintenance of various computer files in the CAD;
 - b. Interpret incoming documents from a variety of sources, conducts visual verification from maps and/or computer files, analyzes and verifies data for accuracy, and updates the databases as necessary;
 - c. Serve as a link between the Geo Base Data, 911 dispatch data, and the telephone company's Master Street Addressing Guide (MSAG) database;
 - d. Collect, review, maintain, and report on data and statistics to ECC management, while using a variety of database management software tools;
 - e. Research and prepare recordings on behalf of the ECC, and shall correspond with the requestor, track all recording requests, and testify in court;
 - f. Report to the ECC Administrator; and
 - g. Maintain the CAD premise and hazard files. CAD premise and hazard files denote a specific hazard at a specific address, which may include, but are not limited to:
 - i. Subjects who have threatened suicide;
 - ii. An inordinate amount of firearms in the residence; and
 - iii. Behavioral health problems that may endanger the resident or responding agency.
 - iv. The Records and Data Coordinator shall obtain an ECC supervisor's approval on all hazards and shall use the CAD Request for Update or Change form.
 - v. A hazard shall not contain any Health Insurance Portability and Accountability Act (HIPAA) applicable information unless offered by the caller.
 5. The Administrative Assistant shall:
 - a. Perform a wide variety of responsible and complex administrative, secretarial, and clerical duties in support of the ECC; and
 - b. Report to the ECC Manager.
 6. The Dispatcher shall:
 - a. Work in a team setting while receiving, training, and coaching from various sources;
 - b. Adhere to the following dispatch etiquette:
 - i. Have the ability to listen to and broadcast on the radio system;
 - ii. Receive, evaluate, and transmit information via available communications systems (e.g., telephone, radio, CAD system) that frequently involves emergency and critical situations affecting the welfare and safety of the community;



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- iii. Monitor Department personnel during all calls for service via available communications systems;
- iv. Avoid phrases such as "please," "thank you," and "you're welcome." The tone of voice and manner of presentation can reflect courtesy;
- v. Always use the Department personnel's call sign, and never use titles and names unless necessary;
- vi. Use the phonetic alphabet when transmitting information that shall be spelled out one letter at a time. It is essential that each Dispatcher be familiar with proper phonetic alphabet and uses it properly to avoid confusion and miscopying of messages, consistent with the ECC Training Manual.
- vii. Ensure their transmissions are as brief and concise, as possible. The ECC Dispatcher shall break lengthy transmissions into short segments so that Department personnel with emergency broadcast information can use the frequency; and
- viii. Always acknowledge Department personnel by stating "10-4", followed by their call sign;
 - 1. If the ECC Dispatcher does not understand the transmission, they shall not acknowledge it and shall ask for clarification.
 - 2. When a garbled or inaudible transmission is received, the ECC Dispatcher shall use information by obtaining their man number from the 800 MHZ radio system to try to who the originator of the transmission is by using the CAD system.
 - 3. If the transmission has a man number that is unusual, the ECC Shift Supervisor shall check to see if the radio is assigned to a different agency. The agency shall be notified that their personnel are keying up on the Department radio and a status check shall be done for that individual.
 - 4. If the transmission is from outside the ECC the Dispatcher shall call for the employee by call sign on all dispatch channels, regardless whether the employee is on or off duty. If there is no answer, the Dispatcher shall attempt to reach the employee via telephone. Either an FSB supervisor or an ECC Shift Supervisor may request a time and service.
- c. Any noncompliance of radio protocol by the ECC Dispatcher shall result in disciplinary action.
 - i. If the action is a major violation of Department policies and procedures, the ECC Shift Supervisor shall immediately relieve the Dispatcher from duty with possible disciplinary action as further recourse.
- D. When Department personnel have not complied with radio protocol, refer to section Conflicts Between ECC Personnel and Department Personnel in this policy;
 - a. Improper use of radio, such as voice inflection and use of profane language, by authorized users and unauthorized traffic shall be reported to the ECC Shift Supervisor. The ECC Shift Supervisor shall make contact with the appropriate personnel in order to cease the traffic from reoccurring. Radio transmissions shall contain only official business. Transmission of personal, humorous, or trivial messages is prohibited.
 - b. Conduct incident processing as follows:



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- i. Guidelines for Dispatching:
 1. ECC Dispatchers shall abide by the dispatch times as outlined in Appendix I.
 2. During high priority calls, ECC Dispatchers shall add questions from FSB personnel directly into the CAD event. The questions shall be phrased in a professional manner. Only one (1) question mark shall be used.
 3. Dispatch of Sergeants on Priority Calls:
 - A. A sergeant shall be dispatched with primary and backup sworn personnel and shall respond with sworn personnel to calls which are most serious in nature.
 - B. Such calls shall meet the following definition:
 - i. Any in-progress, life-threatening incident, which has the great possibility of death or serious injury involving the use of dangerous weapons; and
 - ii. The dispatch of a sergeant is intended for in-progress events where one of the parties has a weapon and is making threats with the weapon. This does not include incidents where the individual has already left the scene.
 4. The ECC Dispatcher shall dispatch two (2) sworn personnel and an available sergeant to these events, and the sergeant shall respond.
 5. If a sergeant unavailable in the specific area command where the event is taking place, the ECC Dispatcher shall ask for any sergeant to clear from an existing call.
 6. If a sergeant is unable to clear, a lieutenant shall be dispatched.
 7. If all supervisors are on calls and unable to clear in the involved area command, a sergeant from the closest area command shall be dispatched and respond.
 8. There shall be no delay in the initial dispatch to seek a supervisor from another area command. The ECC Dispatcher shall start the appropriate sworn personnel, then shall notify the sergeant from the other area command of the details when they advise they are on the specific frequency. The on-scene supervisor shall take command of the incident and coordinate any additional resources that may be required.
- ii. Dispatching by Mobile Digital Terminal (MDT):
 1. If an officer is sent a dispatch digitally and does not acknowledge by pressing the en route key within two (2) minutes, the ECC Dispatcher shall attempt to contact the officer one (1) time via radio transmission.
 2. If that attempt is unsuccessful, another officer shall be assigned the incident and the missing officer's supervisor shall be notified.
- iii. Upgrade or Downgrade of Calls for Service:
 1. The ECC Dispatcher shall review and upgrade calls when the comments justify the higher response.
 2. The ECC Dispatcher shall not downgrade the priority of any call without first obtaining the permission of their ECC Shift Supervisor. All events where the priority has been downgraded shall require comments added to the call explaining the reason for the downgrade.
- iv. Field Shift Change and Minimum Reserve Levels:



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1. Shift Change:
 - A. In-progress and emergency calls shall be dispatched immediately, regardless of the pending shift change.
 - B. The FSB supervisor has the authority to delay the dispatch of a call for service, with the exception of a crime that has just occurred, in-progress, or a crime that involves an immediate threat to life or property.
 - C. Any call the FSB supervisor approves to be held shall have comments added to the CAD justifying the delay in dispatch.
 - D. The FSB supervisor shall authorize the ECC Dispatcher to advise sworn personnel when they are allowed to go off-duty. Sworn personnel shall individually log themselves off using their MDT.
 - E. FSB sworn personnel who are starting their shift shall immediately log on to the MDT upon conclusion of the briefing.
2. Minimum Reserve Levels:
 - A. The ECC Dispatcher shall attempt to keep in-service at least two (2) sworn personnel in each area command. The ECC Dispatcher shall dispatch the sworn personnel when all other sworn personnel are busy or unable to respond to Priority 1 calls.
 - B. Although specialized units, such as canine (K-9), Special Weapons and Tactics (SWAT), and DWI Unit personnel, are available for dispatch, they cannot be used to maintain the minimum reserve level.
 - i. Specialized units can be dispatched for calls not requiring a report and as a backup officer.
 - C. The ECC Dispatcher shall add comments to each incident that is over the allotted time to dispatch due to the maintenance of the minimum reserve level. Notify the field supervisor of the situation. The field supervisor should provide assistance to the Dispatcher in keeping sworn personnel in-service.
 - D. If the minimum reserve level cannot otherwise be maintained, coffee breaks, meal breaks, routine vehicle maintenance, and other such breaks may be denied.
 - E. In the event that Priority 1 and 2 calls reach a critical level, the ECC Dispatcher shall request sworn personnel assigned to special assignments, in the order listed below:
 - i. Reassign sworn personnel responding to Priority 3 calls;
 - ii. Dispatch sworn personnel from adjacent sectors within the area command;
 - iii. When it is necessary to dispatch additional sworn personnel to Priority 1 calls, ECC Dispatchers shall be allowed to cross-dispatch from an adjoining area command with the affected area supervisor's approval.
- v. Advising of Radio Status:
 1. Department personnel who are logged in-service shall be held strictly accountable for the prompt answering of their radio when called by the ECC Dispatcher.



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2. Department personnel equipped with MDTs shall be required to make their own status changes, unless extenuating circumstances exist.
 3. Only on occasions when Department personnel are voice dispatched due to dispatching protocol shall an ECC Dispatcher perform status changes (refer to the ECC Dispatch Training Manual for guidelines).
 4. If a digitally-dispatched Department employee does not acknowledge by pressing the en route key, the ECC Dispatcher shall attempt to contact the employee one (1) time by voice transmission. If that is unsuccessful, another Department employee shall be dispatched to the call for service and the employee's supervisor shall be immediately notified.
 5. If Department personnel are not equipped with an MDT, the ECC Dispatcher shall voice all calls for service to the officer and perform their status changes.
- c. Maintain calls for service as follows:
- i. Holding of Calls:
 1. The ECC Dispatcher shall dispatch all calls for service in a timely manner, regardless of priority. An FSB officer shall be the primary responding officer for dispatch if available.
 2. The ECC Dispatcher shall dispatch calls that are holding over the time limit to an available officer unless an FSB supervisor authorizes holding the call further. If calls are held over the time limit, the ECC Dispatcher shall add to the CAD who authorized the delay and the time.
 3. If it is necessary to hold a call over the time limit, the ECC Dispatcher shall call the calling party back and explain that an officer shall be sent as soon as possible.
 - ii. Cancelling of Calls:
 1. The on-duty FSB supervisor shall have the discretion to cancel calls. If ECC personnel have additional information about the call that the FSB supervisor may need to know, they may provide the information; however, the on-duty FSB supervisor shall make the final decision to cancel the call.
 2. The ECC Dispatcher shall notify the ECC Shift Supervisor of the on-duty FSB supervisor's decision to cancel the call through a CAD message. The ECC Shift Supervisor shall approve the ECC Dispatcher's cancellation of the call and add remarks to the CAD.
 3. The ECC Dispatcher shall call the community member to notify them of the cancellation.
 4. ECC personnel shall not cancel hold-up alarms, duress alarms, or domestic violence calls.
 - iii. Reopening of Calls:
 1. The ECC Dispatcher shall reopen calls for service only when they are closed in error, such as when an ECC Dispatcher clears a call in error or sworn personnel close a call in error.
 2. For further investigation purposes requested by an officer, create a traffic stop or investigation call, and cross-reference it to the original CAD.
 - iv. Case Number Assignment:



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1. Department personnel shall use their MDT to obtain a case number. There are times when Department personnel are out of their vehicles and shall request assistance from an ECC Dispatcher to assign a case number.
2. Case numbers can only be cancelled by an ECC Shift Supervisor.
- d. Maintain on-site or FSB-initiated calls as follows:
 - i. FSB-initiated incidents are recorded by logging Department personnel on-site by using type codes: traffic stop, disturbance, suspicious person or vehicle, direct traffic, out of service, and subject stop.
 - ii. The ECC Dispatcher or an FSB officer who has an MDT can enter an FSB-initiated incident into the CAD.
 1. When Department personnel voice an FSB-initiated call, they shall state their call sign, plate number, location, and any other information pertinent to the FSB-initiated incident.
 2. Department personnel are encouraged to only use digital communications and log themselves when they are logging under routine and controlled circumstances.
 - iii. During in-progress on-site calls for service the Dispatcher shall:
 1. Immediately clear the air of all transmissions when FSB personnel advise them of an in-progress crime they have witnessed while on-duty;
 2. Rebroadcast the information, including the location, all available information pertaining to the call, and the call sign of the involved personnel who are on-scene; and
 3. Dispatch available sworn personnel and notify an FSB supervisor.
- e. Assist with motor vehicle pursuits (refer to SOP Pursuit by Motor Vehicle for sanction classifications and additional duties) as follows:
 - i. The ECC Dispatcher shall:
 1. Use the Alert Tone (10-3) on their frequency;
 2. With all other ECC Dispatchers, ensure that no radio is secure before they use the All Ops Frequency;
 3. Voice the pursuit over the All Ops channel; and
 4. Notify the concerned supervisor of the sworn personnel involved in the pursuit and the reason for the pursuit.
 - ii. Once the FSB supervisor has approved the pursuit, the ECC Dispatcher shall start a secondary officer to the most current location of the pursuit and, if Air Support Unit personnel are available, ensure they are notified;
 - iii. The ECC Dispatcher who is assigned to any frequency that a pursuit is entering shall notify the area command supervisor. Area commands personnel who are not on the original talk group shall be updated on significant changes to the ongoing pursuit. This shall include, but is not limited to:
 1. When the pursuit enters another area command;
 2. Which supervisor is the Incident Commander (IC);
 3. Pending charges;
 4. Weapons involved;
 5. If a spike belt is deployed on the vehicle;
 6. If additional aggravated circumstances occur; and

N/A



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7. If the pursuit is terminated.
- iv. The ECC Dispatcher shall notify any adjoining jurisdictions of any pursuit entering that jurisdiction.
- v. The ECC Dispatcher shall coordinate with the supervisor in command to ensure all communications regarding the pursuit are on one (originating) channel.
- vi. Each additional ECC Dispatcher who does not have a secure frequency shall use the Alert Tone (10-3) on their talk group; and shall voice/BOLO pursuit information.
- vii. The ECC Dispatcher shall then advise the talk group is in-service (10-8), making the talk group available.
- viii. When the approving supervisor has terminated the pursuit, after verifying with all frequencies, the ECC Dispatcher shall voice over the All Ops Frequency that the pursuit has been terminated.
- ix. It is unnecessary to repeat any clearly heard information during pursuits. This includes locations and violations reported by sworn personnel. Only when an officer is difficult to understand or relays critical sworn personnel safety information should an ECC Dispatcher repeat the transmission.
- x. The ECC Dispatcher shall document all information that is being provided by both sworn personnel and supervisors in the CAD-created call.
- xi. If an FSB supervisor is involved in the pursuit, then the ECC Dispatcher shall advise any other FSB supervisor on their talk group. If no field supervisor is available, then the ECC Dispatcher shall contact the ECC Dispatcher working the nearest area command and that second EDD Dispatcher shall advise an FSB supervisor on that radio frequency.
- xii. The ECC Dispatcher may ask if support by Air Support Unit personnel or spike belts/Stop Sticks are needed; however, the ECC Dispatcher shall never request support from Air Support Unit personnel from the hanger or request for sworn personnel to set up spike belts/Stop Sticks without approval from the FSB supervisor who is in charge of the pursuit.
- xiii. If the Dispatcher is unsure of the status of an officer, they shall ask the officer involved the question, "Are you in pursuit?"
- xiv. The word "engaged" is usually interpreted as "lights and siren" and shall not be used. If the ECC Dispatcher asks the officer if they are pursuing the vehicle, it is a very direct question to be answered by the officer involved.
- f. Use the Alert Tone and All Ops Frequency when securing a frequency as follows:
 - i. The ECC Dispatcher shall secure a frequency for a call for service when requested by sworn personnel; then, the ECC Dispatcher shall notify all Department personnel that the frequency is has been secured (10-3);
 - ii. The ECC Dispatcher shall notify the ECC Shift Supervisor of a request for calls for service categorized as critical incidents by an FSB sergeant/supervisor in order to split the frequency;
 1. Once the request to split the frequency is approved by the ECC Shift Supervisor, the ECC Dispatcher shall re-route Department personnel who are not responding to the incident to the designated, secondary frequency.



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2. The ECC Dispatcher shall work the critical incident on the same frequency on which it originated.
3. When the critical incident is resolved, the primary ECC Dispatcher shall notify the secondary ECC Dispatcher that the air is no longer secured and that all sworn personnel can return to the primary frequency.
- iii. The ECC Dispatcher shall use the Alert Tone in certain situations, consistent with the ECC Training Manual. When the Alert Tone is used, it prohibits any voice transmissions of Department personnel that are not actively involved in the Priority 1 call for service.
- iv. Dispatch shall utilize the All Ops frequency when applicable.
- g. Provide assistance with requests for medical assistance by Department Personnel;
 - i. Once Department personnel are on-scene and it is determined that rescue is needed, the ECC Dispatcher shall notify Albuquerque Fire Rescue (AFR).
 - ii. The ECC Dispatcher shall provide AFR with the location; the event number; if needed; complaints of injury or injuries; approximate age of the individual; whether the individual is conscious; breathing and/or bleeding; and whether the scene is secure.
- h. Provide assistance with requests for wrecker services by Department personnel;
 - i. The ECC Dispatcher shall handle all wrecker requests made by Department personnel if a service channel is unavailable.
 - ii. Upon receiving a request, the ECC Dispatcher shall:
 1. Establish which on-call wrecker company shall be dispatched;
 2. Provide their man number and the location where the wrecker is needed; and
 3. Forward the wrecker information to the officer requesting wrecker services via the MDT or voice if asked.
 - iii. If at the time of the request the on-duty wrecker company advises they do not have an available truck, the ECC Dispatcher shall start the next wrecker on the schedule.
 - iv. If after thirty (30) minutes the wrecker has not arrived on-scene, the ECC Dispatcher shall notify the company that the back-up wrecker company shall be started. Cancellation of the on-duty wrecker company shall be noted in the call in the CAD. A second ROTR command shall be completed with the updated information, consistent with City Ordinance § 7-7-5.
 - v. If a wrecker request is made for a police vehicle, the ECC Dispatcher shall contact the contracted wrecker company.
- i. Adhere to service duties; as follows:
 - i. Service duties include, but are not limited to:
 1. Use of group command to control service area (Group SVC);
 2. Assisting the primary ECC Dispatcher on critical incidents;
 3. Initiation of wrecker tows;
 4. Answering the administrative line;
 5. Creation of CAD and case numbers;
 6. Making phone calls for FSB personnel and ECC Dispatchers when requested;



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7. Assist in making callbacks for calls for service that have been holding for sixty (60) minutes or longer. The ECC Dispatcher shall complete notifications to community members on overdue calls to advise callers of response delay;
8. Answer the admin line and the emergency and nonemergency lines if not working a frequency; and
9. Complete requests for phone calls or CAD research for additional information from all potential sources. Requests include, but are not limited to:
 - A. Checking hazards, finding prior events in the CAD;
 - B. Calls to community members with a brief question;
 - C. License plate information;
 - D. Sworn personnel phone numbers;
 - E. Sworn personnel needing directions to a call for service for which they are responding, which shall be sent via MDT directions to the call to which they are responding;
 - F. Provide other agencies with BOLO's or calls for service;
 - G. Call in appropriate requests to 311 or other City departments as necessary; and
 - H. Notify hospitals when looking for outstanding victims.
- ii. Create BOLO calls and periodic watches (P-watch) as requested;
- iii. Document information on the calls for service when completed;
- iv. Relieve other ECC Dispatchers for brief emergency breaks;
- v. Retrieve phone numbers for Department personnel calling on the ECC administrative line;
- vi. Log sworn personnel who are on Chief's Overtime (COT);
- vii. Check on sworn personnel logged on City-wide to see if they need to be logged off;
- viii. Maintain all area commands so all calls are displayed on the screen;
- ix. Verify unverified locations and advise the area command ECC Dispatcher; and
- x. Start rescue if needed.
- j. Perform Department personnel status checks, and time and service checks;
 - i. During a high priority call, if Department personnel are not accounted for and/or Department personnel activate their distress key (83 Key), the ECC Dispatcher shall perform a time and service check.
 - ii. If there are any suspicious transmissions and the source cannot be identified, the ECC Dispatcher shall perform a time and service check.
 - iii. When a sergeant requests a time and service check, the ECC Dispatcher shall:
 1. Use the Alert Tone;
 2. Voice over the air "This is a time and service check, all sworn personnel answer with status and location.";
 3. Call all Department personnel on-duty in the assigned area command one at a time. When Department personnel respond, they shall respond with their status and location; and



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4. Remember to account for Crime Scene Specialist (CSS), CWPD sworn personnel, and specialized units that have been on the air or logged on a call in the area command.
- iv. Perform welfare checks on Department personnel;
 1. In order to determine the welfare of Department personnel in the field, Dispatchers shall voice "Code 900?". Code 900 is the term used to verify a Department personnel's status. Department personnel shall respond with "All Safe" if they do not need assistance.
 2. If Department personnel do not respond or respond with anything other than All Safe, the ECC Dispatcher shall assume that the employee is under duress and dispatch sworn personnel immediately to the employee's last known location.
 3. Code 900/All Safe shall be used when Department personnel activate the distress key (83 Key) on either the radio or MDT.
 4. When Department personnel call out with any on-site call, the ECC Dispatcher shall check on the employee after the first ten (10) minutes using Code 900 and then every fifteen (15) minutes thereafter. The Dispatcher shall update the employees timer by using the Unit Contact Timer (UC) command.
 5. When Department personnel are dispatched on a 911 created call, the Dispatcher shall check on the employee after the first ten (10) minutes using the Code 900 and then every thirty (30) minutes thereafter. The Dispatcher shall update the employees timer by using the UC command.
 6. If Department personnel are logged on Chief's Overtime (COT), the Dispatcher shall check on the employee after sixty (60) minutes using the Code 900 and then every sixty (60) minutes thereafter. The Dispatcher shall update the employee's timer by using the UC command and add remarks.
- k. Adhere to Delineation of Authority;
 - i. ECC has established guidelines for professional dispatching of Department personnel by following a delineation of authority.
 - ii. The ECC Dispatcher cannot exercise authority over field personnel except in the use of radio channels, observance of radio discipline, and proper radio procedures.
 - iii. The ECC Dispatcher shall exercise authority over FSB personnel in certain limited areas, which are as follows:
 1. The ECC Dispatcher has the responsibility and authority to screen, evaluate, and dispatch calls for service. A dispatch is an official order to the Department personnel;
 2. The ECC Dispatcher has the authority to clear field personnel for meals and coffee breaks; and
 3. The ECC Dispatcher has the authority to clear field personnel for refueling and minor automotive repairs.
 - iv. The FSB supervisor may countermand the dispatch of FSB personnel approval or deny meal and coffee breaks, repairs, refueling, changing of vehicles, and other assignments of FSB personnel under their command.



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- v. Once an ECC Dispatcher has properly dispatched a call for service, they has discharged their responsibility and authority relative to the call.
2. An ECC employee assigned to NCIC (NCIC Operator) shall:
 - a. Be certified to use NCIC, including the Criminal Justice Information System (CJIS) and WITS, and have access to the information.
 - b. Query systems for safety sensitive information used by the Department including, but not limited to:
 - i. New Mexico Motor Vehicle Division inquiries;
 - ii. National Law Enforcement Telecommunication System (NLETS);
 - iii. NCIC inquiries;
 - iv. NMLETS;
 - v. Triple I; and
 - vi. WITS.
 - c. Answer incoming emergency and nonemergency calls using a multi-line phone system, when assigned;
 - d. Work as a team to accomplish the tasks and goals of the division by maintaining professional and continuous communication between co-workers;
 - e. Route incoming teletypes from out-of-agency law enforcement agencies to interdepartmental offices;
 - f. Send teletypes to out-of-agency law enforcement agencies, including, but not limited to:
 - i. Training;
 - ii. Welfare checks;
 - iii. Confirmation of warrants;
 - iv. Stolen vehicles; and
 - v. Updates on requested welfare checks.
 - g. Query the NCIC database, including CJIS database and WITS, for wanted individuals; stolen articles, vehicles, and boats; MVD registration; and driver's license checks.
 - i. When a WITS entry is obtained, the inquiring officer shall be notified immediately of a possible entry and to stand-by for verification along with any additional information affecting the officer safety while safeguarding the transmission.
 - ii. NCIC Operator immediately shall contact the BCSO Warrants Division to verify status of the entry.
 - iii. If the entry is verified, NCIC Operator shall advise the inquiring officer.
 - iv. If the BCSO Warrants Division advises that a warrant has not been located, the NCIC Operator shall advise the inquiring officer that they do not have a confirmation and an explanation may be provided.
 - h. Advise Department personnel of an NCIC entry and provide all necessary information for the officer to determine whether they are in possession of the property.
 - i. Perform Triple I checks upon the request of authorized Department personnel.
 - i. The NCIC Operator shall email or fax the Triple I Form to the authorized personnel who requested the check.



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- ii. Authorized Department personnel may fax their completed and signed form to NCIC.
- iii. The ECC employee assigned to NCIC shall destroy the form, and the faxed copy in the requesting sworn personnel's possession will become the primary document.
- iv. Sworn personnel who requested the Triple I check that is fifteen (15) pages or more shall pick up the printout.
- v. The ECC employee assigned to NCIC shall maintain a Triple I log for one (1) rolling year.
- j. Perform MVD inquiries to include driver and vehicle license checks by name, date of birth, social security number, license plate, and/or vehicle identification number (VIN).
 - i. This information is for Department or criminal justice system use only and Department personnel shall not release the information to the general public.
- k. Perform other duties including, but not limited to:
 - i. Monitor the Department's smartphone application and generate calls when needed;
 - ii. Maintain the Department system that tracks the release of individuals charged with a domestic violence offense;
 - iii. Shred documents per retention policy guidelines; and
 - iv. Generate calls for Certificates for Evaluation (CforE).
- l. For out-of-agency NCIC entry confirmation, advise Department personnel as follows:
 - i. When a possible NCIC entry is obtained on an entry other than Department entry;
 - 1. The ECC employee assigned to NCIC shall advise Department personnel requesting the query of a possible entry and shall provide all pertinent descriptors for verification, along with any additional information affecting the officer's safety while safeguarding the transmission.
 - ii. If they have a confirmation of entry;
 - 1. The agency shall be contacted immediately, utilizing a entry confirmation request by teletype or, in the event, NCIC is down, by telephone to confirm the status of the entry. In the case of a Wanted Person, it shall be required to request whether or not the entry is valid and if the agency will extradite.
 - 2. When the entry is verified, the inquiring officer shall be immediately notified.
 - iii. If the agency is unable to confirm or verify the entry due to lack of access to the proper records, the inquiring officer shall be advised;
 - iv. If the agency states that the entry is no longer valid due to such things as cancellation or recovery, the inquiring officer shall be advised that they did not receive confirmation and an explanation may be provided; and
 - v. When locating an entry. The NCIC Operator shall:
 - 1. Locate the inquiry whenever an individual is taken into custody or property is seized based upon an out-of-agency NCIC entry;
 - 2. Complete the NCIC Entry Log;



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- A. All outside NCIC entries shall be logged.
- 3. Send out NMLETS messages;
 - A. NCIC drafts an administrative message to be sent to the agency informing them of our actions concerning their entry.
- 4. Query vehicles; and
 - A. The NCIC Operator shall send an Entry Confirmation Request to the agency requesting confirmation on their entry. Our return message must contain the condition of the vehicle and where it is stored.
 - B. If an arrest was made that information should also be included.
- 5. Enter other property.
 - A. The NCIC Operator shall request that the agency send an Entry Confirmation Request confirming if the property is stolen.
- m. Assist with Department entries into NCIC by an outside agency;
 - i. The NCIC Operator shall refer outside agencies attempting to verify Department entries into NCIC about stolen vehicles or property to Records Division NCIC Reporting Unit personnel. The NCIC Operator shall refer inquiries about a wanted person to the BCSO Warrants Division.
- n. Assist with Department entries queried by Department sworn personnel;
 - i. When an NCIC entry is received on a Department entry for a wanted individual by Department personnel, the NCIC Operator advise the inquiring officer of a possible entry and provide all pertinent descriptors for verification. The NCIC Operator shall advise the officer to stand by for confirmation.
 - ii. Any additional information affecting the officer's safety shall be transmitted, along with any additional information affecting the officer's safety while safeguarding the transmission.
 - iii. Confirmation of Entry
 - 1. The employee assigned to NCIC shall contact the BCSO Warrants Division to verify that the warrant is still outstanding.
 - 2. The employee assigned to NCIC immediately shall notify the inquiring officer when the entry has been verified.
- o. Provide assistance with the stolen vehicle recovery system; and
 - i. Sworn personnel shall switch to the NCIC Talk Group to obtain information on the reply code. If the officer is out with the vehicle, the NCIC Operator shall confirm on the entry.
 - ii. The NCIC Operator shall complete the Stolen Vehicle Recovery System log on the reply code that was queried.
 - iii. The NCIC Operator shall also ask the officer to which frequency they are switching.
- p. Be responsible for NCIC operational statistics.
 - i. At the end of each day, the NCIC Operators shall be responsible for logging NCIC operational statistics.
 - ii. The NCIC Operator shall include the information collected from operational statistics in the ECC monthly report and shall provide the information to the ECC Administrative Assistant.

3. The Telecommunicator I (Call Taker) shall:



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- a. Answer incoming emergency and nonemergency calls using a multi-line phone system;
- b. Screen, evaluate, provide assistance, coordinate, and disseminate critical information via specialized computer and communication systems, and/or refer calls to the appropriate person/department;
- c. Perform multiple activities simultaneously by responding to communications and events while maintaining precision, accuracy, and swift response times;
- d. Work in a team setting while receiving training and coaching from various sources;
- e. Monitor ECC phone lines;
 - i. The Call Taker shall be responsible for answering all incoming phone calls on the 911 emergency lines, non-emergency 505-242-COPS (505-242-2677) lines, and ring-down lines.
 - ii. The Call Taker shall answer calls in the following order:
 1. 911 emergency lines through automated call distribution;
 2. Calls in queue (911 lines waiting to be answered);
 3. Ring down lines (BCSO, New Mexico State Police (NMSP), and AFR); and
 4. Non-emergency lines (505-242-COPS or 505-242-2677) through automated call distribution.
- f. Maintain knowledge of priority of calls;
 - i. The Call Taker shall evaluate the priority of calls as they are received. At any time, the Call Taker can override the priority assignment.
 - ii. For Priority 1 calls, the Call Taker shall:
 1. Keep the caller on the line while obtaining location information; business name; the individual's information, including whether the individual is intoxicated and/or taking medications; weapon information; vehicle information; and direction of travel;
 2. Create a call for service assigning the event type and include a brief summary about the incident as soon as possible;
 3. Continue to gather information about the incident occurring and shall add comments to the call;
 4. If questions are asked by the officer or ECC Dispatcher in the call, place the answer in the remarks, which shall ensure a quick return of information for the responding officer;
 5. Keep the calling party on the line until sworn personnel arrive at the scene; and
 6. If the incident requires a police and medical response, obtain enough information to create a call for service; then, shall transfer the call to AFR while staying on the line. The AFR Dispatcher and the Call Taker shall work together to gather information from the caller for both types of responses (see the section in this SOP on transferring calls).
 - iii. For Priority 2 calls, the Call Taker shall:
 1. Obtain information from the caller and create a call for service;
 2. Inform the caller an officer will respond; and
 3. Stay on the call until an officer arrives.



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- iv. For Priority 3, 4, and 5 calls, the Call Taker shall:
 - 1. Obtain information from the caller using the non-emergency checklist;
 - 2. Create a call for service;
 - 3. Advise the caller of the appropriate time delay; and
 - 4. End the call according to protocol.
- g. Use the following procedures when answering incoming calls:
 - i. Nonemergency calls shall be answered with the following greeting:
 - 1. "Albuquerque Police, Operator #. How may I help you?"
 - ii. Emergency calls shall be answered with the following greeting:
 - 1. "911 Emergency"
 - iii. Other external incoming lines shall be answered with the following greeting:
 - 1. "Albuquerque Police, Operator #. How may I help you?"
 - iv. It is important to portray a professional attitude and to obtain information necessary for the proper handling of the call;
 - v. All personnel shall speak clearly and concisely and maintain courtesy at all times. Replies shall be positive, brief, and businesslike, but not abrupt;
 - vi. If the Call Takers identity is requested by a community member, only the man number shall be provided; and
 - vii. The Call Taker shall make a reasonable effort to supply information and/or assistance to a caller. When necessary, promptly refer the caller to the appropriate department, section, or outside agency.
- h. Maintain control of the conversation to the best of their ability;
 - i. The Call Taker shall control or "take charge" of the conversation, consistent with the ECC Training Manual.
- i. Use the following protocol when answering emergency phone calls:
 - i. The first few seconds of a conversation will determine the type of call: emergency, nonemergency, complaint, or general information. Once a call is determined to be an emergency, use of the Department Emergency Communications Emergency Checklist is mandatory. Not all the questions are necessary in all cases; however, it is mandatory that the Department Emergency Communications Emergency Checklist be followed to determine the key questions as well as when to submit the data;
 - ii. If the call is not an emergency but requires dispatch, the Call Taker shall create the incident before the call is disconnected. The Call Taker shall educate the caller to call 505-242-COPS (505-242-2677) with nonemergency situations;
 - iii. ECC personnel shall keep Department personnel and community member safety first and foremost in mind during any conversation with a community member, being continually alert to any situation that has the potential of being hazardous to Department personnel;
 - iv. If the call is not of a police nature, the Call Taker shall supply the caller with the appropriate agency and telephone number;
 - v. The Call Taker shall always ask the caller if contact is needed and add notes to the call; and
 - vi. When additional phone calls for an active call for service come into the ECC, remarks shall be added to the original CAD Incident.
- j. Verify addresses, quadrant, and phone numbers;



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- i. When an address and/or telephone number is given by the caller, the Call Taker shall always repeat back to the caller the address, including the apartment/unit number, the quadrant (NE, NW, SE or SW), and the phone number.
- k. Transfer calls, when deemed necessary, as follows:
 - i. There are times when calls for service are received by the Call Taker that require a response from an area outside of Department jurisdiction. The courteous and prompt handling of these calls is extremely important;
 - ii. The Call Taker shall stay on the line when transferring a call and brief the called party about the incoming call;
 - iii. Emergency Calls: When a 911 emergency comes into the center and needs to be transferred to another police agency outside Department jurisdiction, the Call Taker shall:
 1. Determine jurisdiction from the information given;
 2. Advise the caller they are being transferred, not to hang up, and that they may need to provide their address again to the other agency; and
 3. Ensure that the other agency obtains the correct address before releasing the call.
 - iv. If for any reason the call is transferred back to the ECC, accept the call and enter a call for service;
 - v. If an agency transfers a call to another agency and the jurisdiction is unclear or in conflict, the receiving agency accepts and enters a call for service;
 - vi. Consistent with the New Mexico Administrative Code on public safety answering points (PSAP), the Call Taker may only transfer callers to 911 to another PSAP once. If, after the Call Taker transfers the call, the 911 caller is not connected to the appropriate PSAP, the receiving PSAP takes all of the necessary information to:
 1. Handle the call and then contact the appropriate PSAP for response;
 2. Take appropriate action to make sure the community member does not talk to various agencies multiple times;
 3. Verify that the other agency is responding;
 4. Verify that the other agency is going to call the caller or have the caller contact them;
 5. At no time shall the word "refused" be used or indicated on the call regardless of the priority; and
 6. Indicate what occurred, such as call transferred from BCSO, and advise the shift supervisor of the CAD number.
 - vii. All nonemergency calls received at the ECC intended for another agency shall require the Call Taker to give the phone number for the agency needed and to ask the calling party to call the outside agency directly. If the caller is unable or unwilling to call the outside agency, the Call Taker is to transfer the caller;
 - viii. A Call Taker shall not transfer calls back into the call queue;
 - ix. When calls are received from a caller who is Limited English Proficient (LEP), the Call Taker may either transfer the caller to a Call Taker who has demonstrated fluency in a specific language and has approved current



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certification on-file or to use an interpretation service. All other calls need to be handled by the initial Call Taker;

- x. It is critical to remember that no community member shall be told in a life-threatening emergency to hang up and contact the correct agency. The initial contact shall always be made by the Call Taker receiving the call;
- xi. For transfers to AFR:
 - 1. The following procedures are for calls that are received, but are not immediately identifiable as criminal acts:
 - A. The Call Taker shall determine the nature of the emergency when fire and/or rescue is requested. When fire or medical response alone is necessary, the call shall be transferred to AFR by using the transfer line. The Call Taker can only disconnect after the address or location of the incident is determined by AFR; and
 - B. In the event a distraught caller provides only the address and requests fire and/or rescue response and disconnects, the Call Taker shall attempt a call back. If the call back is unsuccessful, the Call Taker shall notify AFR of the call and create a call for service. The comments shall read that the caller disconnected the call and that the call is of an unknown nature.
 - 2. To determine if an emergency medical call needs to be transferred to AFR (Confirmed Patient Dispatching);
 - A. AFR does not respond to events where the patient is not confirmed. This means there needs to be an observer present who can actually see the patient, such as an officer or community member who is with the individual needing assistance.
 - B. To determine if the caller needs to be transferred to AFR is by asking, "Are you with the victim/patient?" If the caller is not with the victim/patient, the caller does not need to be transferred to AFR.
 - C. The Call Taker handling the call shall advise AFR of an event needing an AFR response.
 - 3. When transferring a call to AFR:
 - A. Hand off the call with as little conversation as possible so AFR can question the caller. Listen to make sure we have the address correctly. Only if the caller cannot speak should the Call Taker provide the address;
 - B. The Call Taker shall then disconnect once the caller provides the address. This will tell AFR we are not responding, and they must call us back if a police response is needed; and
 - C. Call/Response for Both AFR and the Department: The Call Taker shall utilize the response transfer line and stay on the line to listen for safety concerns and to take the call back over once AFR releases the caller to us. The Call Taker handling the call should determine if this is a call where a PD response is needed, and the Call Taker should be entering a call for service while transferring the call.
- i. When a community member calls to cancel a call for service, add appropriate remarks in the comments field indicating why the call should be cancelled.



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Always add the name of the cancelling party. The original calling party and the cancelling party should be the same;

- i. Hold up alarms, duress alarms, and domestic violence calls shall not be cancelled.
- m. Ping a cell phone when requested by the on-duty ECC Shift Supervisor;
 - i. Some incidents require pinging a cell phone number due to exigent circumstances when the location is unknown.
 - ii. If a Call Taker believes a trace/ping should be done they shall advise the on-duty ECC Shift Supervisor of the situation and wait for approval/denial.
 - iii. If approved and a location is determined, the Call Taker shall generate a call for service.
- n. Adhere to training procedures for taking calls from people who are deaf, hard of hearing, and/or speech impaired as follows:
 - i. Voice Carry Over (VCO) and Hearing Carry Over (HCO):
 - 1. Some callers have the use of speech and will use VCO. This means the caller is able to speak directly into the telephone, but the Call Taker needs to type back on the TTY.
 - 2. In cases where the caller is able to hear, but not able to speak, they may use HCO. This means the caller will type on the TTY, and the Call Taker shall speak to the caller to reply.
 - ii. Receiving a TTY Call:
 - 1. The Call Taker must recognize TTY signals and "silent" calls. The Call Taker should consider a "silent" TTY call in situations where no disconnect or background noise is heard. A TTY transmission shall be sent on all "silent" calls.
 - 2. In compliance with Americans with Disabilities Act, the Call Taker shall challenge all silent calls to ensure that a TTY caller is not on the other line and to determine if the caller is attempting to report an emergency using a special communications device for hearing impaired. This shall always be done before disconnecting.
 - iii. Transferring a TTY Call:
 - 1. When connecting a TTY caller to another agency such as AFR or an outside agency, treat the transfer the same any other call. Tell the TTY caller what is being done. Use the phrase, "Stay on the line, transferring your call," from the drop-down menu in the TTY system.
 - 2. Announce the call to the other agency, specifying this is a TTY transfer. Tell the other agency what the problem is, provide the address, if known, and repeat that a TTY is necessary. Disconnect once verified that the transfer is complete and the address is known.
- o. Perform the procedures for non-English language speakers consistent with SOP Language Access Procedure (refer to SOP Language Access Procedure for sanction classifications and additional duties);
- p. Refer calls to the City of Albuquerque 311 Community Contact Center;
 - i. When receiving a call that concerns a matter that 311 personnel handle, the Call Taker shall inform the caller they need to call 311 (or 505-768-2000) and politely disconnect the call.

N/A



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N/A

- q. Refer calls to the TRU (refer to SOP Telephone Reporting Unit for sanction classifications and additional duties);
- r. Refer calls to a substation
 - i. Types of calls referred to the substation include the following:
 - 1. Caller from an established Neighborhood Watch; contacting a Crime Prevention Specialist; or
 - 2. Vehicle accidents.
 - ii. Refer callers who wish to obtain traffic accident reports or copies of any report in person to the Records Department or to any area command substation.
- s. Use the following telephone techniques;
 - i. The Call Taker shall be the community member's advocate and create a call for service regardless of whether the caller is:
 - 1. A small child;
 - 2. A person with a developmental disability;
 - 3. At a medical facility;
 - 4. An elderly person; or
 - 5. A person whose behavior on the phone is unusual, rude, or disruptive.
 - ii. Use skilled questioning techniques in order to prompt these callers for additional information. In the event the caller is unable to provide sufficient information, the Call Taker shall generate a welfare check;
 - iii. The Call Taker shall not hang up on a caller, even if the caller is using abusive language. If the call continues to escalate, the Call Taker should notify the ECC Shift Supervisor who has the discretion to take over the call;
 - iv. Empathy should be used when speaking with a caller. The Call Taker should acknowledge and be aware of the community member's situation and emotions. The Call Taker shall not sound patronizing to the community member;
 - v. The Call Taker shall need to speak clearly, politely, and calmly. Due to the tension and adversity under which many calls are made, the Call Taker must be aware that the abusive demeanor is not directed at them personally;
 - vi. Using the CAD, Call Taker should keep themselves informed of conditions in the field that may result in the delayed arrival of Department personnel and inform the callers of the delay;
 - vii. The Call Taker should not make any commitments to the community member. If a commitment is made, add comments to the incident for the Dispatcher and the officer who is expected to meet the commitment; and
 - viii. When talking to the public or with other agencies, do not use slang terminology, ten codes, or other technical terms.
- t. Assist callers for Priority 1 in-progress calls that are outside of the Department's jurisdiction;
 - i. The Call Taker shall keep the caller on the line when they are reporting an in-progress call from outside the Department's jurisdiction.
 - 1. The Call Taker shall attempt to transfer the caller to the law enforcement agency having jurisdiction.
 - 2. If the transfer is unsuccessful, the Call Taker shall keep caller on the line and have another Call Taker make contact with the law enforcement



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agency having jurisdiction and relay the information. When the telephone call is operator-assisted, the Call Taker shall advise the telephone company operator to connect the caller to the appropriate law enforcement agency.

- u. Perform miscellaneous phone procedures, including but not limited to:
 - i. Process messages for sworn personnel;
 - 1. Calls for Department Personnel who Are On-Duty: The Call Taker shall provide the phone number for the officer's assigned substation. The Call Taker shall obtain the name of the person calling, and their home and business telephone number. Whenever possible, The Call Taker shall identify what the call is in reference to, including the case number and/or CAD number if applicable, and send the information to the officer via MDT or telephone.
 - 2. Calls for Department Personnel who Are Off-Duty: The caller will be advised to call the substation during normal business hours to leave a message.
 - 3. Calls for Department Personnel that Are Of An Emergent Nature: The Call Taker shall forward the call to the officer via the MDT, or to the officer's cell phone if the officer does not have an MDT, and advise the ECC Shift Supervisor.
 - 4. The Call Taker shall give the event number or case number and advise the caller to call the appropriate substation during regular business hours for calls for Department personnel with follow-up information to cases during regular business hours, or calls from community members calling with follow-up information to cases several days old.
 - 5. Calling Department Personnel at Home: The ECC Shift Supervisor shall authorize the Call Taker to contact an off-duty sworn or civilian personnel at home when necessary.
 - ii. Process information requests from Department personnel: The Call Taker shall only release a Department's employee's personal information to Department personnel who are requesting it when a valid man number has been verified.
 - iii. Handle protective orders and domestic violence restraining orders;
 - 1. The BCSO Civil Process Division serves protective orders and domestic violence restraining order. If immediate response is necessary, the Call Taker shall create a call for service. A victim advocate can also be used at the request of an officer.
 - 2. If immediate response is unnecessary, the Call Taker shall provide the phone number of the BCSO Civil Process Division and the hours of operation.
 - 3. The Family Advocacy Center (FAC), along with the various community partners and advocates, have implemented a phone line to report domestic violence. Victims are encouraged to report situations involving domestic violence and sexual assault at 505-245-STOP (or 505-245-7867).
 - A. The community is encouraged to call 505-242-COPS (or 505-242-2677) and/or 911 when possible, but there are situations when they



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- are afraid to call for an officer. There is no change to existing practice regarding how Telecommunicator I's handle any 505-242-COPS or 911 calls; that is, continue to process these calls according to procedure. This phone line gives the community another option to seek assistance.
- B. Representatives from the FAC will answer the phone line Monday through Friday during business hours. Outside of business hours, the phone calls will be forwarded to 242-COPS. If the caller states they didn't call us, ask them what number they dialed. If they indeed called 245-STOP, please screen the call to determine if an immediate response is needed or if the caller is wishing to report a situation and be contacted by an officer. Enter a call for service.
 - C. If the caller wishes to speak to someone directly from 245-STOP and there is not an immediate safety issue, please ask the caller to call again during business hours.
- iv. Serve eviction notices: The BCSO Civil Process Division primarily serves eviction notices. If an emergency situation exists, the Call Taker shall create a call for service and shall add remarks detailing the situation.
 - v. Obtaining calls for service for civil complaints: The Call Taker shall not create a call for service on civil complaints, such as landlord/tenant problems, employer/employee problems, and contractual disputes, where there is no criminal violation of the law. The Call Taker shall advise the caller to contact an attorney or appropriate agency for advice or assistance. The Call Taker may create a call for service depending on the circumstances, such as a disturbance or fight, or if the caller is demanding to meet with an officer.
 - vi. Handling calls from frequent callers: In the case of a frequent caller, it is important to listen to what the caller is saying and if there is no actual police need. If no police response is needed create an Enter Advised Call. If the caller is stating that a police response is required create a call for service.
 - vii. Conduct phase I, I.5, and II wireless 911 disconnected calls as follows:
 - 1. The Call Taker shall attempt to call back a wireless telephone caller when a 911 call is routed to ECC and the call disconnects before personnel can determine whether assistance is needed. The Call Taker shall call the number back once to make this determination. If the callback attempt goes to voice mail;
 - 2. If contact is made with the caller, the Call Taker shall follow pre-established call-handling procedures to determine whether a call for service is necessary;
 - 3. The Call Taker shall initiate efforts to re-contact the caller to determine the nature of the incident and an accurate location for an appropriate call for service, according to pre-established procedures, if there is any evidence of an emergency situation requires action;
 - 4. If the call comes in as Phase II and attempts to contact the caller are unsuccessful, the Call Taker shall create a call for service based on the caller location provided by the 911 system;



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5. The Call Taker should pay close attention to background noise, tone, and word choice of the caller as additional evidence to assist with determination of the status of the 911 call. The time of day and location of the caller may be additional clues to indicate whether a response is necessary. In any situation where the Call Taker believes an emergency situation may exist, an appropriate call for service shall be created;
6. The Call Taker may disregard a wireless 911 call when they have asked appropriate follow-up questions to make the determination if there is evidence that the call is one of the following situations:
 - A. A 911 misdial when the caller stays on the line and admits to the misdial;
 - B. An unintentional call is when the Call Taker can hear a conversation, radio, etc., in the background and has listened sufficiently and checked with a TTY to determine whether there is no indication of an emergency situation; or
 - C. Children playing on the phone or prank calls to 911.
7. In the event the nature of the call requires an emergency call for service and the location is known, the Call Taker shall take the following action:
 - A. If the approximate location is known, the Call Taker shall document the origin of the call as follows:
 - i. Use the emergency checklist;
 - ii. Document the additional information; and
 - iii. If the call was a wireless call and no location is provided, document:
 1. Longitude and latitude (converted to physical location);
 2. Nearest landmark (center of search area);
 3. Approximate search radius (if indicated); and
 4. Type of call (if no other information is available):
 - A. Silent;
 - B. Hang-up;
 - C. Abandoned; and
 - D. Other.
 - viii. Perform the following procedures for handling calls from community members following another vehicle:
 1. Community members may call and state that they are following a vehicle. Their call provides the Department with the opportunity to apprehend person(s) who are violating the law.
 2. In situations in which the community member is following a vehicle, it is important to communicate to the community member to stop following the vehicle for their own safety. The Call Taker shall communicate any vehicle description and direction of travel in the CAD.
 3. If the caller refuses to stop following the vehicle, the Call Taker shall add comments to the call for service and obtain information per call taking procedures.
 4. These calls shall be entered and/or upgraded if the circumstances support it.
 - ix. Perform the following Telematics procedures;



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1. A request for a call for service may be made in appropriate situations when reported through automatic collision notification sensors or manual activation of a dedicated emergency button in a vehicle equipped with telematics service.
2. The Telematics Call Center (TCC) is staffed with operators to assist callers. In the event a call is received from a Telematics operator, the Call Taker shall:
 - A. Immediately confirm that the call is within the Department's jurisdiction and, if necessary, redirect the call to the appropriate PSAP/agency;
 - B. Request that the TCC operator allow the caller to conference in on the call if the caller reporting the emergency is not immediately on the line;
 - C. Confirm with the vehicle operator/occupants the essential information provided by the TCC operator;
 - D. Handle the call according to this SOP and assess the call type and priority. If the call requires AFR assistance, handle according to the transfer protocol;
 - E. Note the call with the TCC reference number and callback number; and
 - F. Advise the TCC operator of the action to be taken on the call. The TCC operator may elect to remain on the line with the caller pending arrival of emergency personnel.
- x. Handling automatic collision, Crash Notification (CAN), or Automatic Transmission of Additional Enhanced Crash-Severity Data (AACN) calls. This type of call is received from the vehicle's telemetry equipment, which indicates there has been an airbag deployment or other indications of a crash. The TCC operator in this case has no voice contact with the occupant(s) of the vehicle. There is a high probability that a serious emergency condition exists;
 1. The Call Taker shall confirm that the call is within the Department's jurisdiction, and if necessary, shall redirect the call to the appropriate agency;
 2. If a conference call has not already been established, request that the TCC operator allow the Call Taker to be conferenced in to monitor the vehicle and attempt to establish voice contact;
 3. The Call Taker shall confirm with the TCC operator all the relevant information concerning the location and any specific telematics data;
 4. Process the call for service consistent with pre-established policies and procedures;
 5. Inform the TCC operator of the action to be taken; and
 6. Record the TCC reference number and callback number to expedite future contact regarding the call.
 7. The TCC operator may elect to continue to monitor the connection, even when the Call Taker leaves the conference call. In all cases, the Call Taker shall make a clear request that the TCC operator immediately call



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- back with any additional information, such as voice contact is established and determination of any injuries.
- xi. Perform the following procedures if a vehicle's Emergency Button Activation is pressed and no one is responding:
 1. Confirm that the call is within the Department's jurisdiction, and if necessary, redirect the call to the appropriate agency;
 2. If a conference call with the vehicle is possible, request that the TCC operator promptly allow the Call Taker to be conferenced in to the vehicle to verify no voice contact;
 3. Confirm with the TCC operator all the relevant information concerning the location and any specific telematics data;
 4. Process the call for service consistent with pre-established policies and procedures;
 5. Inform the TCC operator of the action to be taken and handle the call as a 911 open line; and
 6. Record the TCC reference number and callback number to expedite future contact regarding the call.
 7. The TCC operator may elect to continue to monitor the open connection for additional information or until the arrival of a public safety unit
 - xii. Obtaining a stolen vehicle location (stolen vehicle events);
 1. Upon verification that a stolen vehicle report has been filed with the appropriate law enforcement agency, the TCC operator will coordinate vehicle location and tracking activities with the appropriate PSAP or sworn personnel handling the case.
 2. When a call is received from a TCC operator regarding a stolen vehicle, handle the call per pre-established protocol.
 3. The Call Taker may also initiate contact with the TCC operator on behalf of law enforcement requesting assistance in locating a vehicle. The TCC Operator may need the subscriber's pre-registered password prior to providing location information. In the case of an in-progress crime involving an immediate life-threatening situation, the ECC Shift Supervisor shall coordinate with the on-duty Telematics Service Provider (TSP) supervisor.
 - xiii. Obtaining recovered stolen vehicle information. A stolen vehicle may be located by the owner of the vehicle or by a law enforcement agency. The vehicle in question may be stationary or may be moving;
 1. When a call from a TCC operator is received advising that a stolen vehicle has been located, the Call Taker shall follow the established policy in locating and recovering a stolen vehicle.
 2. The Call Taker shall notify the appropriate TSP of the relevant action that needs to be taken.
 3. The Call Taker shall record the TCC reference number and call back number to expedite future contact regarding the call.
 - xiv. Adhere to the following guidelines for relaying information to a TSP:
 1. The Call Taker shall use plain language to reduce confusion and misinformation. The Call Taker and TCC operators should not use acronyms during the relay of information and during a call for service.



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2. The Call Taker shall use the phonetic alphabet whenever necessary to ensure accurate relay of information, including such things as proper names, occupant information, location information, and VINs.
- xv. Adhere to the following general Guidelines for a callback-related to a response:
 1. The TCC operator will treat a request for information that includes the telematics incident number as a valid request for assistance from PSAP.
 2. The Call Taker should provide the name and callback number of the ECC and their operator number for further validation of the request.
 3. During certain in progress emergency situations, the Call Taker may escalate the call to the ECC Shift Supervisor to contact the Telematics provider and request to speak with a Telematics supervisor in order to discuss coordination and special assistance.
 - A. Supervisor-to-supervisor interaction may be necessary to obtain critical life-safety information when there is not sufficient time to formally process a request for information through normal channels, such as with a subpoena. Life safety information is only applicable to vehicle location information. Be aware that the TCC may be restricted in providing any other additional customer information without the request being processed through normal channels, such as via judicial subpoena.

C. BOLO Calls for Service

1. The ECC provides standardized formats and procedures for broadcasts of wanted and missing persons, BOLO's, wanted vehicles, and stolen vehicles.
 - a. BOLO for Driver or Vehicle
 - i. Upon receiving a call for a driver or vehicle for which the caller has provided a plate number, the Call Taker shall enter the BOLO as a call for service.
 - ii. The CAD command shall be used to enter the plate and state information of the vehicle. This is to include any BOLO given by TRU personnel.
 - iii. The Call Taker shall note on the call that the created event is a BOLO only and indicate whether TRU personnel passed on the information.
 - b. Other BOLO Broadcasts
 - i. When Department personnel request a BOLO broadcast, the ECC Dispatcher shall take the information provided and add it to the original call for service. The ECC Dispatcher shall then re-voice the information on their assigned frequency.
 - ii. The ECC Dispatcher shall create another call for service in a BOLO format with a BOLO Ten Code and cross-reference the events. A CAD message shall then be sent to all other dispatch consoles requesting the information be broadcasted on each frequency.
 - iii. Once this is completed, the original ECC Dispatcher shall send the BOLO call for service to their BOLO officer and clear the call with a BOLO disposition.



E. Complaints from Community Members

N/A

1. ECC personnel shall refer community member complaints to the Civilian Police Oversight Agency (CPOA) (refer to SOP Complaints Involving Department Personnel for sanction classifications and additional duties).
2. For complaints from community members who request to speak to a supervisor, ECC personnel who receive the complaint shall forward the complaint to the ECC Shift Supervisor.
 - a. If the ECC Shift Supervisor is unavailable, ECC personnel shall request the caller's name and phone number and shall provide the information to the on-duty supervisor.

F. Conflicts Between ECC Personnel and Department Personnel

1. Call Takers, NCIC Operators, and ECC Dispatchers encountering conflicts based on ECC procedures or problems during their shifts shall report them to the ECC Shift Supervisor.
2. Department personnel advising procedural complaints regarding ECC personnel shall be directed to contact their immediate supervisor.
3. Disputes over the radio between Department personnel and ECC personnel shall not be tolerated.
 - a. When Department personnel request urgent assistance that conflicts with ECC policies, the Call Taker or ECC Dispatcher shall complete the assignment, then refer the situation to the ECC Shift Supervisor.
 - b. The problem shall then be discussed laterally by a supervisor and ECC Shift Supervisor. If the matter requires further attention, they shall document the problem in writing to their respective chains of command.
4. ECC personnel shall notify the ECC Shift Supervisor immediately when Department personnel have not complied with radio protocol, such as tonality, being rude, or being unprofessional. The ECC Shift Supervisor shall notify the Department personnel's supervisor, either directly or by letter, through the chain of command, when deemed necessary.

G. Conflicts with Community Members or Personnel from Other Agencies

1. ECC personnel shall not argue with members of the community or personnel from other agencies.
2. The ECC Shift Supervisor shall take care of any issues or complaints.



3. Call Takers, NCIC Operators, and ECC Dispatchers encountering conflicts based on ECC procedures or problems during their shifts shall report them to the ECC Shift Supervisor.

H. Code of Conduct and Ethics

1. Workplace Professionalism and Representation

a. ECC personnel shall:

N/A

- i. Abide by the requirements set forth in SOP Personnel Code of Conduct and City Personnel Rules and Regulations (refer to SOP Personnel Code of Conduct for sanction classifications and additional duties);
- ii. As a public sector employee, provide services to the community in line with the policies set forth by the City of Albuquerque and the Department. This places ECC personnel in a unique position of trust, requiring standards of ethical behavior that reflect the community's expectations;
- iii. Remember that they are a reflection on the ECC and are representing the entire Department and City;
- iv. Conduct themselves with the highest degree of integrity and professionalism in the workplace or in any other location while on City business. This means that ECC personnel shall:
 1. Serve the public by providing impartial and accurate information;
 2. Act honestly when performing duties;
 3. Conduct themselves in public in a manner that shall not reflect adversely on the city, its agencies, or other city personnel;
 4. Treat the public and other personnel with respect and courtesy, having regard for the dignity of the people with whom we interact;
 5. Promote equity, value, and diversity in the work and community environment;
 6. Prevent bullying or other forms of harassment in or outside the workplace;
 7. Provide responsive, timely, effective, and efficient services to the community and the government; and
 8. Read, sign, and abide by the code of ethics and ECC values.
- v. Be professional when using voice transmissions, MDTs, CAD, or telephones. Jokes, profanities, or voice inflections which reflect or indicate irritation, disrespect, or sarcasm shall not be used;
- vi. Only use MDTs and CADs for Department purposes;
- vii. Abide by the requirements set forth in SOP Harassment/Sexual Harassment in the Workplace (refer to SOP Harassment/Sexual Harassment in the Workplace for sanction classifications and additional duties);
- viii. Directly report any concerns to the ECC Shift Supervisor;
- ix. Be prohibited from sleeping at consoles;
- x. Be permitted to use electronic devices, such as DVD players and laptops, on the operational floor and at individual positions. Movies can be viewed and games can be played, provided the volume is kept low, and they do not affect coworkers or interfere with the ECC personnel performance. Any

N/A



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- material viewed within the ECC must be appropriate for the workplace. If there are any concerns with the material, management shall be contacted.
- xi. Be prohibited from using any cellular phone, electronic device, or any other item or activity, such as reading, working on crafts, games, that does not relate to the assigned function of the position during sit-a-longs, training, group visits, any ECC tours, or any other special visit to the ECC;
 - xii. Be permitted to play board games, read, and work on crafts, and permitted to use other electronic devices, providing the activity does not interfere with the operations and the individual's performance;
 - xiii. Store all personal items in a locker or taken home at the end of each shift;
 - xiv. Be prohibited from engaging in loud or disruptive behavior, such as loud laughter, pounding on consoles, and yelling at coworkers, Department personnel, supervisors, or the public;
 - xv. Be prohibited from using offensive, abusive, or obscene/profane language when talking with the public, personnel from other agencies, or coworkers in the ECC. ECC personnel are expected to treat all those with whom they come in contact professionally and with respect. Failure to do so may result in disciplinary action;
 - xvi. Be prohibited from going behind the control console, accessing the key lock box, entering supervisory or Research and Recording offices and storage rooms, or using the CAD file maintenance console without prior permission;
 - xvii. Regarding personal phone use:
 1. Under no circumstances shall ECC personnel receive personal phone calls on the 911 emergency lines.
 2. ECC personnel are expected to complete personal phone calls during their break periods. Personal phone calls are not permitted at the console and/or recorded positions. An exception shall be made for emergency calls. When necessary to receive an emergency personal call, the employee is to notify the ECC Shift Supervisor. Violations of this directive are subject to disciplinary action.
 3. A phone has been provided in the break room for ECC personnel to use. This phone may be used during scheduled breaks and lunch periods. In the event personnel needs to make an emergency call, they shall notify the on-duty supervisor prior to exiting the room. Supervisory approval is also required if an employee is expecting an urgent or emergency phone call.
 4. ECC personnel shall have no expectations of privacy. All telephone calls made on the 911-phone system are subject to supervisory review and shall be considered as evidence.
 5. Cell phones must be kept on vibrate or silent with the exception of the Shift Supervisors.
 6. Any supervisor can prohibit the use of any cellular phone, electronic device, or any other item or activity if the item or activity is interfering with an employee's performance or the performance of the team.
 - xviii. Abide by the requirements set forth in SOP Social Media (refer to SOP Social Media for sanction classifications and additional duties);



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1. Guidelines, policies, and expectations for ECC personnel who use social networking and social media are as follows:
 - A. ECC personnel shall only access social media sites through personal electronics during breaks and lunches, away from the ECC floor.
 - B. ECC personnel who use social networking sites, blogs, and other similar sites or similar mediums of electronic communication during their off-duty time shall maintain an appropriate level of professionalism and conduct, so as not to present information in a manner that is detrimental to the mission and function of the Department. This information includes information regarding incidents under investigation; and Department-use only information, such as details of CAD events, accounts of events, which occur within the ECC, or in the course of an employee's job duties.
2. Dress Code
 - a. Department policy establishes that all employees meet appropriate grooming standards as prescribed by the Chief of Police. All employees, while on duty, unless otherwise directed by their commanding officer, shall be well groomed and clean. Clothes and shoes shall be clean and properly cared for. Attire shall conform to Department Rules and Regulations. All Department personnel are expected to dress appropriately for the work place. The Chief of Police reserves the right to determine the appropriate standard for personnel in a particular assignment.
 - b. ECC personnel are to be dressed in civilian attire. ECC personnel should present a neat and clean appearance in the ECC. Clothing shall not be wrinkled. Ripped, torn, or frayed clothing is prohibited. Clothing with holes, lacy, see-through, or cutouts are prohibited.
 - c. ECC personnel shall not dress in clothing that displays insignias and/or wording which could reflect unfavorably on the Department, such as profanity, alcohol products, drugs, ethnic, or sexual words or pictures. ECC personnel may not wear clothing that is immodest and in poor taste. Wearing clothing which is disruptive, provocative, revealing, vulgar, offensive, or obscene is prohibited.
 - d. Blue jeans will be accepted as long as they are not frayed, torn or patched. All pants must be clean and in good condition. Pants will not be worn in a "sagging" manner which causes undergarments to be seen.
 - e. Shirts and blouses shall be of proper length to cover the midriff and waistline area in a standing, sitting and bending position. Shirts that are not acceptable are undershirts, spaghetti strapped shirts, tube tops, midriff or low cut shirts that show cleavage, backless, sleeveless tops, halter tops, tank tops unless worn under an acceptable top attire. Straps, back, and shoulders are not to be exposed.
 - f. Athletic Leisure wear is not considered appropriate work attire. Athletic leisure wear is defined as gym clothes that allow maximum flexibility, comfort and movement. These clothes are mostly made up of Lycra, spandex, nylon and other synthetic fiber material which makes the clothing moveable. Loungewear or pants made of velour material are prohibited.



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- g. Dresses, skirts, skorts may be worn and must touch the top of the knee cap while standing (below the knee is also acceptable). This is to include a dress or skirt covering leggings. Leggings may be worn if covered with a dress or skirt. No backless dresses shall be permitted.
- h. Shorts are not considered appropriate work attire and are not permitted.
- i. All footwear must be clean and in good condition. No soft bottom (cloth type) footwear shall be worn while on duty. Shoes shall be worn at all times while in Communications. Slippers are not considered acceptable.
- j. ECC personnel wearing a clothing item that violates policy may be sent home on their own time to change clothes.
- k. Hair should be clean, combed and neatly trimmed or arranged. Sideburns, mustaches and beards must be clean and neatly trimmed.
- l. The use of colognes and perfumes should be used in good taste and is allowed with consideration for your co-workers, work environment and interaction with external visitors.
- m. Tattoos that are deemed offensive will be covered while on duty. Examples of offensive tattoos include, but are not limited to:
 - n. Depictions of intolerance or discrimination against any protected class;
 - o. Sexually explicit, sexist; or vulgar art, words, phrases, or profane language;
 - p. Initials, acronyms, or numbers that represent criminal or historically oppressive organizations (any street gang names, numbers, and/or symbols); and/or
 - q. Anything that depicts or endorses violence.
- r. Application of make-up, perfumes or colognes, and scented lotions will not be done at the employees console while working.
- s. Teeth cleaning, grooming eyebrows, cutting, filing, and painting of nails will also not be allowed at the console.
- t. Attire/grooming when attending meetings or Department training
 - a. ECC personnel attending training, meetings, or working overtime at ECC while on their normal scheduled time off are expected to adhere to the ECC dress code.
 - b. ECC personnel attending training, meetings, or working overtime at any City of Albuquerque facility or while representing their position with the Department are expected to comply with the dress code of the Department or event. Business Casual attire is mandatory.
 - c. At the direction of the ECC Manager, the dress code may be modified for special events, public or community meetings, presentations, City council, court appearances, board or commission meetings, when outside visitors are scheduled in the workplace, or when personnel are traveling to another municipality.
 - d. In all matters of attire and personal appearance, the decision of the on-duty ECC Shift Supervisor as to what is and what is not appropriate shall prevail.

3. Grooming

N/A

- a. ECC personnel shall be clean and well-groomed (refer to SOP Grooming Standards for sanction classifications and additional duties).
- b. Beards are permitted but are to be clean and neatly trimmed.



- c. The use of jewelry, accessories, make-up, colognes, and perfumes should be used in good taste and are allowed with consideration for your coworkers, work environment, and interaction with external visitors.

5 E. Confidentiality of Information; Safeguarding Privacy and Security

1. ECC personnel shall:

N/A

- a. Abide by the requirements on confidentiality set forth in the City of Albuquerque Personnel Rules and Regulations, SOP Personnel Code of Conduct, and SOP Use of Computer Systems (refer to SOP Personnel Code of Conduct, and SOP Use of Computer Systems for sanction classifications and additional duties;
- b. Work with sensitive and privileged information that is only obtained because of the nature of the job. Community members entrust ECC personnel with confidential information, which comes into their possession in the course of their duties. This information shall be treated in a discreet and professional manner. Unauthorized release of information could alter or compromise an investigation. ECC personnel who are in violation of the confidentiality policy are subject to disciplinary action.
- c. Sign a confidentiality agreement when they begin employment. Upon completion of training, specific ECC personnel shall sign a Confidentiality Statement for the Electronic Tracking Systems used within the ECC and the Department;
- d. Maintain the confidentiality of information in NCIC;
 - i. All information obtained through the NCIC is strictly confidential and shall not be disclosed to unauthorized individuals.
 - ii. An authorized individual is someone granted authority to access information through the federal and state governments.
 - iii. Information shall only be provided to Department personnel once their identity has been verified through the appropriate system.
- e. Maintain the confidentiality of information when they receive requests from a media outlet;
 - i. ECC personnel shall politely decline any requests and refer the media representative to the PIO.
- f. Maintain the confidentiality of computer and internet Information;
 - i. Within our organization, there is information sensitive and confidential in nature stored on the computer network. Visitors shall not view computer-based information. The exception is a person authorized for a sit-a-long who has completed the appropriate background check.
- g. Maintain the confidentiality of printed information. ECC personnel shall store printed information in the appropriate place, according to the established protocols;
- h. Destroy information of a confidential nature if it is no longer needed. ECC personnel shall use the identified methods for destruction, in compliance with state and local laws;
- i. If an employee is asked by an unauthorized person to divulge confidential information, report the matter to the ECC Shift Supervisor immediately; and



- j. If an employee is overheard discussing information of a confidential and/or private nature, report the incident to the ECC Shift Supervisor immediately.
- k. ECC personnel shall be prohibited from disclosing confidential, personal, or sensitive information for personal purposes, to satisfy curiosity, or for personal advantage.

E. Expectations

1. Work Hours and Schedules

- a. The ECC operates twenty-four (24) hours a day, seven (7) days a week, three-hundred-and-sixty-five (365) days a year.
- b. The ECC Manager shall determine and approve work schedules based on staffing needs and shall be consistent with the guidelines in ECC personnel union contracts.
 - i. Shift times shall be clearly defined prior to the bid process, consistent with the ECC personnel union contracts.
 - ii. The ECC Manager may assign ECC personnel to special watches and change or assign employees' days off, consistent with ECC personnel contracts.
- c. ECC personnel shall work a minimum of forty (40) hours per work shift with a designated start and end time; however, ECC personnel may be assigned to work other shifts as determined by staffing needs.
 - i. ECC personnel shall work shifts that are more than a forty (40) hour per work shift, holidays, and weekends.
 - ii. The ECC Shift Supervisor may require ECC personnel to work an additional work shift as a condition of their employment.
- d. Tardiness
 - i. ECC personnel are expected to be punctual when reporting to work (refer to SOP Personnel Code of Conduct for sanction classifications and additional duties).
 - ii. Violations may result in progressive discipline (refer to SOP Discipline System for sanction classifications and additional duties).
 - iii. ECC personnel who fail to report to work on time are considered to be tardy.
 - iv. ECC personnel who fail to report to work or fail to remain at work when scheduled are considered absent and are not tardy as outlined in this SOP.
 - v. ECC personnel shall be required to fill out a late slip when reporting late for duty. Anyone coming in after their shift start time shall be considered late. This includes but not limited to:
 - 1. Arriving late for overtime;
 - 2. Returning late from break or lunch; and
 - 3. Not attending roll call or briefing.
- e. Failure to Report to Scheduled Duty
 - i. ECC personnel who are absent from work without prior approval of the supervisor shall be considered absent without authorized leave consistent with City Personnel Rules and Regulations. Unauthorized leave shall be subject to disciplinary action up to and including termination.

N/A

N/A



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- f. All time-keeping functions are done electronically through a payroll system.
 - i. Additional Pay Memos and Corrections
 - 1. The payroll system is reviewed and then finalized by Payroll on Monday morning.
 - 2. Any corrections or updates to the prior week which occur after the Payroll deadline shall be handled via additional pay memorandums.
- g. Leave Requests
 - i. Requests for leave shall be entered into the payroll system. Day-to-day leave requests, which exclude not at the bid, that are submitted prior to two (2) hours before the end of shift will be processed on the same day as long as they are submitted by the deadlines outlined in this SOP.
 - ii. Paper requests are not necessary unless time is requested for union time off. ECC personnel who use union time off must submit a request through the payroll system as based on the following shifts:
 - 1. For day shift, by 1300 hours;
 - 2. For swing shift, by 2100 hours; and
 - 3. For grave shift, by 0500 hours.
- h. Overtime and FMLA
 - i. If an ECC employee who would normally be required to work overtime but is unable to do so because of an FMLA-qualifying reason that limits the employee's ability to work overtime, then the hours, which the employee would have been required to work, may be counted against the employee's FMLA leave.
- i. Meals and Breaks
 - i. ECC personnel shall be allowed one (1) thirty (30) minute unpaid lunch break for every eight (8) or more hours worked and one (1) fifteen (15) minute break for every four (4) consecutive hours worked.
 - ii. During special emergency circumstances, ECC Shift Supervisors may limit breaks and require employees to remain at their workstations and continue to work. ECC personnel shall be compensated for a missed unpaid lunch in consistent with the Fair Labor Standards Act (FLSA) and the union contracts.
- j. Attendance at Training Sessions
 - i. ECC personnel assigned to any training program or class are required to attend. Failure to attend shall be treated as the equivalent of failing to report for duty and be subject to disciplinary action.
 - ii. ECC personnel who cannot attend an assigned training course shall notify their ECC Shift Supervisor and the supervisor assigned to training as soon as possible in order to determine if training can be rescheduled. If unable to attend due to an emergency, ECC personnel shall notify the ECC Shift Supervisor and the supervisor assigned to the training as soon as possible.
 - iii. During a training exercise, all personnel shall adhere to the directions of the instructor.
 - iv. ECC personnel are expected to work their full scheduled shift (eight (8) or ten (10) hours, accordingly). ECC Shift Supervisors shall adjust their personnel's work schedules to accommodate training, as needed. Adjustments may include:



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1. Working the number of hours necessary on the same day of the training session either before or after the training session to equal eight (8) or ten (10) hours depending on the employee's normal work schedule; and/or
2. Using leave time, with the ECC Shift Supervisor's approval, on the day of training for the hours needed to equal the full day's schedule.

2. Vacation

- a. ECC personnel shall request forty (40) hours or more of vacation during the first week following a scheduled bid a minimum of twenty-four (24) hours in advance.
- b. The ECC Shift Supervisor shall approve the vacation request based on seniority.
 - i. After the first week of a bid, vacation is normally approved on a first come, first served basis, while continuing to maintain effective coverage.
- c. The ECC Shift Supervisor may, at their discretion and depending on staffing levels, accept a request with fewer than twenty-four (24) hours' notice.

3. Sick Leave

- a. ECC personnel shall notify the ECC Shift Supervisor on the administrative phone line at least two (2) hours prior to the start of the employee's work shift.
 - i. ECC personnel shall not leave a message with another employee or text message an ECC Shift Supervisor to report sick leave.
 - ii. ECC personnel shall comply with the sick leave usage guidelines in ECC employee union contracts and the City Personnel Rules and Regulations.
- b. ECC Shift Supervisors shall monitor the use of sick leave by their personnel, such as when they cannot report for duty because of illness.
- c. ECC Shift Supervisors shall address with their employee unusual usage patterns or excessive usage of sick leave.
 - i. ECC Shift Supervisors shall document problems with an employee's attendance to track any identified problems.
- d. ECC Shift Supervisors shall consult with the ECC Manager if they believe that an employee has an attendance issue.
- e. ECC personnel who miss five (5) or more consecutive work days due to illness shall submit a release from their primary care physician to the City's Employee Health Center for a return-to-work clearance and certification that the employee is able to perform the essential functions of the job; however, ECC Shift Supervisors may request a return-to-work clearance at any time if it is deemed necessary due to the safety-sensitive nature of the position, consistent with the City Personnel Rules and Regulations.
- f. ECC personnel who are not on FMLA status who call off and are out of sick time shall use another type of leave to cover the shortage in hours and shall use future approved leave to cover the shortage.
- g. ECC personnel who do not have enough accrued leave to cover the absence shall use leave without pay and may be subject to disciplinary action.



4. Jury Duty

- a. ECC personnel shall refer to City Personnel Rules and Regulations and the Clerical and Technical Union Contract as it pertains to jury duty.
- b. ECC personnel who are called to serve on jury duty during normal work hours shall be paid at their regular pay for the time served as a juror. ECC personnel shall reimburse the City for all compensation received for such service performed during normal work hours.
- c. ECC personnel are responsible for notifying their supervisor of jury duty as soon as possible.
- d. Supervisors shall adjust the employee's work schedule to Monday through Friday, 8:00 a.m. to 5:00 p.m., to accommodate the required jury duty.

F. Briefing Session Requirements

1. Briefings may be utilized as a training opportunity, with the expectation of each ECC employee's participation.
2. These sessions also provide an opportunity for critical incident debriefings.
3. ECC personnel are encouraged to present any questions or concerns on procedures during this time in a professional, non-hostile manner.
4. Items that need to be discussed privately, therefore, are not for the good of the entire group need to be scheduled with an ECC Shift Supervisor at a later time.
5. During a briefing:
 - a. The Call Taker and NCIC Operator shall:
 - i. Have their headsets out and readily available at the completion of briefing prior to entering the ECC; and
 - ii. Relieve the prior shift immediately, unless otherwise directed by an ECC Shift Supervisor.
 - b. The ECC Dispatcher shall:
 - i. Check the radio schedule to determine which talk group they are assigned prior to entering the ECC floor. This includes trainers advising what which group they need each day;
 - ii. Have their headsets out and readily available at the completion of briefing prior to entering ECC; and
 - iii. Relieve the prior shift immediately, unless otherwise directed by an ECC Shift Supervisor.

G. Relief by Oncoming Shift

1. ECC Dispatchers who are responsible for a talk group at the time of relief shall remain at their consoles until relieved by another ECC Dispatcher. ECC Dispatchers who are not working a talk group are to remain at their consoles until



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minimum staffing from the oncoming shift is present. Any exception shall be approved by the ECC Shift Supervisor.

2. Prior to getting up from their workstation, ECC Dispatchers shall be responsible for briefing their relief on such things as any significant event that is in-progress, any event that may have a future impact, all equipment malfunctions, any talk group restrictions, and any Department personnel who have been cleared for a lunch.
3. On-duty ECC Dispatchers shall open a phone line on the phone system. This causes radio traffic to broadcast and be heard over the speaker. This ensures no transmissions shall be missed during the relief process.
4. Call Takers shall fill open consoles first. Consoles may not be reserved or saved in advance. In the event a preferred console is occupied, the oncoming Call Taker is to move on to an available console. Should a preferred console become available, the Call Taker may move if/when workflow permits
5. Call Takers and NCIC Operators are to remain at their console, signed onto the phone, and in ready status during shift change until relieved or until there are a sufficient number of ECC employees from the oncoming shift signed on to the telephone system. If Call Takers or NCIC Operators are unsure whether they can sign off, they shall contact the ECC Shift Supervisor.
6. The incoming shift of Call Takers, NCIC Operators, and ECC Dispatchers shall have their headsets on and be prepared to take the talk group or workstation. They shall be responsible for signing onto the CAD and phone system as soon as possible.

H. Overtime

N/A

1. ECC personnel shall adhere to the requirements on overtime as set forth in the City Personnel Rules and Regulations and SOP Overtime, Compensatory Time, and Work Shift Designation (refer to SOP Overtime, Compensatory Time, and Work Shift Designation for sanction classifications and additional duties), as well as the requirements set forth in the Clerical and Technical Union Contract.
2. As a condition of employment, ECC personnel may be required to work overtime.
3. A meal period of thirty (30) minutes on non-pay status shall be offered to personnel required to work more than two (2) hours beyond their regular shift.
4. In the case of a declared emergency by the Mayor or the Chief Administrative Officer (CAO), ECC personnel shall work as assigned.
5. ECC supervisors shall maintain a class seniority list in descending order where the most senior employee is listed first. If overtime is required in ECC, personnel shall



be offered overtime work on a rotational basis from the seniority list. The first employee on the list shall be the first to be offered overtime. If any personnel on the list have been offered the opportunity to work overtime and they decline the offer, they shall be placed at the bottom of the overtime list for that day.

6. If all ECC personnel who are on the list decline to work overtime, the ECC Shift Supervisor shall assign forced overtime on a rotational basis in reverse order of the ECC seniority list.
 - a. If the need to force ECC personnel to work overtime occurs on a shift, the ECC Shift Supervisor shall first force those on-duty who are working their regular shifts, consistent with the Clerical and Technical Union Contract.
 - b. In the event there are no available personnel to force to work overtime, such as when all ECC personnel on-duty have already worked sixteen (16) hours or they are already scheduled to work the next shift, reverse forcing shall be implemented according to the Clerical and Technical Union Contract.
 - c. ECC personnel who have successfully completed training who have been assigned to a shift shall not be forced during the first thirty (30) days of assignment.
7. Any ECC personnel who are on vacation or compensatory time cannot work overtime during their regular scheduled shift. ECC personnel can work overtime before or after their scheduled shift.
8. ECC personnel are responsible for fulfilling overtime obligations. Failure to do so can result in being removed from the overtime rotation list for the month following the occurrence.
9. ECC personnel who work overtime shall fill out an overtime slip when working in a different unit outside of ECC.
10. Prescheduled Overtime Program Guidelines
 - a. Prescheduled overtime is described as overtime established based on mandatory staffing for all positions in the ECC to compensate for vacations and extended absences, such as FMLA and military leave.
 - b. Prescheduled Calling for Overtime:
 - i. A sign-up sheet for ECC personnel interested in prescheduled overtime shall be placed in the binder near the ECC Shift Supervisor's control console every tenth (10th) day of the month.
 - ii. The sign-up sheet shall remain for seven (7) days. An Interoffice Memorandum with the date and time for each employee to be called shall be placed in the binder and emailed to each employee. This process shall be implemented in seniority order consistent with the ECC employee's union contract.



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- iii. The ECC Shift Supervisor shall only call an employee once. It then becomes the responsibility of the employee to call back or come in to pick overtime slots.
 1. An employee on the will-call overtime list who was unable to be reached and would have been given five (5) opportunities to work overtime shall be removed from the will-call list immediately after the fifth (5th) occurrence.
- iv. The prescheduled overtime book shall be closed for personnel on the prescheduled overtime list for a period of forty-eight (48) consecutive hours beginning on the day overtime is called. The book shall be opened and available to all ECC personnel at the end of the forty-eight (48) hour period.
- v. When adding overtime after the preliminary sign-up for slots, ECC Shift Supervisors shall initial and date the overtime.
- vi. If a senior employee misses the ECC Shift Supervisor's call and an employee with lower seniority picks the senior employee's slot, the senior employee shall not be allowed to take any slots already selected from the less-senior employee. This requirement shall apply to both closed and open book selections.
- vii. Once the prescheduled overtime is opened to all ECC personnel, seniority shall not apply. Slots shall be available on a first come, first served basis. ECC personnel shall be responsible for checking the book or calling in for available slots.
- viii. ECC personnel shall be allowed to pick two (2) slots for each workday. Call Takers shall be allowed to pick one (1) slot for each day. ECC Dispatchers shall be allowed to pick two (2) slots for each day.
- ix. ECC Shift Supervisors shall not be calling ECC personnel at home on their day off to fill prescheduled slots unless they have placed their names on the will-call list.
- x. The number of slots available vary from month to month. The number of slots each employee will be allowed to pick is based on the number offered monthly.
- xi. Each selection shall be dated with the sign-up date and initialed by the witnessing ECC Shift Supervisor or the entry shall be erased, invalidated, and re-offered.
- xii. ECC Shift Supervisors and cross-trained ECC personnel shall be allowed to take overtime once the overtime becomes open book. All rules related to the number of slots that may be taken at any given time shall apply.
- xiii. If overtime is added to the prescheduled books after the preliminary sign-up time, ECC Shift Supervisors shall wait forty-eight (48) hours to sign up for the new overtime slots

11. Cancelling Overtime

- a. ECC personnel shall be allowed to cancel overtime within forty-eight (48) hours of their prescheduled overtime. An ECC Shift Supervisor shall sign and date as to the cancellation, and the overtime shall be re-offered.



- b. An ECC Shift Supervisor shall be present to monitor the book and witness any sign-up so that each employee has an equal opportunity to choose the slots they want. The book shall not be removed from the ECC control station for any reason.
- c. Any changes to the overtime schedule made by the employee shall be pre-approved by the ECC Shift Supervisor and initialed by the approving ECC Shift Supervisor. If there are no ECC Shift Supervisor's initials on the assigned overtime section the employee shall be held responsible for that shift if no one else takes the shift.
- d. If an employee's overtime is cancelled by the ECC Shift Supervisor because minimum staffing requirements have been met, the employee may be allowed to pick another slot to replace the original selection.
- e. If overtime slots are to be cancelled, an ECC Shift Supervisor's overtime shall be cancelled first before those of a Call Taker, NCIC Operator, or ECC Dispatcher, regardless of the date of sign up.

12. Failing to Report for Pre-scheduled Overtime

- a. Failure to report for an overtime assignment may result in a pre-determination hearing (PDH) and possible discipline, up to and including termination of employment. Discipline may also include preclusion from participation in prescheduled overtime shifts.
- b. ECC personnel who are scheduled for duty who have not reported to work shall be considered absent without authorized leave and subject to the progressive discipline process (refer to SOP Discipline System for sanction classifications and additional duties).
- c. ECC personnel shall be responsible for finding a replacement to cover their shift if they are unable to report to work.
- d. If ECC personnel are unable to find coverage and fail to report to work, they may be subject to the progressive discipline process (refer to SOP Discipline System for sanction classifications and additional duties), which could include discipline and removal from the pre-scheduled overtime list after the appropriate pre-determination hearing is held.

N/A

N/A

I. Bidding Process

- 1. Bid procedures are set forth by the ECC employee's union contract and bids are held twice a year in January and July. The bid shall be held during the first two (2) weeks within the month and shall take effect the first pay period following the bid. ECC personnel shall refer to the Albuquerque Clerical and Technical Union Contract for further information.

J. Trades for ECC Dispatchers, Call Takers, and NCIC Operators

- 1. ECC personnel shall contact the ECC Shift Supervisor regarding shift trades.
- 2. Failure to Report for Trades



- a. Consistent with the City Personnel Rules and Regulations, an employee who is absent from work without prior approval of the supervisor shall be considered absent without authorized leave. Such leave shall be subject to disciplinary action up to and including termination.

K. Email and Document Management System

1. Email

- a. ECC personnel are responsible for reading their emails at least two (2) times a week.
- b. It is the employee's responsibility to read and understand all memos or dated documents sent via email.

2. Document Management System

N/A

- a. All Department personnel shall have access to SOP's on the City's intranet sites and the Department's document management system, consistent with SOP Department Orders (refer to SOP Department Orders for sanction classifications and additional duties).
- b. ECC personnel are encouraged to log in to the document management system each workday.
- c. Department personnel shall be held accountable for complying with SOP Department Orders (refer to SOP Department Orders for sanction classifications and additional duties).

N/A

L. Court Appearances

N/A

1. ECC personnel may be required to appear at legal proceedings as part of their job responsibilities when properly notified by subpoena. All ECC personnel directed to appear in court, pretrial, or MVD hearings shall appear and be prepared to testify (Refer to SOP Court for sanction classifications and additional duties).
2. Court Services Unit personnel shall ensure that ECC personnel are properly notified of scheduled court cases and MVD hearings in order to appear at the scheduled time properly prepared and attired.
3. ECC personnel shall perform the following procedures for court appearance:
 - a. ECC personnel shall notify an ECC Shift Supervisor upon receiving a work-related subpoena. A copy of the notification shall be turned in to the ECC Shift Supervisor, who shall submit it to the ECC Manager;
 - b. The original subpoena shall be turned in to the courts at the time of the court appearance;
 - c. Cell phones and all electronic devices shall be turned off or left in the ECC employee's vehicle prior to the court appearance;



N/A

- d. ECC personnel are not entitled to receive a fee for appearing or testifying in relation to their official duties;
- e. If the ECC employee is required to appear in court in conjunction with or during on-duty time, they shall be compensated at their regular on-duty rate of pay for the actual time spent at court. This shall be computed at overtime rate if the employee has in excess of forty (40) hours during the workweek affected. The employee is responsible for entering court time on their timesheet;
- f. For overtime worked for court appearance ECC personnel shall refer to SOP Court (refer to SOP Court for sanction classifications and additional duties). Upon completion of their appearance in court, ECC personnel shall obtain the time and the initials of the court clerk and the signature of the Court Liaison Unit officer on the overtime slip; and
- g. If the ECC employee is required to appear in court during off-duty time and the time does not merge with their regular duty hours, they shall receive a minimum of two (2) hours' pay for the court appearance.

M. Discipline Procedures

- 1. For disciplinary proceedings, ECC management personnel shall comply with:
 - a. Agreement Between the City of Albuquerque and Local 3022 AFSCME, Council 18, AFL-CIO;
 - b. City of Albuquerque and Albuquerque Clerical and Technical Employees, Affiliated with the American Federation of State, County, and Municipal Employees (AFSCME, Local 2962, AFL-CIO, CLC);
 - c. City Personnel Rules and Regulations;
 - d. SOP Complaints Involving Department Personnel; and
 - e. SOP Discipline System.

N/A

2-100-5 Administrative Procedures

A. Performance Measurements

- 1. The ECC shall have operational equipment and staff to measure, collect, compile, and evaluate data including but not limited to call volumes, answering time statistics, and response times. These data are used to assess and establish the need for additional circuits, equipment, and ECC personnel and shall be used to identify both achievements and areas needing improvement.
- 2. The statistical information is an effective tool used to implement or enhance the ECC Quality Assurance programs. Data collected and analyzed are provided to numerous resources such as the Chief, Mayor, City Council, and the State of New Mexico.

B. Reporting of Performance Measure Results



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1. The ECC Administrator, Records and Data Coordinator, and ECC Administrative Assistant shall be responsible for collecting, validating, analyzing, and reporting performance statistics.
2. ECC personnel shall track performance of telephone call service and shall report statistics to the ECC Manager on a regular schedule.
3. These written reports on the center's performance shall be provided to the Chief of Police on no less than a monthly basis.

C. Retention of Documents and Records

1. ECC personnel shall retain radio or telephone recordings of emergency and nonemergency calls received for three (3) years after the date of the call.
2. Except as otherwise required by federal, state, or municipal law, or by contract, or by regulation, the retention periods for documents and records common to and maintained by all City departments, agencies, and offices shall be as listed in the most current retention regulations.
3. The ECC Administrative Assistant, who is also the ECC Document Coordinator, shall maintain a log of all stored records and documents.
4. The ECC Administrative Assistant shall complete a document retention and destruction form for each box containing stored documents and shall list the contents and date of the documents and pre-established destruction date.
5. All confidential documents scheduled for destruction shall be shredded.
6. The ECC Manager shall approve the destruction of documents according to the retention and destruction schedule. The signed approval form listing the documents and date of destruction shall be filed in the ECC Administrative Assistant's file cabinet.

D. Travel for Business

1. ECC personnel may access travel instructions on the City's Travel SharePoint site.
2. If the ECC employee is scheduled to attend meetings or training outside the City of Albuquerque, the ECC employee shall follow the directives given to the employee by the ECC Shift Supervisor, complete and sign all necessary documents, and submit them by the pre-established deadlines.

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E. Inventory

1. The ECC shall maintain an updated inventory as required by the Property Unit.



2. Property Acquisition, when property is acquired, it shall be recorded on the inventory list as required by the Department Property Management Unit.

3. Transfer of Property

- a. When property is transferred from control of the ECC, prior approval of the ECC Manager shall be obtained.
- b. The inventory list shall be updated to reflect the transfer of property (refer to SOP Department Property for sanction classifications and additional duties).
- c. ECC personnel shall conduct special inventories as required by the Property Unit, or as directed by anyone in the chain of command.

N/A

N/A 2-100-6 Equipment, Property, and Electronics

7 A. City-Issued and Department-Issued Equipment and Property

1. Only City-issued or City-approved equipment shall be allowed at the ECC.

2. All ECC personnel shall be issued the necessary equipment to properly perform their assigned duties. Equipment includes, but is not limited to:

- a. Headset;
- b. Locker; and
- c. Identification/access card.

3. All ECC personnel shall be responsible for the property issued to them.

- a. It is the ECC employee's responsibility to maintain the condition of all Department-issued property. ECC personnel shall keep Department-issued equipment clean and in good working order.
- b. When issued property is damaged or stolen, ECC personnel shall advise the ECC Shift Supervisor(s) for immediate replacement of the item(s) that are necessary for them to function in their particular job. In addition, a Uniform Incident Report shall be filed if or when a Department-issued identification card/access card is lost or stolen.
- c. When taking possession of new or replacement equipment, ECC personnel shall sign and date on an equipment log.
- d. All ECC personnel shall be responsible for having their assigned equipment with them at the start of their shift and prepared to work.

4. Headsets

- a. All personnel shall be issued a headset for their own use.
- b. Headsets shall not be borrowed or loaned from one (1) employee to the next.
- c. Headsets shall not leave the ECC. Each ECC employee shall store their headset in their assigned locker.



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- d. ECC personnel shall be responsible for headsets issued for their use and shall use their headsets in an appropriate manner. Stretching of head set cords is not tolerated as it damages the receiver and headset.
- e. Serial numbers and model numbers shall be used to identify all headsets.
- f. Regarding headset jacks, keep all foreign objects away from the headset jacks at the consoles. If there is an issue with the headset jack connection, the employee shall move to a new console and report the issue to the ECC Shift Supervisor. The ECC Shift Supervisor shall advise Tech Services Unit through appropriate procedures.

5. Lockers

- a. All ECC personnel shall be issued a locker, and they are required to keep headsets and Department manuals in it. All equipment shall be kept in the locker when not in use. ECC personnel shall not take equipment out of the building.
- b. The locker must remain closed and locked when unattended.

6. Identification/Access Card

- a. All ECC personnel shall be issued an identification/access card by the Department Personnel/Payroll unit upon being hired. Identification/access cards shall be kept in the possession of the ECC employee at all times while in the ECC. Identification/access cards shall not to be loaned to anyone.
- b. ECC personnel shall renew their identification/access cards as follows:
 - i. When promoted, demoted, or job classification changes; or
 - ii. When lost, stolen, unserviceable, or when a change of name occurs.

B. Telephone Use

1. City telephones are for official business use only and shall be used in a professional manner.
 - a. At no time shall ECC personnel be allowed to make long distance personal phone calls from a City telephone. ECC personnel shall be prohibited from making collect calls.
2. Telephone System/Enhanced 911 System
 - a. When placing outgoing calls, ECC personnel shall use the console's DN line.
 - b. ECC personnel shall log off from the phone system when leaving the room.

C. CAD Event Forms (Incident Form)

1. The CAD Event Form or Incident Form is used to record relevant information on each request for criminal and non-criminal call for service or for self-initiated activities. The form includes the following information:



- a. Control number = Year, Julian date, and event number of day;
- b. Date and time of request = date and time of initiate, entry, dispatch, on-scene and clear time as it relates to the event;
- c. Name, address, and telephone number of complainant, if possible;
- d. Type of incident reported;
- e. Location of incident reported;
- f. Identification of sworn personnel assigned as primary and backup; and
- g. Disposition or status of reported incident.

2. The CAD area maintains and archives the CAD events (incidents) information for three (3) years and six (6) months (3 ½ years). The information is purged after three (3) years six (6) months (3 ½ years) on a month-by-month basis.

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D. Copiers, Fax Machine, and Printers

1. Copiers, fax machines, printers, and all other City equipment are for official business use only and shall not be used for personal use.

E. Information Technology (IT)

N/A

1. ECC personnel shall adhere to the requirements outlined in SOP Use of Computer Systems for information on computer responsibility, access, terminating sessions, equipment, Metropolitan Court computer access, loading of software, and computer files (refer to SOP Use of Computer Systems for sanctions and additional duties).
2. Tech Services Unit personnel are the only personnel authorized to fix the consoles, computer terminals, and other related equipment. Adjustments to radio and other electronic equipment shall only be made by authorized personnel and/or qualified technicians.
3. User Responsibility
 - a. If they are provided, keyboard guards need to be removed and then wiped down.
 - b. Wipe down desk.
 - c. Do not move monitors or wires from original location.
 - d. Do not relocate any hardware on the desk.
 - e. Users are encouraged to adjust monitors for ergonomic purposes.
 - f. Do not remove jacks (amplifiers) from desk.
 - g. Do not disconnect equipment.
 - h. Do not shut down any IT-supported application within the ECC without prior approval and/or direction from IT personnel.
 - i. Do not remove the backs from consoles under the consoles.
 - j. Connections have been added to each console to ECC personnel.



- k. Do not restart/shut down (or reboot) any computer. This is the physical restart of the hardware.
- l. Report all IT-supported application software and hardware issues to supervisor for IT attention as soon as reasonably possible.

4. Supervisor Responsibility within Information Technology

- a. When Tech Services Unit personnel are on-site for support, the ECC Shift Supervisor may contact Tech Services Unit personnel for any information technology-supported application issues.
- b. MDS/MDT password changes: The ECC Shift Supervisor can instruct the officer requesting the change that the password shall change at the Shift Supervisor's discretion as time permits.
- c. If a vendor calls the on-duty ECC Shift Supervisor for Tech Services Unit personnel:
 - i. During normal support hours, the ECC Shift Supervisor can transfer the call to the Tech Services Unit office phone number; or
 - ii. During on-call hours, the ECC Shift Supervisor can transfer the call to the Tech Services Unit office phone number and list the call on the end of shift report, unless advised by the vendor that it is a critical or system health issue, the ECC Shift Supervisor is to contact the on-duty/on-call Tech Services Unit employee.
- d. If an officer calls for tech support at any time, the ECC Shift Supervisor shall send the call to the Tech Services Unit voicemail or instruct the officer to call the City Department of Technology and Innovation Help Desk.
- e. Equipment Issues section on all end of shift emails shall document the following for information technology:
 - i. Workstation number;
 - ii. Affected application;
 - iii. User account info (user's login and/or man number) from the user who encountered the error;
 - iv. Time; and
 - v. Issue details, such as error message if one is displayed, user operation that caused the error, or which technician was contacted.

5. Tech Services Unit Personnel On-Call Procedures

- a. Emergency Situation: The following errors/application situations warrant Tech Services Unit support during on-call hours:
 - i. All lost connection messages;
 - ii. Queues that continue to increase or have callers in queues;
 - iii. No calls coming into the phone system;
 - iv. No entries in NCIC, including warrant checks;
 - v. NCIC completely down;
 - vi. Any system(s) down;
 - vii. Fragmentation messages on CAD;
 - viii. Radio down;



- ix. Internet outages;
 - x. Intranet outages;
 - xi. CAD and phone system, operating system, hardware support for the Dispatcher assigned consoles; or
 - xii. Power outages.
 - b. Nonemergency Situation: The following errors/application situations do not necessarily warrant Tech Services Unit support during on-call hours. The ECC Shift Supervisor can call Tech Services Unit personnel for support; however, application/hardware fixes/repairs may not occur until next business day. The ECC Shift Supervisor can mark console down with appropriate sign and list in the issue on the end of shift report:
 - i. Any situation where there are enough Call Taker positions and the user can be moved, the ECC Shift Supervisor or the Tech Services Unit personnel shall mark the computer or workstation down and list it in the end of shift report.
 - ii. Errors or application issues with:
 - 1. Tracking systems at the ECC Shift Supervisor's desk;
 - 2. ESP; or
 - 3. Printers, including NCIC.
6. The on-call ECC Shift Supervisor shall:
- a. Contact Tech Services Unit personnel per the on-call schedule;
 - b. If the on-call Tech Services Unit employee does not answer, leave a message;
 - i. On-call Tech Services Unit personnel have thirty-minutes (30) to make contact with supervisors regarding on-call situation, both emergency and non-emergency.
 - ii. If thirty (30) minutes passes and on-call Tech Services Unit personnel have not contacted the ECC Shift Supervisor, the ECC Shift Supervisor shall contact on-call Tech Services Unit personnel again. The ECC Shift Supervisor shall also email the Tech Services Unit employee and their supervisor.
 - iii. On-call Tech Services Unit personnel have another thirty (30) minutes to make contact with ECC Shift Supervisors regarding the on-call situation.
 - iv. If on-call Tech Services Unit personnel still do not contact the ECC Shift Supervisor, then they shall contact the Tech Services Unit Manager to escalate and resolve the issue.
7. On-Call Tech Services Unit Personnel Responsibilities
- a. If the on-call Tech Services Unit employee does not answer the first call and a message is left by the Shift Supervisor,
 - i. The on-call Tech Services Unit employee has thirty-minutes (30) to call back; and
 - ii. The Tech Services Unit Manager shall be notified by the Shift Supervisors if escalation procedures are utilized by Shift Supervisors.



- b. Tech Services Unit personnel shall determine if the problem is emergency or nonemergency and apply correct troubleshooting procedures. In a nonemergency situation, the Tech Services personnel on-call can ask the Shift Supervisor to mark the workstation 'down' and move the user.
- c. Tech Services personnel shall ask Shift Supervisor for additional information to test, and once a fix is applied, to mark the console down or to mark the console available.
- d. The Tech Services Manager shall approve updates to the on-call schedule. The Tech Services Manager is to update the Shift Supervisors and Administrators about the change.

F. Maintenance and Issuance of Recorded Calls and/or Radio Transmissions

1. Tech Services Unit personnel routinely checks the recording system to verify the equipment continues to work properly. If there is an unexplained interruption to recording, there is a process to follow for contacting the appropriate personnel.
2. The ECC Administrator and Data and Records Coordinator receive email alerts when there is an issue that needs attention. The Data and Records Coordinator shall follow-up with the vendor during business hours and the ECC Administrator shall follow-up during off-duty hours.

G. Building Alarm Procedures

1. There are three (3) alarm panels located on the stem wall of the main dispatch floor. They are marked as follows:
 - a. UPS (Uninterrupted Power Supply) System;
 - b. Fire alarm control panel that is located in the computer room; and
 - c. Emergency generator.
2. ECC Shift Supervisors shall be familiar with these systems.
 - a. UPS: The system will indicate the status of the system if the power to the building is interrupted. This is a monitoring system requiring notification of AFR personnel of the interruption.
 - i. All critical communications systems are routed through the UPS system.
 - ii. In case of power failure, the on-duty ECC Shift Supervisor shall immediately contact the on-call Tech Services Unit employee, the on-duty AFR Supervisor, and advise the ECC Manager.
 - iii. Any interruption of the normal electrical supply will not affect these essential areas and the system will automatically start the backup generator.
 - b. The large fire alarm control/indicator panel, located in the computer room and accessed from the main dispatch floor, will indicate the location and type of alarms when they are set off either manually or automatically. The on-duty ECC Shift Supervisor shall silence the alarm once the location is determined, and notify AFR and the ECC Manager.



- c. The ECC is equipped with an emergency generator that provides electrical power in case of a power outage.
 - i. The generator automatically starts and stops when power is lost or restored.
 - ii. Only certain essential circuits within the center are on this emergency power supply, including essential operating and lighting circuits in the ECC.
 - iii. The emergency generator is inspected and tested weekly. Since the ECC facility is shared with the Albuquerque Fire Department (AFD), the AFR tests the emergency generator.

H. Disruption of ECC Systems; and Operations and Emergency Evacuation Plans

1. Fire, Smoke, or Activation of Building Alarm Systems

- a. In case of an emergency involving fire, building damage, or activation of the building's smoke and fire detecting systems, an AFR Lieutenant assumes command and begins the investigation of the extent of the emergency. The alarm panel shall be accessed to locate the area of concern if it is not obviously apparent. Once the area of concern is located, the AFR Lieutenant investigates to determine the need for further action. The AFR Lieutenant notifies the ECC Shift Supervisor and updates them on the findings of the investigation.
- b. In the case of a fire or emergency that shall require immediate attention, the AFR Lieutenant shall notify the alarm room so that the proper response can be initiated. If the situation is extensive enough that it requires the evacuation of the building, then the evacuation shall be done in conjunction with the ECC Shift Supervisor.
- c. The Bernalillo County Communications Center (BCCC) shall be notified as soon as possible during this process in order to allow them to prepare for the transfer of calls. The AFR Lieutenant, along with the ECC Shift Supervisor, shall then transfer the calls to the BCCC by flipping the four (4) switches located on the second floor telephone room.

I. Evacuation of the Consolidated Communications Facility (ECC, Emergency Operations Center, AFD)

1. In extreme circumstances where ECC personnel are placed at risk, such as during a fire, an unknown device, chemical fumes, or a serious natural disaster, an AFR Lieutenant immediately notifies AFR so the proper response can be initiated.
2. The building's alarm system is manually activated by AFR, if not already in the alarm state.
3. The AFR Lieutenant shall be the designated Incident Commander (IC) and shall notify the on-duty ECC Shift Supervisor of the need for evacuation. The ECC Shift Supervisor shall ensure the ECC Manager or their designee and the Chief of Police are notified in a timely manner of the evacuation order.
4. The AFR Lieutenant ensures that all areas of the building are evacuated.



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5. All ECC personnel shall, in an orderly manner, exit the ECC facility using the stairs located on the north and south sides of the building. ECC personnel are to exit two (2) at a time using a buddy system, ensuring safe exit for all from the building. Anyone who is unable to use the stairs shall seek assistance from AFD personnel. ECC personnel who have evacuated the ECC facility shall stay on the sidewalks in order to ensure clear access by all responding emergency vehicles.
6. All ECC personnel shall meet just outside the main gates to the Consolidated Communications Facility, in the far northwest portion of the traffic circle area, on the sidewalks against the fence near the retention pond; then, ECC personnel shall await further instructions.
7. AFR and Department personnel shall be dispatched to the ECC as quickly as possible to secure the center and/or scene.
8. When evacuating the ECC facility, the ECC Shift Supervisor shall:
 - a. Become familiar with this plan;
 - b. Notify and coordinate with AFR and FSB supervisors;
 - c. Take the following items when exiting the building;
 - i. Evacuation suitcase;
 - ii. Call-out book;
 - iii. Rolodex;
 - iv. Daily line up;
 - v. Attendance book;
 - vi. Master key;
 - vii. Radios;
 - viii. Batteries;
 - ix. Supply of incident cards;
 - x. Pens; and
 - xi. City maps.
 - d. Ensure ECC personnel are all accounted for at the evacuation mustering site by checking off employee names using an employee list;
 - e. Determine if ECC Dispatchers need to be deployed to the BCCC and or have sworn personnel dispatched to the ECC so ECC Dispatchers can use their vehicle radios to dispatch calls for service. ECC Shift Supervisors shall ensure ECC Dispatchers set up the talk groups as soon as possible;
 - f. Determine if Call Takers and NCIC Operators need to be sent to the BCCC upon briefing with the ECC Manager;
 - g. Contact the BCCC Manager to make appropriate arrangements for deploying ECC personnel to the BCCC;
 - h. Send Call Takers and NCIC Operators to the BCCC as soon as they are briefed; and
 - i. Notify any sworn personnel and any agencies that can offer assistance, such as BCSO, NMSP, and Rio Rancho Department of Public Safety.



9. ECC Personnel Responsibilities When Evacuating ECC Facility

- a. ECC personnel shall:
 - i. Exit the facility along with their buddy and co-workers;
 - ii. Familiarize themselves with this plan;
 - iii. Follow the ECC Shift Supervisor's instructions;
 - iv. Notify the ECC Shift Supervisor of any occurrence of which they may not yet be aware; and
 - v. When instructed to evacuate, report to the evacuation mustering location and await further instructions.

10. Authorization to Re-Enter the Building

- a. After the ECC facility has been deemed safe by the appropriate agencies, ECC personnel shall only re-enter the building if directed by the on-duty EC Shift Supervisor, or the ECC Manager or their designee.

11. Non-Catastrophic Emergencies

- a. All emergency procedures shall be coordinated with the AFR Lieutenant.
- b. These procedures shall be implemented in as little time as possible due to public safety concerns in the event of the 911 system being down.

12. Loss of Telephone Lines Due to Malfunction or Natural Disaster

- a. In the event that the telephone system malfunctions, Tech Services Unit personnel shall contact the telephone company and submit a ticket for service.
- b. The ECC Shift Supervisor shall:
 - i. Notify the AFR Lieutenant;
 - ii. Notify the ECC Manager of the situation also to find out if/when to switch all 911 lines to BCCC;
 - iii. Notify BCCC of situation and advise of possibility of switching all of Department 911 lines to their communications center; and
 - iv. Once it has been determined to switch the 911 lines to BCCC, flip four (4) switches. The switches are located in the telephone room on the second floor of the ECC facility.
- c. The ECC Manager or their designee shall determine when it is necessary to send ECC Call Takers and NCIC Operators to the BCCC to assist with answering the 911 lines. BCCC shall be contacted to coordinate deployment of ECC personnel to BCCC.
- d. If nonemergency lines are affected and it is necessary to deploy ECC staff to 311, the ECC Manager shall coordinate the deployment with the 311 Manager, the ECC Shift Supervisor, and Tech Services Unit personnel.
- e. The ECC Shift Supervisor shall pick a designated talk group from the 800 MHz frequency to use as the call relay between the Department and BCSO.
- f. The ECC Dispatcher(s) assigned to work the designated talk group shall then create all calls in the CAD system.



13. Loss of 800 MHz Systems Due to Malfunction or Natural Disaster

- a. The ECC Shift Supervisor shall:
 - i. Notify the appropriate Tech Services Unit personnel for help with immediate diagnosis of the problem. Tech Services Unit personnel shall then determine if ECC personnel need to be contacted;
 - ii. Notify and coordinate with AFR and Aviation Division personnel;
 - iii. Notify the ECC Manager of the situation;
 - iv. Check availability of back-up radios;
 - v. If the use of back-up radios is not feasible, dispatch FSB sworn personnel dispatched to the ECC so ECC Dispatchers may use their vehicle radios to dispatch calls for service; and
 - vi. Advise all appropriate personnel when the 800 MHz system is functioning correctly.
- b. The ECC Dispatcher shall:
 - i. Use the appropriate talk group to dispatch the calls for service;
 - ii. Immediately do a time and service of all Department personnel on their talk group and be required to keep a log of their Department personnel either through incident cards or on a tablet of paper;
 - iii. If telephone lines are up and just the radio system is down, establish runners to take calls from the ECC to the ECC Dispatchers at the temporary dispatch location if Department vehicle radios are being used; and
 - iv. Notify the responsible area command of impending downtime of the talk group while the move from the ECC to the command post is being made.

14. CAD System Failure

- a. The ECC Shift Supervisor shall:
 - i. Notify appropriate Tech Services Unit personnel for help with immediate diagnosis of the problem;
 - ii. Notify and coordinate with AFR and Aviation Division personnel;
 - iii. Notify the ECC Manager of the situation;
 - iv. Ensure ECC Dispatchers advise their sergeant of the situation over their talk group;
 - v. Ensure ECC Dispatchers, NCIC Operators, and Call Takers switch to a manual dispatching system using the incident cards;
 - vi. Assign runners who shall take the incident cards from the Call Takers to the ECC Dispatchers;
 - vii. Ensure ECC Dispatchers dispatch accordingly;
 - viii. Advise all appropriate personnel when the CAD is functioning correctly; and
 - ix. When the CAD system is functional, ensure the incident cards are entered into the system and filed appropriately, according to the retention schedule.

N/A 2-100-7

Monitoring In the Workplace



A. According to the City's Telecommunications Usage Policy, Department personnel are reminded that all messages, calls, files, and user actions are subject to monitoring. There is no expectation of personal privacy either expressed or implied when using or accessing City telecommunications services; therefore, the City reserves the right to enter, search, and/or monitor its property and electronic communication devices and systems, including email, the voice mail system, CAD, internet usage, and the file/transmission and/or voice mail of any Department personnel without advanced notice, consistent with applicable state and federal laws.

B. ECC Telephone Lines and Radio Transmission

1. All ECC telephone lines and radio transmissions in the ECC are recorded.
2. All ECC telephone calls are subject to review and may be submitted as evidence. They are also subject to subpoena and release to the media and public.

C. Computer Messages

All computer messages are viewed as official records and are subject to review and release to the media and public.

D. Video Monitoring/Surveillance

1. The ECC facility is equipped with a closed-circuit TV camera and intercom system that is monitored in the ECC by the on-duty ECC Shift Supervisor.
2. The camera and intercom enable ECC personnel to have contact with visitors without permitting them access to the facility. Only an ECC supervisor or above shall permit authorized visitors to be on the ECC floor.

E. Recordings

1. Various agencies and community members may request copies of recorded phone calls or radio transmissions.
2. The copies are generally provided via CD or email.
 - a. The Records and Data Coordinator shall:
 - i. Be responsible for the coordination of recordings maintenance and issuance as listed in this SOP;
 - ii. Ensure all files, logs, printouts, and voice recordings for the ECC are maintained;
 - iii. Complete requests for data;
 - iv. Recycle and destroy any request forms after two (2) years, and recycle and destroy transportable media and CAD printouts after three (3) years and six (6) months (3 ½ years);



- v. Maintain the sequester log and secured sequester cabinet. Master recordings in the secured cabinet shall be retained as indicated by court ruling per case; and
- vi. Coordinate reproduction of recordings and printout delivery to the Records Division for distribution.
- b. Requests for Information
 - i. All information requests from Research and Recording are logged in a database and completed within the IPRA guideline timeframes where applicable. The following information shall be included in each request:
 - 1. Date, time, and by whom received;
 - 2. Request type;
 - 3. Printout, audio, or both 911 or dispatch;
 - 4. Requester's name, phone, and assignment;
 - 5. Recording method;
 - 6. Specific information to be researched;
 - 7. Uniform Incident Report number;
 - 8. Event type (Ten-Code);
 - 9. Date and time of incident;
 - 10. Location involved in incident;
 - 11. Names of parties involved (may request vehicle license #, officer's name & man #); and
 - 12. Pick up notification.
 - ii. The Records and Data Coordinator shall maintain and archive the CAD events information for three (3) years and six (6) months (3 ½ years). The Records and Data Coordinator may purge information after three (3) years and six (6) months (3 ½ years) on a month-by-month basis.
- c. Sequestering Recordings/Sequestering Recorded Media
 - i. The Records and Data Coordinator shall store master recordings and preserve master recordings for a minimum of three (3) years and six (6) months (3 ½ years). Recordings sequestered by court order, Letter of Sequester, or tagged as evidence are removed from service and stored according to court ruling.
 - ii. In order to comply with the order and evidence procedures, the Records and Data Coordinator shall maintain a desk manual that outlines steps that shall be followed.

N/A 2-100-8 **Workplace Security and Facilities**

7 A. Workplace Visitors and Access to ECC Facility

- 1. Only authorized persons shall be allowed to enter the ECC. All access to ECC shall be secured at all times. Only those members who are authorized shall be issued an identification/access card to the building. ECC personnel shall never share their identification/access card with unauthorized users.
 - a. The ECC is a restricted area. Unauthorized persons shall obtain permission from the ECC Manager or their designee. Persons having business to conduct



- within the ECC are to conduct such business by telephone or radio, unless authorized by the ECC Shift Supervisor, the ECC Manager or their designee.
- b. The ECC Manager approves tours through the facility in advance.
- c. The ECC is strictly prohibited to prisoners.

2. Community members, Training Academy personnel, members of the media, job applicants, and those individuals specifically approved by the ECC Manager or their designee may observe and obtain an overview of ECC functions and responsibilities.

- a. Requests for observation shall be submitted to the ECC Administrator who shall submit a request for a wants/warrant check with at least forty-eight (48) hours lead time.
- b. Upon clearance through NCIC, the ECC Administrator shall notify the ECC Shift Supervisor that the observer may be scheduled. Scheduling may be done by either the ECC Shift Supervisor or the ECC Administrator.
- c. Observers' attire shall be neat and meet the minimum ECC dress code.
- d. Observers must be at least fourteen (14) years of age.
- e. Observers shall not be permitted to take any photographs when monitoring, unless prior permission is obtained from the ECC Manager or their designee.
- f. Observers shall not be permitted to use the CAD system, query through any system, or use the radio.
- g. Observers shall be instructed that they cannot talk when the Call Taker, NCIC Operator, or ECC Dispatcher is on the phone or radio.

B. Visits and Tour Groups

- 1. Arrangements can be made with the ECC Manager or their designee for visits and tours through the ECC facility.
- 2. Tours shall normally be limited to a maximum of ten (10) people.
- 3. Tours shall be scheduled on day or swing shift only.

C. Family Members Visiting

- 1. ECC personnel may bring their immediate family for a tour of the ECC facility during their off-duty periods for the purpose of orienting the family to the facility and the type of work the employee does.
- 2. ECC personnel shall obtain prior approval from the ECC Shift Supervisor.
- 3. The duration of the visit cannot exceed two (2) hours. The ECC Manager can make exceptions on a case-by-case basis.
- 4. All family members shall be approved access by the ECC Manager or their designee.



D. Family Members Observing

1. Because of the nature and violence of ECC operations, family members who are observing should be mature enough to handle the situations they might observe and understand ECC procedures. Observation time is limited to two (2) hours.
2. Observations are limited to twice in a six (6) month bid period per family member. The ECC Manager may make exceptions on a case-by-case basis.
- 7 3. Family member observers must comply with the same guidelines as community member observers, including a wants/warrant check. The ECC Administrator shall coordinate the observation time and date with the ECC Shift Supervisor.
4. Family member observers shall be instructed that they cannot talk when the Call Taker, NCIC Operator, or ECC Dispatcher are on the phone or radio.

E. Animals in ECC Facility

Animals are not permitted in the ECC facility; however, police service animals with their handlers and Pets Therapy for Employees Program animals are authorized.

F. Parking

1. Parking at the ECC is by controlled access. ECC personnel who are authorized to gain access to the parking lot must have a valid identification/access card.
2. Visitors must announce themselves at the gate and have a valid reason for entering the secure parking area.
- 7 3. Any ECC employee who uses the handicap spaces must have a valid placard displayed. This is for all shifts, includes nights and weekends.

G. Facilities Maintenance and Repair

1. Reporting Building Issues

- a. ECC personnel are to notify the ECC Shift Supervisor of any items to be repaired or issues to be addressed. This includes problems such as doors that won't open or shut properly, problems with restrooms, air conditioning or heating, bugs, grounds care, kitchen sink plumbing issues, and other similar concerns.
- b. The ECC Shift Supervisor shall escalate the issue by email and/or in end of shift report to the ECC Manager and ECC Administrator, unless it is an emergency. If it is an emergency, the ECC Manager and the Fire CIP system shall be notified.



- c. For non-emergency issues, the ECC Manager or their designee shall enter a request in the Fire CIP system and email ECC Shift Supervisors and support staff explaining that the issue has been reported.

H. Safety and Security

1. Guidelines in case of a bomb threat or a breach of security in the ECC:

a. Bomb Threats for the ECC:

- i. The Call Taker shall gather all pertinent information and create an incident for an ECC Dispatcher.
- ii. The ECC Dispatcher shall dispatch sworn personnel immediately and notify an FSB supervisor of the proper area command.
- iii. The ECC Shift Supervisor shall be responsible for notifying the ECC Manager and coordinate with AFR dispatch personnel and other personnel within the ECC.
- iv. The ECC Manager shall determine whether the ECC is to be evacuated. The ECC Shift Supervisor shall have the responsibility and make the determination to evacuate during off-duty hours.
- v. If evacuation is necessary, the ECC Shift Supervisor shall set up alternative communications between headquarters and mobile units and shall immediately notify the ECC Manager (see the evacuation plan outlined in this SOP for further instructions).

b. Breach of Internal Security within the ECC

- i. The ECC Shift Supervisor shall:
 - 1. Immediately account for all Department personnel working within the ECC;
 - 2. Contact Department personnel who are working in the building after-hours;
 - 3. Advise the ECC Dispatcher to broadcast the situation on each dispatch frequency for the safety of any sworn personnel who are en route to the ECC;
 - 4. Notify the ECC Manager as soon as possible;
 - 5. Determine whether the lieutenant for the area command should respond. If the lieutenant is unavailable, notify the sector sergeant for the ECC building; and
 - 6. Notify all affected personnel when the ECC has been declared secured and safe.
- ii. Under no circumstances shall ECC personnel, including the ECC Shift Supervisor, leave to investigate reports of unauthorized entries. It is the responsibility of the ECC Shift Supervisor to maintain communications with the responding FSB supervisor.

N/A 2-100-9 Training

A. General Responsibilities



1. The ECC Shift Supervisor assigned to training, under the direction of the ECC Manager, is responsible for ensuring that new hire trainees receive all required entrance-level training, consistent with the ECC Training Manual.
2. Prescribed training shall consist of those subjects necessary for the trainee to properly perform the functions of the job.
3. Refresher and on-going training is provided on a regular basis to all ECC personnel to ensure state certification as a Telecommunicator is maintained and center objectives are met.

B. New Hires

1. A new hire shall successfully complete a one (1) year probationary period, unless they are a City employee who has already completed the probationary period.
2. During the probationary period, the new hire shall attend the New Mexico Law Enforcement Academy Public Safety Telecommunicator Training Program. Upon completion of the training program, the new hire shall be allowed to take the Public Safety Telecommunicator Certification Examination.
3. All ECC personnel shall be certified by the Department of Public Safety as a Telecommunicator within twelve (12) months after beginning employment.
4. The supervisor assigned to training has the authority to extend the training period to ensure the new hire meets the guidelines of each phase. If a second extension is required, the ECC Manager shall be consulted.
5. ECC supervisors assigned to training shall evaluate new hires on a daily basis to ensure they meet all standards before being released from training.
6. New hires shall turn in evaluations on their trainers at the end of each week.
7. New hires shall attain a passing score before they are competent to perform their job and released to the ECC floor.

8. Ride-Alongs

N/A

- a. New hires shall refer to SOP Ride-Alongs for sanction classifications and additional duties.
- b. ECC personnel shall schedule a ride-along via the ECC employee assigned to training.

C. In-Service and Ongoing Training



1. ECC supervisors assigned to training shall provide ECC personnel opportunities to attend specialized training in topics designed to develop skills needed for career development and to meet the needs of ECC.
2. Call Takers, NCIC Operators, and ECC Dispatchers are required to maintain their Telecommunicator certification through regular in-service training and shall receive a minimum of twenty (20) hours of biennial training. Yearly in-service training can be completed by attending state-sponsored or vendor-sponsored training courses, by attending in-house training conducted in the ECC, or by attending shared training given by other local police agencies.
3. The supervisor assigned to training shall be responsible for tracking certification hours and coordinating, assigning, and/or conducting on-going training.

D. Remedial Training

1. When the need for remedial training has been identified, the ECC Shift Supervisor shall complete a Performance Improvement Plan (PIP) as related to job performance, outlining specific goals, expected outcome, and consequences if the goals are not met.
2. The PIP shall be reviewed with the ECC Manager. Upon the ECC Manager's approval of the PIP, the supervisor assigned to training shall work in conjunction with the ECC Shift Supervisor to ensure goals are met.

E. Trainer Qualifications

1. The candidate shall be on non-probationary status.
2. The candidate shall have a good overall work record based on the following:
 - a. No abuse of sick leave;
 - b. Complete review of disciplinary history;
 - c. Complete file review; and
 - d. Evaluations and recommendations from a supervisor.
3. The candidate shall be interviewed by the supervisor assigned to training.
4. Certified trainers shall be used as ECC training needs occur.
5. Each trainer is required to meet the ECC-approved position/job description and expectations.

7

F. Trainer General Duties and Conduct

1. Trainers are to turn in their evaluations daily by the end of the shift to the ECC supervisor assigned to training.



- a. Trainers shall not give the evaluations to their trainee to turn in.
2. Trainers shall sit next to or near their trainee during all phases of training.
3. When trainers are taking vacation, working adjusted schedules, working trades, or conducting city business, they shall email ECC supervisor assigned to training, the ECC Shift Supervisor, and each temporarily assigned trainer. The email shall indicate how long the trainer will be away, what training arrangements have been made for the trainee, specifically which trainers have been temporarily assigned, the dates, and list of tasks to be completed by the trainee.
4. The trainer shall give full attention to the trainee. Trainers and trainees shall not be working on any crafts, personal projects, text messaging, talking on cell phones, watching TV, having the speakers on for TV, using personal laptops when training. Failure to adhere to the standards in this SOP shall result in progressive discipline, with the exception of use of Department-issued electronics for work purposes.

N/A 2-100-10 Call Processing and Dispatching Outside of Department Jurisdiction

A. Jurisdiction of Federal Indian Reservation

ECC personnel shall not dispatch Department personnel to a federal Indian reservation without the permission of the area supervisor, except for routine follow-up investigations.

B. Dispatching Calls Outside City Limits or Within Unknown Jurisdictions

1. ECC personnel shall not dispatch Department personnel to locations outside City limits, without permission of the appropriate on-duty area supervisor.
2. If there is an immediate threat to life or property and the jurisdiction cannot be readily determined, or the jurisdiction is in dispute with another agency, sworn personnel shall be dispatched.
3. ECC personnel shall follow routine dispatching procedures when City property or personnel are involved as follows:
 - a. Traffic accident involving Department vehicles;
 - b. Private property accident involving any City vehicle;
 - c. Theft of City property; and
 - d. Injury to on-duty Department personnel.

C. Cross-Dispatching to Other Area Commands

1. Sworn personnel shall not be cross-dispatched to take reports in other area commands with the following exceptions:



- a. Calls received from hospital emergency rooms; and
 - b. Family Advocacy Center (FAC).
2. These calls shall be dispatched to sworn personnel in the area command where the crime or incident occurred.

7 2-100-11 Call Types

A. All ECC personnel shall abide by requirements outlined in the ECC Call Type Manual.

Appendix I: Dispatch Times

PRIORITY	DEFINITION	DISPATCH EXAMPLES	911	INITIAL ENTRY
1 ALL OPS	<ul style="list-style-type: none"> • Any immediate life-threatening situation with a great possibility of death or life threatening injury or any confrontation between people, which could threaten the life or safety of any person where weapons are involved. • Situations, which are in progress or just occurred (just occurred is up to a five (5) minute time delay). 	<ul style="list-style-type: none"> • Shootings; • Stabbings; • Armed robberies; • Sexual assault; • Aggravated assaults; • In-progress burglary into an occupied dwelling/home invasions; • Hostage situations; and • Domestic violence with weapon involved. 	30 seconds	30 seconds ALL OPS



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2	<ul style="list-style-type: none"> Any crime in progress which may result in a threat of injury to a person, major loss of property or immediate apprehension of a suspect. This also includes accidents with injury. Situations in progress or just occurred. 	<ul style="list-style-type: none"> Vehicle accident w/injury; Non injury accidents blocking major roadways; Responses with AFR; Missing persons (endangered and 12 & under); Any armed robbery, panic, duress, ATM tamper or ambush alarm; Child left in vehicle, unattended; Domestic violence calls in-progress or just occurred; and Residential/Commercial burglaries that just occurred or unknown when occurred and the location has not been checked. 	1 minute	3 minutes
3	<ul style="list-style-type: none"> Minor incidents in progress or just occurred with no threat of personal injury, major loss of life or property. 	<ul style="list-style-type: none"> Neighbor trouble in-progress/just occurred; Large loud parties; Animals left in vehicles; Shoplifter causing problems; and Non injury accidents on side roads. 	2 minutes	30 minutes
4	<ul style="list-style-type: none"> Minor incidents with no threat of personal injury, loss of life or property. Delayed reports when the caller is at a public location. 	<ul style="list-style-type: none"> Nuisance incidents; Civil standby; Delayed call where caller is at a public location; and Burglary alarms. 	2 minutes	1 hour
5	<ul style="list-style-type: none"> Crime has already occurred no suspect at or near the scene and no threat of personal injury loss of life or property. Delayed reports where the caller is at home or at their workplace for an extended period of time. 	<ul style="list-style-type: none"> Delayed reports where a crime has already occurred and a delay will not prevent a crime from occurring, aid in the immediate apprehension of a suspect or cause a 	2 minutes	3 hours



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		delay in an injured person(s) receiving aid.		
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